



Australian Government
Department of Social Services

Annual Report | 2022–23



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Cover image: (Largest Image) Rafael and Chloe Castro. (Smaller images) Top: Jaime and Peter Brown. Middle-Left: Philona Merritt. Bottom: Jenny Gregory.



Annual Report

2022–23

About this report

This report describes the operations and performance of the Department of Social Services during 2022–23. It was prepared to meet legislated reporting requirements.

Part	
1	Introduces the Department of Social Services with a description of our department and the portfolio.
2	Presents our audited Annual Performance Statements for 2022–23.
3	Provides the annual report on the operation of the National Redress Scheme consistent with the requirements of section 187f of the <i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i> .
4	Details our management and accountability processes, including corporate governance, policy initiatives, external scrutiny, human resources, and a review of financial management for 2022–23.
5	Presents our audited Financial Statements for 2022–23.
6	Provides additional information including an index of requirements and where to find this information in the report.



Acknowledgement of Country

The department acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past and present.

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Outcome and program structure

Figure 1: Outcome and program structure as at 30 June 2023



3

Disability and Carers

Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports

Programs

- Disability and Carers
- National Disability Insurance Scheme
- Program Support for Outcome 3

4

Housing

Improving housing affordability, supporting social housing for individuals, and preventing and addressing homelessness by providing targeted supports

Programs

- Housing and Homelessness
- Affordable Housing
- Program Support for Outcome 4



Australian Government
Department of Social Services

Ray Griggs AO CSC
Secretary

The Hon Amanda Rishworth MP
Minister for Social Services
Member for Kingston
Parliament House
CANBERRA ACT 2600

The Hon Bill Shorten MP
Minister for the National Disability Insurance Scheme
and Minister for Government Services
Member for Maribyrnong
Parliament House
CANBERRA ACT 2600

The Hon Julie Collins MP
Minister for Housing and Minister for Homelessness
Member for Franklin
Parliament House
CANBERRA ACT 2600

Dear Ministers

I am pleased to present the Department of Social Services' (the department's) Annual Report (the report) for the year ending 30 June 2023 under section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). The report has been prepared in accordance with Resource Management Guide No. 135 – Annual reports for non-corporate Commonwealth entities issued by the Department of Finance.

This report includes the department's audited financial statements, as required by section 43(4) of the PGPA Act. The report meets the reporting requirements under the *Social Security (Administration) Act 1999*, the *A New Tax System (Family Assistance) (Administration) Act 1999*, the *Child Support (Assessment) Act 1989* and the *Child Support (Registration and Collection) Act 1988*. The report also includes the fifth annual report of the National Redress Scheme Operator on the operation of the National Redress Scheme for Institutional Child Sexual Abuse, under section 187 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

In accordance with section 10 of the *Public Governance, Performance and Accountability Rule 2014*, I certify that the department has prepared fraud risk assessments and fraud control plans, and has in place appropriate fraud prevention, detection, investigation, and reporting mechanisms that meet its specific needs. All reasonable measures have been taken to appropriately deal with fraud relating to the department.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ray Griggs'.

11 October 2023

Secretary's review



I am pleased to present the *Department of Social Services Annual Report 2022–23*.

For many people life has returned to normal however, COVID-19 continued to pose a significant risk to many Australians, and our commitment to improve the wellbeing of individuals and families in Australian communities is stronger than ever.

In 2022–23, we worked in partnership with governments, non-government organisations and communities to develop evidence-based policies, programs and services, to support our most vulnerable citizens across Australian communities.

The *National Plan to End Violence against Women and Children 2022–2032* was released on 17 October 2022 and sets the national policy agenda for addressing violence against women and children in Australia for the next 10 years. The Australian Government invested \$2.3 billion in funding to support its implementation and that of other women's safety initiatives.

Under the Safe Places Emergency Accommodation Program, 154 new safe places were delivered to expand the delivery of services for women and children experiencing family and domestic violence. Preparation commenced for the Safe Places Inclusion Round, which will focus on increasing access to appropriate emergency accommodation for First Nations women and children, women and children from culturally and linguistically diverse backgrounds and women and children with disability.

The *Safe and Supported Aboriginal and Torres Strait Islander First Action Plan 2023–2026* and *Safe and Supported First Action Plan 2023–2026* (First Action Plans) were launched on 31 January 2023.

We supported people affected by forced adoption to attend events marking the 10th Anniversary of the National Apology for Forced Adoptions. The commemorative activities brought almost 200 stakeholders together in Canberra, including mothers, adopted people, their families and support people and services.

In February 2023, more than 100 delegates attended the National Early Years Summit. The outcomes of the summit and national consultation has been informing the development of a new whole-of-Commonwealth Early Years Strategy to improve early childhood outcomes for Australia's children and their families.

A national campaign to increase the recognition of carers and increasing access to the information and services available through the Carer Gateway, put the spotlight on the important role of unpaid carers.

In May 2023, the Australian Government released its Final Response to the Second Year Review of the National Redress Scheme (the Scheme). The Final Response flags a number of enhancements to the Scheme, and the department has been working on amendments to the Scheme's legislation, which will make the Scheme more accessible to survivors of institutional child sexual abuse.

We continued to strengthen our engagement with Disability Representative Organisations (DROs) and the disability community to inform our work, and improve social and economic participation for people with disability. This included specific initiatives under *Australia's Disability Strategy 2021–2031* (the ADS), such as the first National Forum for the ADS on 2 and 3 November 2022, the National Disability Data Asset and the development of guides to the ADS guiding principles. We also worked with DROs to establish a National Coordination Function to coordinate systemic advocacy services between the DROs; and in June 2023 supported the Minister's participation in the 16th Conference of State Parties on the Convention of the Rights of Persons with Disabilities in New York.

We undertook extensive public consultations on the new Disability Support Pension Impairment Tables instrument *Social Security (Tables for the Assessment of Work-related Impairment for Disability Support Pension) Determination 2023*, with a ministerial roundtable held with key stakeholders in December 2022.

Through the National Housing and Homelessness Agreement, we delivered around \$1.6 billion to support state and territory governments to improve housing and homelessness outcomes across Australia. We also provided grant funding of \$5.5 million to the National Aboriginal and Torres Strait Islander Housing Association to support the Housing Policy Partnership.

We implemented the *Paid Parental Leave Amendment (Improvements for Families and Gender Equality) Act 2023*, which gives more families access to the payment, provides parents with increased flexibility in how they take leave and encourages parents to share care to promote gender equality. These changes came into effect on 1 July 2023.

As part of the 2023–24 Budget income support measures, we delivered a \$40 per fortnight increase to the base rate of working age and student payments, such as JobSeeker, Youth Allowance and Austudy. We extended the eligibility of higher rates of JobSeeker payment for single recipients aged 55 to 59, provided a 15 per cent increase to the maximum rates of Commonwealth Rent Assistance, and expanded access to the Parenting Payment (Single) by raising the cut-off for the youngest dependent child from 8 to 14 years.

The Community Grants Hub administered 15,438 new grants, worth \$4.9 billion over the life of the agreements (excluding fee-for-service arrangements) in partnership with the department and our client agencies. We also supported the effective delivery of services to Australian communities through the ongoing management of 31,282 grants totalling \$10.6 billion in value for the financial year (excluding fee-for-service arrangements).

Soon after the announcement of the Royal Commission into the Robodebt Scheme, the department set up a Robodebt Royal Commission Taskforce and Policy team whose functions included supporting the department's contribution to the Royal Commission. The taskforce coordinated the response to notices issued to the department and supported current and former staff who were required to engage with the Royal Commission.

Our staff played a critical role in delivering the key priorities of the department and we continued to have a significant focus on developing our workforce capability. We implemented strategies to support a diverse and inclusive workforce, including a high performing and future ready workforce by valuing the importance of the 4Cs: Curiosity, Contestability, Collaboration and Courage.

Looking forward

In 2023–24, our focus on improving the economic and social wellbeing of individuals, families and vulnerable members of Australian communities, will continue.

We will work with key stakeholders to deliver the First Action Plan, the Aboriginal and Torres Strait Islander Action Plan and the Outcomes Framework under the *National Plan to End Violence against Women and Children 2022–2023*.

We will continue to embed the Priority Reforms of the *National Agreement on Closing the Gap* and deliver on our part of 3 Closing the Gap targets (targets 9 (a)-housing, 12-out-of-home care and 13-family violence) and the cross-cutting outcome of disability, to transform the way we work and partner with First Nations people, communities and organisations.

We will work in partnership with the National Aboriginal and Torres Strait Islander Housing Association through the Housing Policy Partnership, to improve housing and homelessness outcomes and support the Indigenous community-controlled housing sector.

The department is working across Government to finalise the Early Years Strategy which provides a vision of what Australia wants to achieve for all children and their families in the early years.

We will tackle entrenched disadvantage through community partnerships and social impact investment and provide Emergency Relief and Food Relief to Australian individuals and families.

The department will work across governments to support the Australian Government response to the recommendations of the *Royal Commission into the Robodebt Scheme* and the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability*.

We will implement a new quality framework to drive improvement in existing Disability Employment Services, ahead of the introduction of a new employment service in July 2025 that will support better outcomes for people with disability and their employers. The department continues to lead the Commonwealth's implementation of the ADS, through the establishment of central coordination of disability policy in the department and will be undertaking the first planned review of the ADS taking into consideration the Final Report from the Disability Royal Commission.

We will continue to engage with communities and their leaders to shape the future of support services through Income Management Reform including implementation of the Social Security (Administration) Amendment (Income Management Reform) Bill 2023.

It is my privilege to work with a team of such dedicated and professional staff and I look forward to the year ahead.



Ray Griggs AO CSC



Part 1 Overview

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Chapter 1.1

Our department

The Department of Social Services (the department) is responsible for a diverse range of policies, payments, programs, and services that improve the wellbeing of people and families in Australia.

We fund services and payments that assist families, children, and older people; provide a safety net for those who cannot fully support themselves; enhance the wellbeing of people with high needs; assist those who need help with care; help those with injury, disability or illness to overcome barriers to securing employment; and support a diverse and harmonious society.

Our mission

Our mission is to improve the wellbeing of individuals and families in Australian communities.

Our purpose

Our enduring purpose is to continue to improve the economic and social wellbeing of individuals and families. The department's responsibilities as set out in the Administrative Arrangement Orders are:

- income security and support policies and programs for families with children, carers, the aged, people with disabilities, and people in hardship
- income support policies for students and apprentices
- income support and participation policy for people of working age
- services for families with children, people with disabilities, and carers
- community mental health
- community support services
- family relationship, family, and children's support services
- social housing, rent assistance, and homelessness
- child support policy
- services to help people with disabilities obtain employment
- non-profit sector and volunteering
- services and payments relating to social security, child support, students, families, aged care, and health programs (excluding health provider compliance)
- Australian Hearing Services
- Whole-of-government service delivery policy.

Our outcomes

Our purpose is delivered under 4 outcomes areas:

Outcome 1: Social Security

A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.

Outcome 2: Families and Communities

Contribute to stronger and more resilient individuals, children, families, and communities by providing targeted support.

Outcome 3: Disability and Carers

Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.

Outcome 4: Housing

Improving housing affordability, supporting social housing for individuals, and preventing and addressing homelessness by providing targeted supports.

Our values

Our values are those of the Australian Public Service (APS). The APS values require us to be impartial, committed to service, accountable, respectful, and ethical. These values are central to the way we work with our Ministers, colleagues and stakeholders.

Organisational structure

Our department is led by the Secretary and supported by Deputy Secretaries operating across 4 streams. Our organisational structure as at 30 June 2023 is shown at Figure 2.

Figure 2: Organisational structure at 30 June 2023

Ray Griggs Secretary

(Matt Flavel, A/g Secretary)

Social Security Troy Sloan A/g Deputy Secretary <i>Matt Flavel</i>		Families and Communities Letitia Hope Deputy Secretary	
Participation and Family Payments Ben Peoples , A/g GM <i>Jo Evans</i>	Data and Evaluation Gemma Van Halderen , GM	Redress Emma Kate McGuirk , GM	Communities Patrick Burford , GM
Participation and Supplementary Payments Jess Montgomery , A/g BM <i>Ben Peoples</i>	Data Access Michael Thompson , A/g BM <i>Jenny Humphrys</i>	Policy Strategy and Design Susannah Luck-Cameron , A/g BM <i>Justine Curnow</i>	Income Management Policy and Data Patrick Boneham , BM
Carer, Disability and Student Payments Alex Abel , BM	Performance and Evaluation Danielle Aeuckens , A/g BM <i>Sidesh Naikar</i>	Enabling Services Michaela Evans , A/g BM <i>Sarah Peascod</i>	Financial Wellbeing Mary Hodge , A/g BM <i>Chris D'Souza</i>
Families and Payment Support Agnieszka Nelson , BM	Data Strategy Sharon Stuart , BM	External Engagement and Communications John Riley , BM	Income Management Engagement and Support Services Justine Fievez , BM
Pensions, Housing and Homelessness Andrew Seebach , A/g GM <i>Troy Sloan</i>		Service Delivery Bruce Young , BM	Families Tim Crosier , A/g GM <i>Tarja Saastamoinen</i>
Payment Structures and Seniors Ian Byron , A/g BM <i>Gillian Beer</i>		Women's Safety Amber Shuhya , A/g GM <i>Greta Doherty</i>	Family Policy Veronica Westacott , A/g BM <i>Lisha Jackman</i>
International Payments and Compliance Kate Yuille , A/g BM <i>Andrew Seebach</i>		National Policy Natasha Shahidullah , A/g BM <i>Amber Shuhya</i>	Children's Policy Jane Henderson , A/g BM <i>Tim Crosier</i>
Housing and Homelessness Policy Julia Chandra , BM		Response and Behaviour Change Lara Purdy , BM	■ Early Years Strategy Task Force Alexis Diamond , A/g BM <i>Vacant</i>
Housing and Homelessness Program Delivery Rob Stedman , BM		1800 Respect and Capability Renee Hamilton , A/g BM <i>Vacant</i>	Community Policy and Engagement Chris D'Souza , A/g GM <i>Vacant</i>
Housing and Homelessness Strategy and Data Caitlin Delaney , BM			Community Cohesion Tasma Vyver , A/g BM <i>Libby Cremen</i>
			Community Policy, Trials and Evidence Judi Drown , A/g BM <i>Vacant</i>

Office of the Secretary | Chief of Staff
Sophie Edwards, A/g BM
Jacqueline Hrast

Chief Operating Officer Pat Hetherington		
Chief Counsel Legal Services Emma White, A/g GM <i>Bronwyn Worwick</i>	Community Grants Hub Tracy Creech, A/g GM <i>Mark le Dieu</i>	Corporate Richard Baumgart, GM
Corporate and Commercial Leah Kennedy, BM	Hub Operations Catherine Nelson, BM	Campaigns and Strategic Communication Mardi Stewart, BM
Public Law ■ Robodebt Royal Commission Response Catherine Seaberg, BM <i>Emma White</i>	Grants Services Office Eve Cordeiro, A/g BM <i>Vacant</i>	Corporate Communication and Media Relations Sam Ursich, BM
■ Robodebt Royal Commission Task Force Lisha Jackman, BM	Health Grants Warren Pearson, BM	People Services Lauren Smith, A/g, BM <i>Vacant</i>
■ Ryan Bulman, GM	State Network Jessica Ballinger, A/g BM <i>Tracy Creech</i>	Property and Security Chris Mitchell, BM
	Disability Employment Services Grants Tanya George, A/g BM <i>Vacant</i>	Information Management and Technology Vanessa Beck, BM <i>Vacant</i>
	Chief Finance Officer Finance Andrew Harvey, GM	Portfolio Coordination Bruce Taloni, GM
	Budget Development Leung Lau, A/g BM <i>Kath Paton</i>	Portfolio Governance Karen Donlan, A/g BM <i>Anna Lutz</i>
	Financial Services Cherly-Anne Navarro, BM	Government and Executive Services Janet Gavey, A/g BM <i>Joanna Carey</i>
	Financial Management Hitesh Rohra, A/g BM <i>Vacant</i>	Audit and Assurance Jennie Armstrong, BM

