

2025-26 REPORT ON INVESTIGATIONS PERFORMANCE KPIs
as at 30 September 2025

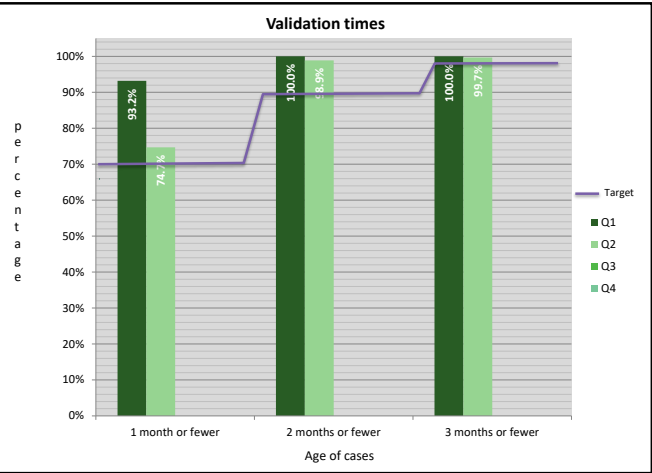
TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	93.2%	23.2%	93.2%	23.2%
2 months or fewer	90%	100.0%	10.0%	100.0%	10.0%
3 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	54.8%	-15.2%	74.7%	4.7%
2 months or fewer	90%	97.7%	7.7%	98.9%	8.9%
3 months or fewer	97%	99.4%	2.4%	99.7%	2.7%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				



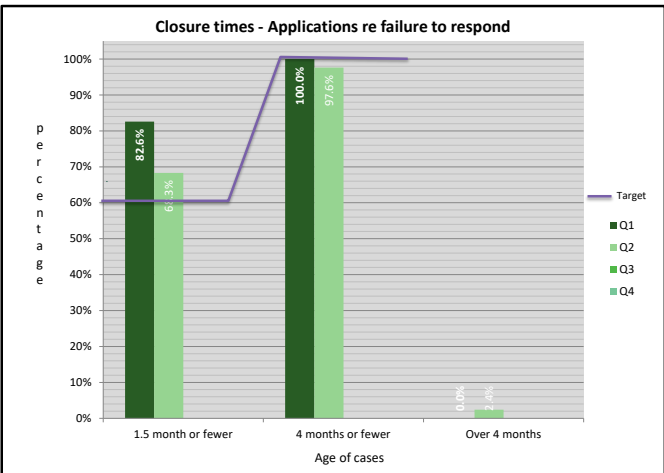
TIME TAKEN TO DECIDE VALID FAILURE TO RESPOND APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	82.6%	22.6%	82.6%	22.6%
4 months or fewer	100%	100.0%	0.0%	100.0%	0.0%
Over 4 months	0%	0.0%	0.0%	0.0%	0.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	50.0%	-10.0%	68.3%	8.3%
4 months or fewer	100%	94.4%	-5.6%	97.6%	-2.4%
Over 4 months	0%	5.6%	5.6%	2.4%	2.4%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	0%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	0%				



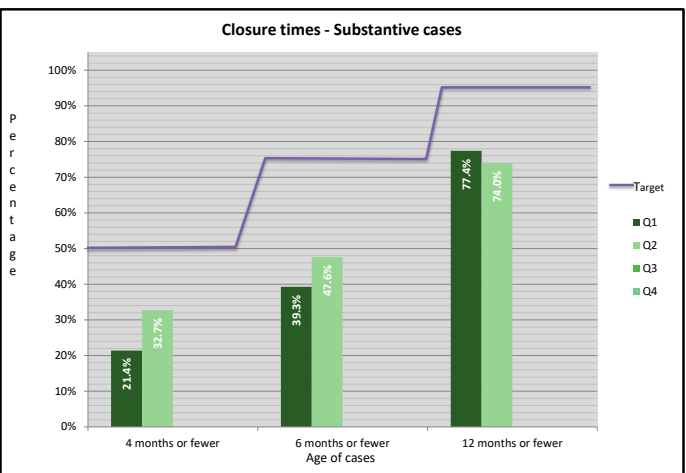
TIME TAKEN TO DECIDE VALID SUBSTANTIVE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	21.4%	-28.6%	21.4%	-28.6%
6 months or fewer	75%	39.3%	-35.7%	39.3%	-35.7%
12 months or fewer	95%	77.4%	-17.6%	77.4%	-17.6%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	40.3%	-9.7%	32.7%	-17.3%
6 months or fewer	75%	53.2%	-21.8%	47.6%	-27.4%
12 months or fewer	95%	71.8%	-23.2%	74.0%	-21.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				



TIME TAKEN TO DECIDE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	58.2%	-11.8%	58.2%	-11.8%
6 months or fewer	85%	67.7%	-17.3%	67.7%	-17.3%
12 months or fewer	97%	88.0%	-9.0%	88.0%	-9.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	62.9%	-7.1%	60.8%	-9.2%
6 months or fewer	85%	71.3%	-13.7%	69.7%	-15.3%
12 months or fewer	97%	82.7%	-14.3%	85.0%	-12.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

