



FOI 25/26-0955

Scope	<p><i>Please provide the following figures for:</i></p> <ul style="list-style-type: none"> • <i>FY 2025-26 Q1 (1 July 2025 – 30 September 2025)</i> <ol style="list-style-type: none"> 1. <i>The number of persons with an access request in progress as at the beginning of the quarter</i> 2. <i>The number of persons with an access request in progress at at the end of the quarter</i> 3. <i>The number of persons with access met in the quarter</i> 4. <i>The number of persons with access not met in the quarter</i> 5. <i>The total number of access requests received during the quarter</i> 6. <i>The total number of access decisions or requests for more information made during the quarter, and;</i> <ol style="list-style-type: none"> a). <i>The number of those decisions/requests made within 21 days of receiving the access request.</i> b). <i>The number of those decisions/requests made within 22 to 60 days of receiving the access request.</i> c). <i>The number of those decisions/requests made within 61 to 111 days of receiving the access request.</i> d). <i>The number of those decisions/requests made 112 or more days after receiving the access request.</i> 7. <i>The total number of access decisions or requests for more information made during the quarter, after more information had been provided, and;</i> <ol style="list-style-type: none"> a). <i>The number of those decisions/requests made within 14 days of receiving the additional information.</i> b). <i>The number of those decisions/requests made within 15 to 40 days of receiving the additional information.</i> c). <i>The number of those decisions/requests made within 41 to 104 days of receiving the additional information.</i> d). <i>The number of those decisions/requests made 105 or more days after receiving the additional information.</i>
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Response



Number of outstanding access requests and access decisions:

**	(01 Jul 2025 – 30 Sep 2025) FY 2025-26 Q1
The number of persons with an access request in progress as at the beginning of the quarter	10,313
The number of persons with an access request in progress at the end of the quarter	9,219
The number of persons with access met in the quarter	22,335
The number of persons with access not met in the quarter	5,502
The total number of access requests received during the quarter ¹	27,639

¹ This metric is measured at the request level, noting that an applicant may make multiple requests. All other metrics in this table are at the person level



Participant Service Guarantee (PSG) 2:

	FY 2025-26 Q1	
Timeframe ²	Number of access decisions or request for further information	Access decisions or request for further information (%)
Within 21 days	26,137	91%
22 to 60 days	1,431	5%
61 to 111 days	553	2%
112 or more days	715	2%
Total	28,836	100%

² PSG 2 - Make an access decision or request further information, had a performance against the 21-day service guarantee of 91% in the September 2025 quarter.



Participant Service Guarantee (PSG) 4

	FY 2025-26 Q1	
Timeframe ³	Decisions made or request for further information after further information provided	Decisions made or request for further information after further information provided (%)
Within 14 days	1,047	55%
15 to 40 days	563	29%
41 to 104 days	228	12%
105 or more days	79	4%
Total	1,917	100%

³ *PSG 4 - Make an access decision or request further information after further information received, had a performance against the 14-day service guarantee of 55% in the September 2025 quarter.*

Note:

- There has been significant improvement in all access pathway PSGs with PSG 2 reporting greater than 90% within PSG timeframes for Q1. PSG 4 performance improved from 46% in Q4 2024–25 to 55% in Q1 2025–26. This is attributed to a strategic focus on completing access decisions by pivoting more staffing resources to this work.