Disability and Carers Robyn Shannon A/g Deputy Secretary <i>Vacant</i>	
Strategic Policy, Markets and Safeguards Amanda Lee, GM	Disability Strategy Luke Mansfield, GM
Quality and Safeguards Policy Nerissa Stewart, A/g BM <i>Vacant</i>	Australia's Disability Strategy Jodi Cassar, BM
Markets and Workforce Policy James Ryan, A/g BM <i>Ross Schafer</i>	Disability Support Sarah Guise, BM
Disability Employment and Carers Kellie Spence, A/g GM <i>Ryan Bulman</i>	Advocacy and Inclusion Anita Davis, BM
Disability Employment and Carers Anna Lutz, BM <i>Vanessa Beck</i>	NDIS Participants and Performance Peter Broadhead, GM
Disability Employment Reforms Katrina Chatham, BM	NDIS Finance and Performance Christopher Early, A/g BM <i>Emily Hurley</i>
	NDIS Governance, Policy and Legislation Julie Yeend, BM
	Commonwealth/State Engagement Joane Llewellyn, A/g BM <i>Vacant</i>

Legend

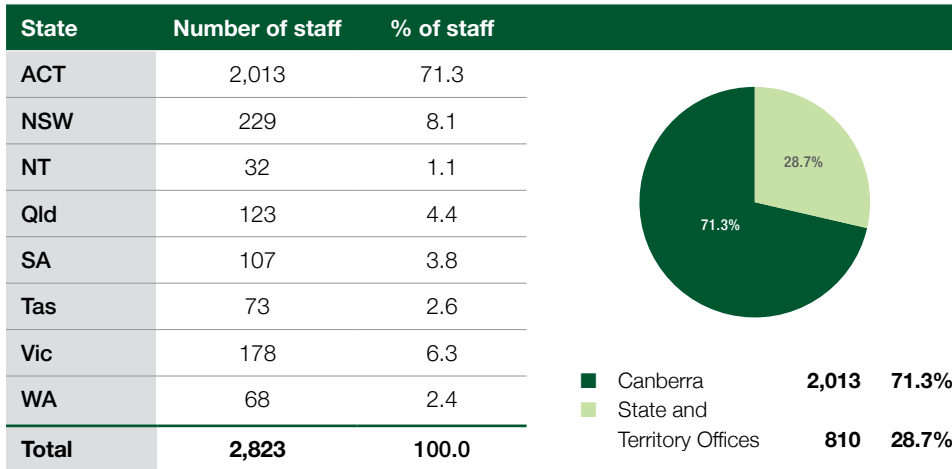
- A/g Indicates the employee is temporarily acting in the role*
- GM Group Manager
- BM Branch Manager
- NDIS National Disability Insurance Scheme
- Indicates a temporary group/branch
- Chief Counsel reports to both the Secretary and the Chief Operating Officer

* Short term acting may be excluded, an up-to-date organisational chart is available on the dss.gov.au website.

Our people

We operate across Australia, with 71.3 per cent of our staff based in Canberra and 28.7 per cent based in other state, territory and regional offices.

Figure 3: National distribution of staff at 30 June 2023



Chapter 1.2

The portfolio

As at 30 June 2023, 3 Ministers and one Assistant Minister had responsibilities in the Social Services Portfolio:

- The Hon Amanda Rishworth MP, Minister for Social Services
- The Hon Bill Shorten MP, Minister for the National Disability Insurance Scheme, and Minister for Government Services
- The Hon Julie Collins MP, Minister for Housing, and Minister for Homelessness
- The Hon Justine Elliot MP, Assistant Minister for Social Services, and Assistant Minister for the Prevention of Family Violence.

The Department of Social Services is established as a Department of State under the Administrative Arrangements Order.

In addition to the department, the portfolio comprises the following portfolio bodies:

- Services Australia, established as an Executive Agency under the *Public Service Act 1999*
- National Disability Insurance Agency, established under the *National Disability Insurance Scheme Act 2013*
- NDIS Quality and Safeguards Commission, established under the *National Disability Insurance Scheme Act 2013*
- Australian Institute of Family Studies, established under the *Family Law Act 1975*
- Hearing Australia, established under the *Australian Hearing Services Act 1991*
- Domestic, Family and Sexual Violence Commission established on 1 July 2022 as an Executive Agency under the *Public Service Act 1999*.

Portfolio bodies

Services Australia

Purpose: to support Australians by efficiently delivering high-quality, accessible services and payments on behalf of the Australian Government.

Services Australia designs, delivers, coordinates, and monitors government services and payments relating to social security, child support, students, families, aged care, and health programs. The Agency provides advice to government on the delivery of these services and payments, and collaborates with other government agencies, state and territory governments, providers, businesses, and customers to ensure they provide high-quality, accessible and efficient services and payments.

servicesaustralia.gov.au

National Disability Insurance Agency (NDIA)

Purpose: to deliver the National Disability Insurance Scheme (NDIS) so as to provide people with a permanent and significant disability choice and control in the delivery of reasonable and necessary supports to improve the independence, social, and economic participation. The NDIS also provides referral services and activities for all people with disability.

The National Disability Insurance Agency (NDIA), established under the *National Disability Insurance Scheme Act 2013* (NDIS Act), is responsible for administering the NDIS. The NDIS Act (in conjunction with other laws) gives effect to Australia's obligations under the United Nations Convention on the Rights of Persons with Disabilities.

ndis.gov.au

NDIS Quality and Safeguards Commission (NDIS Commission)

Purpose: to uphold the rights of NDIS participants, to elevate quality and safety and enable consumer independence.

The NDIS Commission promotes the delivery of quality supports and services to people with disability under the NDIS and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice, and education.

The NDIS Commission is a statutory body established to improve the quality and safety of NDIS supports and services. The NDIS Commission is responsible for ensuring NDIS providers comply with regulatory standards and the NDIS Code of Conduct while delivering supports and services to NDIS participants. The NDIS Commission also promotes safety and quality services, resolves problems, and identifies areas for improvement.

ndiscommission.gov.au

Australian Institute of Family Studies (AIFS)

Purpose: to create and communicate knowledge for policy-makers, service providers, and the broader community to improve the wellbeing of children, families, and communities.

The Australian Institute of Family Studies (AIFS) conducts research and evaluation on a broad range of issues, policies and programs affecting Australian families. AIFS also manages several major, large-scale longitudinal studies that track participants' lives through time at different ages and stages. AIFS research is enriched by linking and analysing internal datasets with other established datasets; for example, Medicare, the Census and other Australian Government administrative data.

AIFS also incorporates the Australian Gambling Research Centre (AGRC), which was established under the *Gambling Measures Act 2012*. AIFS' Director governs AGRC's operations.

aifs.gov.au

Hearing Australia

Purpose: to provide world leading research and hearing services for the wellbeing of all Australians.

Hearing Australia supports initiatives to prevent hearing loss and advocates for improved access to, and quality of, hearing health services across Australia. Hearing Australia works closely with government departments, agencies and partners to ensure research and hearing services are of the highest standard and deliver improved hearing health outcomes for the community.

Hearing Australia is a Public Non-financial Corporation (Trading) entity established under the *Australian Hearing Services Act 1991*. Accordingly, Hearing Australia is not reported in the Portfolio Budget Statements or Portfolio Additional Estimates Statements. Hearing Australia is a corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013* and is governed by a board that is appointed by the Minister for Government Services.

hearing.com.au

Domestic Family and Sexual Violence Commission

Purpose: to amplify the voices of people with lived experience of domestic, family and sexual violence, provide evidence informed policy advice, and promote coordination and accountability towards ending gender-based violence.

The Domestic Family and Sexual Violence Commission (the Commission) is an independent, accountable and transparent agency that maintains a national focus on ending gender-based violence.

The Commission provides national leadership and promotes national collaboration and coordination across government and communities to enhance connection and reduce fragmentation to improve outcomes for people experiencing domestic, family and sexual violence.

dfsvc.gov.au

Ministers and portfolio responsibilities

Figure 4: Social Services Portfolio as at 30 June 2023

Social Services Portfolio		
<p>Minister for Social Services</p> <p>The Hon Amanda Rishworth MP</p>	<p>Minister for Government Services Minister for the National Disability Insurance Scheme</p> <p>The Hon Bill Shorten MP</p>	<p>Minister for Housing Minister for Homelessness</p> <p>The Hon Julie Collins MP</p>
<p>Assistant Minister for Social Services Assistant Minister for the Prevention of Family Violence</p> <p>The Hon Justine Elliot MP</p>		
Portfolio Bodies		
<p><i>Portfolio Secretary</i> Ray Griggs AO CSC</p>		
<p>Department of Social Services</p> <p><i>Secretary</i> Mr Ray Griggs AO CSC</p>	<p>Services Australia</p> <p><i>Chief Executive Officer</i> Ms Rebecca Skinner PSM</p>	<p>National Disability Insurance Agency</p> <p><i>Chief Executive Officer</i> Ms Rebecca Falkingham PSM</p>
<p>NDIS Quality and Safeguards Commission</p> <p><i>Commissioner</i> Ms Tracy Mackey</p>	<p>Australian Institute of Family Studies</p> <p><i>Director</i> Dr Sharman Stone (Ms Liz Neville, Acting)</p>	<p>Hearing Australia</p> <p><i>Managing Director</i> Mr Kim Terrell</p>
<p>Domestic Family and Sexual Violence Commission</p> <p><i>Commissioner</i> Ms Micaela Cronin</p>		


Part 2

Annual Performance Statements

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Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services, present the 2022–23 Annual Performance Statements of the Department of Social Services, as required under paragraphs 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and section 16F of the Public Governance, Performance and Accountability Rule 2014. In my opinion, these Annual Performance Statements accurately reflect the performance of the entity for the reporting period and comply with subsection 39(2) of the PGPA Act.



Ray Griggs AO CSC
Secretary

11 October 2023

Overview

The Annual Performance Statements provides the results of the department's performance for the reporting period. This completes the cycle of performance reporting that commenced with the 2022–23 Portfolio Budget Statements, published on 29 March 2022 and on 25 October, and the 2022–23 Corporate Plan, published on 31 August 2022.

The department's key activities are delivered in partnership with a range of third parties including portfolio agencies, for profit and not for profit organisations. We source data from our delivery partners to measure and report in our Annual Performance Statements. The department endeavours to ensure performance data collected is reliable, verifiable, and supported by proportionate assurance processes. The data collected is aligned with privacy principles and better practice data governance. In the interest of transparency, we disclose limitations associated with the data and methodology used to assess our performance.

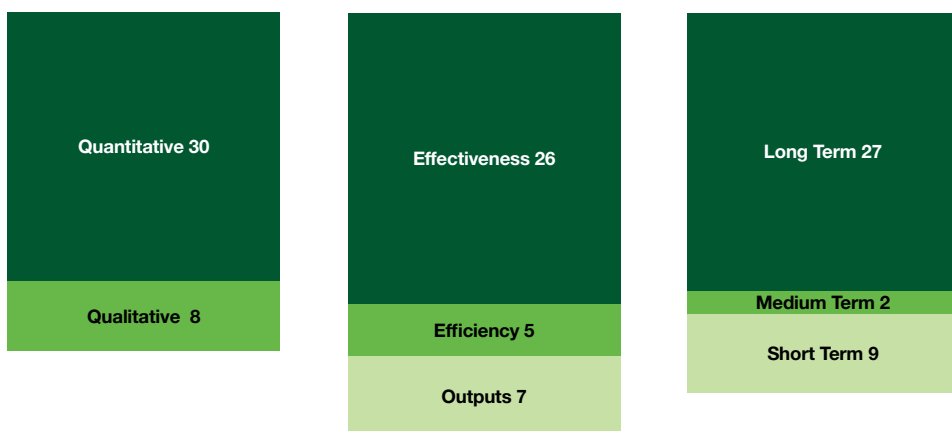
The department's purpose is to continue to improve the economic and social wellbeing of individuals and families. Noting the broad range of responsibilities as set out in the Administrative Arrangements Orders the department's purpose is delivered across 4 outcome areas. Within this structure, all outcomes collectively contribute to the department's purpose.

Figure 5: Connection between the Portfolio Budget Statement, Corporate Plan and Annual Performance Statements

<p>2022–23 Portfolio Budget Statement (March 2022)</p>	<p>Outcome 1 Social Security</p>	<p>Outcome 2 Families and Communities</p>	<p>Outcome 3 Disability and Carers</p>	<p>Outcome 4 Housing</p>	<p>Cross Outcome Program Support</p>
	<p>A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.</p>	<p>Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports.</p>	<p>Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.</p>	<p>Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.</p>	<p>Advice and support to Ministers</p>
	<p>7 programs 10 key activities</p>	<p>1 program 5 key activities</p>	<p>2 programs 5 key activities</p>	<p>2 programs 2 key activities</p>	<p>1 key activity</p>
<p>2022–23 Corporate Plan (August 2022)</p>	<p>Performance Measures and Targets</p>				
	<p>Our enduring purpose is to continue to support the economic and social wellbeing of individuals and families. The department's responsibilities as set out in the Administrative Arrangement Orders are:</p> <ul style="list-style-type: none"> • income security and support policies and programs for families with children, carers, the aged, people with disabilities, and people in hardship • income support policies for students and apprentices • income support and participation policy for people of working age • services for families with children, people with disabilities and carers • community mental health • community support services • family relationship, family and children's support services • social housing, rent assistance, and homelessness • child support policy • services to help people with disabilities obtain employment • non-profit sector and volunteering • services and payments relating to social security, child support, students, families, aged care and health programs (excluding health provider compliance) • Australian Hearing Services • Whole of government service delivery policy • coordination of early childhood development policy and responsibilities 				
<p>2022–23 Annual Performance Statements (Oct 2023)</p>	<p>Performance Measures and Targets</p> <p>Reports achievement against the performance measures and targets</p>				

Our performance measures include a mix of qualitative and quantitative measures to capture the multiple dimensions of the department's performance, where this is reasonably practical. When selecting qualitative or quantitative approaches to measure the performance of our key activities, the department considered the cost of data collection, the value of the data to the department and the needs of our stakeholders. Across the entity, our performance measures have a mix of measurement by time, outputs, efficiency and effectiveness. We continue to review measures, methodologies and controls for good governance and to reflect the department's responsibilities.

Figure 6: Summary of mix of Performance measures



Subsequent Events

- Further information on the Royal Commission into Robodebt and the report issued on 7 July 2023 can be found on page 136.
- The Disability Employment Services (DES) Quality Framework was published on the DSS website on 5 July 2023. Further information about this is included in Key Activity 3.1.1 on page 82.
- On 2 August 2023, the Commonwealth Ombudsman released a public statement 'Lessons in Lawfulness' on the outcome of his first investigation into income apportionment. Further information can be found on page 135.
- The Escaping Violence Evaluation Report was published on 15 September 2023, on the department's website, and can be found at https://www.dss.gov.au/sites/default/files/documents/09_2023/1609-5481_final_evp_report_050723.pdf.

Our Performance

For 2022–23, out of the total 38 performance targets the department met 27, partially met 1 and did not meet 9. One performance target remains ongoing.

The environment in which the department operates is complex, interconnected and evolving. Our success is measured in terms of our ability to anticipate and adapt within this changing environment, while maintaining our strategic direction and focus on improving the wellbeing of individuals and families in Australian communities.

Our programs and policies focus on whole of Australian community outcomes aligned with government priorities. While the performance measures are designed to assess the success of the activities in achieving our purposes, we recognise there are a range of factors, external to the department's control, that contribute to the achievement of these results.

Environmental factors such as cost of living pressures, labour mobility and natural disasters can affect results for some targets and are identified through this Annual Performance Statements using the diamond symbol (◆).

Content already published in the 2022–23 Corporate Plan on rationale and methodology is not reprinted in the Annual Performance Statements. Content under these headings has only been included where there has been a change since publication of the Corporate Plan.

