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**Number of outstanding access requests and access decisions**

	(01 Oct 2025 – 31 Dec 2025) FY 2025-26 Q2
The number of persons with an access request in progress as at the beginning of the quarter	9,219
The number of persons with an access request in progress at the end of the quarter	8,716
The number of persons with access met in the quarter	19,242
The number of persons with access not met in the quarter	5,184
The total number of access requests received during the quarter <sup>1</sup>	26,069

<sup>1</sup> 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**

Timeframe <sup>2</sup>	FY 2025-26 Q2	
	Number of access decisions or request for further information	Access decisions or request for further information (%)
Within 21 days	23,404	92%
22 to 60 days	1,007	4%
61 to 111 days	581	2%
112 or more days	412	2%
<b>Total</b>	<b>25,404</b>	<b>100%</b>

<sup>2</sup> PSG 2 - Make an access decision or request further information, had a performance against the 21 day service guarantee of 92% in the December 2025 quarter.

**Participant Service Guarantee (PSG) 4\*\***

Timeframe <sup>3</sup>	FY 2025-26 Q2	
	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	1,279	69%
15 to 40 days	342	19%
41 to 104 days	172	9%
105 or more days	48	3%
<b>Total</b>	<b>1,841</b>	<b>100%</b>

<sup>3</sup> PSG 4 - Make an access decision or request further information after further information received, had a performance against the 14 day service guarantee of 69% in the December 2025 quarter.

To Note:

PSG 4 performance improved from 55% in Q1 2025–26 to 69% in Q2 2025-26. This is attributed to a strategic focus on completing access decisions by pivoting more staffing resources to this work.