

&RGH RI 3UDFWLFLH IRU &DU  
 ,QIRUPDWLRQ DQG \*XLGDQFI  
 &RGH RI 3UDFWLFLH VLRQ  
 (IIHFWLYH) HURPXDU\



Date	Supersedes	Description of Change
1 February 2020.	2018 Version.	Reflects changes to reporting structures and reports through the Fee and Access Plan instead of the Matrix Quality Standard.
1 February 2024	2018 Version 1.1	Periodic Update. No substantive changes

Document Owner	Approved By	Date Approved	Review Frequency
			E





'HOLYHU\ RI &DUHHUV (GXFDWLRQ ,QIRUPDWLRQ \*XLGDC  
 &(\* LV GHOLYHUHG WKURXJK D ZLGH UDQJH RI SURFHV  
 SDUWQHUV &(\* HPSOR\DELOLW\ VHUYLFH &DUHHUV  
 (PSOR\DELOLW\ ZLGH UDQJH RI &(\* DFWLYLWLHV  
 VRRROV DQG FROOHJHV DV D UHVXOW RI LQLWLDWLYHV O

&DUHHUV (GXFDWLRQ ,QIRUPDWLRQ DQG \*XLGDQFH 6HUY  
 7K&DUHHU(PSOR\DELOLW\ &(\* VHUYLFHV LQFOXGH FDUHHUV  
 DGYLFH DQG JXLGHV GHQWUHV SSULHQHXUVKLS VHUYLFHV  
 VHUYLFHV WR JUDGXDWHV ZRUN H[S]SHQVHWKQHG ZRUN  
 GHYHORSPHQW DQG RSURQPRMLRQQRI ZRUN WLDORZ LQJ DQG  
 JUDGXDWVHRSSRUWXQLWLHV

7K&DUHHU(PSOR\DELOLW\ 6HUYLFHV HFWUDLFXODQ  
 SDUWQHUVKLS ZLWK DFDGHPILQVFKROV WQFH WDEOHJHV F  
 VHVLRQV SODFPHQW SUHSDVSRQWZGWHVPSOR\DELOLW  
 HYHQWV DQG LQLWLDWLYHV



- 0DLQWDLQ FORVH6W XGNQVZLVWISQVRIQ

- 7DNH IXOO DGYDQWDJH RI WKH &(\* SQRYLVLRLQVUPLGGH D  
RXWVLGH WKHLU FXUULFXOXP
- 3DUWLFLSDWH LQ &(\* VHUYLFH HYDOXDWLRQV DQG SURY  
DSSURSULDWH
- 5HIOHFW DQG UHYLHZ WKHLEDRZHQ US WRJDUHLQVH WK WRXJK W  
RWKHU DYDLODEOH WRROV DQGUU(HPSOR\BVLQHWJ \$ZKHQ% D

5ROH RI (PSOR\HUV DQG ([WHUQDO 3DUWQHUV

7KH LQVWLWXWLRQ ZLOO

- (QVXUH WKDW &(\* SURYLVLRLQ UHIOHFWV GHYHORSPHQW  
HPSOR\PHQW PDUNHW WKURXJK FORVH FROMPSOR\BVLRLQV  
DQG RUJDDQLR\DWLRQV DQGLRQVHQQ DWLRQDOO\  
•

0RQLWRULQJ (YDOXDWLRQ

&(,\* VHUYLFHV DQG DFWLGLDQGHVZDOØDEWHBRQKWRXJK  
RI PHFKDQLVPV LQFOXGLQJ

- 7K&DUHHU(V\$QFGDELOLXQGHHUWJDNHKOJU HYDOXDWLRQ RI  
VHUYLFHV ZLWK VHUYLFH XVDJH GDWD PHDVXUHV RI LPS  
UHSRUWHG WKURXJK OHHQHYDQWJFRPHQWWHHV DQG WR ([  
UHTXLUHG

- &(,\* VHUYLFHV DQG SURYLVLRQ UHSRUWHG RQ DQQXDOO  
8QLYHUVLW\¶V +()&: )HH \$FFHVV 3ODQ