Natural Resources Access Regulator





Our service charter contains the commitments we made to respond to your requests for our services in a timely and efficient manner. These targets serve as both a guide for you on our standard response times, and a benchmark for us to work toward.

How are we doing?

Controlled activity approvals (CAAs)

We have responded to:

- 80% of low-risk CAAs within 20 working days of receipt
- 78% of medium and high-risk CAAs within 45 working days of receipt

Investigations

When you lodged a report with us we responded in the following ways:

- 100% of reports received were acknowledged at the time of lodgement
- 57% of reports received were assessed within five workings days to determine if an investigation was required.
- In 63% of reports we received we advised the reporter of our intention to investigate within 10 working days of making that decision.
- 82% of high priority investigations were commenced within 15 working days of the decision to investigate.
- In 100% of cases we advised the reporter of the outcome of the investigation when it was completed.

Reporting frequency

We are committed to transparency and accountability in our services. We will continue to report against these targets twice a year.

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