

---

# COAG

---

## Disability Reform Council Quarterly Performance Report

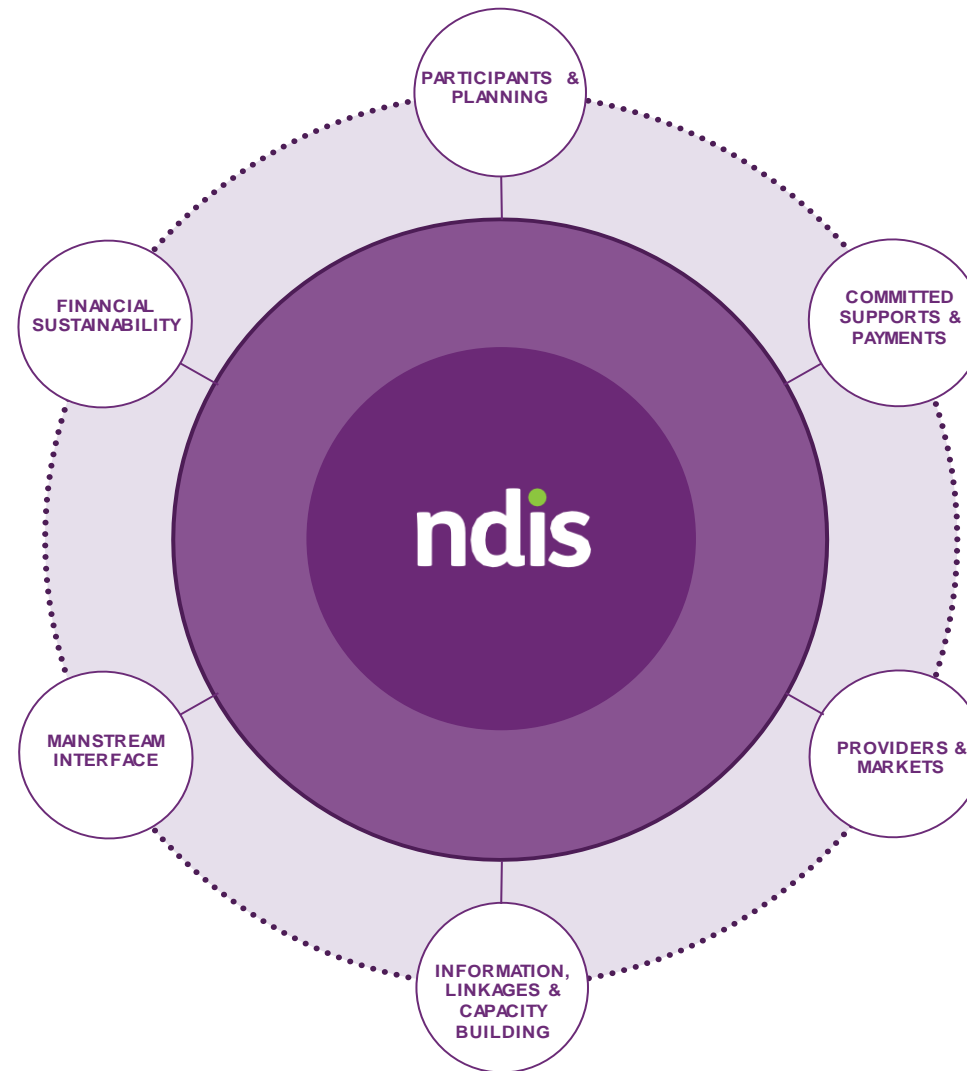
New South Wales - 30 September 2019



# Overview

This report is a summary of the performance and operations of the NDIA in New South Wales for Quarter 1 of 2019-20 (01 July 2019 - 30 September 2019).

It is the thirteenth quarterly report during the NDIS Transition period, which commenced on 1 July 2016.



# Summary

## Participants and Planning

An additional 6,716 active participants received plans this quarter (excluding ECEI).

At 30 September 2019, plans approved and ECEI referrals represent 79% of scheme to date bilateral estimate.

Participant satisfaction remains high in the quarter, with 92% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

**Note:** All potential transition participants were due to phase in during 2016-17, 2017-18 or 2018-19. Therefore, they are compared against the bilateral estimate as at 30 June 2019.

## Committed Supports and Payments

The following amounts have been paid to providers and participants each financial year:

- \$37.1m in 2013-14,
- \$141.0m in 2014-15,
- \$258.5m in 2015-16,
- \$1,213.3m in 2016-17,
- \$3,111.6m in 2017-18,
- \$4,386.4m in 2018-19,
- \$1,092.4m in 2019-20 to date.

Overall,

- 74% of committed supports were utilised in 2013-14,
- 77% in 2014-15,
- 74% in 2015-16,
- 68% in 2016-17,
- 72% in 2017-18,
- 73% in 2018-19.

The 2018-19 and 2019-20 experience are still emerging.

Lower utilisation during transition reflects the increased amount of participants who received their first plans in these years. Participants tend to utilise less of their first plan, compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

## Providers and Markets

There were 6,579 active providers as at 30 September 2019.

40% of active providers are individuals/sole traders.

25% of active providers are receiving 80-95% of payments to providers made by the NDIA.

**Note:** The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in all States and Territories across Australia from 1 July 2019, with the exception of WA which will commence from 1 July 2020.

## Mainstream Interface

95% of active participants with a plan approved in 2019-20 Q1 access mainstream services.

**Note:** Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to the prior quarter.

# Participants and Planning

The NDIS in New South Wales continues to grow with 6,716 additional active participants with approved plans this quarter.

In total, over 108,000 participants are being supported by the NDIS in New South Wales, with 39% receiving support for the first time.

## Summary

The NDIS is fully operational and available in all areas of New South Wales.

### Key Statistics

**108,261**

PARTICIPANTS ARE BEING SUPPORTED BY THE NDIS IN NEW SOUTH WALES, INCLUDING CHILDREN IN THE ECEI PROGRAM

**6,716**

INITIAL PLANS APPROVED IN 2019-20 Q1, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 7% GROWTH SINCE LAST QUARTER)

**1,375**

CHILDREN ARE RECEIVING INITIAL SUPPORTS IN THE ECEI PROGRAM\*

**42,151**

PEOPLE ARE BEING SUPPORTED FOR THE FIRST TIME

\*Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

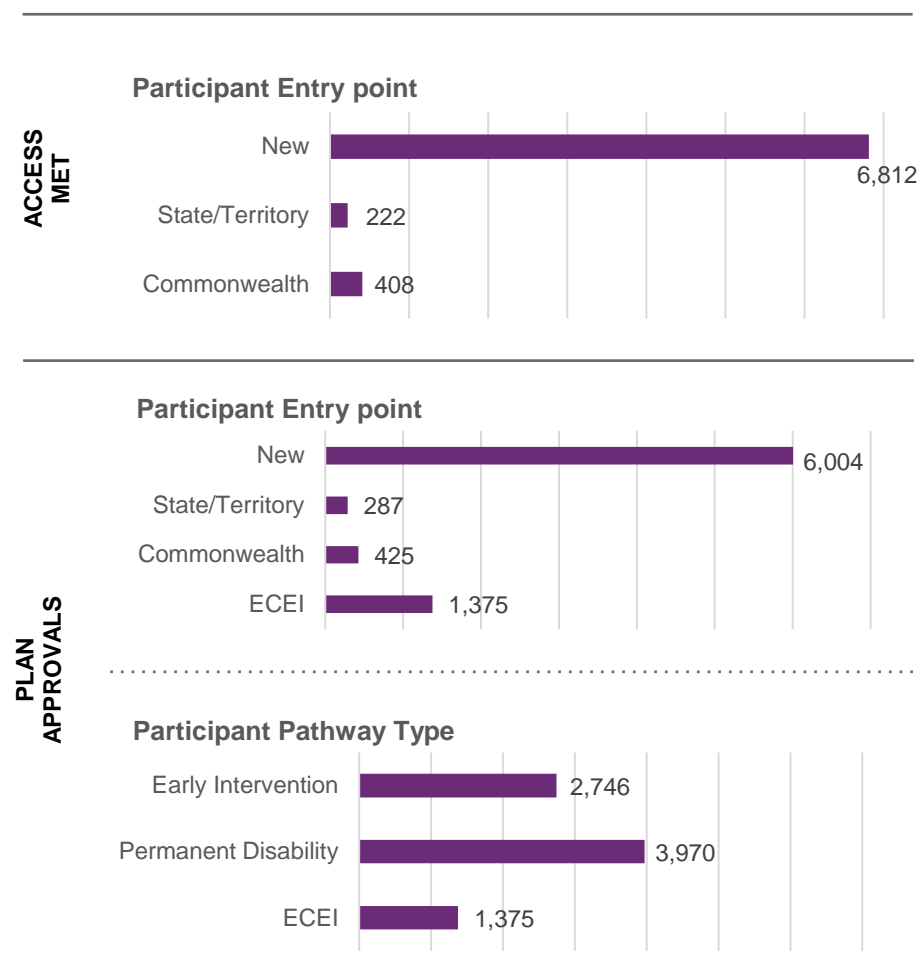
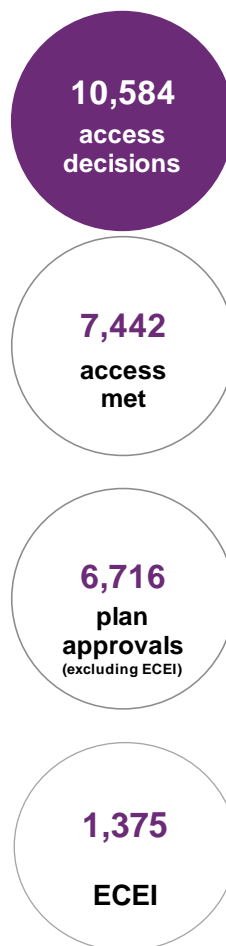
# Quarterly Intake

## 2019-20 Q1

Of the 7,442 participants active and deemed 'eligible' this quarter, 92% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 6,716 new active participants this quarter, 89% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 59% entered with a permanent disability.

**Note:** The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. This is the result of the introduction of new ICT capability. While the total number of children being supported in the ECEI gateway is accurate, the information on the timing of supports provided will improve going forward. Therefore, the results based on those who commenced receiving supports in the quarter should be treated with caution.



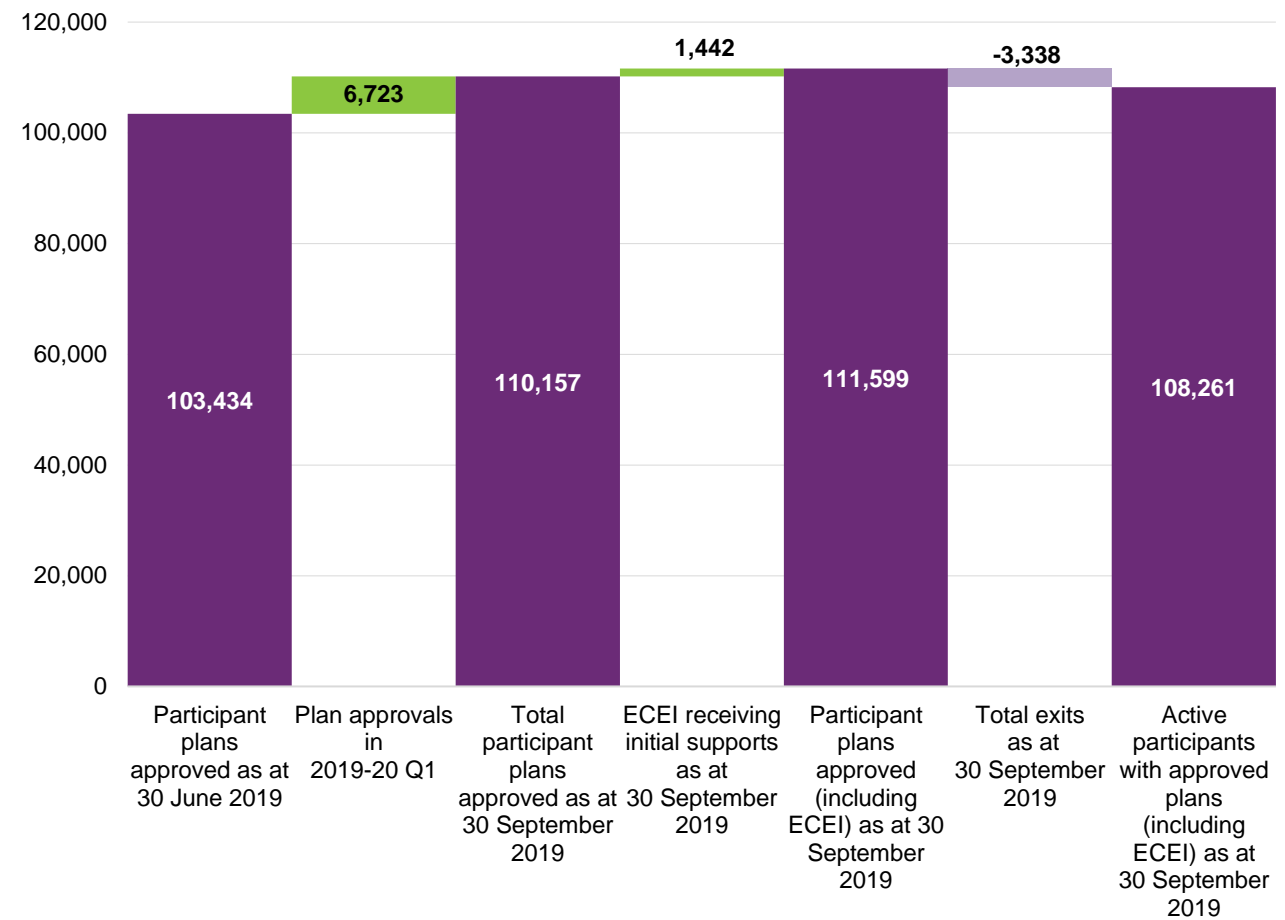
# Quarterly Intake Detail

Plan approval numbers have increased from 103,434 at the end of 2018-19 Q4 to 110,157 by the end of 2019-20 Q1, an increase of 6,723 approvals.

At the end of the quarter, 1,442 children are receiving initial supports in the ECEI gateway.

Overall, 3,338 participants with approved plans have exited the Scheme, resulting in 108,261 active participants (including ECEI) as at 30 September 2019.

