

Section 17 document - Scope and responses

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Number of outstanding access requests and access decisions

	(1 Jul 2023 – 30 Sep 2023) FY 2023-24 Q1 ³	(1 Jul 2024 – 30 Sep 2024) FY 2024-25 Q1 ³	
Q1	The number of persons with access requests carried over (outstanding) from the previous quarter.	18,703	40,765
Q2	The total number of access requests received during the quarter. ¹	34,762	30,304
Q6	The number of persons with access met in the quarter ²	23,326	20,373
Q7	The number of persons with access not met in the quarter ²	8,618	5,286
Q5	The number of persons with access requests carried over (outstanding) at the end of the quarter.	18,962	40,913

Participant Service Guarantee (PSG) 2*

		FY 2024-25 Q1	
Q3	Timeframe ³	Number of access decisions or request for further information	Access decisions or request for further information (%)
a	Within 21 days	5,022	18%
b	22 to 60 days	6,284	23%
c	61 to 111 days	13,642	50%
d	112 or more days	2,519	9%
Total		27,467	100%

* PSG 2 - Make an access decision or request further information, had a performance against the 21-day service guarantee of 100% in the September 2023 quarter.

Participant Service Guarantee (PSG) 4**

		FY 2024-25 Q1	
Q4	Timeframe ³	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	546	25%
b	15 to 40 days	833	38%
c	41 to 104 days	532	24%
d	105 or more days	299	14%
Total		2,210	100%

** PSG 4 - Make an access decision or request further information after further information received, had a performance against the 14-day service guarantee of 97% respectively in the September 2023 quarter.

¹ Persons may make more than one access request.

² Access requests can be closed without a decision.

³ Timeframe data is sourced from PSG two and four. The metric only contains data from the new PACE system.