Slide 1: COAG Disability Reform Council. This is the Quarterly Performance Report for Australian Capital Territory.

This is the September 2019 update on NDIA performance.

Slide 2: Overview

This report is a summary of the performance and operations of the NDIA in Australian Capital Territory 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.

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

• Participants and Planning,

• Committed Supports and Payments,

• Providers and Markets,

• Information, Linkages and Capacity Building,

• Mainstream Interface; and

• Financial Sustainability.

Slide 3: Summary

The following are the key statistics discussed in this report:

Participants and Planning

An additional 248 active participants received plans this quarter (excluding ECEI).

As at 30 September 2019, plans approved and ECEI referrals represent 159% of scheme to date bilateral estimate.

Committed Supports and Payments

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

• $0.2m in 2013-14,

• $21.5m in 2014-15,

• $113.2m in 2015-16,

• $184.9m in 2016-17,

• $224.5m in 2017-18,

• $275.6m in 2018-19,

• $64.0m in 2019-20 to date.

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

• 56% of committed supports were utilised in 2013-14,

• 81% in 2014-15,

• 86% in 2015-16,

• 68% in 2016-17,

• 72% in 2017-18,

• 74% in 2018-19.

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

The higher utilisation in earlier years is predominantly driven by higher in-kind supports provided.

Providers and Markets

There were 888 active providers as at 30 September 2019.

25% of active providers are individuals/sole traders.

25% of active providers are receiving 75-95% of payments to providers made by the NDIA.

The NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018, and all other jurisdictions except for WA, which will commence from 1 July 2020.

Mainstream Interface

92% 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 who based on where the participant resided when they had their initial plan approved. This change may affect comparability to the prior quarter.

Slide 4: Part 1: Participants and Planning

The NDIS in Australian Capital Territory continues to grow with 248 additional active participants with approved plans this quarter.

In total, over 6,900 participants are being supported by the NDIS in Australian Capital Territory, with 59% receiving support for the first time.

Slide 5: Summary

The NDIS is fully operational in Australian Capital Territory.

The following are the key statistics on Participants and Planning:

6,988 participants are being supported by the NDIS in Australian Capital Territory, including children in the ECEI program.

248 increase in active participants 2019-20 Q1, excluding children in the ECEI program (representing 8% growth since last quarter).

20 children are receiving initial supports in the ECEI program*.

4,151 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.

Slide 6: Quarterly Intake

There are three charts. The first chart displays the number of active participants with access met (Eligible) by Participant Entry point. The second chart displays the number of active participants with approved plans by Participant Entry Point. The third chart displays the number of active participants with approved plans by Participant Pathway Type.

2019-20 Q1

Of the 318 participants active and deemed 'eligible' this quarter 97% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 248 new active participants this quarter, 96% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 38% entered with a permanent disability.

The diagram displays the following key statistics on quarterly intake:

474 access decisions.

318 access met.

248 plan approvals (excluding ECEI).

20 ECEI.

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.

Slide 7: Quarterly Intake Detail

A chart displays the change in plan approvals between the current and previous quarter.

Plan approval numbers have increased from 7,517 at the end of 2018-19 Q4 to 7,766 by the end of 2019-20 Q1, an increase of 249 approvals.

At the end of the quarter, 20 children are receiving initial supports in the ECEI gateway.

Overall, 798 participants with approved plans have exited the Scheme, resulting in 6,988 active participants (including ECEI) as at 30 September 2019.

There were 1,635 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Slide 8: Cumulative Position

There are two charts. The first chart displays the cumulative number of active participants over time. The second chart displays the number of active participants by participant referral pathway.

At the end of 2019-20 Q1, the cumulative total number of active participants that have received support was 6,988 (including 20 children receiving initial supports in the ECEI gateway). Of these, 2,542 transitioned from an existing State/Territory program, 275 transitioned from an existing Commonwealth program and 4,151 participants have received support for the first time.

Overall, since 1 July 2013, there have been 9,902 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.

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.

The following are the key statistics on the cumulative position:

159% of scheme to date bilateral estimate.

6,968 active plan approvals to date; 6,988 including ECEI confirmed.

Slide 9: Participant Profiles by Age Group

There are two charts. The first chart displays the number of active participants with an approved plan by age group for the current quarter. The second chart displays the percentage of active participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

56% of participants entering in this quarter are aged 0 to 6 years, compared to 13% in prior quarters.

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

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.

Slide 10: Participant Profiles by Disability Group

There are two charts. The first chart displays the number of active participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of active participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

Of the participants entering in 2019-20 Q1, 35% have a primary disability group of Developmental Delay and 19% have a primary disability group of Autism.