Change in plan approvals between 30 June 2019 and 30 September 2019



There were 23,088 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

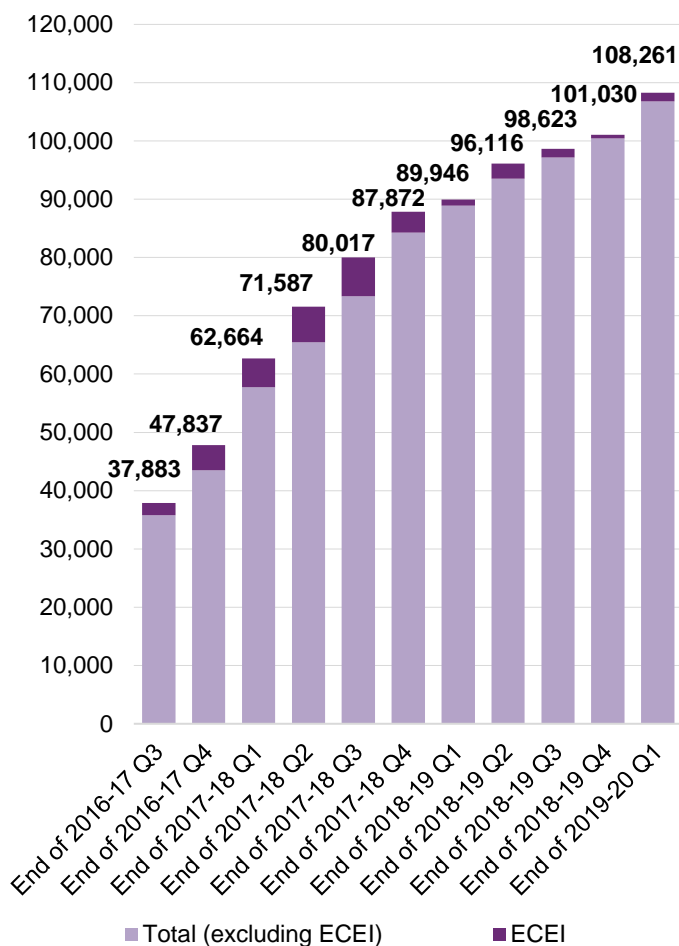
# Cumulative Position

At the end of 2019-20 Q1, the cumulative total number of active participants that are receiving support is 108,261 (including 1,442 children receiving initial supports in the ECEI gateway). Of these, 52,715 transitioned from an existing State/Territory program, 11,953 transitioned from an existing Commonwealth program and 42,151 participants have received support for the first time.

Overall, since 1 July 2013, there have been 139,357 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who were active at the end of each period.

Cumulative active participant numbers



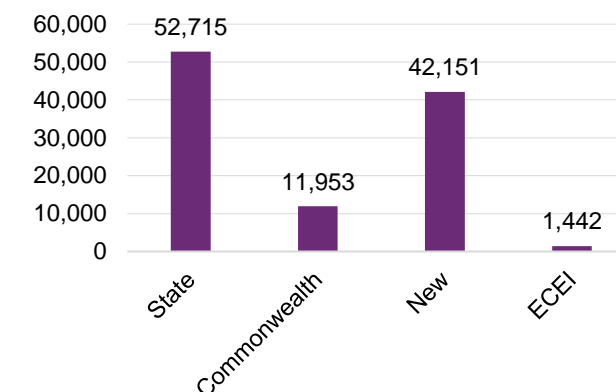
79%

of scheme to date bilateral estimate\*

106,819

active participants to date; 108,261 including 1,442 ECEI confirmed

Active participants by participant referral pathway



\*This estimate is at 30 June 2019.

Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.





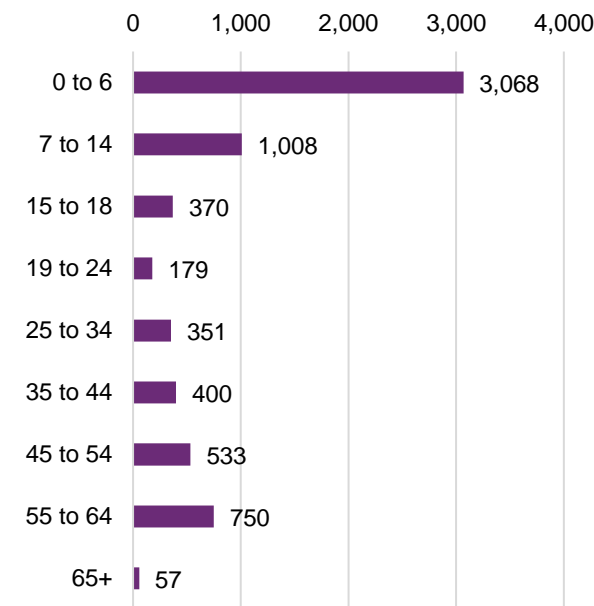
# Participant Profiles by Age Group

These bar charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by age group.

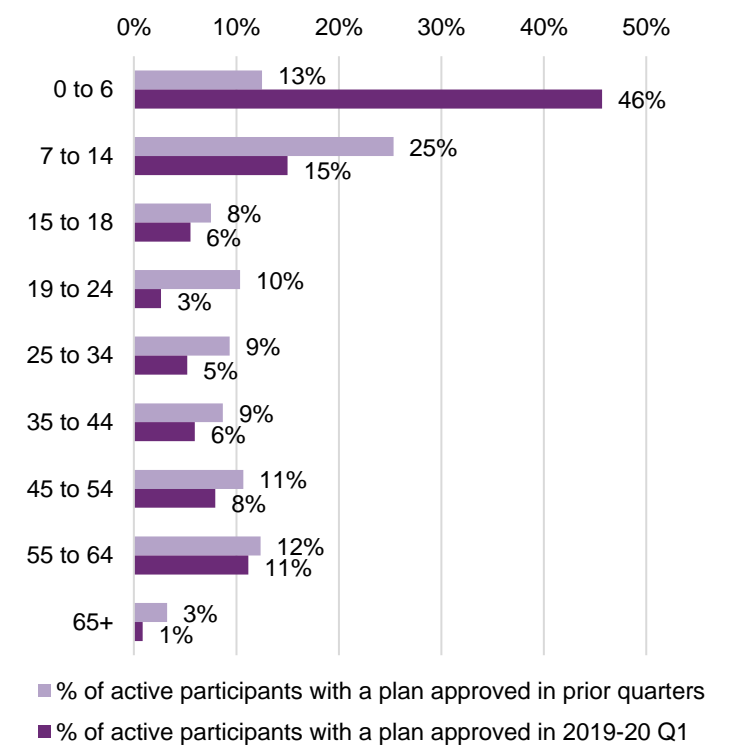
46% of participants entering in this quarter are aged 0 to 6 years. This compares with 13% in prior quarters.

This is driven by a relatively high proportion of 'new' participants entering this quarter compared to prior quarters.

Active participants with a plan approved in 2019-20 Q1 by age group



% of active participants with a plan approved by age group



Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Participant Profiles by Disability Group

These bar charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by disability group.

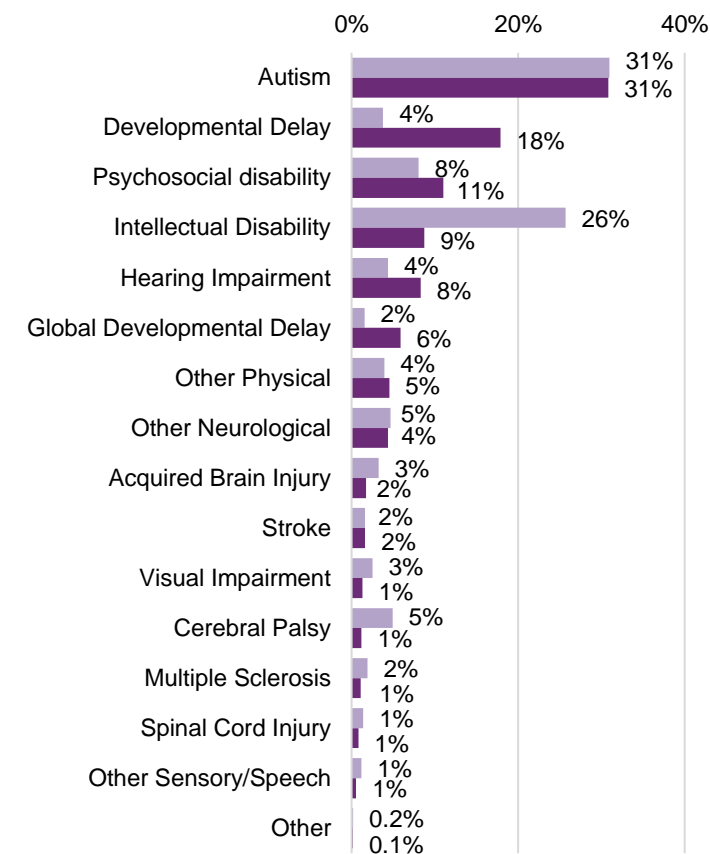
Of the participants entering in this quarter, 18% had a primary disability of Developmental Delay compared with 4% in previous quarters. Further, 9% had a primary disability of Intellectual Disability compared with 26% in previous quarters.

For the participants with a primary disability of Developmental Delay, the large increase was mainly driven by the increase in participants aged 0 to 6 years entering in this quarter.

Active participants with a plan approved in 2019-20 Q1 by disability group



% of active participants with a plan approved by disability group



■ % of active participants with a plan approved in prior quarters  
 ■ % of active participants with a plan approved in 2019-20 Q1

Note 1: Of the 585 active participants identified as having an intellectual disability, 67 (11%) have Down syndrome.

Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

# Participant Profiles by Level of Function

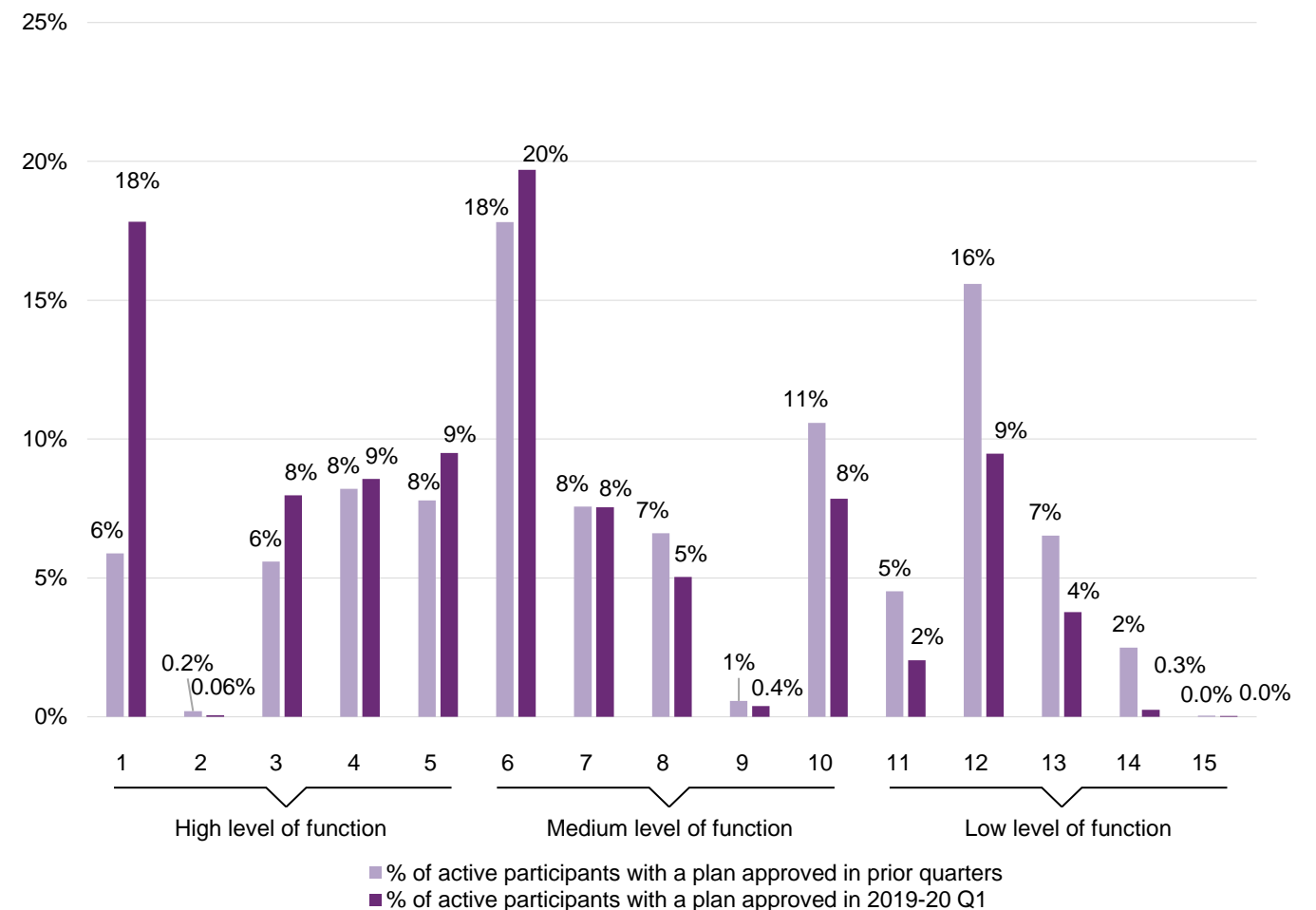
These bar charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by level of function.

For participants with a plan approval in the current quarter:

- 44% of active participants had a relatively high level of function
- 41% of active participants had a relatively moderate level of function
- 16% had a relatively low level of function

These relativities are within the NDIS participant population, and not comparable to the general population.

