

2024-25 Education Standards Board Service Standards and Targets

Regulatory Activity or Function	Type	Service Standard	Target
Applications	Applications for Provider Approval	We will notify you of the assessment outcome within 60 calendar days after the application was validated	100%
	Applications for amendment of Provider Approval	We will notify you of the assessment outcome within 60 calendar days after the application was validated	100%
	Applications for Service Approval	We will notify you of the assessment outcome within 90 calendar days after the application was validated	100%
	Applications for Service Amendment	We will notify you of the assessment outcome within 60 calendar days after the application was validated	100%
	Applications for Transfer of Service Approval	We will notify you of our intention to intervene in your transfer application within 28 calendar days before the intended transfer date	100%
	Applications for Waivers	We will notify you of the assessment outcome within 60 calendar days after the application was validated	100%
Applications	Applications for First Tier Review	We will notify you of the review outcome or request to extend the review timeframe within 30 calendar days after receipt of the application	100%
	Applications for Internal Review	We will notify you of the assessment outcome within 30 calendar days after the application was validated	100%
	Application management	We will acknowledge the evidence provided, resume the clock and provide a revised application due date within 3 business days after receipt	70%
Applications	Application validation	We will notify you whether your application is valid within 3 business days after receipt	70%

Incidents	Triage	Incident notifications are initially assessed and triaged within 1 business day of receipt	100%
Complaints	Triage	Complaints are initially assessed and triaged within 1 business day of receipt	100%
Assessment and Rating	Assessment and Rating of services rated against the previous NQS are assessed and rated under the current NQS	We will increase the number of services rated under the current National Quality Standard (NQS).	20% of services rated under 2012 NQS
	Draft assessment and rating reports	We issue draft assessment and rating reports within 21 calendar days from the date of the assessment and rating visit	70%
Assessment and Rating	Pre-assessment and rating monitoring visits	Services previously rated under the 2012 NQS will receive a pre-assessment and rating monitoring visit	100%
Enquiries	Telephone calls to our 1800 number	We will answer your call within 2 minutes	70%
	Email enquiries	We will respond to your email within 3 business days	70%