Figure 7: Performance measure target results overview

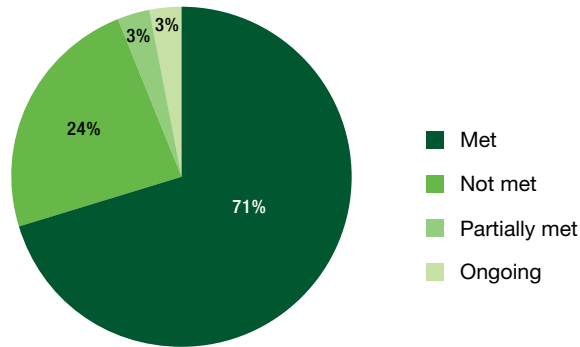
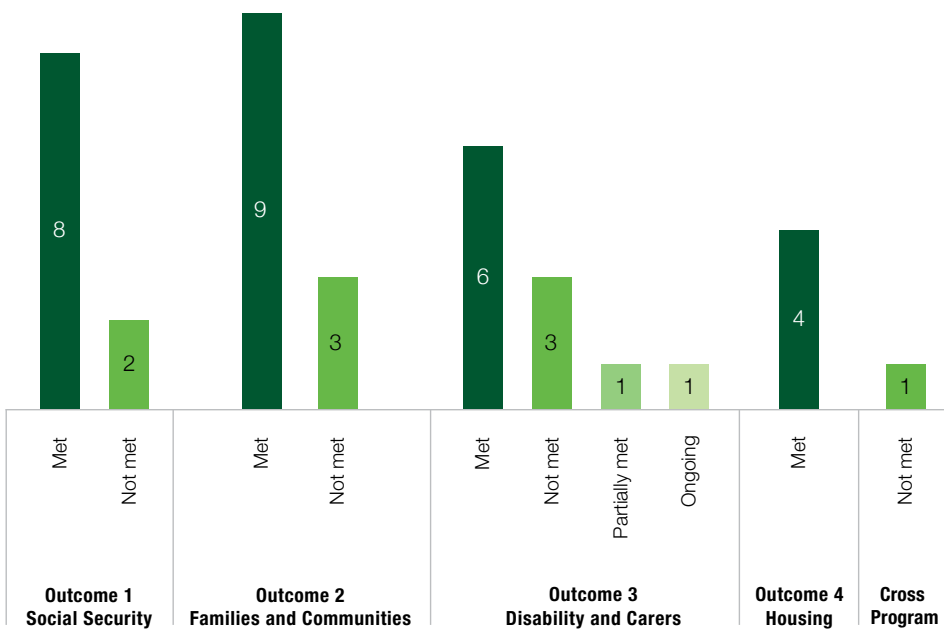


Figure 8: Performance measure target results per outcome



Key changes for 2022–23¹

The 2022–23 Corporate Plan contained performance measure placeholders for Income Management and Women’s Safety. This was because legislation was pending for the closure of the Cashless Debit Card program and the *National Plan to End Violence Against Women and Children 2022–2023* had not yet been released. Performance measures for these activities have since been developed and are reported on here.

In the time since the release of the 2022–23 Portfolio Budget Statement (PBS) that was published in October 2022 there have been some further changes to performance measures. A summary of key changes are provided below:

<p>2.1.2 – Women’s Safety</p>	<p>1800RESPECT: From March 2023, the methodology used to calculate performance was changed to align with Telstra Health’s systems and with best practice measures for this type of service.</p> <p>Our Watch: has changed from reporting on the Evaluation to the total number of published content in the financial year.</p> <p>ANROWS: The target for the number of reports developed has changed from 14 to 11; this is because the number of completed research reports varies year to year, with project length times subject to change in scope, insufficient sample size, etc.</p> <p>Stop it at the Start: has been updated to include qualitative evidence of publication of the maintenance burst digital advertisements.</p> <p>Safe Places: The target has been updated to increase the number of Safe Places delivered from 91 as at June 2022 to 231 as at 30 June 2023.</p> <p>Escaping Violence Payment: has been included as a new initiative.</p>
<p>2.1.4 – Income Management</p>	<p>On 3 June 2022, the Australian Government announced the abolition of the Cashless Debit Card (CDC) – therefore the Key Activity has been renamed from Cashless Debit Card to Income Management and the measures have been updated to reflect this change.</p>

¹ Department of Finance Resource Management Guide 134 notes if performance information, such as performance measures, targets, data sources and methodologies, differ from those set out in the Corporate Plan at the beginning of the reporting period, entities should explain those changes in their Annual Performance Statements. These changes are in comparison to the 2022–23 Portfolio Budget Statement (PBS) (published October 2022) as this was more recently published than the 2022–23 Corporate Plan (published August 2022).

2.1.5 – National Redress Scheme	<p>A performance measure for advance payments was introduced this year: that at least 80 per cent of advance payments were to be made within 7 days of the acceptance documentation being received by the Scheme. The reduced timeframe for this target compared to the redress outcome payments reflects the importance the Scheme places on this payment for vulnerable applicants.</p> <p>Measures 2.1.5-1A and 2.1.5-1B have also been updated to accurately reflect \geq instead of $>$.</p>
3.1.2 – Support for Carers	<p>The inclusion of effectiveness measures about wellbeing outcomes for client carers now replace the previous output measure ‘annual increase in people accessing Carer Gateway’ (3.1.2-1). These new measures are considered a more meaningful representation of performance.</p>
3.2.2 – Development of NDIS Market	<p>Removal of “up to 30 June” from both targets and replaced with ‘in each financial year’. This is because the measure assesses each year’s result and does not have an end date.</p>
3.2.3 – NDIS Participant Plans	<p><i>Younger People in Residential Aged Care</i></p> <p>Following the October 2022–23 Portfolio Budget Statement a target has been included for ‘No people aged under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances’.</p>
4.2.1 – National Rental Affordability Scheme	<p>Updated 4.2.1-1 Performance Measure and target description to better reflect the department’s measurement of timeliness for this activity.</p>
Cross Outcome – Program Support	<p>The department has included a performance measure for providing timeliness advice and support to Portfolio Ministers and Assistant Ministers across all 4 outcomes.</p>

Analysis

Outcome 1 – Social Security

Purpose

Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.

Programs and activities

Outcome 1 comprises of seven programs and a number of activities contributing to the achievement of the social security outcome. The diagram below depicts how this purpose is translated into measurable activities.

OUTCOME 1 – SOCIAL SECURITY			
A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.			
Program 1.1 Family Assistance	Program 1.2 Support for Seniors	Program 1.3 Financial Support for People with Disability	Program 1.4 Financial Support for Carers
Key activities 1.1.1 Family Tax Benefit 1.1.2 Child Support Scheme 1.1.3 Parental Leave Pay 1.1.4 Dad and Partner Pay	Key activities 1.2.1 Age Pension	Key activities 1.3.1 Disability Support Pension	Key activities 1.4.1 Carer Payment and Carer Allowance
Program 1.5 Working Age Payments	Program 1.6 Student Payments	Outcome 1 Cross-Program Rent Assistance	
Key activities 1.5.1 JobSeeker Payment, Youth Allowance (Other), Parenting Payment	Key activities 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY	Key activities XP Rent Assistance	

Summary and key achievements

In 2022–23, the department met 8 performance measure targets in the Social Security Outcome and did not meet 2 performance measure targets.

The social security system provides a strong safety net for vulnerable Australians and promotes self-reliance. It is a targeted and needs based system, with support designed to assist a person with their specific circumstances based on their age and stage of life.

The department has delivered a number of measures to better support people, families and communities, and to respond to cost of living challenges over the last 12 months. This includes a \$40 per fortnight increase to working age and student payments that was part of the Government's \$9.5 billion in additional support for income support recipients announced in the 2023–24 Budget. In addition, targeted measures have been delivered to better support the circumstances of people and families that face specific barriers to employment, such as the \$1.9 billion expansion to the eligibility of Parenting Payment (Single).

The department also works to improve the operation of the social security system so it provides fair and targeted support. Updates to the Social Security Guide to better recognise the circumstances of victim survivors of family and domestic violence, the establishment of the Economic Inclusion Advisory Committee and the Child Support Stakeholder Consultation Group, and the consultations taken to update the Disability Impairment Tables demonstrate our commitment to work with and hear the views of stakeholders and communities.

The number of people on unemployment payments has reduced this year, with rates close to pre-pandemic levels. As at 30 June 2023, there were 808,153 recipients of JobSeeker Payment and 73,803 recipients of Youth Allowance (other).

2022–23 Key achievements

In the past year, some of our contributions to improving outcomes for the sustainability of the social security system include:

- implemented the first tranche of Paid Parental Leave legislative changes to support women's workforce participation and help more dads and partners to take time off work to be with their children, as part of the Government's commitment to increase Paid Parental Leave to 26 weeks by 2026.
- worked collaboratively with Services Australia and other government agencies to implement increases to income support payments, including JobSeeker Payment and Commonwealth Rent Assistance, that were announced in the 2023–24 Budget. Based on current recipient numbers, this is anticipated to benefit around 1.1 million Australians on these income support payments.

- provided financial support to single parents on income support payments by extending the Parenting Payment (Single), so eligible carers can access that support until their youngest dependent child turns 14. Based on current recipient numbers, this is anticipated to benefit at least 57,000 single parents on income support payments.
- undertook extensive consultation with key stakeholders, including disability peak body and advocacy groups, medical professionals and individuals with lived experience, to develop and implement the Social Security (Tables for the Assessment of Work-related Impairment for Disability Support Pension) Determination 2023 which came into effect on 1 April 2023.
- established the Child Support Stakeholder Consultation Group to ensure the views of stakeholders and representatives is heard in the design and delivery of the Child Support Scheme, in response to a key child support recommendation made by the Joint Select Committee on Australia's Family Law System.
- worked collaboratively with other government agencies to implement Single Touch Payroll, which is anticipated to reduce social security income reporting errors for income support recipients.
- supported the signing of a new bilateral international social security agreement between Australia and the Republic of Serbia. The agreement will allow the two countries to share the cost and responsibility of providing retirement support to people who have moved between Australia and Serbia by assisting them to access pensions they may not otherwise be able to get. The agreement will start when all required treaty and legislative processes have been completed in both countries.
- supported the development and passage of legislation to increase the income limits for the Commonwealth Seniors Health Card as an election commitment of the Government.
- worked collaboratively with Services Australia to provide both a \$4,000 upfront credit into the Work Bonus balance of older pensioners and a \$4,000 increase to their total maximum Work Bonus balance, from \$7,800 to \$11,800, from 1 December 2022 to 31 December 2023. The temporary changes mean eligible pensioners can earn more from work without affecting their pension payment.

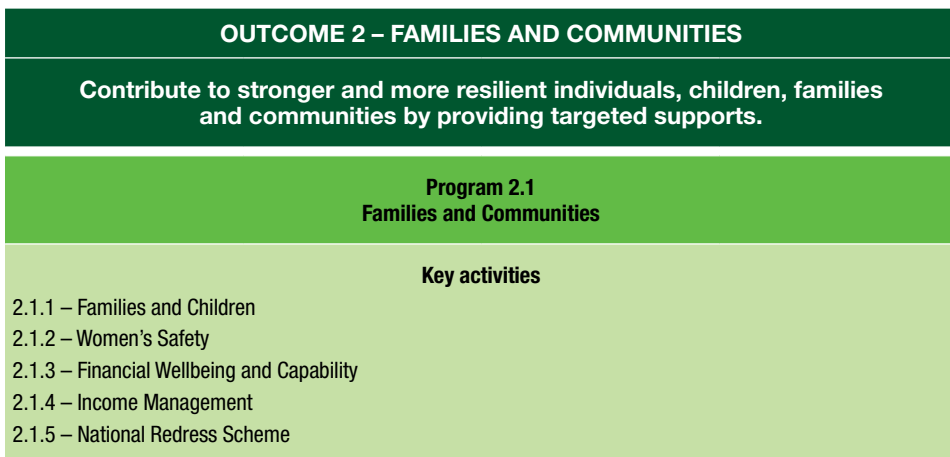
Outcome 2 – Families and Communities

Purpose

To contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.

Programs and activities

Outcome 2 comprises of one program with five activities contributing to the achievement of the Families and Communities outcome. The diagram below depicts how this purpose is translated into measurable activities.



Summary and key achievements

In 2022–23, the department met 9 performance measure targets in the Families and Communities Outcome and did not meet 3 performance measure targets.

In the past year, our contributions to improving the outcomes for families and communities included:

- In May 2023, the Australian Government released its Final Response to the Second Year Review of the National Redress Scheme. The Final Response flags a number of enhancements to the Scheme that require amendments to the Scheme's legislation, which will make the Scheme more accessible to survivors of institutional child sexual abuse.
- The Government's commitment to abolish the Cashless Debit Card was successfully delivered, including the implementation of services to support individuals and communities through the transition.
- Expanding the delivery of services to women and children experiencing family and domestic violence through the Safe Places Emergency Accommodation Program with around 154 new safe places (245 in total since the commencement of the program) delivered through 10 projects, assisting up to 828 women and children each year.

Families and Communities Program providers continue to report difficulties in recruiting qualified staff to fill vacancies and challenges retaining staff. The impact is particularly pronounced in remote and regional areas where providers are more likely to need to recruit non-local staff. There is also an instance where the provider has chosen to not continue to deliver the service.

The current economic environment is a significant driver for people's continued and frequent use of the Emergency Relief program. The cost of living crisis and natural disasters also place pressure on family functioning and lessens provider's ability to improve client outcomes. These impacts often mean clients have a reduced ability to engage in services focused on family functioning because they are struggling to meet the basic needs of their families. In these circumstances, providers are likely to help clients with access to support that will assist with more immediate needs, like emergency relief or mental health support.

Additionally, data was not available from some providers in the Women's Safety program, due to technical issues.

Outcome 3 – Disability and Carers

Purpose

To improve independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.

Programs and activities

Outcome 3 comprises of two programs and five activities contributing to the achievement of the Disability and Carers outcome. The diagram below depicts how this purpose is translated into measureable activities.

OUTCOME 3 – DISABILITY AND CARERS	
Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.	
Program 3.1 Disability and Carers	Program 3.2 National Disability Insurance Scheme (NDIS)
Key activities 3.1.1 – Disability Employment Services (DES) 3.1.2 – Support for Carers	Key activities 3.2.1 – NDIS Transition 3.2.2 – Development of the NDIS Market 3.2.3 – NDIS Participant Plans

Summary and key achievements

In 2022–23, the department met 6 targets in the Disability and Carers Outcome, partially met 1 target and did not meet 3 targets. One Disability and Carers' target is considered ongoing.

The department continues to work towards ensuring people with disability with high employment support needs have informed choice and control about their employment. The number of people with disability participating in the Disability Employment Services program who are in longer term placements sustained to 52 weeks has continued to increase from 21 per cent in 2020–21 to 25 per cent in 2022–23.

The Carer Gateway is funded by the department to provide access to free services and supports for carers. More carers are aware of this assistance through the successful implementation of the Carer Gateway National Campaign, which was launched in National Carers Week in October 2022.

Participation in the NDIS has continued to grow, with over 610,000 people at 30 June 2023 supported to have greater independence and a better quality of life. The department supported the establishment of the NDIS review to look at the design, operations and sustainability of the NDIS, and ways to make the market and workforce more responsive, supportive and sustainable.

The first NDIS Jobs and Skills Forum was held in August 2022, providing opportunities for increasing the quality of the NDIS workforce and economic participation by all participating stakeholders. In the longer term the initiatives arising from this Forum will contribute towards supporting participant plans.

Outcome 4 – Housing

Purpose

Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.

Programs and activities

Outcome 4 comprises of 2 programs and a number of activities contributing to the achievement of the housing outcome. The diagram below depicts how this purpose is translated into measurable activities.

OUTCOME 4 – HOUSING	
Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.	
Program 4.1 Housing and Homelessness	Program 4.2 Affordable Housing
Key activities	Key activities
4.1.1 – National Housing and Homelessness Agreement (NHA)	4.2.1 – National Rental Affordability Scheme (NRAS)

Summary and key achievements

In 2022–23, the department achieved all targets across the Housing Outcome.

Housing is a shared responsibility between the Commonwealth and state and territory governments. The department supports the coordination of national policies to improve housing outcomes by working with the Treasury and state and territory housing departments, including through the National Housing and Homelessness Agreement (NHHA).