% of active participants with a plan approved by level of function

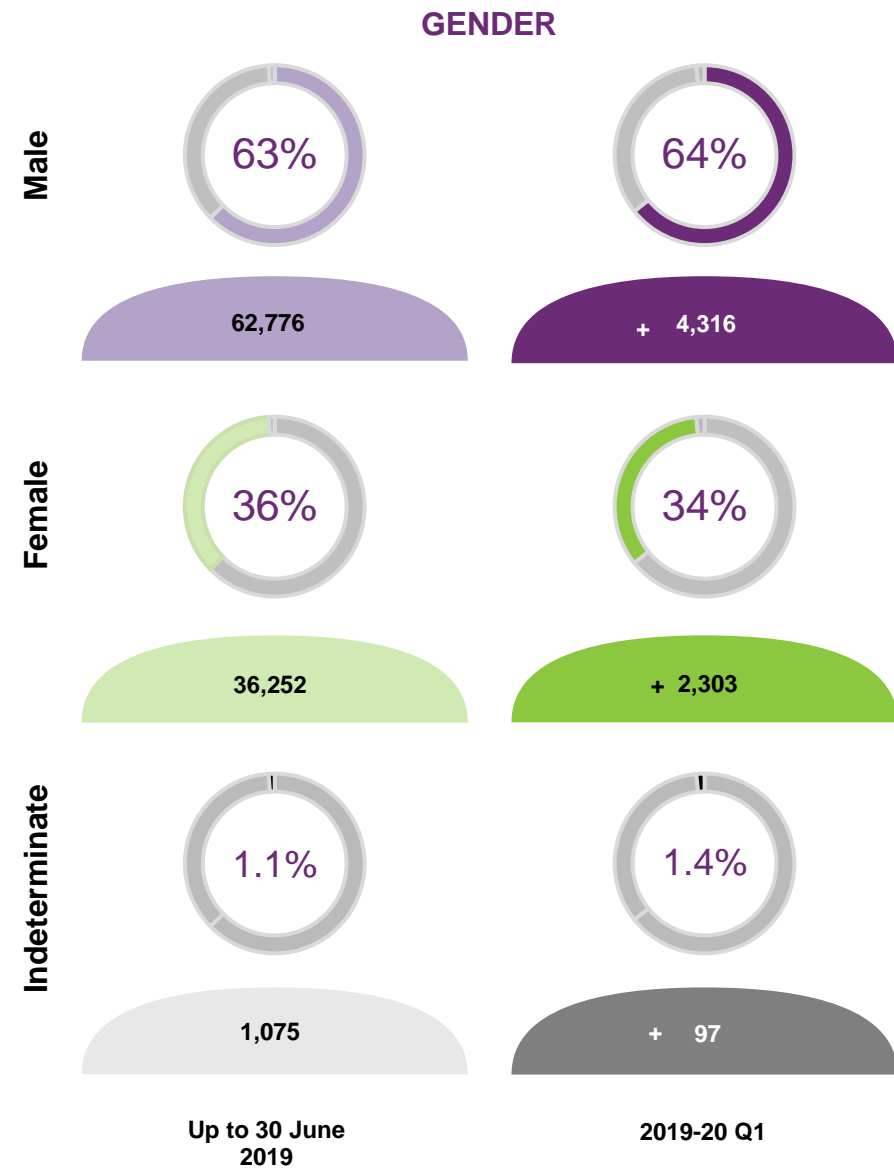




# Participant Profiles by Gender

These charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by gender.

The majority of participants are males. Consistent with population data, this is driven by autism and developmental delay where prevalence rates are higher for males compared with females.





# Participant Profiles: Other

These bar charts show other demographic profiles of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019.

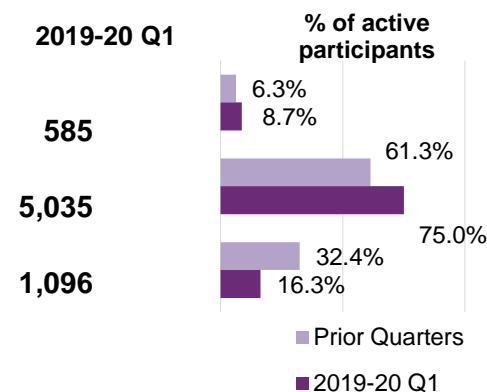
Of the participants with a plan approved in 2019-20 Q1:

- 8.7% were Aboriginal or Torres Strait Islander, compared with 6.3% in previous periods combined.
- 13.2% were culturally and linguistically diverse, compared with 9.5% in previous periods combined
- There were 2,105 participants in residential aged care. 1,581 of them were under the age of 65 years.

\*Note: The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

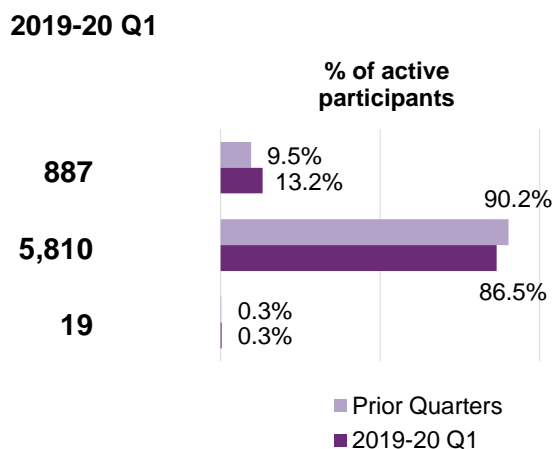
## Aboriginal & Torres Strait Islander status\*

Category	2019-20 Q1
Aboriginal and Torres Strait Islander	585
Not Aboriginal and Torres Strait Islander	5,035
Not Stated	1,096



## Culturally and linguistically diverse

Category	2019-20 Q1
Culturally and linguistically diverse	887
Not culturally and linguistically	5,810
Not stated	19

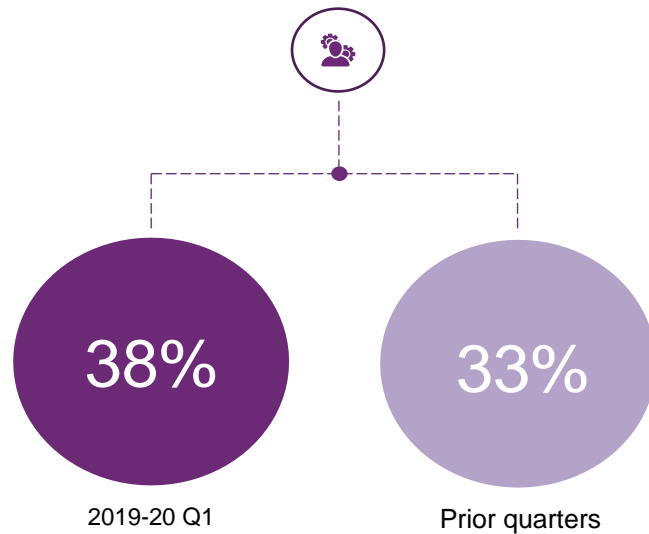


# Plan Management Support Coordination

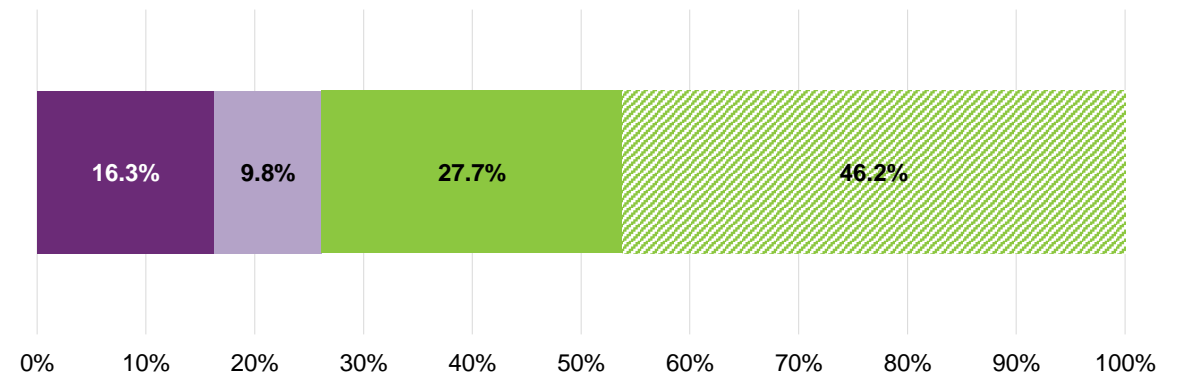
The proportion of participants electing to fully or partly self-manage their plan was higher in 2019-20 Q1 at 28%, compared with 26% in previous quarters combined.

38% of participants who have had a plan approved in 2019-20 Q1 have support coordination in their plan, compared to 33% in previous quarters combined.

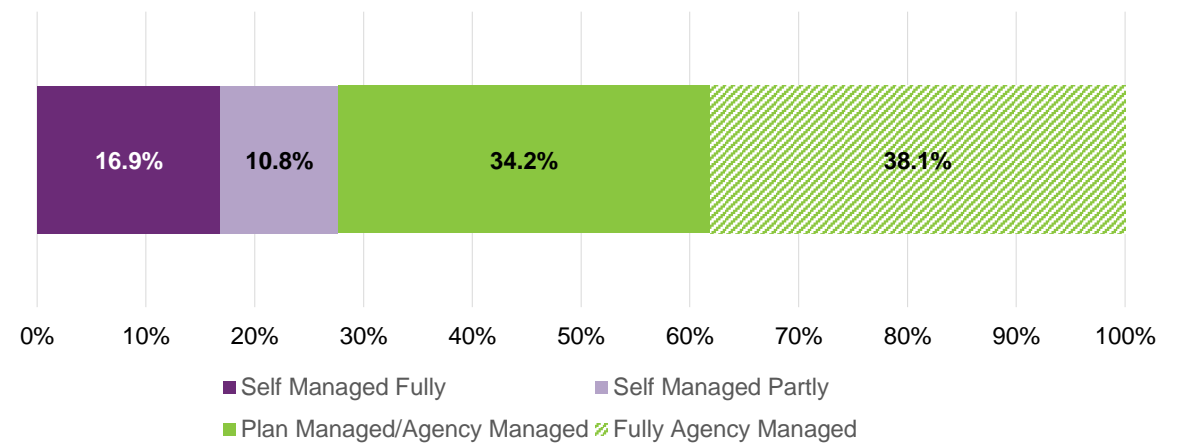
## Support Coordination



Prior quarters (transition only)



2019-20 Q1



# Plan Activation

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

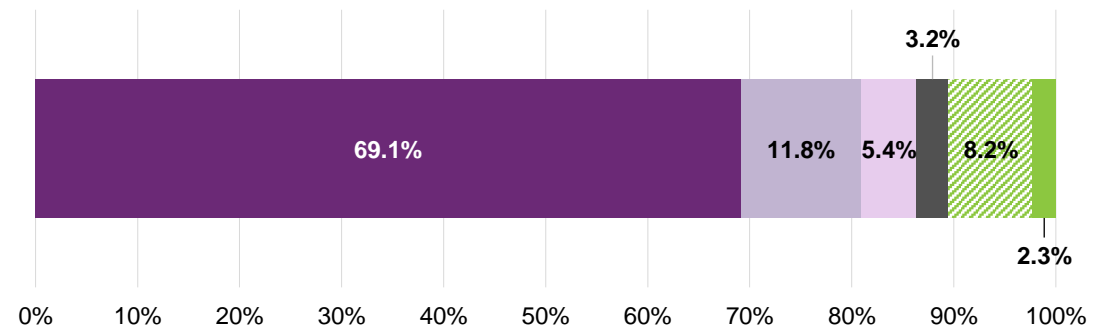
The percentage of participants who activated plans within 90 days of initial plan approval was:

- 87% of participants entering in 2018-19 Q3
- 86% of participants entering in previous quarters combined

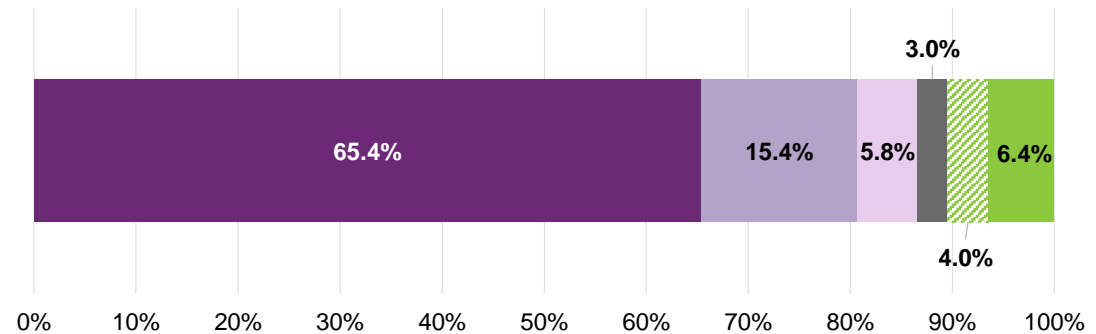
Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Duration to Plan activation for participants with initial plan approval

Prior quarters (transition only)



2018-19 Q3



- Less than 30 days
- 30 to 59 days
- 60 to 89 days
- 90 to 119 days
- 120 days and over
- No payments

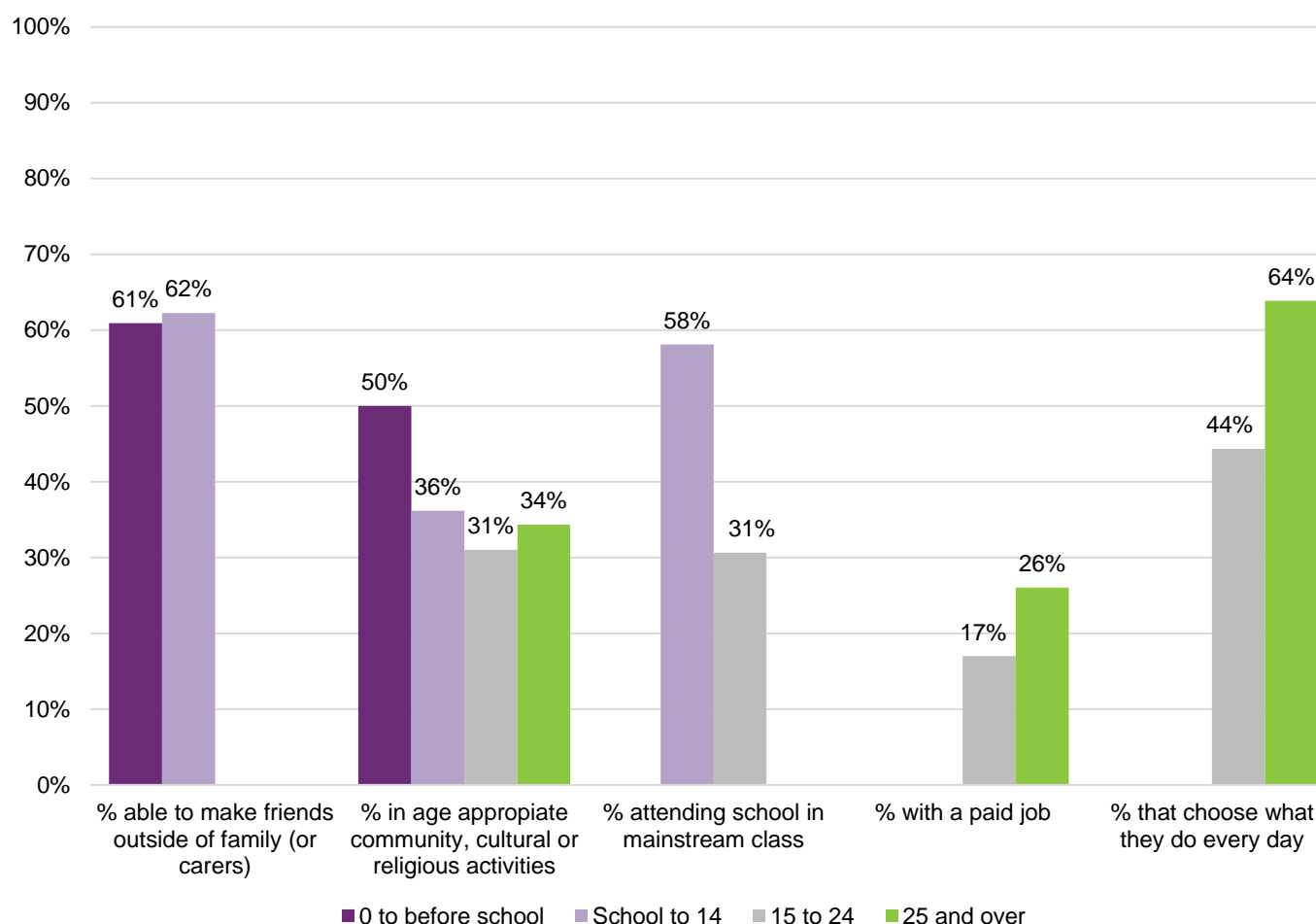
Note: Participants with initial plans approved after the end of 2018-19 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

