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**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 <sup>4</sup>	(1 Apr 2024 - 30 Jun 2024) FY 2023-24 Q4 <sup>4</sup>
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. <sup>1</sup>	33,344	35,219	25,482	30,285
Q6 The number of persons with access met in the quarter <sup>2</sup>	21,782	23,756	13,528	12,167
Q7 The number of persons with access not met in the quarter <sup>2</sup>	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	
Timeframe <sup>4</sup>	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 (%)
Q3 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%
<b>Total</b>	<b>14,256</b>	<b>100%</b>	<b>17,762</b>	<b>100%</b>

\* 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	
Timeframe <sup>4</sup>	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 (%)
Q4 a Within 21 days	815	63%	721	48%
b 22 to 60 days	318	24%	491	33%
c 61 to 111 days	139	11%	189	13%
d 112 or more days	32	2%	104	7%
<b>Total</b>	<b>1,304</b>	<b>100%</b>	<b>1,505</b>	<b>100%</b>

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

<sup>1</sup> Persons may make more than one access request.

<sup>2</sup> Access requests can be closed without a decision.

<sup>3</sup> 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.

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