In 2022–23, the department supported the establishment of the Housing and Homelessness Ministerial Council and progressed priority work including the development of the National Housing and Homelessness Plan, the extension of the NHHA to 30 June 2024 and data sharing and improvements.

We also provided funding for the development and delivery of social and affordable housing across the country, working with state and territory governments as well as a range of other providers. For example, the \$30 million Hobart City Deal provides housing for up to 270 people on the Tasmanian Housing Register.

We administered a range of programs, including the National Rental Affordability Scheme (NRAS) which makes dwellings available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants.

In the past year, some of our contributions to improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports including:

- provided grant funding of \$5.5 million over three years to the National Aboriginal and Torres Strait Islander Housing Association (NATSIHA) to provide secretariat and policy support to the newly established Housing Policy Partnership. Supporting NATSIHA in their role co-chairing the Housing Policy Partnership is consistent with the strong partnership elements under Priority Reform One of the *National Agreement on Closing the Gap*.
- delivered around \$1.6 billion through the NHHA to support state and territory governments to improve housing and homelessness outcomes across Australia. In 2022–23, the NHHA included \$135 million in dedicated funding which states and territories were required to match.
- prepared for the opening of the second round of the Safe Places program, the Safe Places Inclusion Round. The Inclusion Round will focus on increasing access to appropriate emergency accommodation for First Nations women and children, women and children from culturally and linguistically diverse backgrounds and women and children with disability.

Results

Outcome 1 – Social Security

Key performance results

Program	Key Activities	Target	Result
1.1 Family Assistance	1.1.1 Family Tax Benefit	Payment targeted to low income families (67 per cent of support received by families under the FTB lower income free area)	Not Met
	1.1.2 Child Support Scheme	At least 85 per cent of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.	Not Met
	1.1.3 Parental Leave Pay	At least 95 per cent of eligible Parental Leave Pay families access payment.	Met
	1.1.4 Dad and Partner Pay	At least 95 per cent of eligible Dad and Partner Pay claimants access payment.	Met
1.2 Support for Seniors	1.2.1 Age Pension	75 per cent or below of people of Age Pension age are supported by the Age Pension or other income support.	Met
1.3 Financial Support for People with Disability	1.3.1 Disability Support Pension (DSP)	At least 90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension.	Met
1.4 Financial Support for Carers	1.4.1 Carer Payment and Carer Allowance	At least 70 per cent of primary carers in Australia are supported by Carer Payment and/or Carer Allowance	Met

Part 2 – Annual Performance Statements

Outcome 1 – Social Security

Program	Key Activities	Target	Result
1.5 Working Age Payments	1.5.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment	Changes in recipient numbers align with movements in the unemployment rate.	Met
1.6 Student Payments	1.6.1 Youth Allowance (Student), Austudy, ABSTUDY	The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments aligns with movements in the unemployment rates.	Met
Cross Program – Rent Assistance	XP – Rent Assistance	Commonwealth Rent Assistance reduces the proportion of recipient households in rental stress by at least 25 percentage points.	Met

Key activity performance

Program 1.1 Family Assistance

Assist families to take time out of the workforce to bond with their children following birth or adoption and with the costs of their children.

Key Activity: 1.1.1 Family Tax Benefit

Family Tax Benefit key activity is payments to eligible low and medium income families to help with the direct and indirect cost of raising dependent children.

For further information on this key activity, please see 2022–23 Corporate Plan page 22.

Performance Measure

1.1.1-1 – Extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit.

Target

◆ 1.1.1-1A Payment targeted to low income families (67% of support received by families under the Family Tax Benefit lower income free area).	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 67%	67.2%	66.9%	63.7%	Not Met

Source: Corporate Plan 2022–23 page 22 and October PBS 2022–23 page 42.

Program Analysis

The result for 2022–23 relates to the 2020–21 entitlement year. For this entitlement year, the percentage of total Family Tax Benefit expenditure received by families with adjusted taxable income (ATI) at or below the FTB Part A lower income free area (LIFA) was 63.7 per cent, which is below the 67 per cent target.

The results primarily reflect the impact of government transfer payments boosting the incomes of FTB families during COVID-19, particularly those receiving income support payments, rather than the payment being less targeted to lower income families.

The number of families above the LIFA increased from around 695,050 in the previous entitlement year, to 708,809 in 2020–21, and there was a significant increase in the proportion of above-LIFA families receiving income support payment (from around 29 per cent to 36 per cent). These families' ATI was boosted by temporary government measures, including the Coronavirus Supplement. Although these payments increased families' income, the FTB they received remained largely unaffected, because families on income support automatically receive the maximum rate of FTB Part A if they are receiving above a nil rate of income support.

Part 2 – Annual Performance Statements

Outcome 1 – Social Security

This performance measure for 2021–22 was also unmet, with the final actual result 66.9 per cent for the 2019–20 entitlement year. In that entitlement year, only the last half of the financial year (March and June quarters) were affected by COVID-19. The reduction from 66.9 per cent in 2021–22 to 63.7 per cent in 2022–23 reflects that most of the 2020–21 entitlement year was affected by the COVID-19 measures.

Caveats and Disclosures

- Reconciliation data for FTB is considered mature at two years (eight quarters) after the end of the entitlement year. Results for 2022–23 are based on reconciliation data for the FTB entitlement year 2020–21.
- For the purposes of FTB, reconciliation refers to the process by which people lodge a tax return which is then reconciled with the income estimates made throughout the year. FTB reconciliation data provides the most complete picture of the population who have received FTB for a given financial year as it includes both those who received FTB instalments for that year as well as those who received a lump sum payment in respect of that year.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 22.

Key Activity: 1.1.2 Child Support

The Child Support Scheme aims to ensure children continue to receive support from their parents following separation.

For further information on this key activity, please see 2022–23 Corporate Plan page 24.

Performance Measure

1.1.2-1 – Extent to which separated parents in the child support system are supporting their children.

Target

◆ 1.1.2-1A At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 85%	86.2%	85.1%	83.8%	Not Met

Source: Corporate Plan 2022–23 page 24 and October PBS 2022–23 page 43.

Program Analysis

The department has not met this key performance measure, reflecting the decline in the proportion of separated parents meeting the Family Tax Benefit (FTB) Part A Maintenance Action Test (MAT) since June 2022.

The Maintenance Action Test requires separated parents of a child supported by FTB Part A to apply for a child support assessment or an exemption.

The reduction in this measure is a result of more children supported by FTB with parents who do not meet the maintenance action test, for example because the parents do not have child support arrangements in place. In addition, some parents may have had an exemption to meet the maintenance action test requirements that has expired and an application has not been submitted for the exemption to continue.

The department is undertaking an evaluation of separated families to understand the experiences of parents with different child support arrangements, including those parents who do not have an arrangement in place (i.e. the parent fails the maintenance action test). This was committed as part of the Australian Government response to the inquiry of the Joint Select Committee on Australia's Family Law System.

Between June 2022 and June 2023, the number of children who:

- were subject to the MAT reduced by 1 per cent,
- passed the MAT (had a child support assessment) reduced by 3 per cent,
- were exempt from the MAT increased by 3 per cent, and
- failed to meet the MAT requirement increased by 9 per cent.

Part 2 – Annual Performance Statements

Outcome 1 – Social Security

The decline in children with a child support assessment correlates with similar reductions in the number of children in the Child Support Scheme in 2022–23.

FTB Part A data shows that parents who have young children have a relatively high incidence of not meeting the MAT. Of note:

- Children (from both single and partnered families) have a high incidence of not meeting the MAT requirement when they are aged under 5.
- Children aged 1, 2, 4 and 7 showed the highest increase in the number of children not meeting the MAT requirement between June 2022 and June 2023.

The department is aware that as the calendar year progresses, the number of 18 year olds who fail the MAT increases, but notes this trend has not changed over time. This trend occurs because when a child support child turns 18 and is in full-time secondary study, parents are required to apply for an extension to their child support assessment (until the end of the school year) to comply with the MAT requirement.

Administrative data shows that MAT compliance is improving overtime for FTB Part A children aged between 7 and 17 years of age. As FTB children get older, more than 90 per cent or more children aged between 11 and 17 comply with the MAT.

Caveats and Disclosures

- Point in time, as known at the last Friday in June for the relevant year. Does not include customers who elect to receive their entire Family Tax Benefit entitlement as a lump sum after the end of the entitlement year.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 24.

- Data Type – Family Tax Benefit (FTB) Cognos Instalment Package (June 2023): FTB children subject to the MAT by MAT status.
- FTB instalment data (child level) is the best source of data for this measure as it is a direct byproduct of FTB payment processing.
- The data source is the Family Tax Benefit Presentation Data Mart (PDM), which contains the underlying data to Services Australia.

Key Activity: 1.1.3 Parental Leave Pay

Parental Leave Pay provides financial support to help eligible primary carers to take time off work to care for a newborn or recently adopted child.

For further information on this key activity, please see 2022–23 Corporate Plan page 25.

Performance Measure

1.1.3-1 – Extent to which parents take Parental Leave Pay.

Target

◆ 1.1.3-1A At least 95% of eligible Parental Leave Pay families access payment.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 95%	99.4%	98.8%	98.5%	Met

Source: Corporate Plan 2022–23 page 25 and October PBS 2022–23 page 44.

Program Analysis

In 2022–23 the Parental Leave Pay population decreased, with a total of 171,282 claimants assisted, compared to 178,778 in 2021–22. Similar to the previous year, almost all of the parents who received the payment (98.5 per cent) accessed the payment for the entire 18 weeks.

Caveats and Disclosures

- Parental Leave Pay recipients have up to two years from the birth or adoption to take 30 days of flexible Paid Parental Leave. The Performance measure includes those recipients whose entire entitlement – 12 week Paid Parental Leave period and 30 flexible Paid Parental Leave days (six weeks) – is finalised in 2022–23. The measure can therefore include claims started in previous financial years. Customers who started receiving Parental Leave Pay in in 2022–23, and who chose to receive their Parental Leave Pay entitlement across two or more financial years are not captured in this measure.
- Total Claims are the number of claims with a claim level cancellation in the 2022–23 financial year. Claim level cancellations are those where a claimant can no longer make any changes to their PPL (e.g. add/change future flex days). Note that this will contain a mix of flexible and non-flexible PPL claims, and claims where payment started in the 2021–22 financial year and the cancellation was in the 2022–23 financial year.
- Claimants who have flex days still left to claim are not included in these counts as they have up until the child's second birthday to claim those days.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 25.

- Services Australia administrative data is the best source of payment population data as it is directly sourced from Parental Leave Pay payment administration. Service Arrangements are in place with Services Australia for the provision of data under the Bilateral Management Agreement for data provision; Services Australia Chief Data Officer issues a data assurance letter outlining data integrity protocols.

Part 2 – Annual Performance Statements

Outcome 1 – Social Security

Key Activity: 1.1.4 Dad and Partner Pay

Dad and Partner Pay provides financial support to eligible working fathers or partners to increase the time they take off work around the time of the birth or adoption.

For further information on this key activity, please see 2022–23 Corporate Plan page 26.

Performance Measure

1.1.4-1 – Extent to which parents take Dad and Partner Pay.

Target

◆ 1.1.4-1A At least 95% of eligible ^a Dad and Partner Pay claimants access payment.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 95%	97.8%	97.9%	98.2%	Met

Source: Corporate Plan 2022–23 page 26 and October PBS 2022–23 page 43.

Program Analysis

In 2022–23, the Dad and Partner Pay population decreased, with a total of 88,643 claimants assisted, compared to 97,863 in 2021–22. Similar to the previous year, almost all of the parents who receive the payment access the payment for the entire 2 weeks.

Caveats and Disclosures

- a. Eligibility is defined as Dad and Partner Pay claimants who receive and complete the Dad and Partner Pay payment. Access is taken to be the receipt of the payment for the entire two week period for which the payment is available.
- This measure captures Dad and Partner Pay claimants who have started their payment period for the current financial year (2022–23) and who have completed their period prior to the report date.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 26.

- Services Australia administrative data is the best source of payment population data as it is directly sourced from Dad and Partner Pay payment administration.
- Service Arrangements are in place with Services Australia for the provision of data under the Bilateral Management Agreement for data provision; Services Australia Chief Data Officer issues a data assurance letter outlining data integrity protocols.

Program 1.2 Support For Seniors

To assist eligible senior Australians financially and to encourage them to use their financial resources to support their retirement income.

Key Activity: 1.2.1 Age Pension

The Age Pension provides income support to Senior Australians who need it, while encouraging pensioners to maximise their overall incomes.

For further information on this key activity, please see 2022–23 Corporate Plan page 27.

Performance Measure

1.2.1-1 – Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support.

Target

◆ 1.2.1-1A 75% or below of people of Age Pension age are supported by the Age Pension or other income support.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≤ 75%	70.7%	69.7%	68.7%	Met

Source: Corporate Plan 2022–23 page 27 and October PBS 2022–23 page 44.

Program Analysis

The long-term reduction in the proportion of senior Australians receiving the Age Pension continued into 2022–23. This reduction is driven by new retirees having more assets at retirement than previous cohorts due to the maturation of the superannuation system, as well as a continued increase in the number of senior Australians remaining in the workforce longer.

Caveats and Disclosures

- Farm Household Allowance recipients of Age Pension age are not included in the recipient numbers.
- DVA Service Pension and Income Support Supplement recipients over pension age make up around 2.3 per cent of the ABS population projection for people over age pension age.
- Note that Department of Veterans' Affairs' (DVA) data relating to veterans over Age Pension age receiving Service Pension and Income Support Supplement is aggregated and the department has not independently verified this data. DVA has provided confirmation that a consistently applied process for extraction and activity is followed every quarter. The data is checked against previous data provision and the client database which underpins all client demographic publications. The data also undergoes a clearance process where the data is reviewed prior to release by a separate analyst, and then the DVA Chief Data Officer.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 27.

- DVA provides unit record data for Age Pension recipients in accordance with the Memorandum of Understanding between the department and DVA for administering Age Pension recipients paid through DVA.

Program 1.3 Financial Support For People With Disability

To financially assist eligible people with disability.

Key Activity: 1.3.1 Disability Support Pension (DSP)

The Disability Support Pension is an income support payment paid fortnightly, for people who are unable to fully support themselves financially through work due to permanent physical, intellectual, or psychiatric impairment.

For further information on this key activity, please see 2022–23 Corporate Plan page 28.

Performance Measure

1.3.1-1 – Extent to which people of working age with a profound or severe disability are paid Disability Support Pension.

Target

◆ 1.3.1-1A At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 90%	95.5%	96.8%	98.6%	Met

Source: Corporate Plan 2022–23 page 28 and October PBS 2022–23 page 45.

Program Analysis

There has been a small increase in the DSP population over the 2022–23 financial year. The increase is lower in percentage than the increase in 2021–22, when the legislated increase to the Age Pension age resulted in fewer recipients transferring to the Age Pension. Increases in DSP population this financial year can also be partly attributed to increasing numbers of people remaining on DSP and electing to not transfer to Age Pension when they reach Age Pension age.

Caveats and Disclosures

- Population data is sourced from the 2018 Survey of Disability, Ageing and Carers, Australia conducted by the Australian Bureau of Statistics – *The Disability Tables Table 3.1 – All persons, disability status, by age and sex 2018 estimate* and is compared to payment population data as at 30 June 2023.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 28.

Program 1.4 Financial Support For Carers

To financially assist eligible carers of people with disability or a severe medical condition.

Key Activity: 1.4.1 Carer Payment and Carer Allowance

The Carer Payment and Carer Allowance provide financial assistance to eligible carers of people with disability or a severe medical condition.

For further information on this key activity, please see 2022–23 Corporate Plan page 29.

Performance Measure

1.4.1-1 – Extent to which payments are made to, or with respect to, carers unable to fully support themselves.

Target

◆ 1.4.1-1A At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 70%	75.2%	75.3%	76.7%	Met

Source: Corporate Plan 2022–23 page 29 and October PBS 2022–23 page 45.