# Participant Outcomes

This information on participant outcomes has been collected from 98% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

- 61% to 62% of participants aged 0 to 14 are able to make friends outside of family/carers
- 50% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 31% to 36% for other age groups
- 58% of participants from school age to 14 attend school in a mainstream class, compared to 31% of participants aged 15 to 24
- 26% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24
- 64% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24

Selected key baseline indicators for participants



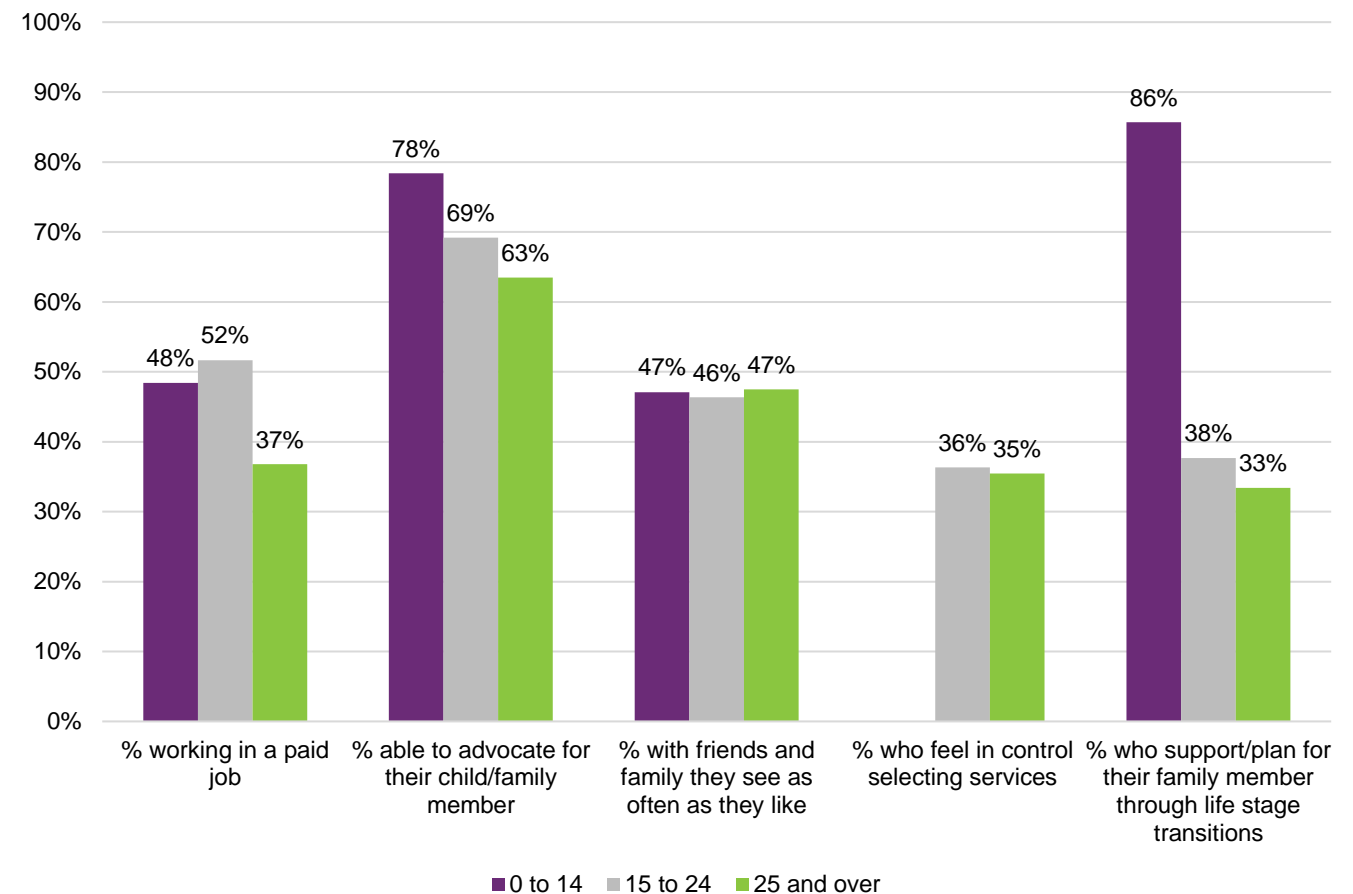


# Family/Carers Outcomes

The percentage of participants' families/carers when they entered the Scheme (baseline indicators):

- working in a paid job was highest for participants aged 15 to 24 (52%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (78%)
- who have friends and family they can see as often as they like was similar across all ages (46% to 47%)
- who feel in control selecting services was highest for participants aged 15 to 24 (36%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (86%)

Selected key baseline indicators for families and carers of participants



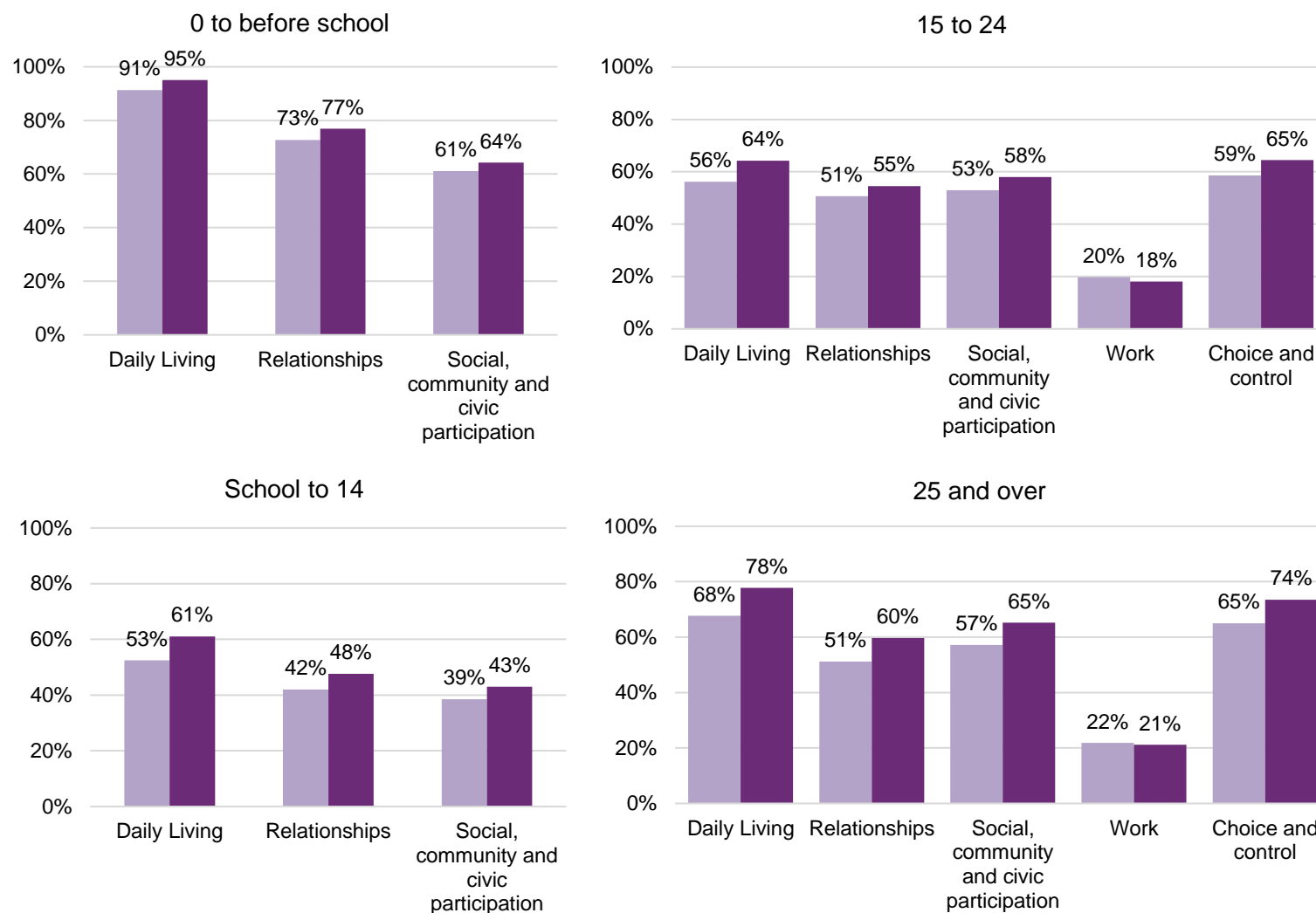
# Has the NDIS helped? Participants

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

In general, participants' perceptions of whether the NDIS has helped, improved from the first review to the second review, with the exception of the Work domain.

"Has the NDIS helped?" questions for participants



■ Review 1 ■ Review 2

# Has the NDIS helped? Participants

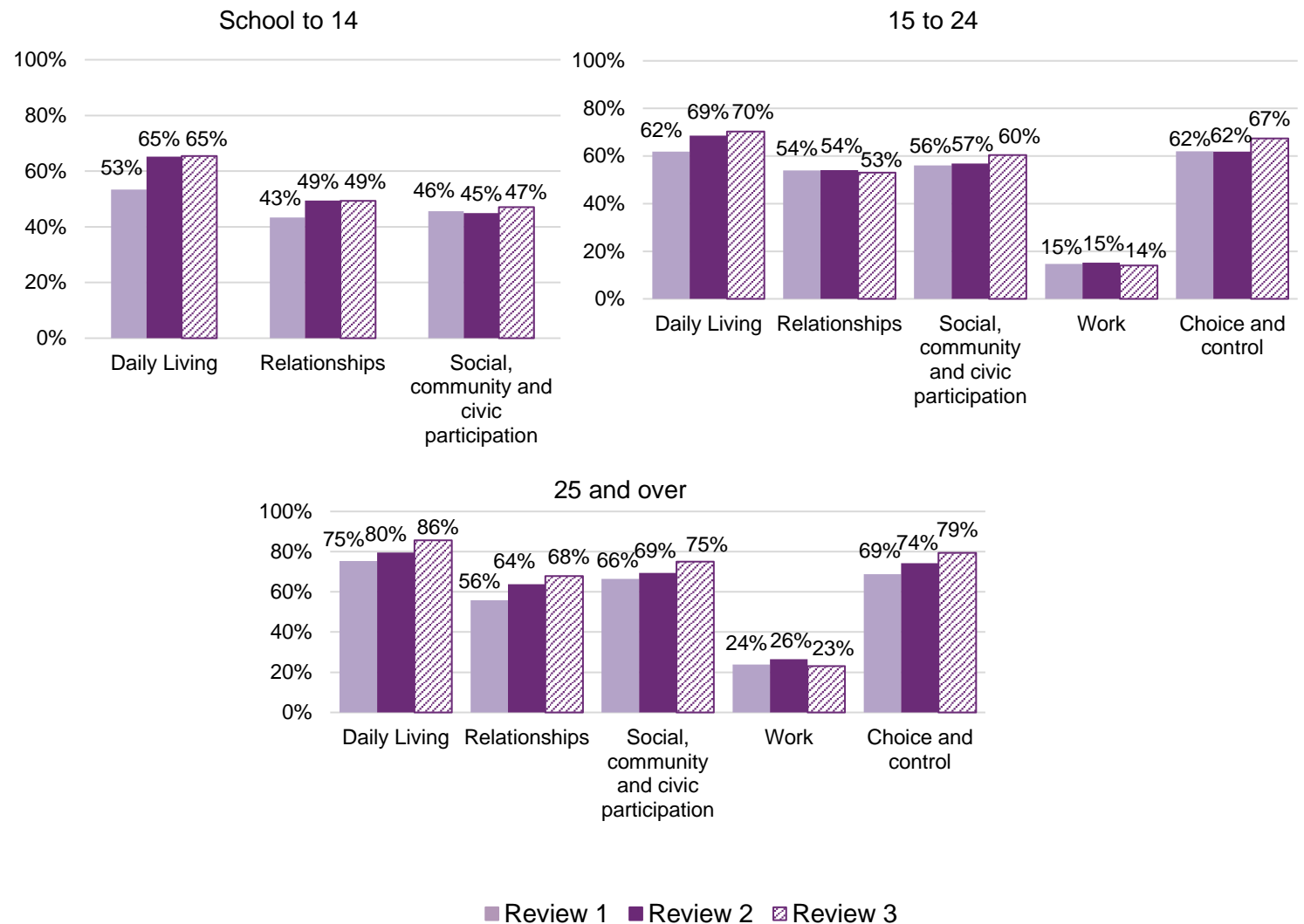
This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Participant perceptions in general improved from the first review to third review in the Scheme, across all age groups surveyed in the domains of Daily Living, Social, community and civic participation and Choice and control.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

"Has the NDIS helped?" questions for participants



Note: There is insufficient data for the 0 to before school participant age group.

