

Were applications transferred between agencies?

Decline in transfers between agencies

During 2021/22, agencies reported that 516 applications were transferred to another agency (Figure 46). This is a 22% decrease from the 664 transfers reported in 2020/21. This result represents the lowest number of transfers recorded over the past five years and a 40% decline from the highest number of transfers (854) reported in 2017/18.

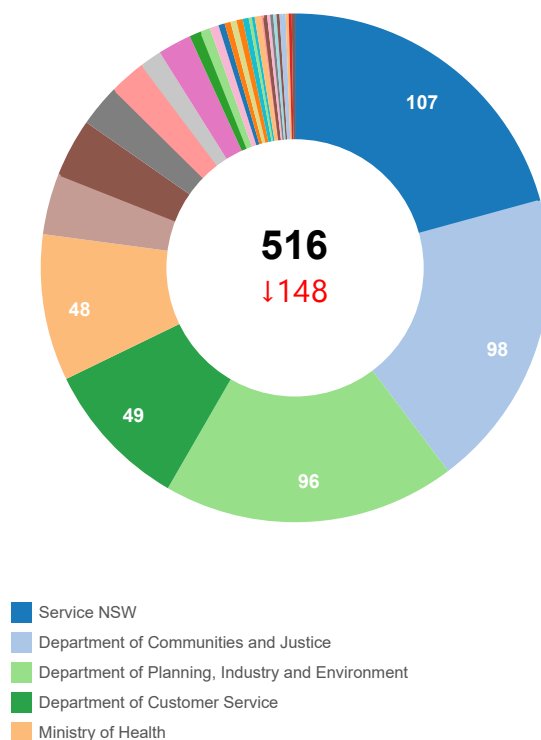
Figure 45 shows that the Government sector accounted for most transfers (95%), which is consistent with 2020/21. Most transfers were agency-initiated (72%), which is similar to 77% in 2020/21.

Figure 45: Number of applications that were transferred, by sector and by whether agency or applicant initiated, 2021/22

Sector	Agency initiated transfers	Applicant initiated transfers	Total
Government	350	141	491
Council	16	3	19
University	0	0	0
Minister	2	0	2
State-Owned Corporations	4	0	4
Total	372	144	516

In 2021/22, Service NSW accounted for 21% of transferred applications, which is consistent with 20% in 2020/21. The second highest number of transfers was reported by the Department of Communities and Justice with 19% of transferred applications, which is a moderate decline from 31% in 2020/21. The third highest was the Department of Planning, Industry and Environment (19%), followed by the Department of Customer Service (9%), and the Ministry of Health (9%) (Figure 46).

Figure 46: Distribution of applications transferred, by agency, 2021/22



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