Program Analysis

Both Carer Payment and Carer Allowance populations have increased in 2022–23 by 2 per cent since 2021–22. The increase can be partly attributed to comparing up to date program data (on numbers of carers in receipt of Carer Payment and/or Allowance), which is increasing, with data from the 2018 Survey of Disability, Ageing and Carers (which is the latest available).

Caveats and Disclosures

- Population of Primary Carers is derived from the 2018 Survey of Disability, Ageing and Carers, Australia conducted by the Australian Bureau of Statistics. This is latest available data. This is compared with payment population data as at 30 December 2022.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 29.

Program 1.5 Working Age Payments

To provide financial assistance to people while they are unable to fully support themselves through work.

Key Activity: 1.5.1 JobSeeker Payment, Parenting Payment, Youth Allowance (Other)

Working Age Payments assist people who are temporarily unable to support themselves through work or who have limited capacity to work due to disability or caring responsibilities as well as bereaved partners.

For further information on this key activity, please see 2022–23 Corporate Plan page 30.

Performance Measure

1.5.1-1 – Extent to which payments are made to, or with respect to, people unable to fully support themselves.

Target

◆ 1.5.1-1A Changes in recipient numbers align with movements in the unemployment rate.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	Recipient numbers and unemployment rate are positively correlated	Changes align	Changes align	Changes align	Met

Source: Corporate Plan 2022–23 page 30 and October PBS 2022–23 page 46.

Program Analysis

The performance target for 2022–23 was met. Over the past year, the unemployment rate and the number of people supported by working age payments have been broadly aligned, with levels for both measures being relatively stable.

The number of working age payment recipients continued to trend downwards in the recovery after the COVID-19 pandemic, as more people exited payment compared to those who came onto payment. The unemployment rate remained relatively steady over the 2022–23 financial year, reflecting ongoing tight labour market conditions. On a month-by-month basis the movements in the recipient numbers and the unemployment rate were positively correlated in 7 out of 12 months, reflecting the ongoing relationship between the working age payment program and the labour market.

In 2021–22, working age payment recipient numbers were influenced by the waiving of mutual obligations in June 2022, as part of the transition of job seekers to Workforce Australia. In 2022–23, as these policy changes were fully implemented and Workforce Australia came into effect, recipients of working age payments continued to gradually move off payment and into paid employment. This demonstrates the effectiveness of payment policy in providing the right incentives for income support recipients to take up available work.

The department is closely monitoring these indicators, giving consideration to whether the current measure and target are the best option for assessing the ongoing effectiveness of the Working Age Payments program.

Figure 9: Payment Recipients vs ABS Unemployment Rate 2022–2023

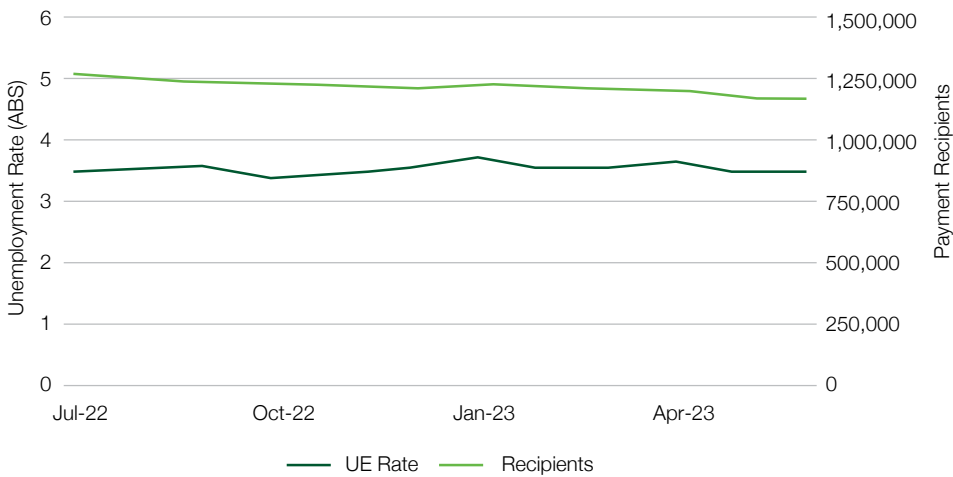
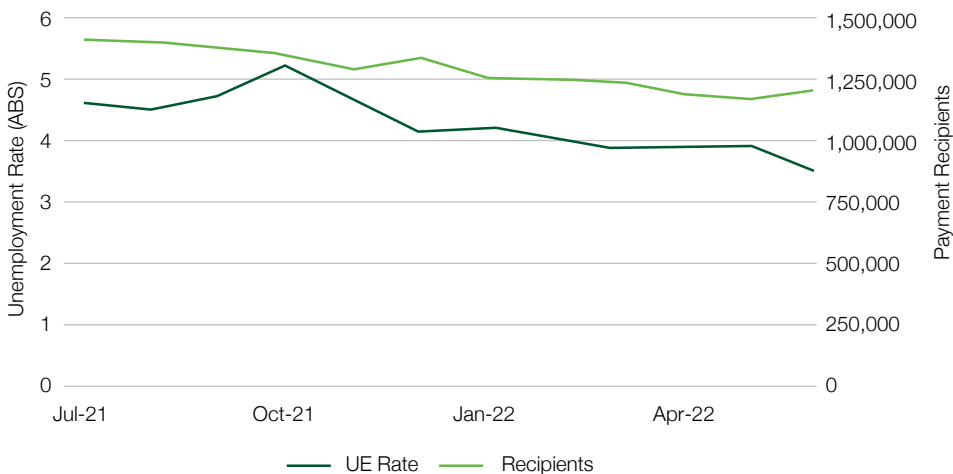


Figure 10: Payment Recipients vs ABS Unemployment Rate 2021–2022



Part 2 – Annual Performance Statements

Outcome 1 – Social Security

Caveats and Disclosures

- The number of people supported by working age payments is calculated using the number of recipients of:
 - JobSeeker Payment
 - Parenting Payment (Partnered and Single)
 - Youth Allowance (other)
- The unemployment rate uses the Australian Bureau of Statistics, Labour Force Survey – Seasonally adjusted unemployment rate.
- The data sources used for this calculation are:
 - Services Australia administrative data – monthly time-series from July 2022 to June 2023 reporting point-in-time recipient numbers for JobSeeker Payment, Parenting Payment (partnered and single) and Youth Allowance (other).
 - Australian Bureau of Statistics, Labour Force Survey – Seasonally adjusted unemployment rate released 20 July 2023.
- It is important to note there are significant differences between the population measured by the Australian Bureau of Statistics (ABS) to calculate the unemployment rate, and the population of Working Age Payment recipients. Broadly, the ABS measure of unemployment captures individuals who are not in employment but actively looking for work and are available to take up employment. Working Age Payments are designed to target assistance based on individual circumstances and need. As a function of payment eligibility criteria and means testing, the Working Age Payment population includes individuals who the ABS defines as in some form of employment, unemployed, and not in the labour force. In this context, the unemployment rate should be understood as one indicator of national labour market conditions, which has implications for the number of people who will need support from Working Age Payments and implications for the ease with which Working Age Payment recipients who are looking for work may exit income support.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 30.

Program 1.6. Student Payments

To support eligible students whilst they undertake education and training, so that they can gain employment. To increase access and participation by Indigenous Australian students in secondary and tertiary education and accelerate their educational outcomes.

Key Activity: 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY

Youth Allowance (Student), Austudy and ABSTUDY are key activities of the Student Payments program.

- **Youth Allowance (Student)** is a payment to eligible students or apprentices aged 16 to 24 years who are in need of financial assistance to undertake education or training.
- **Austudy** is a payment to eligible students or apprentices aged 25 years and over who are in need of financial assistance to undertake education or training.
- **ABSTUDY** is a group of payments to eligible Aboriginal and Torres Strait Islander students or apprentices to address the particular educational disadvantages faced by Aboriginal and Torres Strait Islander people.

For further information on these key activities, please see 2022–23 Corporate Plan page 32.

Performance Measure

1.6.1-1 – Extent to which payments recipients have improved financial self-reliance.

Target

◆ 1.6.1-1A The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments aligns with movements in the unemployment rates.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	Changes in exit rates align with changes in unemployment rate.	Movements aligned	Movements partially aligned	Movements aligned	Met

Source: May PBS 2023–24 page 47. See Rationale for update to performance measure target.

Part 2 – Annual Performance Statements

Outcome 1 – Social Security

Program Analysis

The performance target for 2022–23 was achieved. The movement in people exiting payment and not receiving income support aligned at the 12-month mark with movements in the annual average of the unemployment rate as measured by the Australian Bureau of Statistics. The downward movement of the annual average unemployment rate in the same period shows the alignment between student payments, study outcomes and the economic environment.

The number of Austudy and Youth Allowance (student) recipients has decreased from the previous year. This result reflects higher levels of employment of the student population consistent with the lower seasonally adjusted unemployment rate and increase in employment over the year.

Percentage of recipients who are not receiving income support 12 months after exiting Student Payments^a

	2020–21	2021–22	2022–23
Austudy			
• within 12 months	57.9%	67.9%	80.6%
Youth Allowance (student)^b			
• within 12 months	68.1%	79.3%	87.7%
ABSTUDY (Secondary and Tertiary)^c			
• within 12 months	45.4%	54.6%	63.8%

Caveats and Disclosures

- Comprises recipients who exited from Student Payments in calendar years 2021, 2020 and 2019.
- Includes Australian apprentices.
- ABSTUDY Living Allowance only.
 - Reporting is calendar year based, to align with the standard educational year.
 - Latest reported calendar year is 2021, to allow for a full 12-month period to elapse following the reported exits.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 32.

In 2022–23, the target was amended from 3, 6 and 12 month intervals to only reflect data for recipients not receiving income support 12 months after exiting student payments. This aligns with movements in the unemployment rate.

Cross Program – Rent Assistance

To make payments to income support or family payment recipients to assist with the costs of renting private and community housing.

Key Activity: XP.1 Rent Assistance

Commonwealth Rent Assistance (CRA) is a supplementary payment to assist eligible Australians receiving income support or family assistance payments with the cost of private rental or community housing.

For further information on this key activity, please see 2022–23 Corporate Plan page 34.

Performance Measure

1XP.1-1 – Australians receiving income support or family assistance payments are assisted with the cost of private rental or community housing.

Target

◆ 1XP.1-1A Commonwealth Rent Assistance reduces the proportion of recipient households in rental stress by at least 25 percentage points.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 25 pp lower	26.8 pp lower	28 pp lower	27.7 pp lower	Met

Source: Corporate Plan 2022–23 page 34 and October PBS 2022–23 page 48.

Program Analysis

Demand for rent assistance is driven by the number of people on income support payments. In the short to medium term this is influenced by macro-economic conditions, while over the long term structural demographic changes (family formation and the ageing population) and changes in rates of home ownership also have an impact.

As at June 2023:

- 1,263,889 Australian households received rent assistance payments.
- The number of CRA households has fallen 25.7 per cent from 1,700,166 in June 2020 (resulting from emergency COVID-19 measures). This decline is largely driven by a decrease of Job Seeker recipients households over the same period, from 644,290 in June 2020 to 270,260 in June 2023.
- Overall, rent assistance reduced the proportion of households in rental stress by 27.7 percentage points (from 70.6 per cent to 42.9 per cent).

Part 2 – Annual Performance Statements

Outcome 1 – Social Security

Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance

	2020–21	2021–22	2022–23
Before	72.5%	71.9%	70.6%
After	45.7%	43.9%	42.9%
Difference (pp)	26.8%	28%	27.7%

Caveats and Disclosures

- Affordability or rental stress is not able to be calculated for a small number of recipient households where income is not available for the instalment period.
- A recipient household or 'income unit' comprises a single person (with or without dependent children) or a couple (with or without dependent children) receiving a social security or family assistance payment and expected to share financial resources. Single social security recipients living together in the same dwelling are regarded as separate recipient households.
- The proportion of households in rental stress is calculated with the number of households as at the last Friday in June of the reporting year.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 34.

Addendum 1: Outcome 1 – Social Services – Payment Accuracy

The Payment Accuracy Review Program (PARP), formerly known as the Random Sample Survey, provides assurance over the accuracy of social security and family payments. Payment Accuracy Reviews are conducted by Services Australia using a random sample of the population for the major types of payments.

The review provides a point-in-time assessment of recipient circumstances to establish the accurately paid value of total outlays and provides reasons for any debt, error or change in payment rate. It provides benchmark data on the level of inaccurate payments. In the 2022–23 financial year, the PARP reviewed 20,508 payment recipients.

The survey is one of the methods used to measure social security service delivery performance. The target performance level is 95 per cent or greater accuracy across all payments, with individual targets set for each payment. In the 2022–23 financial year, the overall accuracy result was 94.03 per cent (see Table 1.1).

The Australian National Audit Office conducted an audit on the 'Accuracy and Timeliness of Welfare Payments', making 14 recommendations aimed at improving performance reporting and oversight arrangements; addressing data limitations; and timeliness in making payments. The department and Services Australia are jointly considering the audits impact on the PARP.

Table 1.1: Payment Accuracy (2022–23 financial year)

	Number of recipients surveyed	Payment Accuracy (%)	Confidence Interval (±)	Annual outlays (\$m)	Inaccuracy risk (%)	Inaccuracy risk (\$m)	Overpayment risk (%)	Overpayment risk (\$m)	Under payment risk (%)	Under payment risk (\$m)
ABSTUDY*	382	64.54	5.40	121.56	35.46	43.11	34.91	42.44	0.55	0.67
Age Pension**	3,908	96.95	0.39	54,746.42	3.05	1,668.28	2.08	1,141.21	0.96	527.08
Austudy***	383	72.87	4.46	428.90	27.13	116.36	26.99	115.76	0.14	0.59
Carer Allowance	1,761	94.91	1.03	2,572.70	5.09	130.92	5.09	130.84	0.00	0.08
Carer Payment	1,378	92.61	1.36	6,959.89	7.39	514.37	6.98	485.86	0.41	28.52
Disability Support Pension	2,531	97.28	0.59	19,395.29	2.72	527.54	2.51	487.71	0.21	39.84
Family Tax Benefit**	3,139	93.86	0.90	16,103.05	6.14	989.27	6.10	982.28	0.04	6.98
Jobseeker Payment	3,621	86.53	1.11	13,179.86	13.47	1,775.89	13.31	1,754.36	0.16	21.53
Parenting Payment (Partnered)	536	75.97	3.59	816.73	24.03	196.24	23.83	194.65	0.19	1.58
Parenting Payment (Single)**	1,209	92.26	1.49	4,809.32	7.74	372.19	7.61	365.83	0.13	6.36
Special Benefit*	189	95.72	2.78	169.84	4.28	7.28	3.62	6.14	0.67	1.14
Youth Allowance (Other)	824	81.12	2.73	844.67	18.88	159.50	18.54	156.57	0.35	2.93
Youth Allowance (Student)	647	75.01	3.47	1,673.01	24.99	418.04	24.70	413.22	0.29	4.82
Overall	20,508	94.03	0.30	121,821.24	5.97	7,267.20	5.45	6,639.99	0.51	627.21

Please note:

- the overall figure is not equal to the sum of individual payments, due to the effects of rounding and weightings.
- Methodology underpinning measurement of Disability Support Pension was amended December 2022. Medical checks are no longer conducted for this payment.
- * Due to the small sample sizes in Trimesters 1 and 2, some volatility in the result is expected.
- ** FTB, PPS, AGE are undergoing a monthly trial and do not fully represent population and sample figures.
- *** Austudy due to larger sample size in Trimester 3 compared to Trimester 2, a smaller weighting has been applied to the Austudy population. This has meant payment accuracy has reduced compared to Trimester 2 but led to higher precision.

Addendum 2: Outcome 1 – Social Services – Supporting Information

The tables below provide recipient numbers over the last three financial years for social security payments. This provides additional information on the payments being made.

Social Security payments are eligibility based, and are based on recipients meeting eligibility criteria. The Social Security system responded to the economic impacts resulting from health measures put in place for the COVID-19 pandemic. Monitoring recipient numbers informs policy development to ensure the social security system remains responsive to the broader economic conditions in providing support to Australians who are unable to support themselves.