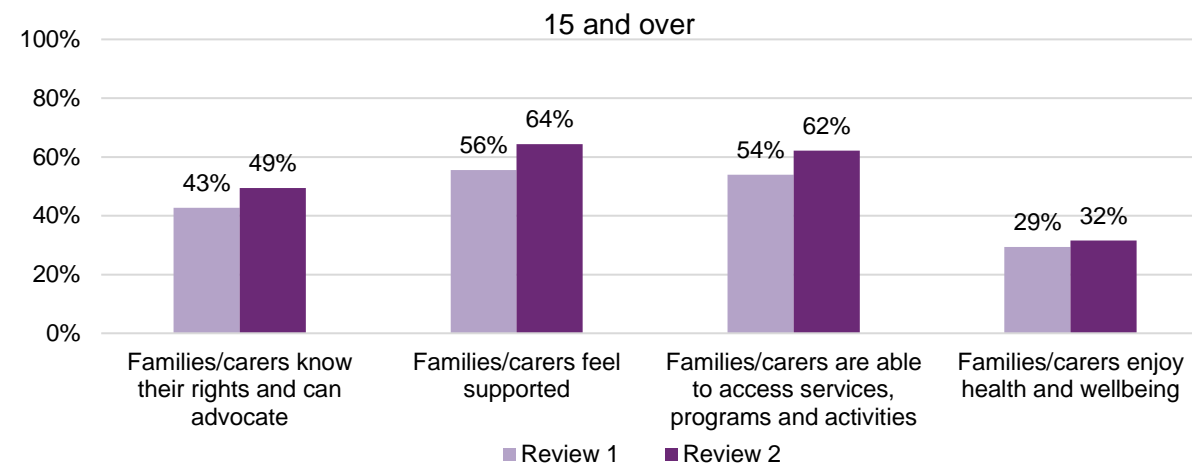
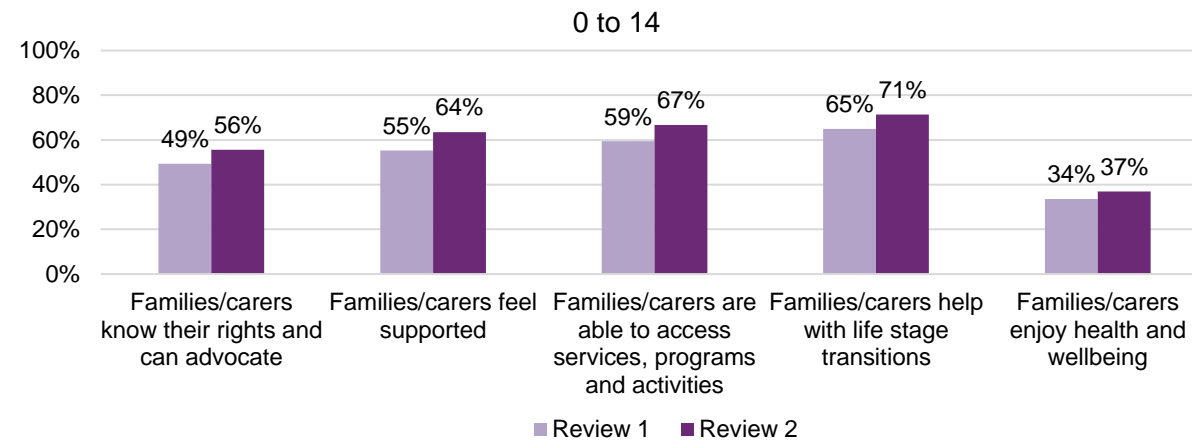
# Has the NDIS helped? Family/Carers

This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Overall, the perception of families and carers was that participant outcomes have improved from the first to the second plan review with the NDIS.

"Has the NDIS helped?" questions for families and carers of participants



# Has the NDIS helped? Family/Carers

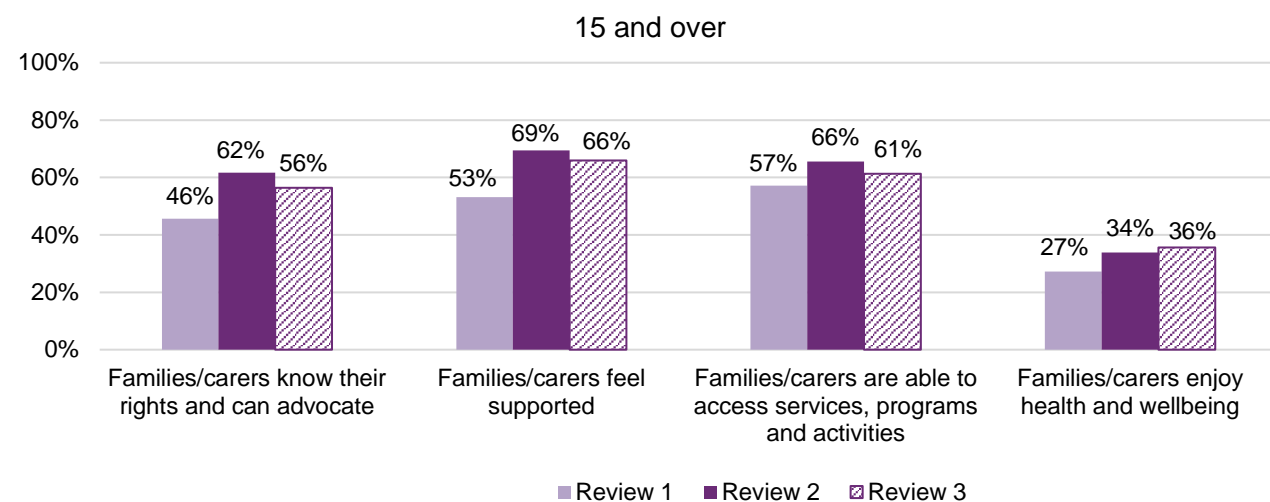
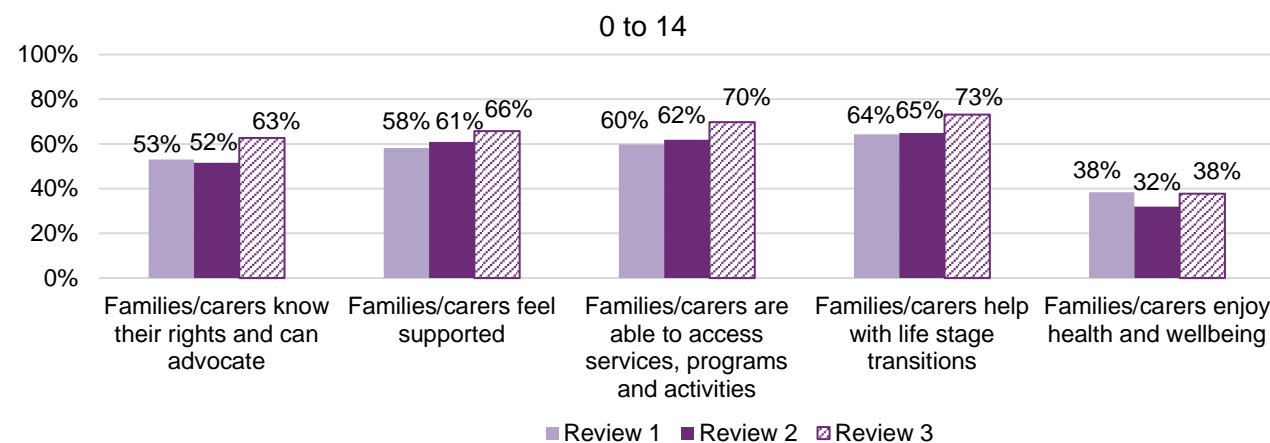
This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Overall, the perceptions of families and carers was that participant outcomes had improved from the first to the third plan review with the NDIS. The one exception was the response to the question 'Has the NDIS helped you with your health and wellbeing?' for the 0 to 14 age group.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

"Has the NDIS helped?" questions for families and carers of participants



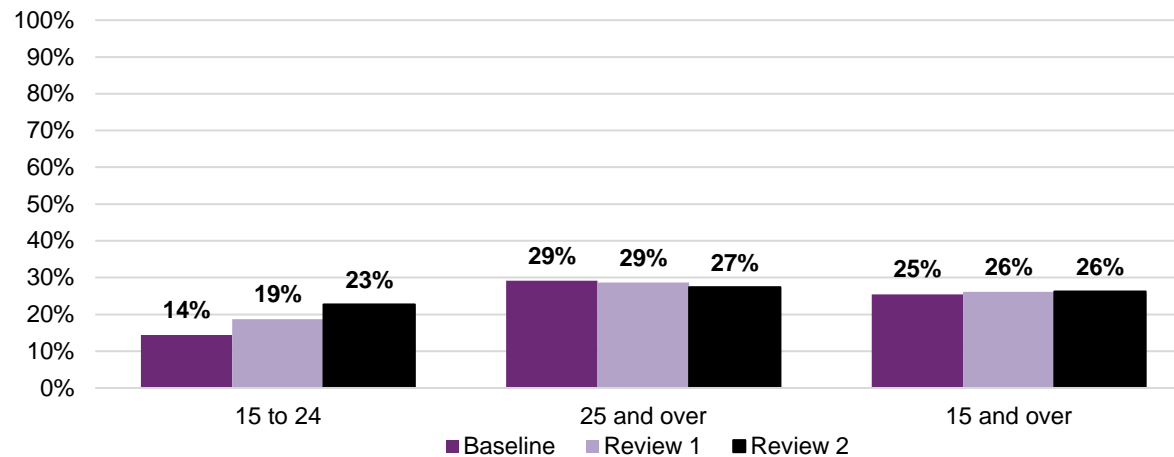
# Participants in Work

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

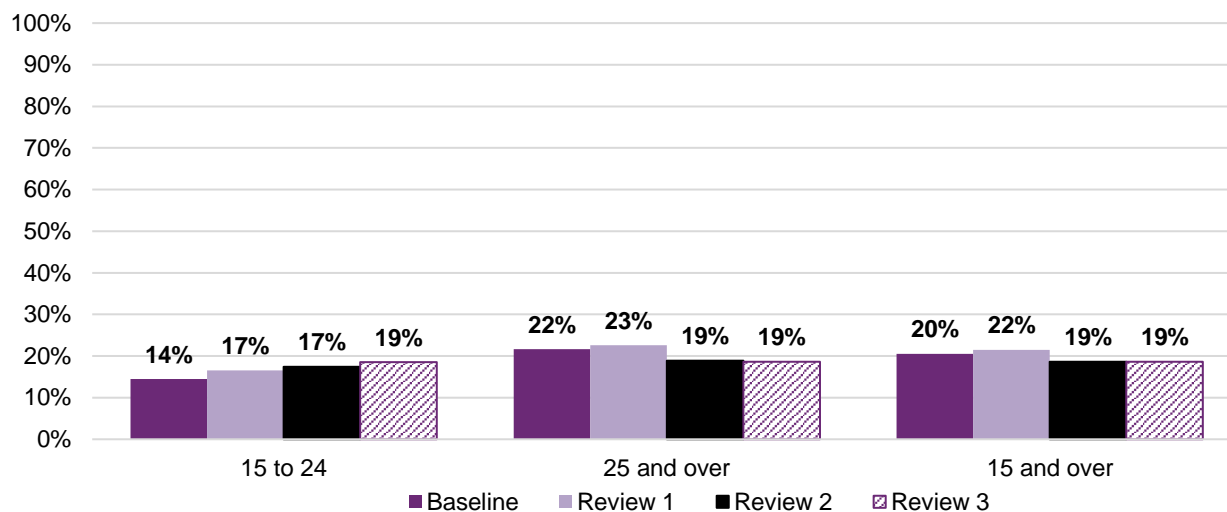
Baseline measures on employment are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

The percentage of participants in paid work has increased across plan reviews for those aged 15 to 24, but has decreased for those aged 25 and over.

**NDIS participants in paid employment, by age group – participants with first and second plan reviews**



**NDIS participants in paid employment, by age group – participants with first, second and third plan reviews**



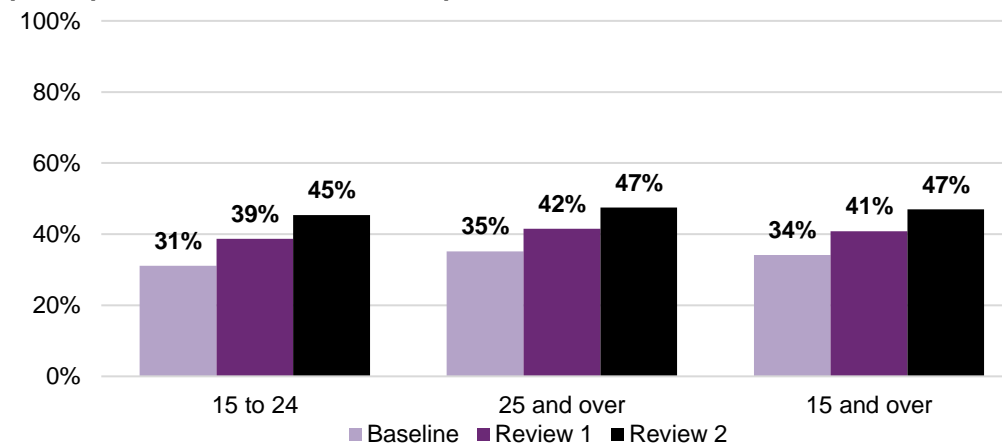
# Participants involved in community and social activities

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

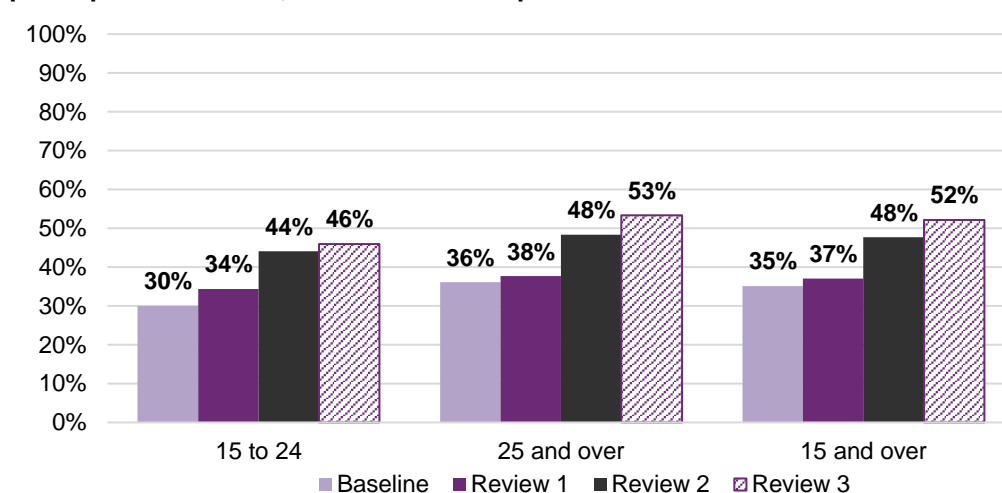
Baseline measures on engaging in community and social activities are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

Across all age groups, there was considerable increase in the percentage of participants engaged in community and social activities.

