

Number of outstanding access requests and access decisions

	(1 Jan 2023 - 31 Mar 2023) FY 2022-23 Q3	(1 Apr 2023 - 30 Jun 2023) FY 2022-23 Q4	(1 Jan 2024 - 31 Mar 2024) FY 2023-24 Q3 ⁴	(1 Apr 2024 - 30 Jun 2024) FY 2023-24 Q4 ⁴
Q1 The number of persons with access requests carried over (outstanding) from the previous quarter.	15,962	17,787	19,652	27,055
Q2 The total number of access requests received during the quarter. ¹	33,344	35,219	25,482	30,285
Q6 The number of persons with access met in the quarter. ²	21,782	23,756	13,528	12,167
Q7 The number of persons with access not met in the quarter ²	6,598	7,507	2,746	2,207
Q5 The number of persons with access requests carried over (outstanding) at the end of the quarter.	17,787	18,703	27,055	40,765

Participant Service Guarantee (PSG) 2*

	FY 2023-24 Q3		FY 2023-24 Q4	
Q3 Timeframe ⁴	Number of access decisions or request for further information	Access decisions or request for further information (%)	Number of access decisions or request for further information	Access decisions or request for further information (%)
a Within 21 days	6,798	48%	4,903	28%
b 22 to 60 days	5,154	36%	5,491	31%
c 61 to 111 days	2,002	14%	6,776	38%
d 112 or more days	302	2%	592	3%
Total	14,256	100%	17,762	100%

* PSG 2 - Make an access decision or request further information, had a performance against the 21 day service guarantee of 96% and 100% respectively in the March 2023 and June 2023 quarters.

Participant Service Guarantee (PSG) 4**

	FY 2023-24 Q3		FY 2023-24 Q4	
Q4 Timeframe ⁴	Decisions made or request for further information after further information provided	Decisions made or request for further information after further information provided (%)	Decisions made or request for further information after further information provided	Decisions made or request for further information after further information provided (%)
a Within 14 days	669	51%	567	38%
b 15 to 40 days	355	27%	492	33%
c 41 to 104 days	239	18%	327	22%
d 105 or more days	41	3%	119	8%
Total	1,304	100%	1,505	100%

** PSG 4 - Make an access decision or request further information after further information recieved, had a performance against the 14 day service guarantee of 96% and 97% respectively in the March 2023 and June 2023 quarters.

¹ Persons may make more than one access request.

² Access requests can be closed without a decision.

³ The implementation of the new computer system has resulted in significant changes to the way access requests are captured, with earlier visibility of prospective access into the NDIS.

⁴ Timeframe data is sourced from PSG two and four. The metric only contains data from the new PACE system.