Table 1.2: Number of recipients – Family Tax Benefit Part A and Part B

	Entitlement year ^a			
	2017–18 ^b	2018–19	2019–20	2020–21
1.1.1 Family Tax Benefit				
Family Tax Benefit Part A	1,603,755	1,549,969	1,522,768	1,475,888
Family Tax Benefit Part B	1,314,135	1,274,061	1,242,071	1,188,501

Table 1.3: Number of Children – Family Tax Benefit Part A and Part B

	Entitlement year ^a			
	2017–18 ^b	2018–19	2019–20	2020–21
1.1.1 Family Tax Benefit				
Number of eligible Family Tax Benefit Part A children	3,177,506	3,077,039	2,983,177	2,888,774
Number of children in eligible Family Tax Benefit Part B families ^c	2,454,687	2,380,381	2,317,439	2,216,684

Caveats

- Reconciliation data is reported at June 2023 for 2020–21, June 2022 for 2019–20, June 2021 for 2018–19 and June 2020 for 2017–18. Family Tax Benefit reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The 2 year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- Figures for 2017–18 have been updated and may differ from those previously published in the DSS 2019–20 annual report due to the remediation of a data integrity issue (fixed in the 2020–21 Annual Report). The issue involved a slight inflation of the population.
- Family Tax Benefit Part B is a per family payment and is received by fewer families than Family Tax Benefit Part A. Family Tax Benefit Part B income testing settings are also different from Part A. While Family Tax Benefit Part A uses a combined family income test, Family Tax Benefit Part B uses a primary earner income limit, above which the family cannot receive Part B, and a secondary earner income free area, which dictates the rate of Part B payable.

Part 2 – Annual Performance Statements

Outcome 1 – Social Security

Table 1.4: Number of recipients – income support payments (excluding Family Tax Benefit Part A and B)*

	2019–20	2020–21	2021–22	2022–23
1.1.2 Child Support Scheme				
Child Support Scheme (number of cases)	759,931	755,077	744,213	736,388
1.1.3 Parental Leave Pay				
Parental Leave Pay (number of individuals assisted) ^a	171,712	169,029	178,778	171,282
1.1.4 Dad and Partner Pay				
Dad and Partner Pay (number of individuals assisted) ^a	92,343	89,784	97,863	88,643
1.2.1 Age Pension				
Age Pension	2,559,394	2,596,020	2,557,691	2,601,995
1.3.1 Disability Support Pension (DSP)				
Disability Support Pension	754,181	753,009	764,967	770,496
1.4.1 Carers Payment and Carer Allowance				
Carer Payment	294,272	300,121	301,217	305,332
Carer Allowance (Adult and Child) ^b	619,038	623,742	622,765	634,179
Carer Supplement	638,761	645,605	655,538	660,178
Child Disability Assistance Payment	158,308	162,182	164,834	168,087
1.5.1 JobSeeker Payment, Parenting Payment, Youth Allowance (other)^c				
Job Seeker Payment	1,441,287	1,001,253	831,601	808,153
Parenting Payment (Partnered)	92,022	83,518	70,295	60,586
Parenting Payment (Single)	243,433	237,478	231,999	226,635
Pensioner Education Supplement	22,530	21,775	19,397	16,099
Youth Allowance	173,125	107,885	77,237	73,803
Special Benefit	9,638	8,451	10,854	8,777
1.6.1 Youth Allowance (Student), Austudy, ABSTUDY^d				
Austudy	34,360	41,870	37,417	30,444
ABSTUDY – Secondary	18,201	19,095	17,812	17,004
ABSTUDY – Tertiary	10,470	10,904	10,940	10,423
Youth Allowance (student)	177,700	210,833	176,238	152,631
Student Start-up Loan	101,115	96,250	89,300	74,268
Student Start-up Loan – ABSTUDY	2,373	2,267	2,288	2,276

Caveats

*Recipient data as at 30 June 2023.

- a. This is the number of individuals and families who started receiving payments in the financial year
- b. Excludes carers whose care receiver qualified for a Health Care Card only.
- c. The department has revised the business rules for the reporting of income support recipients, as endorsed by the Data Governance Committee and the Minister. Recipient counts now include all recipients who are current (including those entitled to be paid or in receipt of zero rate of payment) or suspended from payment, reflecting the total number of people who are interacting with the social security system.
- d. Student payment recipient numbers for 2022–23 financial year.
 - These figures are monthly averages due to the seasonal nature of Student Payments.
 - Includes Australian apprentices.
 - These figures are unique counts of recipients across the calendar year due to the nature of the payment.
 - Youth Allowance and Austudy recipients only.

Table 1.5: Number of Commonwealth Rent Assistance income units

	2019–20	2020–21	2021–22	2022–23
XP.1 Commonwealth Rent Assistance				
Number of Commonwealth Rent Assistance income units	1,700,166	1,491,092	1,347,902	1,263,889

Caveats

- A recipient household or 'income unit' comprises a single person (with or without dependent children) or a couple (with or without dependent children) receiving a social security or family assistance payment and expected to share financial resources. Single social security recipients living together in the same dwelling are regarded as separate recipient households.

Outcome 2 – Families and Communities

Key performance results

Program	Key Activities	Target	Result
2.1 Family and Communities	2.1.1 Families and Children	At least 75 per cent of clients in reporting services have improved family functioning.	Not met
	2.1.2 Women's Safety	Demonstrated achievement of continued successful delivery of initiatives under the <i>National Plan to End Violence Against Women and Children 2022–2032</i> .	Met
	2.1.3 Financial Wellbeing and Capability	20 per cent or less of people with multiple requests for Emergency Relief	Not Met
		At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.	Not Met
	2.1.4 Income Management	Proportion of eligible CDC participants exited CDC program – 100 per cent	Met
		Proportion of eligible CDC accounts closed by 30 March 2023 – 100 per cent	Met
		95 per cent of participants who transition to the enhanced IM program have accessed their account.	Met

Program	Key Activities	Target	Result
	2.1.5 National Redress Scheme	The Scheme will notify at least 75 per cent of survivors about an outcome within 6 months of the date that all required information is received.	Met
		The Scheme will maintain quality decision-making, with at least 95 per cent of initial determinations reflecting the final outcome.	Met
		The Scheme will engage and maintain participation, with institutions on-board to cover at least 95 per cent of applications in progress	Met
		The Scheme will issue at least 80 per cent of eligible survivors an advance payment within 7 days of receiving acceptance documentation.	Met
		The Scheme will issue at least 80 per cent of survivors a redress payment within 14 days of receiving acceptance documentation.	Met

Key activity performance

Program 2.1 Families and Communities

To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, and strengthen family and community functioning.

Key Activity: 2.1.1 Families and Children

The Families and Children key activity provides services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.

For further information on this key activity, please see 2022–23 Corporate Plan page 36.

Performance Measure

2.1.1-1 – Extent to which individuals have improved individual and family functioning.

Target

◆ 2.1.1-1A At least 75% of clients in reporting services have improved family functioning.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 75%	75%	70.9%	70.7%	Not Met

Source: Corporate Plan 2022–23 page 36 and October PBS 2022–23 page 55.

Program Analysis

A number of factors affected program performance in 2022–23. External issues (including natural disasters, cost of living increases and significant life events) beyond the control of service providers contributed to the lower percentage of participants reporting improved family functioning.

The increasing cost of everyday goods and reduced access to affordable and suitable housing places pressure on family functioning and lessens provider's ability to improve client outcomes.^a This issue is particularly noticeable in regional and remote areas where households tend to have lower incomes and higher costs.^b

Natural disasters have also had an impact on children and families across Australia. Some clients have reduced ability to engage in services focused on family functioning because they are struggling to meet the basic needs of their families. In these circumstances, Families and Children (FaC) providers are likely to help clients with access to support that will assist with more immediate needs, like emergency relief or mental health support.

FaC providers have continued to report difficulties recruiting qualified staff to fill vacancies and challenges retaining staff; this mirrors trends seen across Australia with low levels of unemployment increasing recruitment competition.^c This impact is particularly pronounced in remote and regional areas where providers are more likely to need to recruit non-local staff and where housing availability was low across 2022–23.^d

The Australian Institute of Family Studies (AIFS) supports providers via the Evidence and Evaluation Support help desk to continuously improve their data and evaluation activities.

Caveats and Disclosures

- To measure outcomes, the department only counts clients with at least two corresponding outcome assessments (based on a survey pre-service to establish a baseline and post service) to demonstrate the shift in a person's situation as a result of services they have received. For this measure, all domains relating to the circumstance and goal outcome types as defined as family functioning have been included.
- The Data Exchange (DEX) Partnership Approach mandates reporting of outcomes data, noting that this requirement does not apply to every program under the FaC Activity. This supports the department's focus on outcomes for families and children, by improving its ability to measure and monitor outcomes through the data reported by providers.
- Mandatory requirements to participate in the DEX Partnership Approach took effect for most FaC providers from 1 July 2022. This has led to higher number of clients being assessed for outcomes in 2022–23 than in previous years. This has likely led to more robust performance data in 2022–23. The department will continue to work with providers to increase the proportion of clients that are assessed for outcomes and to improve results over time.
- The department undertook analysis on the Families and Children DEX data. Matching was undertaken for Statistical Linkage Keys (SLKs), which is a unique ID for each client. The client validation measure for the program was below that of DEX more broadly which does not necessarily imply inaccurate client information is being entered into DEX. Refer to page 109 for a summary. Only one of six demographics did not meet the representativeness tests due to a moderate difference by age.
 - a. Consumer Price Index, Australia, June Quarter 2023 | Australian Bureau of Statistics (www.abs.gov.au).
 - b. Rural and remote health – Australian Institute of Health and Welfare (www.aihw.gov.au).
 - c. Labour Force, Australia, June 2023 | Australian Bureau of Statistics (www.abs.gov.au).
 - d. Australia's rental vacancy rate at lowest level since before COVID-19 pandemic (www.abc.news).

Rationale

Source: Published in the 2022–23 Corporate Plan page 36.

Methodology

Source: Published in the 2022–23 Corporate Plan page 36.

- Funded service providers conduct a survey with a sample of clients to whom they provide a service. Client Circumstances data is based on an assessment of functioning, pre-service to establish a baseline and post service to record the assessed outcome.
- The data source used for this calculation is the Department of Social Services Data Exchange. Standard Client / Community Outcome Reporting (SCORE) – Family functioning – Client SCORE Circumstances and Client SCORE Goals.

Key Activity: 2.1.2 Women's Safety

The Women's Safety activity aims to support the vision of the *National Plan to End Violence against Women and Children 2022–2032* (National Plan), to end gender-based violence in one generation.

The department is responsible for designing and implementing national programs and initiatives as well as building the evidence base, in relation to women's safety. This work is guided by the principles and vision of the National Plan, including centring the voices of people with lived experience. The department has a stewardship role in relation to the National Plan, including monitoring activities undertaken by other Commonwealth agencies as well as state and territory governments, which are primarily responsible for frontline service delivery.

An Outcomes Framework which interprets the vision of the National Plan is being released in 3 phases, Phase 1 included the release of an overarching outcomes model with long-term outcomes and sub-outcomes in August 2023. A performance measurement plan (Phase 2), linking outcomes to indicators, measure and data sources and an evaluation methodology (Phase 3) are under development and will be released in 2024.

The First Action Plan and the dedicated Aboriginal and Torres Strait Islander Action Plan under the National Plan were also launched in August 2023. These Action Plans outline key Commonwealth, state and territory government activities in support of the vision of the National Plan.

The department will report outputs for 8 initiatives over the initial years of implementation of the National Plan. These initiatives are included in the Action Plan: 1800RESPECT, Our Watch, DV-alert, Australia's National Research Organisation for Women's Safety (ANROWS), the Stop it at the Start campaign, the Safe Places Emergency Accommodation program, the Keeping Women Safe in their Homes (KWSITH) program and Escaping Violence Payment (EVP) trial.

Performance Measure

2.1.2-1 Successful delivery of initiatives under the *National Plan to End Violence against Women and Children 2022–2032*.

Target

◆ 2.1.2-1A Demonstrated achievement of	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
continued successful delivery of initiatives under the <i>National Plan to End Violence against Women and Children 2022–2032</i> .	The department will report outputs for 8 significant initiatives	90% of departmental initiatives were implemented successfully or are on track to be implemented	5 out of 7 (71%) of the department’s most significant Women’s Safety initiatives met the implementation success criteria	The department reported on all 8 outputs and met the success criteria of 75% of initiatives (6 out of 8)	Met

Source: Corporate Plan 2022–23 page 38 and October PBS 2022–23 page 56.

Part 2 – Annual Performance Statements

Outcome 2 – Families and Communities

Program outputs

Initiative performance against success criteria

Initiative	Measure and Target	Result	Met Y/N
1800RESPECT	<p>The number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls to the service (minus the number of calls that abandon within 5 seconds).</p> <p>The success criterion is met if the percentage is equal to or greater than 80%.</p>	76.7% of calls answered within 20 seconds.	N
Our Watch	<p>Number of new pieces of content (articles, videos etc.) published by Our Watch on The Line website and/or relevant social media channels.</p> <p>The success criterion is met if the result is equal to or greater than 90% of the agreed target in the Activity Work Plan for that financial year.</p>	<p>42 new pieces of content were published / posted in 2022–23 of 42 in the work plan, this equals 100% and includes:</p> <ul style="list-style-type: none"> • 22 new videos posted across Our Watch's social media channels in 2022–23 (Facebook, Instagram, TikTok & Snapchat). • 20 new articles published on <i>The Line</i> website in 2022–23. 	Y
DV-alert	<p>The total number of workshops delivered is calculated as a percentage of the target number of workshops specified for delivery in the Activity Work Plan.</p> <p>The success criterion is met if the result is equal to or greater than 75%.</p>	DV-alert exceeded the workshop delivery target in the Activity Work Plan by delivering 102% of the target number of workshops.	Y
Australia's National Research Organisation for Women's Safety (ANROWS)	<p>The total number of research and/or technical reports provided to the department by ANROWS in the 2022–23 financial year.</p> <p>The success criterion is met if the number of research and/or technical reports provided to the department is greater than or equal to 11.</p>	13 reports have been published on the ANROWS website.	Y

Initiative	Measure and Target	Result	Met Y/N
The Stop it at the Start Campaign	<p>The success criterion is met if there is evidence supporting delivery of the phase 4 'maintenance burst'.</p> <p>The success criterion is met if evidence of advertising placement is provided for each channel as planned in the approved media strategy by 30 June 2023.</p>	Evidence of advertisement placement and performance for Phase 4 'maintenance burst' was received.	Y
Safe Places Emergency Accommodation Program (Safe Places)	<p>Confirmation a funded Safe Places project(s) has achieved completion (i.e. capital works/building phase completed) and therefore services are being provided and designated use has commenced.</p> <p>The success criterion is met if the total number of safe places delivered is equal to or greater than 231 as at 30 June 2023.</p>	Evidence of 245 safe places being delivered was received.	Y
Keeping Women Safe in their Homes (KWSITH) program	<p>The success criterion is met if the number of KWSITH clients assisted nationally varies less than 20% compared to the same period last financial year.</p>	The number of KWSITH clients assisted nationally varied -33% compared to the same period last financial year.	N
Evaluation of the Escaping Violence Payment (EVP) trial	<p>The final evaluation report of the Escaping Violence Payment (EVP) trial is finalised by the independent evaluator.</p> <p>The success criterion is met if the department receives the finalised evaluation report by 30 June 2023.</p>	The department agreed to the evaluation report on 30 June 2023.	Y

Program Analysis

In October 2022, the Australian Government launched the *National Plan to End Violence against Women and Children 2022–2032* (National Plan). The National Plan will be underpinned by two 5-year action plans, an Aboriginal and Torres Strait Islander Action Plan and an Outcomes Framework. The First 5 year Action Plan, Aboriginal and Torres Strait Islander Action Plan and Outcomes Framework was launched in August 2023 and will guide the Commonwealth's investment in Women's Safety over the coming years.