NDIS participants participating in social activities in their community, by age group – participants with first and second plan reviews



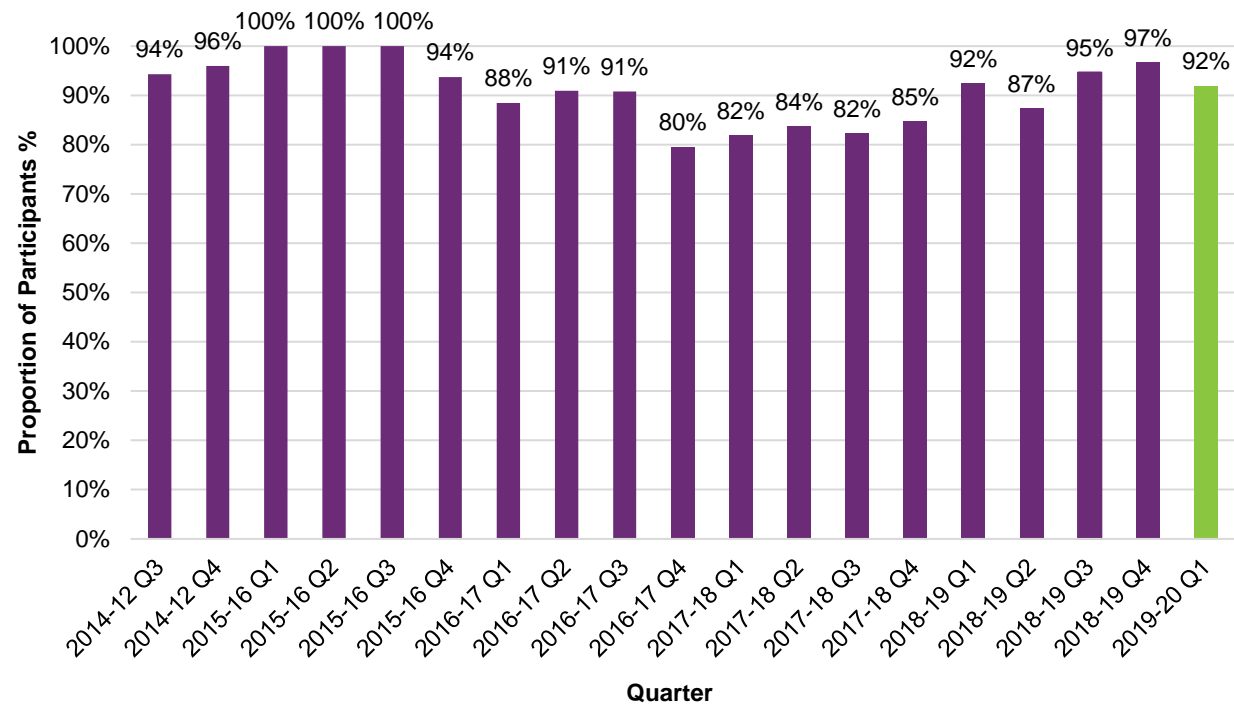
NDIS participants participating in social activities in their community, by age group – participants with first, second and third plan reviews



# Participant Satisfaction

**92% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has decreased since the last quarter.**

**Proportion of participants describing satisfaction with the Agency's planning process as good or very good - by quarter**



Participant satisfaction under the existing survey method continues to be high, but has fluctuated at around or below the trial site level.





# Participant Satisfaction - New Survey Method

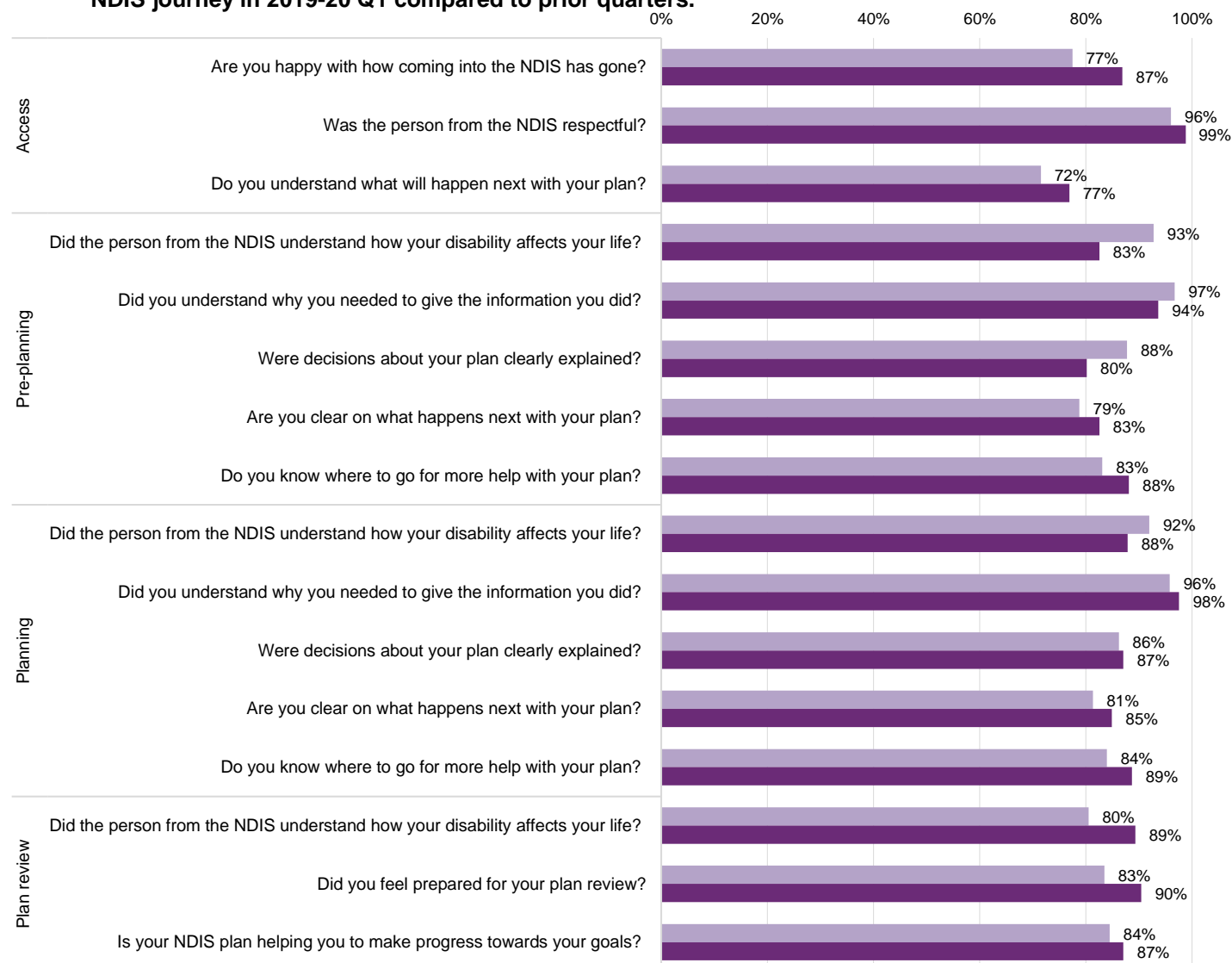
A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway.

It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- Access
- Pre-planning
- Planning
- Plan Review

Generally there have been improvements in participant satisfaction at each stage of the pathway this quarter except for pre-planning which had mixed results. There is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.

Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters.



# Committed Supports and Payments

Both committed and paid supports to participants are increasing in line with the growing scheme.

Of the \$14.4 billion that has been committed in participant plans, \$10.2 billion has been paid to date.

## Summary

**This section presents information on the amount committed in plans and payments to service providers and participants.**

### Key Statistics

SUMMARY OF PAYMENTS FOR SUPPORTS PROVIDED BY FINANCIAL YEAR SINCE THE NDIS TRIAL WAS LAUNCHED IN 2013-14:

2013-14:	\$37.1M
2014-15:	\$141.0M
2015-16:	\$258.5M
2016-17:	\$1,213.3M
2017-18:	\$3,111.6M
2018-19:	\$4,386.4M
2019-20:	\$1,092.4M TO DATE.

PERCENTAGE OF COMMITTED SUPPORTS UTILISATION BY FINANCIAL YEAR:

2013-14:	74%
2014-15:	77%
2015-16:	74%
2016-17:	68%
2017-18:	72%
2018-19:	73%

UTILISATION OF COMMITTED SUPPORTS IN 2018-19 AND 2019-20 IS STILL EMERGING.

# Committed Supports and Payments

This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

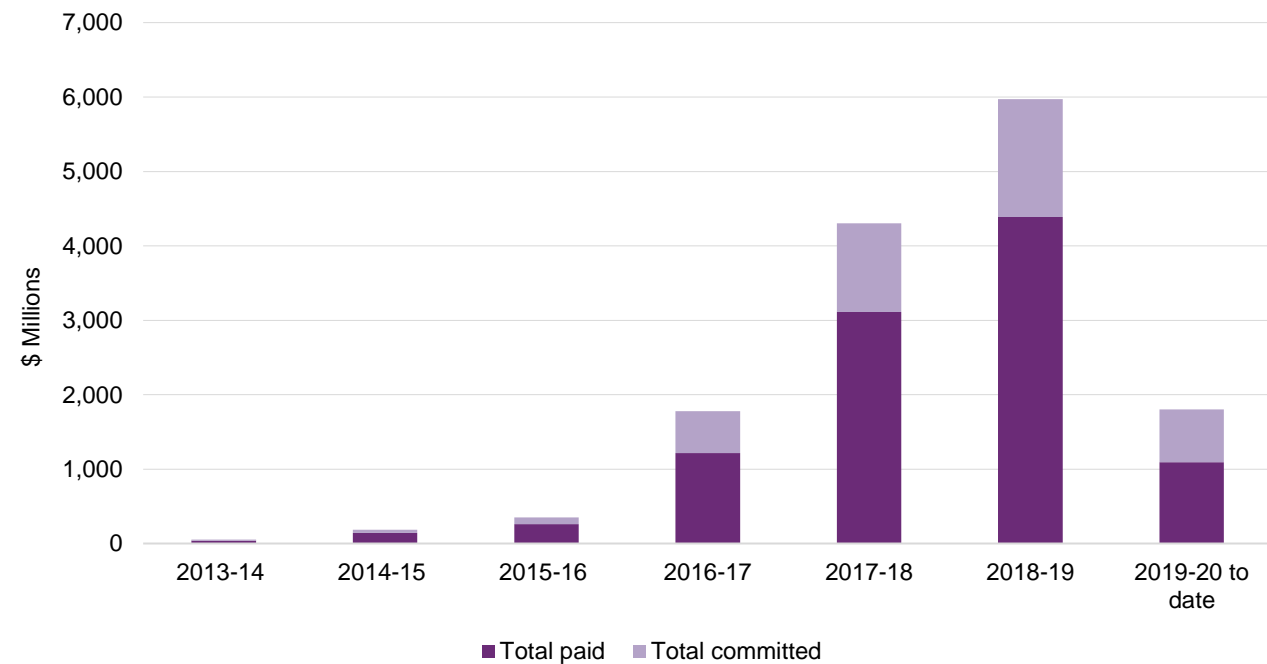
Of the \$14.4 billion that has been committed in participant plans, \$10.2 billion has been paid to date.

Summary of committed supports paid in financial years since the NDIS trial launched:

- 2013-14: \$37.1m
- 2014-15: \$141.0m
- 2015-16: \$258.5m
- 2016-17: \$1,213.3m
- 2017-18: \$3,111.6m
- 2018-19: \$4,386.4m
- 2019-20 to date: \$1,092.4m.

Committed and paid by expected support year

\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	50.3	184.2	351.5	1,777.9	4,300.7	5,970.9	1,803.5
Total paid	37.1	141.0	258.5	1,213.3	3,111.6	4,386.4	1,092.4



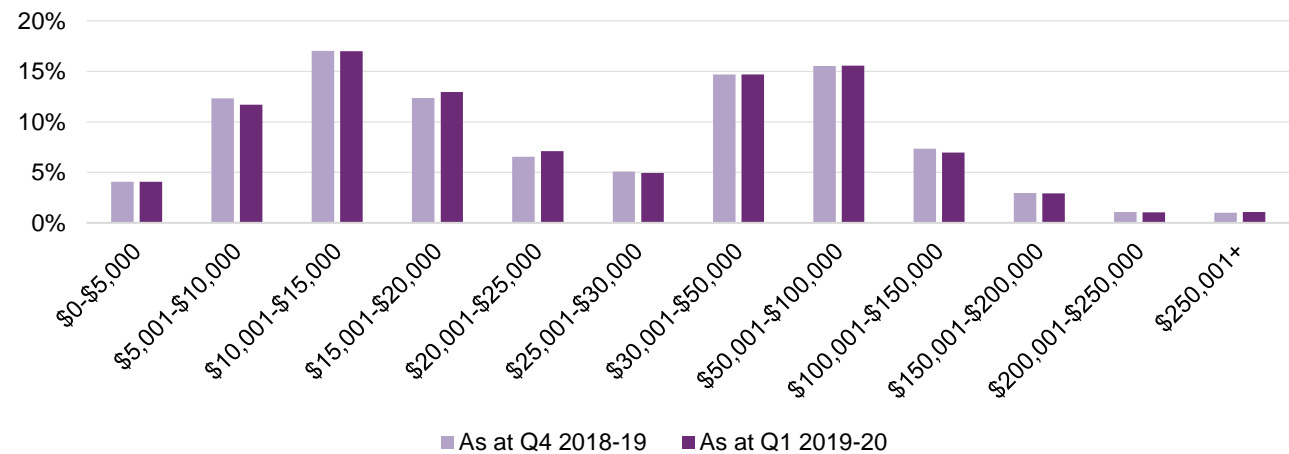
# Committed Supports by Cost Band

This quarter, the distribution of average annualised committed supports has remained consistent with prior quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Distribution of average annualised committed supports by cost band (including SIL)



Distribution of average annualised committed supports by cost band (excluding SIL)

