

## Service charter: progress update

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 working 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.