The department has focused on the following existing 8 key implementation responsibilities under the Action Plans:

- 1800RESPECT
- Keeping Women Safe in their Home (KWSITH) program
- Safe Places Emergency Accommodation
- DV-alert
- Stop it at the Start campaign
- Our Watch
- ANROWS
- Escaping Violence Paymen trial.

The department met the Women's Safety performance target in 2022–23. Analysis showed that 6 out of the 8 (or 75 per cent) of the department's significant national initiatives were successfully delivered.

The following 6 initiatives were assessed as meeting the implementation success criteria; DV-alert, Safe Places Emergency Accommodation program, Our Watch, the Stop it at the Start campaign, Australia's National Research Organisation for Women's Safety (ANROWS) and the evaluation of the Escaping Violence Payment trial.

1800RESPECT did not meet the target of 80 per cent of calls answered within 20 seconds, falling short of success criterion in the first year of service delivery, with workforce recruitment and retention issues impacting performance. These issues have been addressed through concerted efforts to increase recruitment activities and improving staff experience and engagement. The provider's performance has since improved and it continues to work in partnership with the department to meet service level targets.

The KWSITH program did not meet its target due to a number of reasons. Delays from Queensland in extending a grant agreement meant that the agreement expired. Queensland previously represented 17 per cent of KWSITH's total client count. Additionally, the department has not received reporting from South Australia due to technical issues. The department is undertaking a new grant opportunity in Queensland, and continues to work with South Australia to resolve the reporting issue.

The 2022–23 WA Safe in the Home Program has been funded using state funding (only). Therefore, no clients from WA have been included in the 2022–23 Annual Performance Reporting. From 2023–24, it is anticipated that all clients assisted in WA under the program will be supported by Commonwealth funding. DEX data for Tasmania includes all clients supported by the program which is funded by both the Commonwealth and state government. The department has applied a pro-rata approach (based on total funding) to determine the proportion of clients supported by Commonwealth funding (55 per cent).

The Escaping Family Violence final evaluation report was due to be finalised by the independent evaluator by 30 June 2023. The department agreed to the finalised evaluation report on 30 June 2023 and requested the evaluator to proceed with formatting the final product for accessibility. Please see further information on page 19 on the publication of the report.

Caveats and Disclosures

1800RESPECT

- In 2022–23 the department initiated a process for a point in time review of data to validate overall data accuracy and completeness. However, it is acknowledged that the work is not yet completed and as a consequence the department has limited assurance over the accuracy of the reported result of 76.7 per cent of calls answered within 20 seconds. The department will continue to work with providers to improve data assurances moving forward.

DV-alert

- The data represents an output measure. It demonstrates the number of workshops delivered but it does not measure the impact of the training when people return to workplaces.
- Any changes to how an intended workshop will be delivered (for example switching to virtual from face-to-face) are discussed with the department before the provider makes any changes. Monthly reporting (outside of the Activity Work Plan and DEX) is provided to the department to demonstrate workshop delivery formats and locations for the month.
- The department undertook assurance of the DV Alert DEX data. Refer to page 109 for a summary.
- Once a reporting period has closed, data relating to that period of time will no longer be able to be recorded or amended. Data outside of a reporting period may only be entered if an organisation has sought, and is granted, a system re-opening.

Safe Places

- For the initial round of the Safe Places Program, a safe place was broadly defined as a self-contained living space for one person. Applicants were able to determine the number of safe places available at one time/per year based on their own service models in their applications (which is the basis of figures, unless a re-scope occurred in which case the figures were updated) so it may not strictly equate to a bed, or a room. The result reflects the number of safe places equaling the number of women and children being able to be supported at any one time.
- There is no strict method of calculation that can be provided for the initial Safe Places Program. During the application and assessment process, grantees provide information on the number of Safe Places to be delivered. Unless a project undergoes a variation to the scope, this information is considered the final number of Safe Places. If a project has an approved variation, the number of Safe Places is amended accordingly.
- Designated Use Period is then defined and reported for this period as the number of safe places confirmed as being built, tenanted and providing services and emergency accommodation to women and children leaving domestic and family violence.

Part 2 – Annual Performance Statements

Outcome 2 – Families and Communities

KWSITH

- The 33 per cent variation relates to the number of individuals reported through DEX in 2021–22 compared with those reported in 2022–23.
- For the 2022–23 reporting period:
 - data from the South Australia Housing Trust (SAHT) has not been entered into DEX due to incompatibility between the collection methods of SAHT and the DEX portal's technical requirements
 - there was no grant agreement in place with Queensland for 2022–23. In the 2021–22 reporting period, the Queensland client total represented 17 per cent of the overall client count.
- Client numbers only include individual clients, not group clients or support people. That is, individual clients are only recorded where the client provides consent to provide personal details. If consent is not provided, the client can be entered as a group client with no demographic details and is therefore not considered an individual client.
- For the majority of jurisdictions, the KWSITH program is embedded within their own Safe at Home programs and, as such, the supports funded through KWSITH to clients may vary slightly based on the jurisdiction. The data set is not easily comparable between states and territories and comparisons in client numbers are not made across states and territories. As the client count is reported as an aggregate of all jurisdictions, this can limit the scope of inferences made from client count alone.
- As the partnership approach is voluntary for KWSITH providers, there are limitations in reporting on client outcomes.
- The department undertook assurance on the KWSITH DEX data. Refer to page 109 for a summary.

Rationale and Methodology

The Women's Safety measure has been amended since the publication of the 2022–23 Corporate Plan to reflect the change from implementing to delivering on these initiatives.

Overall assessment of the result

An assessment is made as to whether each individual initiative was successfully delivered or not.

To aggregate against initiatives, the following calculation will be used:

The number of key initiatives assessed as successfully delivered is divided by the total number of key departmental initiatives being reported (i.e. 8).

If the result:

- equals 70 per cent or greater, the target will be considered met
- equals 50–69 per cent, the target will be considered partially met
- equals less than 50 per cent, the target will be considered not met.

Women's Safety Key Activity key initiatives

The below outlines any key changes to rationales or methodology for each programs objective that are different from: Corporate Plan 2022–23 page 38.

1800RESPECT

- From March 2023, the *methodology* used to calculate performance was changed to align with Telstra Health's systems, and with best practice measures for this type of service. The measure was previously *"the number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls to the service (minus the number of calls that abandon within 5 seconds)"*
- The measure has now been updated to *"the number of Calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls to the service (minus the number of calls that abandon within 5 seconds)"*. This means we use the calls answered within 20 seconds and divide them by (calls answered + calls abandoned – calls abandoned within 5 seconds). The previous performance measure was calculated using the calls answered within 20 seconds and dividing them by (calls offered – calls abandoned within 5 seconds). The updated performance measure is shown in the calculation below:

$$\frac{\text{Calls answered within 20 seconds}}{\text{(Calls answered + Calls abandoned – Calls abandoned within 5 seconds)}}$$

Our Watch – has changed from reporting on an evaluation to the total number of pieces of published content in the financial year being equal to or greater than 90 per cent of the agreed target in the Activity Work Plan (AWP) for that financial year.

ANROWS – has changed from 14 research reports to 11 this financial year. At the start of each financial year the department, in consultation with ANROWS, determines the expected number of research reports to be published based on the timeframes published against each project on the ANROWS website. Based on this, it was determined that ANROWS was expecting to publish 11 reports in the 2022–23 financial year. The number of completed research reports varies each year as each research project has a different project length.

Stop it at the Start – has been updated to include qualitative evidence of publication of the maintenance burst digital advertisements

Safe Places – The target has been updated to increase the number of safe places delivered from 91 as at June 2022, to 231 as at 30 June 2023. The measure is a total of safe places at a point in time for completed projects (July 2023).

Escaping Violence Payment trial – has been included as a new initiative.

Part 2 – Annual Performance Statements

Outcome 2 – Families and Communities

Key Activity: 2.1.3 Financial Wellbeing and Capability

The Financial Wellbeing and Capability (FWC) activity provides services and initiatives to support vulnerable individuals and families to navigate financial crises and manage financial stress and hardship, and to increase financial wellbeing for individuals and families.

For further information on this key activity, please see 2022–23 Corporate Plan page 39.

Performance Measure

2.1.3-1 – Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock.

Target

	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
◆ 2.1.3-1A – 20% or less of people with multiple requests for Emergency Relief.	≤20 %	N/a*	N/a*	21.1%	Not Met
	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
◆ 2.1.3-1B – At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.	≥70 %	72.9%	67.5%	63.6%	Not Met

Source: Corporate Plan 2022–23 page 39 and October PBS 2022–23 page 57.

Program Analysis

2.1.3-1A

In 2022–23, 57,538 people accessed Emergency Relief (ER) services for immediate financial or material aid five or more times within a 90-day period. Results cannot be compared to previous years as it was changed from the previous measure to report the percentage of people accessing ER services five or more times in a 90-day period.

The current economic environment is a significant driver for people's use of ER, both in terms of frequency and intensity and this may have attributed to the results for target 2.1.3-1A. Cost of living pressures have substantial impact on some individuals' utilisation of ER services and may result in individuals using more ER than they might otherwise have done.

2.1.3-1B

In 2022–23, 593,132 people accessed FWC services. This included 468,682 clients who accessed ER services, with the remainder accessing other FWC services such as financial counselling.

Clients reported a 63.6 per cent improvement in financial wellbeing following engagement with a funded service. This is lower than the 2021–22 result and is reported as not met.

The total number of clients that outcomes data were reported for increased by 17 per cent from 2021–22. This has been a focus for the FWC programs in 2022–23. The number of clients reporting a neutral or negative outcome increased in 2022–23. The financial wellbeing programs support people in crisis and financially vulnerable individuals. The immediate needs of these clients may be larger or more complex than the support available through these programs. This may have been further compounded by increased cost of living impacts over 2022–23,^a with issues such as interest rate increases and rental affordability and availability, two key drivers of financial stability and wellbeing, impacting their financial resilience and material wellbeing needs not being met.

Caveats and Disclosures

- * Measure 2.1.3-1A changed between 2021–22 and 2022–23. Figures for the previous years are not able to be compared to new measure used in 2022–23.
- a. Consumer Price Index, Australia, June Quarter 2023 | Australian Bureau of Statistics (www.abs.gov.au).
- Performance measure 2.1.3-1B is calculated using individual clients only. Group (unidentified) clients are not included in the calculations for this performance measure as the Circumstance domain Standard Client/Community Outcome Reporting cannot be recorded for unidentified clients.
- The total clients figure is total of unique individual clients and group clients across all FWC activities. Clients may return several times for service but have only been counted once.
- The number of delivery organisations is the unique organisations delivering FWC activities. This is a count of organisations delivering the program as reported through the Data Exchange. This includes organisations operating under consortium arrangements. Some organisations deliver more than one FWC activity but are only included once in this figure.
- The department undertook assurance on the Financial Wellbeing and Capability DEX data. Refer to page 109 for a summary.
- Matching was undertaken for Statistical Linkage Keys (SLKs), which is a unique ID for each client. This showed a lower match rate than the average, which does not necessarily imply inaccurate client information is being entered into DEX. 3 of 6 representativeness tests failed. These were homelessness, Indigenous status, and state, which are not material to the context of the program performance measure.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 39.

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Outcome 2 – Families and Communities

Key Activity: 2.1.4 Income Management

On 3 June 2022, the Australian Government announced the abolition of the Cashless Debit Card (CDC). The Government introduced legislation into Parliament on 27 July 2022 to repeal the CDC and separately, from 1 August 2022 the Secretary ceased placing any new entrants on the card.

Following the passage of legislation on 28 September 2022, participants could choose to move off the program from 1 October 2022 in all existing trial sites (Ceduna, East Kimberley, Goldfields and Bundaberg and Hervey Bay regions). CDC participants in the Cape York, Doomadgee region and the Northern Territory (NT) transitioned to the enhanced Income Management (IM) program on 6 March 2023. People in previous CDC sites could also choose to volunteer for the enhanced IM program from 6 March 2023.

Performance Measure

2.1.4-1 – All Cashless Debit Card (CDC) participants are off the program by 6 March 2023 and the CDC program is repealed by 30 March 2023.

Target

◆ 2.1.4-1A – Proportion of eligible CDC participants exited CDC program – 100%	Target	2022–23 Actual result	Outcome
	100%	100%	Met
◆ 2.1.4-1B – Proportion of eligible CDC accounts closed by 30 March 2023 – 100%	Target	2022–23 Actual result	Outcome
	100%	100%	Met

Source: May PBS 2023–24 page 56.

Performance Measure

2.1.4-2 – Participants transitioned to enhanced Income Management (IM) have accessed their account.

Target

◆ 2.1.4-2A – 95% of participants who transition to the enhanced IM program have accessed their account.	Target	2022–23 Actual result	Outcome
	95%	96%	Met

Source: May PBS 2023–24 page 56.

Program Analysis

The Australian Government has abolished the CDC program. Participants began transitioning off the program from October 2022, and all participants had successfully exited the program or moved to enhanced IM on 6 March 2023. The program was repealed on 30 March 2023. The performance measure 2.1.4-1 All Cashless Debit Card (CDC) participants are off the program by 6 March 2023 and the CDC program is repealed by 30 March 2023 has been met successfully.

The performance measure 2.1.4-2 Participants transitioned to enhanced Income Management (IM) have accessed their account has been met successfully, with 96 per cent of enhanced IM participants having used their card.

Caveats and Disclosures

- Measure 2.1.4-2 has been amended since publication in the May 2023–24 PBS to remove the mention of non-restricted items. Operational levers to determine whether the program is supporting participants, including the responsibility to measure and verify that the use of the card is limited to non-restricted items, rests with Services Australia.
- The performance measures and targets are based on approximately 12,000 CDC participants who could voluntarily exit the program before 6 March. Approximately 4,000 CDC participants in Northern Territory, Cape York or Doomadgee trial sites were automatically transferred and have not been included in the measurement. The department considers participants whose accounts were never activated, or who had left the program prior to transition, were also ineligible for the purpose of this measure.
- Data as at 30 December 2022 is the closest available data to 31 December 2022.
- Participant eligibility may change. Numbers of participants at 30 September 2022 and 30 December 2022 are point-in-time totals. Some participants who were suspended and were not considered CDC participants at 30 September 2022, may have received payments again at a later date.
- Some participants have exited the CDC program for reasons not related to the program ending (such as exiting income support payments).

Rationale

2.1.4-1

Measuring the proportion of eligible participants who have exited the CDC program demonstrates the department's implementation of abolishing the program. The target represents all eligible CDC participants who have come off the CDC program.

2.1.4-2

Participants using their enhanced IM account is a measure of successful implementation of enhanced IM. It demonstrates successful transition of participants from the CDC program to the enhanced IM program, which ensures that participants can continue to use their social security payments.

Approximately 4,000 participants moved to enhanced IM on 6 March 2023. (The precise number depended on participant eligibility, which could change, and the choices of people who volunteer). All participants have an account which they can access via a SmartCard.

This target is determined by the proportion of participants who have used their account in the period immediately following the transition. The target is set based on historical data.

Targeting 95 per cent (95 per cent of enhanced IM participants have access to their account and are using their account) demonstrates that participants have access to and are using their account. This measure has been amended since publication in the May 2023–24 Portfolio Budget Statement to remove the reference to spending on non-restricted items. The voluntary nature of enhanced IM in the former CDC regions places more focus on the usage of the SmartCard, as this is the mechanism for participants to access their income support. It is no longer meaningful to measure whether enhanced IM program participants are using their card/account to purchase non-restricted items as volunteers can easily opt-out of the program to purchase these items if they wish. Volunteers may also have reasons other than restrictions of certain items for choosing to be on the program. The responsibility for the operation and service delivery of enhanced IM also transferred to Services Australia in 2022–23, including the implementation of product level blocking.

Methodology

2.1.4-1 Findings based on analysis of CDC program data.

2.1.4-2 Through monitoring of account spending and activity, the department can ensure participants are able to access their enhanced IM account.