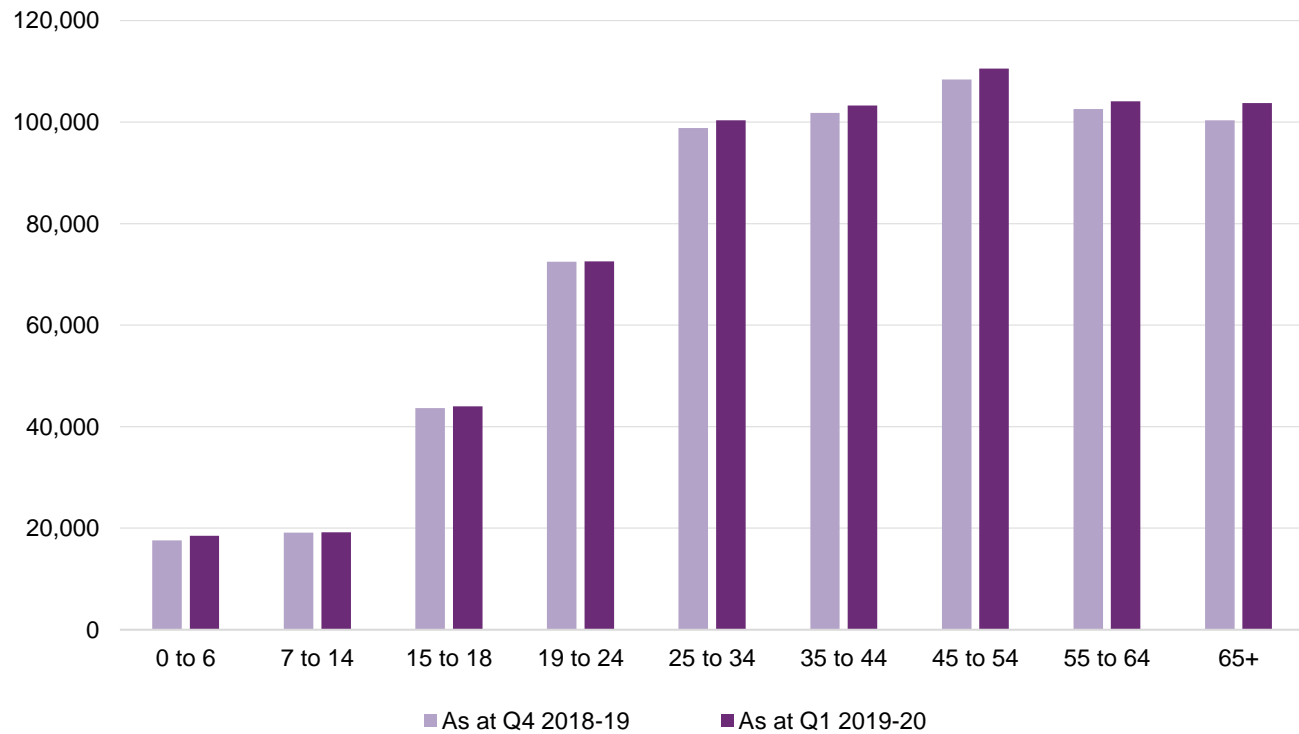


# Committed Supports by Age Band

This quarter, supports have increased at each age group compared with the previous quarter.

Average annualised committed supports have remained consistent with the prior quarter, increasing steeply between participants 0-6 through to age 35, stabilising to age 55 and reducing in participants of older years.

Average annualised committed supports by age band

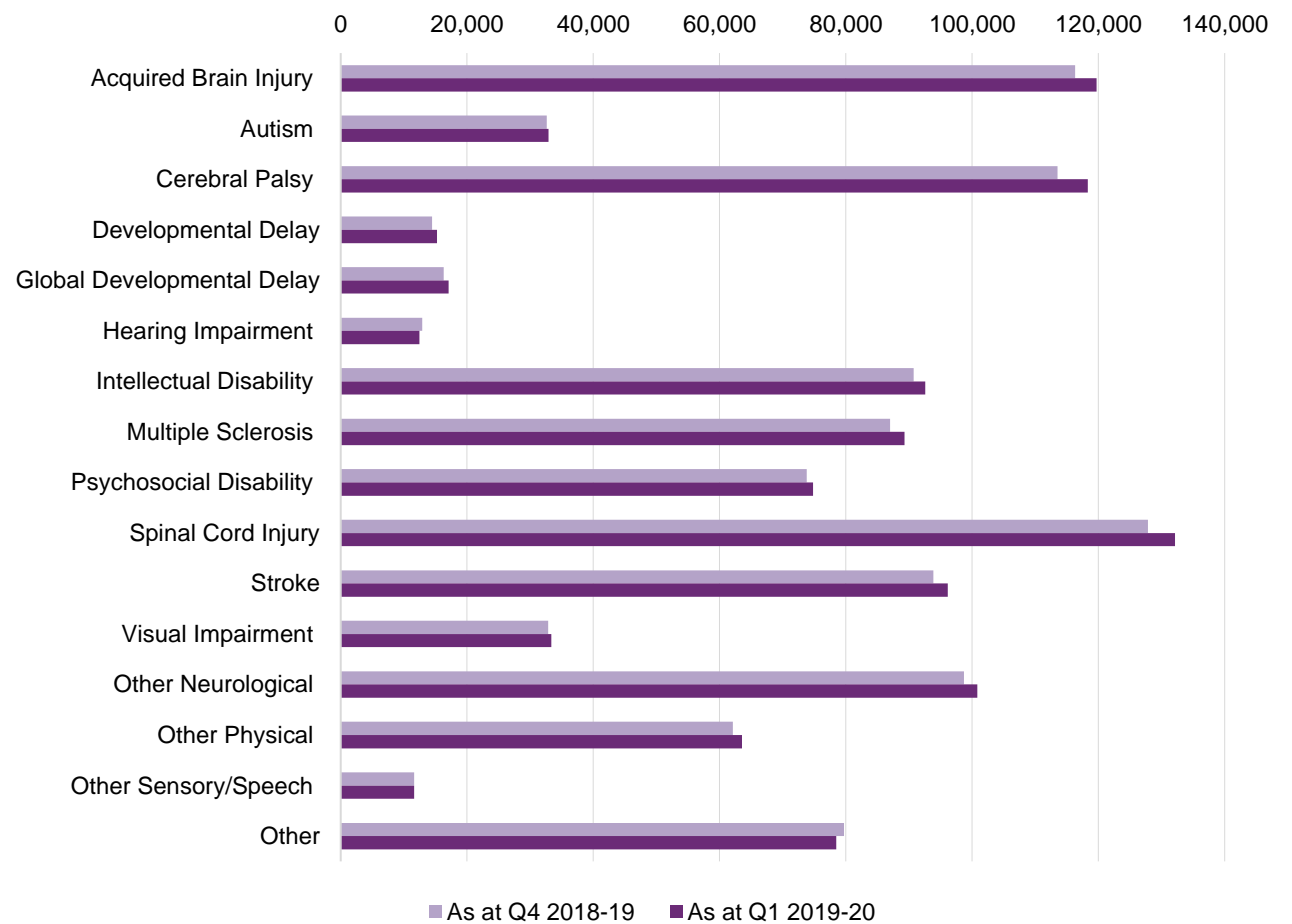


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Committed Supports by Disability Group

The highest average annualised committed supports are for participants with Spinal Cord Injury, Acquired Brain Injury and Cerebral Palsy.

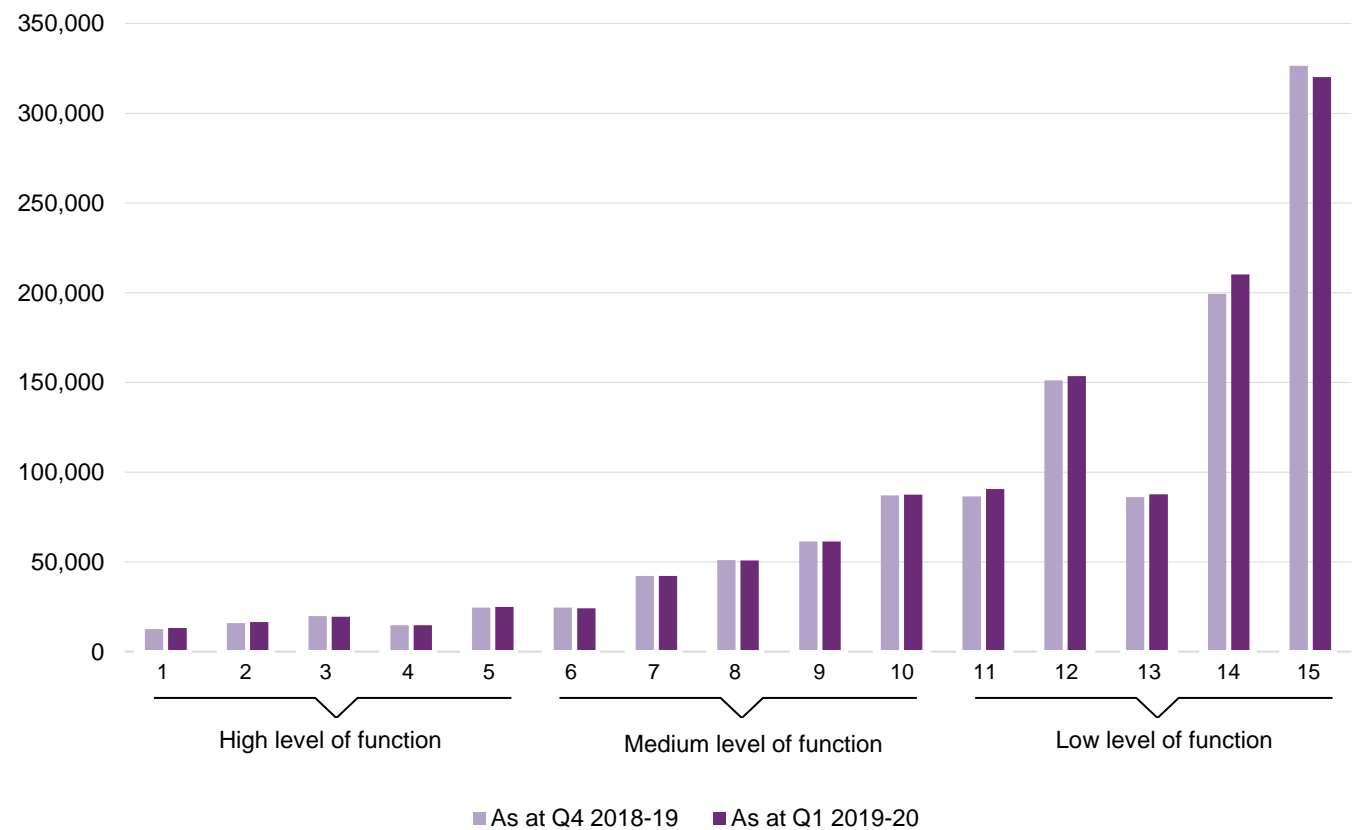
Average annualised committed supports by primary disability group



# Committed Supports by Level of Function

The average annualised committed supports generally increase among participants with higher needs.

Average annualised committed supports by level of function



Note: High, medium and low function is relative within the NDIS population and not comparable to the general population.





# Utilisation of Committed Supports

This data demonstrates the utilisation of committed supports by the year they were expected to be provided as at 30 June 2019 and 30 September 2019.

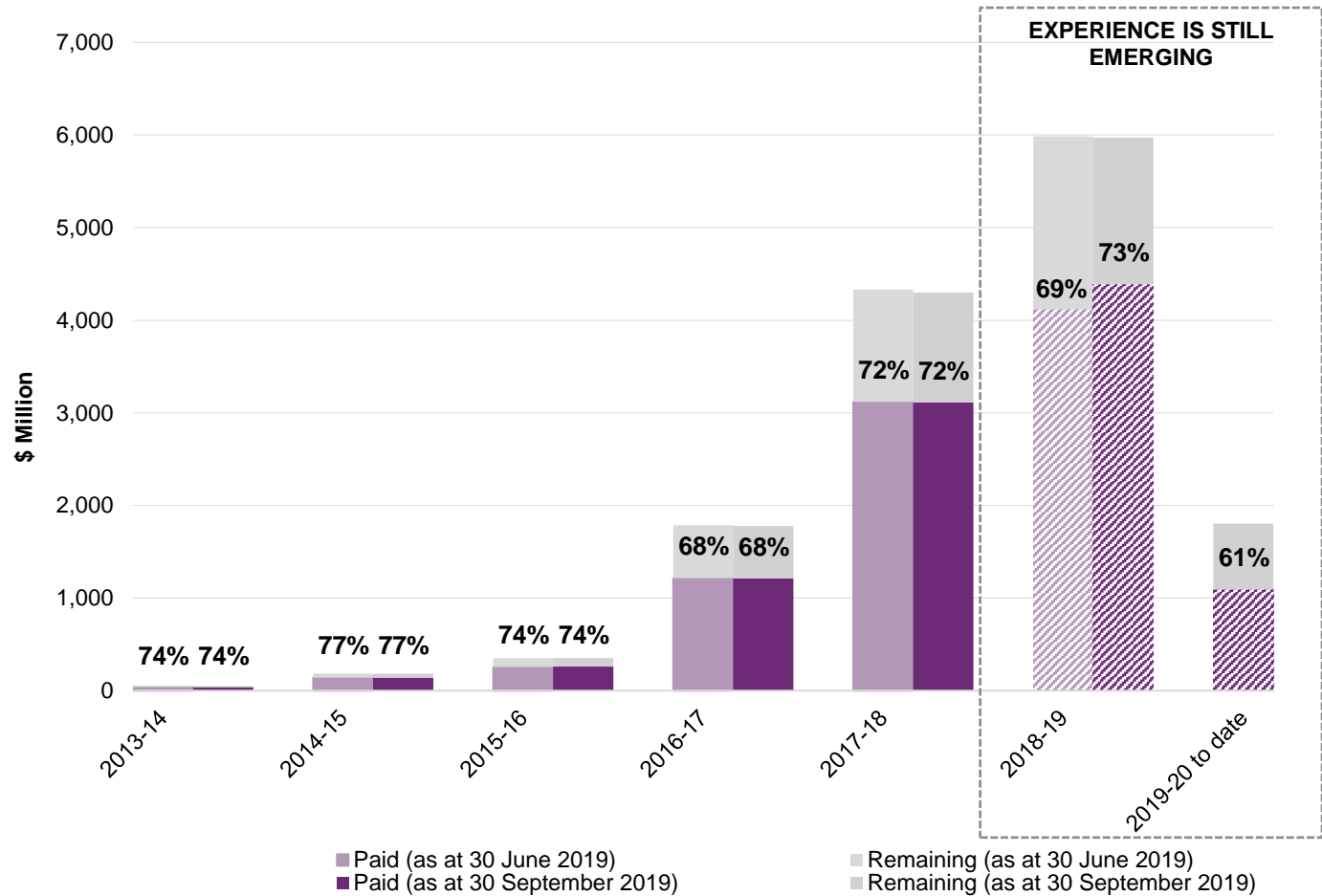
As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 and 2019-20 will increase.