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

Slide 11: Participant Profiles by Level of Function

A chart displays the percentage of active participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

For participants with a plan approval in the current quarter:

• 60% of active participants had a relatively high level of function

• 32% of active participants had a relatively moderate level of function

• 8% had a relatively low level of function

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

Slide 12: Participant Profiles by Gender

The figure on the right displays the amount and percentage of active participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

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.

Slide 13: Participant Profiles

There are two charts. The first chart displays the percentage of active participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. Both charts compare the current quarter against all prior quarters.

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

• 4.4% were Aboriginal or Torres Strait Islander, compared with 4.0% in previous periods combined.

• 12.5% were culturally and linguistically diverse, compared with 10.7% in previous periods combined.

• There were 51 people in residential aged care. 26 of them were under the age of 65 years.

The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander status.

11 Aboriginal and Torres Strait Islander.

211 Not Aboriginal and Torres Strait Islander.

26 Not Stated.

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

31 Culturally and linguistically diverse.

217 Not culturally and linguistically diverse.

0 Not stated.

*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.

Slide 14: Plan Management Support Coordination

Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters (transition only).

The proportion of participants electing to fully or partly self-manage their plan was higher in 2019-20 Q1 at 44%, compared with 42% in previous quarters combined.

30% 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.

Slide 15: Plan Activation

Two charts display the proportion of the duration to activate plans. These charts compare participants with initial plans approved in 2018-19 Q3, against those with initial plans approved in prior quarters (transition only).

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:

• 83% of participants entering in 2018-19 Q3

• 79% 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.

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.

Slide 16: Participant Outcomes

A chart displays selected key baseline indicators for participants.

This information on participant outcomes has been collected from 90% of participants who have received their initial plan since 1 July 2016 (when they entered the scheme).

• 67% of participants school age to 14 are able to make friends outside of family/carers, compared to 61% of participants aged 0 to before school.

• 60% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 35% - 45% for other age groups.

• 80% of participants from school age to 14 attend school in a mainstream class, compared to 65% of participants aged 15 to 24.

• 31% of participants aged 25 and over have a paid job, compared to 27% of participants aged 15 to 24.

• 77% of participants aged 25 and over choose what they do every day, compared to 57% of participants aged 15 to 24.

Slide 17: Family/Carers Outcomes

A chart displays selected key baseline indicators for family and carers of participants.

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 (68%).

• able to advocate for their child/family member was highest for participants aged 0 to 14 (83%).

• who have friends and family they can see as often as they like was highest for participants aged 0 to 14 (52%).

• who feel in control selecting services was highest for participants aged 15 to 24 (47%).

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (89%).

Slide 18: Has the NDIS helped? Participants

Charts display, from first plan review to second plan review, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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.

In general, participants' perceptions of whether the NDIS has helped improved from first review to second review in the Scheme.

Slide 19: Has the NDIS helped? Participants

Charts display, from first plan review to third plan review, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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.

In general, participants' perceptions of whether the NDIA has helped generally improved from first review to third review in the Scheme across most domains for those aged School to 14 and 25 and over. There were deteriorations across all domains for those aged 15 to 24, and in particular the Work domain for age groups 15 to 24 and 25 and over.

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.

*Note: Results for 0 to school age group are not shown due to insufficient data

Slide 20: Has the NDIS helped? Family/Carers

Charts display, from first plan review to second plan review, the responses from family and carers to the question: 'Has the NDIS helped?' split into age categories and life domains.

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, with the exception of the response to the question 'Has the NDIS helped you with your health and wellbeing?' for the 15 and over age group.

Slide 21: Has the NDIS helped? Family/Carers

A chart displays, from first plan review to third plan review, the responses from family and carers to the question: 'Has the NDIS helped?' split into age categories and life domains.

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.

The perception of families and carers was that participant outcomes were mixed from the first to the third plan review with the NDIS.

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.

Note: There is insufficient data for the family/carers with participants in the age group 15 and over.

Slide 22: Participants in Work

A chart displays, from baseline and at subsequent plan reviews, the percentage of participants in paid work by age group.

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 generally increased over time for those aged 15 to 24.

Slide 23: Participants involved in community and social activities

A chart displays, from baseline and at subsequent plan reviews, the percentage of participants engaged in social activities in their community.

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 only 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 engaged in social activities in their community generally increased across all age groups.

*Note: There is insufficient data for participants in the age group 15 to 24 with three plan reviews to date.

Slide 24: Participant Satisfaction

A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

Due to low the number of participant survey responses in 2019-20 Q1, participant satisfaction is not shown for this quarter.

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

Note: Participant satisfaction results are not shown if there is insufficient data in the group.

Slide 25: 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.

