

Were applications transferred between agencies?

Decline in transfers between agencies

During 2022/23, agencies reported that 480 applications were transferred to another agency (Figure 46). This is a 7% decline from the 516 transfers reported in 2021/22. This result represents the lowest number of transfers recorded over the past five years and a 44% decline from the highest number of transfers, 854 reported in 2017/18.

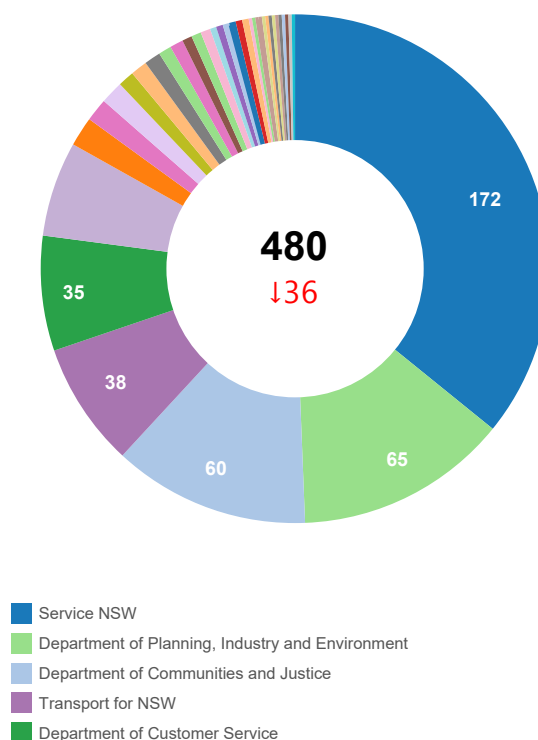
Figure 45 shows that the Government sector accounted for most transfers with 97% which is consistent with 2021/22. Most transfers were agency-initiated with 79%, which is a moderate increase from 72% in 2021/22.

Figure 45: Number of applications that were transferred, by sector and by whether agency or applicant initiated, 2022/23

Sector	Agency initiated transfers	Applicant initiated transfers	Total
Government	367	99	466
Council	7	3	10
University	0	1	1
Minister	0	0	0
State-Owned Corporations	3	0	3
Total	377	103	480

In 2022/23, Service NSW accounted for 36% of transferred applications, a significant increase from 21% in 2021/22. The second highest number of transfers was reported by the Department of Planning Industry and Environment with 14% of transferred applications, which is a moderate decline from 19% in 2021/22. The third highest was the Department of Communities and Justice with 13% followed by Transport for NSW with 8% and the Department of Customer Service with 7% (Figure 46).

Figure 46: Distribution of applications transferred, by agency, 2022/23



The transfer mechanism facilitates a whole-of-government, applicant-centric approach to information access. The inclusion of this data provides a means of examining the assistance provided by agencies to applicants.