Experience shows that participants utilise less of their first plan, compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

There were a large number of participants who received their first plan in 2016-17, 2017-18 and 2018-19 which largely explains why utilisation rates are lower in these periods.

Experience for 2018-19 and 2019-20 is still emerging.

Utilisation of committed supports as at 30 June 2019 and 30 September 2019



## Providers and Markets

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were 6,579 active providers as at 30 September 2019, 384 of which were active for the first time in the quarter.

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in all States and Territories across Australia from 1 July 2019, with the exception of WA which will commence from 1 July 2020.

## Summary

This section contains information focused on active service providers and the market, with key provider and market indicators presented.

### Provider registration

- From 1 July 2019, providers in all States and Territories across Australia (except WA) register with the NQSC by submitting a registration request, indicating the types of support they are accredited to provide. The NQSC will commence operating in WA from 1 July 2020.
- The NQSC uses a 'National approach' to approve providers and thus, any provider which has been verified in any other States or Territories (with the exception of WA) is automatically approved in New South Wales.

### How providers interact with participants

- NDIS participants have the flexibility to choose the providers who support them.
- Providers are paid for disability supports and services provided to the participants.

### Key Statistics

**6,579**

ACTIVE PROVIDERS, IN NEW SOUTH WALES AS AT 30 SEPTEMBER 2019

**80-95%**

OF PAYMENTS TO PROVIDERS ARE RECEIVED BY 25% OF ACTIVE PROVIDERS

**40%**

OF ACTIVE SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF ACTIVE SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in all States and Territories across Australia from 1 July 2019, with the exception of WA which will commence from 1 July 2020.

## Active providers at 30 September 2019

As at 30 September 2019, there were 6,579 active service providers, of which 2,640 were individual/sole trader operated businesses and 3,939 were companies or organisations.

1.67

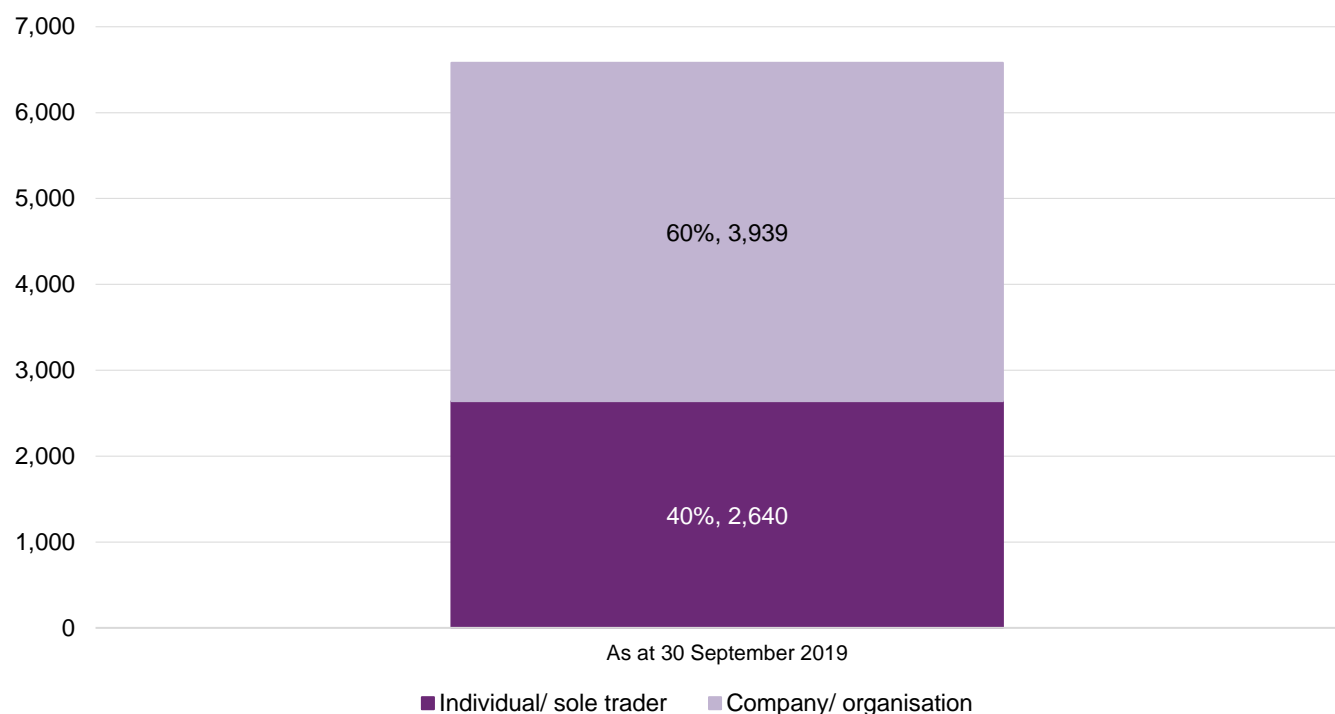
AVERAGE PROVIDERS PER PARTICIPANT

758

NUMBER OF ACTIVE PROVIDERS DELIVERING NEW TYPES OF SUPPORTS

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in all States and Territories (with the exception of WA) from 1 July 2019.

Active providers at 30 September 2019



The number of active service providers increased by 6% to 6,579 in the quarter. Currently, 40% of active service providers are individuals/sole traders.

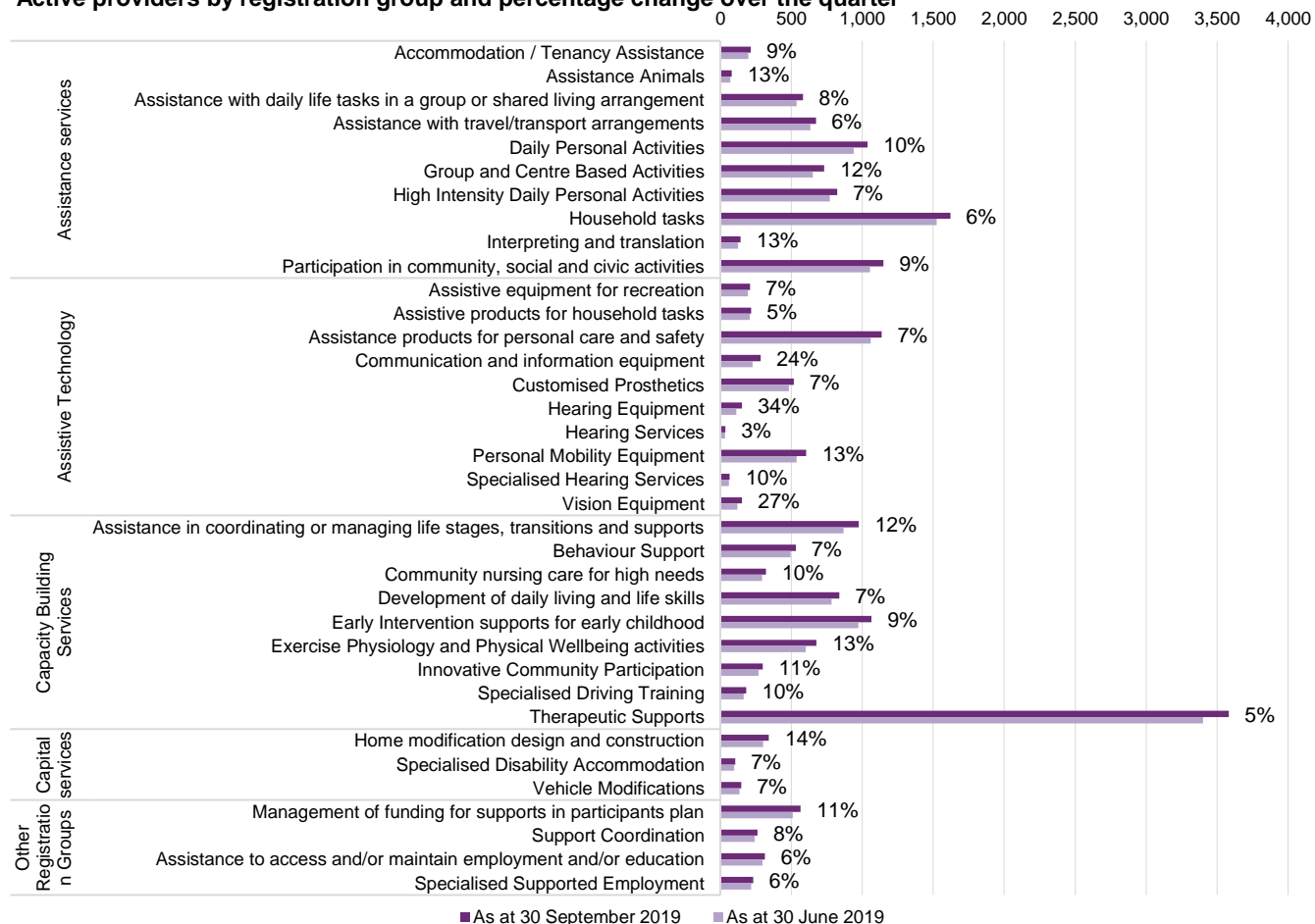
# Active Registration groups

This number of active service providers in each registration group has remained steady or increased slightly for every registration group over the quarter.

The registration groups with the largest numbers of active providers have increased slightly:

- Therapeutic Supports: from 3,400 to 3,583 (5% increase)
- Household tasks: from 1,524 to 1,620 (6% increase)
- Participation in community, social and civic activities: from 1,055 to 1,148 (9% increase)
- Assistance products for personal care and safety: from 1,060 to 1,137 (7% increase)
- Early Intervention supports for early childhood: from 973 to 1,065 (9% increase)

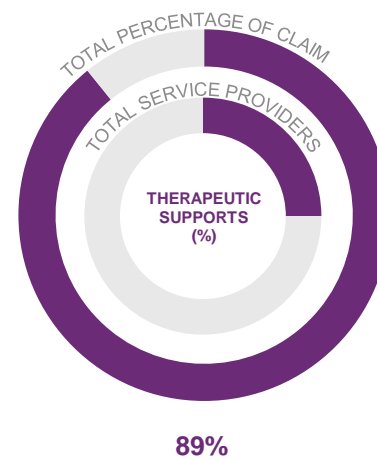
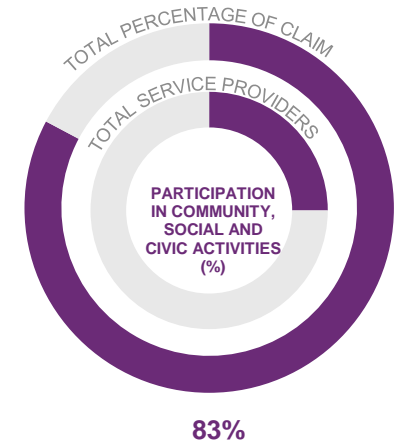
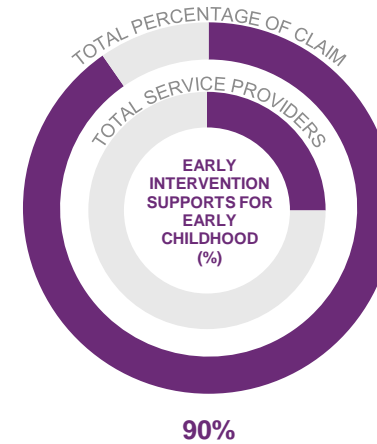
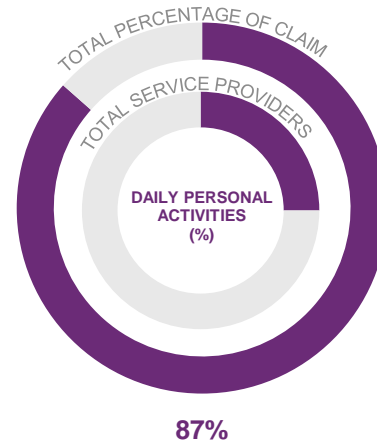
Active providers by registration group and percentage change over the quarter



# Market share of top providers

80-95% of payments to providers are received by 25% of active providers.

The top 25% of active providers by registration groups



# Information, Linkages and Capacity Building

Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

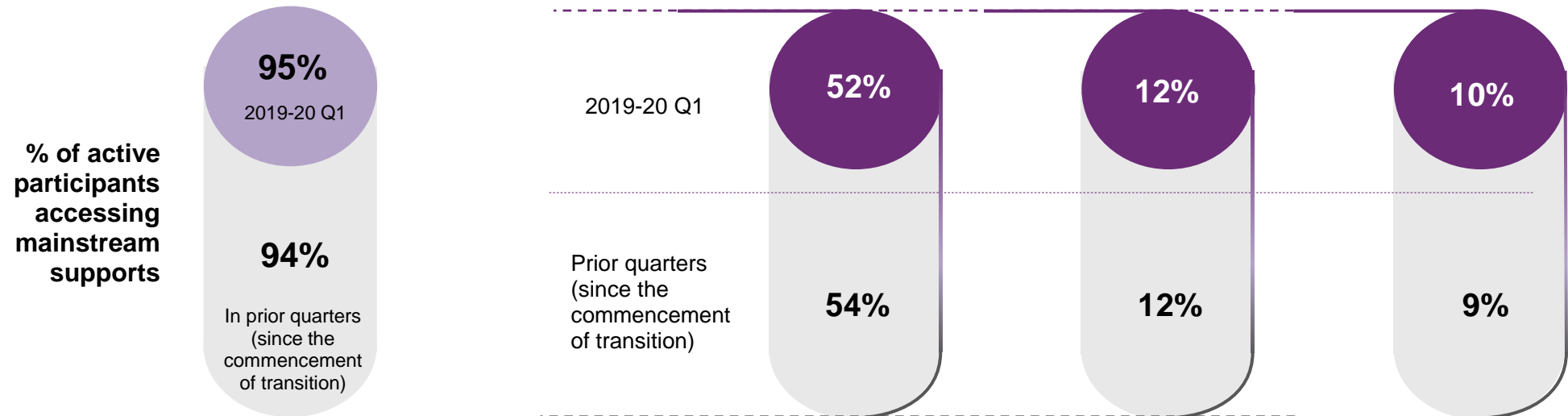
# Mainstream Interface

The proportion of participants entering in the current quarter and accessing mainstream services is slightly higher compared to prior quarters.



# Mainstream Interface

Of the total number of active participants with a plan approved in 2019-20 Q1\*, 95% access mainstream services, a slight increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



\*Note: The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

# Financial Sustainability

Financial Sustainability was covered in the national version of the COAG Quarterly Performance Report.