The participant satisfaction this quarter have been mixed in all planning stages. For the access stage of the pathway, it is not possible to compare the results this quarter with those from prior periods due to small numbers. Generally, 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.

Note: Participant satisfaction results are not shown if there is insufficient data in the group.

Slide 26: PART 2: Committed Supports and Payments

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

Of the $1.2 billion that has been committed in participant plans, $884.0 million has been paid to date.

Slide 27: Summary

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

The following are the key statistics on Committed Supports and Payments:

Summary of payments for supports provided by financial year since the NDIS was launched:

2013-14: $0.2m,

2014-15: $21.5m,

2015-16: $113.2m,

2016-17: $184.9m,

2017-18: $224.5m,

2018-19: $275.6m,

2019-20: $64.0m to date.

Percentage of committed supports utilisation by financial year:

2013-14: 56%,

2014-15: 81%,

2015-16: 86%,

2016-17: 68%,

2017-18: 72%,

2018-19: 74%,

Utilisation of committed supports in 2018-19 and 2019-20 is still emerging.

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. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for ACT.

Slide 28: Committed Supports and Payments

A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

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 $1.2 billion that has been committed in participant plans, $884.0 million has been paid to date.

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

2013-14: $0.2m,

2014-15: $21.5m,

2015-16: $113.2m,

2016-17: $184.9m,

2017-18: $224.5m,

2018-19: $275.6m,

2019-20 to date: $64.0m.

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. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for ACT.

Slide 29: Committed Supports by Cost Band

Two charts (including and excluding SIL) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

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.

Slide 30: Committed Supports by Age Band

A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

This quarter, supports have remained consistent with prior quarters. Average annualised committed supports increase steeply between participants 0-6 through to age 34, stabilising through to age 54 and reducing in participants aged 55 years and older.

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.

Slide 31: Committed Supports by Disability Group

A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

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

Slide 32: Committed Supports by Level of Function

A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

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

Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.

Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Slide 33: Utilisation of Committed Supports

A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

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.

The higher utilisation in earlier years is predominantly driven by higher in-kind supports provided.

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

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. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for ACT. This change has also caused a reduction in the amounts of committed supports and payments in past support years since 30 June 2019 for ACT.

Slide 34: Part 3: Providers and Markets

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

There were a total of 888 active providers as at 30 September 2019, 83 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 with the exception for WA, which will commence from 1 July 2020.

Slide 35: 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 Australian Capital Territory.

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.

The following are the key statistics:

888 active providers, in Australian Capital Territory as at 30 September 2019.

75-95% of payments to providers are received by 25% of active providers.

25% of active service providers are individuals/sole traders.

Therapeutic supports has the highest number of approved service providers, followed by assistance products for personal care and safety and household tasks.

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 with the exception for WA, which will commence from 1 July 2020.

Slide 36: Active providers at 30 September 2019

A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organisation.

As at 30 September 2019, there were 888 active service providers, of which 222 were individual/sole trader operated businesses and 666 were companies or organisations.

The number of active service providers increased by 8% to 888 in the quarter. Currently, 25% of active service providers are individuals/sole traders.

1.10 average providers per participant. 83 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.

Slide 37: Active Registration groups

A chart displays the active providers by the changes in registration group and percentage over the quarter.

The number of providers active in each registration group has increased for most registration groups over the quarter.

The registration groups with the largest numbers of active providers continue to grow:

• Therapeutic Supports: from 345 to 363 (5% increase)

• Assistance products for personal care and safety: from 159 to 178 (12% increase)

• Household tasks: from 148 to 163 (10% increase)

• Assistance in coordinating or managing life stages, transitions and supports: from 141 to 155 (10% increase)

• Participation in community, social and civic activities: from 140 to 150 (7% increase)

Slide 38: Market share of top providers

An object displays the market share of the top 25% of active providers by registration group.

75-95% of payments to providers are received by 25% of active providers.

The following are the key statistics for the market share of the top 25% of providers by registration category:

95% Daily personal activities.

79% Early intervention supports for early childhood.

89% Participation in community, social and civic activities.

92% Therapeutic supports.

78% Assistance with daily life tasks in a group or shared living arrangement.

Slide 39: Part 4: Information, Linkages and Capacity Building

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

Slide 40: Part 5: Mainstream Interface

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

Slide 41: Mainstream Interface

An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

Of the total number of active participants with a plan approved in 2019-20 Q1*, 92% access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

The following are the key statistics:

90% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

• Health and wellbeing (49%)

• Lifelong learning (19%)

• Daily activities (7%)

92% of active participants with a plan approved in 2019-20 Q1 access mainstream supports, across the following domains:

• Health and wellbeing (53%)

• Lifelong learning (19%)

• Daily activities (7%)

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

Slide 42: Part 6: Financial Sustainability

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