Key Activity: 2.1.5 National Redress Scheme

The National Redress Scheme for Institutional Child Sexual Abuse (the Scheme) is a key activity of the Families and Communities Program. The Scheme aims to provide support to people who have experienced institutional child sexual abuse.

For further information on this key activity, please see 2022–23 Corporate Plan page 42.

Performance Measure

2.1.5-1 – Ensure quality and timely decisions are made on applications to the Scheme.

Target

2.1.5-1A – The Scheme will notify at least 75% of survivors about an outcome within 6 months of the date that all required information is received.	Target	2021–22	2022–23	Outcome
	≥75%	Actual result 79.34%	Actual result 76.5%	Met
2.1.5-1B – The Scheme will maintain quality decision-making, with at least 95% of initial determinations reflecting the final outcome.	Target	2021–22	2022–23	Outcome
	≥95 %	Actual result 99.17%	Actual result 99.3%	Met

Source: Corporate Plan 2022–23 page 42 and October PBS 2022–23 page 60–62.

Performance Measure

2.1.5-2 – Maximise institution participation with the Scheme.

Target

2.1.5-2A – The Scheme will engage and maintain participation, with institutions on-board to cover at least 95% of applications in progress	Target	2021–22	2022–23	Outcome
	≥95%	Actual result 98.44%	Actual result 98.7%	Met

Source: Corporate Plan 2022–23 page 43 and October PBS 2022–23 page 60–62.

Part 2 – Annual Performance Statements

Outcome 2 – Families and Communities

Performance Measure

2.1.5-3 – Provide survivors a redress payment.

Target

2.1.5-3A – The Scheme will issue at least 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation.	Target	2021–22 Actual result	2022–23 Actual result	Outcome
	≥80%	N/A	95.5%	Met
2.1.5-3B – The Scheme will issue at least 80% of survivors a redress payment within 14 days of receiving acceptance documentation.	Target	2021–22 Actual result	2022–23 Actual result	Outcome
	≥80%	90.6%	94.9%	Met

Source: Corporate Plan 2022–23 page 44 and October PBS 2022–23 page 60–62.

Program Analysis

The National Redress Scheme experienced a significant increase in the number of applications submitted each month during the latter half of 2021–22. This increase continued to date in 2022–23, with 10,723 applications received in 2022–23 out of the total of 27,794 applications received over the life of the Scheme to 30 June 2023.^a

For the 2022–23 year, all targets have been met, despite the significant increase in the number of applications. Additional funding of \$15 million in November 2022 and \$142 million in the 2022–23 Budget has been provided to the Scheme by the Australian Government to maintain staffing to respond to the surge in applications and support survivors to engage with the Scheme. The Scheme is continually looking to improve operations in order to maintain the timeliness and quality of managing applications whilst responding to the increasing application numbers.

A performance measure for advance payments was introduced this year: that at least 80 per cent of advance payments were to be made within 7 days of the acceptance documentation being received by the Scheme. The reduced timeframe for this target compared to the redress outcome payments reflects the importance the Scheme places on this payment for vulnerable applicants.

Caveats and Disclosures

- a. Application data is published in monthly updates on the Scheme website: Home | National Redress Scheme (www.nationalredress.gov.au).

2.1.5-1A

- The date that all required information is received is based on the final external collection process, which is the request for information (or RFI) from an institution. The date that the last RFI is returned before an outcome is advised is considered the date that all information is received, and this is when the scheme's decision-making process begins.
- Any dates that an application is administratively 'on hold' in the decision-making period, and therefore outside of the Scheme's control, are removed from this calculation.

2.1.5-2A

- The 'on hold reason' field in the Case Manager system with the value of 'Institution not opted in' is used as an indicator that an application is not covered by participating institutions.
- All applications that are not on hold for this reason (even if not yet associated with any institutions) are considered 'in progress' and to be covered by a participating institution, until verified otherwise.

2.1.5-3A

- Advance payments were introduced in 2021–22 and were not reported until 2022–23 as this was the first full year of routine operation of the payment.
- The Scheme considers a payment to be issued at the time payment is first generated. This does not consider when the payment is received.
- Periods where an application is on hold (and therefore outside of the Scheme's control) are not included in the processing time when calculating the 7 day or 14 day timeliness for these measures.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 43–44.

Addendum 3: Outcome 2 – Families and Communities – Supporting Information

The following information provides additional context to the Families and Communities program.

Table 2.1: Number of individuals assisted

	2019–20	2020–21	2021–22	2022–23
2.1.1 Families and Children				
Families and Children	457,612	444,270	356,157	430,138
2.1.3 Financial Wellbeing and Capability				
Financial Wellbeing and Capability Program	581,837	606,743	580,771	592,833*

Caveats

* Total number of individuals assisted include individual and group clients only.

Table 2.2: Percentage of assisted individuals from priority groups

This table shows the extent to which Indigenous and culturally and linguistically diverse people are accessing services.

	2019–20	2020–21	2021–22	2022–23
2.1.1 Families and Children				
• Indigenous	17.7%	12.4%	12.6%	13%
• Culturally and linguistically diverse	5.9%	5.4%	5.5%	6%
• People with disability	7.7%	9.2%	8.3%	9%
2.1.3 Financial Wellbeing and Capability				
• Indigenous	18.8%	18%	22%	24%
• Culturally and linguistically diverse	7.3%	13%	7%	6%
• People with disability	17%	16%	19%	22%

Table 2.3: Number of organisations contracted or receiving grant funding to deliver services

	2019–20	2020–21	2021–22	2022–23
2.1.1 Families and Children				
Families and Children	430	451	444	456
2.1.3 Financial Wellbeing and Capability				
Financial Wellbeing and Capability Program	331	261	261	261*

Caveats

* Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements.

Table 2.4: Number of National Redress Scheme Recipients

	2019–20	2020–21	2021–22	2022–23
2.1.5 National Redress Scheme for Institutional Child Sexual Abuse				
Recipients	2,504	3,251	2,675	3,416
Applications received	3,127	3,773	5,987	10,723
Institutions joined	177	268	94	152

Caveats

- The number of new institutions joining the Scheme in 2022–23 includes 77 institutions since Declaration 4 of 2022 on 21 June 2022. These are counted as joining in 2022–23 due to onboarding processes following the declaration alongside all other institutions that joined in 2022–23.

Part 2 – Annual Performance Statements

Outcome 2 – Families and Communities

Table 2.5: Women’s Safety – 1800RESPECT

1800RESPECT
<ul style="list-style-type: none"> • Calls answered under 20 seconds – 184,417 • Calls answered – 226,171 • Calls abandoned post the Interactive Voice Response – 16,751* • Calls abandoned under 5 seconds post the Interactive Voice Response – 2398 <p>* There are many reasons why a call might be abandoned by a caller, including where it may no longer be safe for the caller to continue</p> <p>1800RESPECT Service Level Calculation:</p> <ul style="list-style-type: none"> • $\text{Calls answered under 20 seconds} / (\text{Calls answered} + \text{Calls abandoned post IVR} - \text{Calls abandoned under 5 seconds post IVR}) = \text{Service Level}$ • $184,417 / (226,171 + 16,751 - 2398) = 76.7\%$

Caveat

- In 2022–23 the department initiated a process for a point in time review of data to validate overall data accuracy and completeness. However, it is acknowledged that the work is not yet completed and as a consequence the department has limited assurance over the accuracy of the reported result of 76.7% of calls answered within 20 seconds. The department will continue to work with providers to improve data assurances moving forward.

Table 2.6: Women’s Safety – DV Alert Workshops

DV-alert
<ul style="list-style-type: none"> • Target number of workshops – 363 • Workshops delivered – 372

Outcome 3 – Disability and Carers

Key performance results

Program	Key Activities	Target	Result
3.1 Disability and Carers	3.1.1 Disability Employment Services	At least 40 per cent of job placements sustained to 13 weeks.	Met
		At least 30 per cent of job placements sustained to 26 weeks.	Met
		At least 20 per cent of job placements sustained to 52 weeks.	Met
	3.1.2 Support for Carers	Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.	Met
		Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.	Met
	3.2 National Disability Insurance Scheme	3.2.1 NDIS Transition	Full Scheme Agreements signed with all states and territories by 30 June 2023.
3.2.2 Development of NDIS Market		At least 3 per cent reduction in market supply gaps in each financial year	Not Met
		At least 3 per cent increase in NDIS market competition (a decrease in market concentration) in remote areas in each financial year.	Met

Part 2 – Annual Performance Statements

Outcome 3 – Disability and Carers

Program	Key Activities	Target	Result
	3.2.3 NDIS Participant Plans	At least 25 per cent of working age NDIS participants in paid employment	Not Met
		At least 45 per cent of NDIS participants involved in community and social activities.	Not Met
		No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.	Ongoing

Key activity performance

Program 3.1 Disability and Carers

To support people with disabilities and carers to actively participate in community and economic life.

Key Activity: 3.1.1 Disability Employment Services

Disability Employment Services (DES) helps individuals with injury, disability, or a health condition to secure and maintain sustainable open employment.

For further information on this key activity, please see 2022–23 Corporate Plan page 46.

Performance Measure

3.1.1-1 – Extent to which people with disability are supported to find and maintain employment through Disability Employment Services

Target

◆ 3.1.1-1A At least 40% of job placements sustained to 13 weeks.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 40% to 13 weeks	44%	42%	41%	Met
◆ 3.1.1-1B At least 30% of job placements sustained to 26 weeks.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 30% to 26 weeks	36%	37%	37%	Met
◆ 3.1.1-1C At least 20% of job placements sustained to 52 weeks.	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
	≥ 20% to 52 weeks	21%	24%	25%	Met

Source: Corporate Plan 2022–23 page 46 and October PBS 2022–23 page 70.

Program Analysis

Between June 2022 and June 2023, the number of DES participants decreased by 9.3 per cent (27,505) from 296,485 to 268,980.

Between 2021–22 and 2022–23, the number of DES employment placements (also known as employment Anchors)^a decreased by 16.5 per cent (or 17,703), from 107,462 to 89,759. Over the same period the number of job placements sustained to 26 weeks decreased by 5.3 per cent (or 2,548), from 48,419 to 45,871.

Labour market conditions in Australia have declined from the peak in June 2022 post the COVID-19 pandemic. The Internet Vacancy Index (IVI)^b (measurement of job listings on recruitment websites) decreased between June 2022 and June 2023 by 8.9 per cent. The decline in labour market conditions is likely contributing to the decreased DES job placements during 2022–23, compared to 2021–22.

In the October 2022 budget, it was announced that a new specialist disability employment services model will be developed to replace the current DES program from 1 July 2025. The existing DES Program has been extended for two years while detailed reform work is conducted, with immediate adjustments made to boost the quality of services and a new Quality Framework in place from July 2023.^c

In addition to the program measures reported here, the department also monitors DES provider performance. There are three KPIs to measure DES Provider performance being – quality, efficiency and effectiveness. The DES Star Ratings is the effectiveness measure of provider performance. Star Ratings measures the relative rate at which DES providers achieve employment and other outcomes, taking into account economic and labour market conditions. On 9 December 2022, the Minister for Social Services announced an investigation into the Disability Employment Services Star Ratings following a coding error impacting how Star Ratings were calculated. As a result the use of Star Ratings was suspended. The measurement of performance of providers in the DES program remains under consideration by the department.

While the underpinning outcomes data is used for both performance measure reporting and Star Ratings, they are calculated independently of each other and do not use the same methodology.

Caveats and Disclosures

Only 13, 26 and 52 week outcomes (job placements sustained to 13, 26 and 52 weeks) lodged by DES providers by 30 June 2023 in the IT system are considered valid and are included in the numerator for the rate calculations in the performance measures. For various reasons, it may take some time for a DES provider to lodge the outcome in the IT system after it becomes available. It is difficult to reliably estimate the possible effect of this on the performance measures, including because it is unknown how many of the outcomes not yet lodged meet the Guidelines requirements for the outcome. In addition, a small number of outcomes are lodged in the IT system as special claims. When this occurs the necessary data keys to reliably link them to job placements is not available and they are excluded from the numerator. The estimated affect for all three performance measures is a maximum of +0.17 percentage point increase to the 2022–23 actual result and no estimated effect on the 2022–23 actual results after rounding. Noting that the estimated affect is based on special claims lodged to 30 June 2023, additional relevant special claims could be lodged after 1 July 2023.

When a DES participant changes job, after the initial job placement, and continues tracking to the employment outcome this second or subsequent job is also counted within denominator record of the rate calculation. In addition, when a DES participant loses employment, ceasing tracking to an employment outcome and subsequently is placed in a new job within the same Period of Service (within the same available 24 months of Employment Assistance) is also part of the denominator.

- a. An Employment Placement is Anchored by moving a Participant into the Post Placement Support phase of DES, and is recorded on the department's IT Systems when a Participant starts progressing to an Employment Outcome.
- b. Source: Jobs and Skills Australia website, Internet Vacancy Index, IVI Vacancy Report – June 2023.
- c. Source: The Hon Amanda Rishworth MP, media release, 25 October 2022, Ensuring people living with disability have the support they need | Department of Social Services Ministers (www.dss.gov.au).

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 46 and 47.

The DES program data is sourced from the Employment Business Intelligence Warehouse, managed by the Department of Employment and Workplace Relations.

Part 2 – Annual Performance Statements

Outcome 3 – Disability and Carers

Key Activity: 3.1.2 Support for Carers

Support for Carers aims to provide assistance, support, and services for carers.

For further information on this key activity, please see 2022–23 Corporate Plan page 48.

Performance Measure

3.1.2-2 – Extent to which carers who are registered with Carer Gateway local service providers' wellbeing is assessed as improved.

Target

◆ 3.1.2-2A Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.	Target	2022–23 Actual result	Outcome
	≥ 30%	32%	Met
◆ 3.1.2-2B Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.	Target	2022–23 Actual result	Outcome
	≥ 30%	34%	Met

Source: Corporate Plan 2022–23 page 49 and October PBS 2022–23 page 71.

Program Analysis

2022–23 represented the third full year of operation for the Carer Gateway program. Given the maturity in reporting for the program, this is the first year that a new measure reporting on the 'extent to which carers who are registered with Carer Gateway local service providers' wellbeing is assessed as improved' has been introduced.

Monitoring improvement in carer wellbeing is a longer-term outcome, and the proportion of carers with improved wellbeing is an important measure of the impact of this program. Reporting carer wellbeing outcomes for clients measures the department's performance in providing support for carers, read in conjunction with the number of people assisted through carer support programs at Table 3.3. The inclusion of this effectiveness measure about wellbeing outcomes for client carers replaces the previous measure 'annual increase in people accessing Carer Gateway'.

The proportion of carers registered with Carer Gateway assessed with improved wellbeing for both the period 1 July 2022 to 30 June 2023, and recorded over the whole period since the program commenced to 30 June 2023, exceeded the targets. In addition to access and quality of carer supports, a range of other factors influence wellbeing for carers including the caring relationship circumstances and employment. These are taken into account in the assessment of improved carer wellbeing.

In 2022–23, the number of carers assisted through Australian Government carer support programs, including Carer Gateway, continued to increase compared to previous years. The increase in number of carers assisted through the carer support programs as outlined at Table 3.3, can primarily be attributed to increased number of carers accessing services through Carer Gateway service providers, and increased registrations to the online carer peer support forum.

A communications campaign for Carer Gateway was launched on 16 October 2022, to raise awareness of Carer Gateway services and support, and promote the tag line *'help for those who might never ask'* to acknowledge that many people do not identify as a carer. In the first six months following the campaign launch, the number of Carer Gateway website users increased by more than 280 per cent, compared to the number of website users in the six months before the campaign.

Caveats and Disclosures

- 3.1.2-2A: In the current reporting period from 1 July 2022 to 30 June 2023, 39 per cent of carers registered with Carer Gateway with an assessment in the period, were considered fully assessed (undertaken at least two Carers Star™ assessments).
- 3.1.2-2B: In the cumulative reporting period from 1 January 2020 to 30 June 2023, 38 per cent of carers registered with Carer Gateway were considered fully assessed (undertaken at least two Carers Star™ assessments).
- From 2022–23 the department has ceased reporting on 'annual increase in people accessing Carer Gateway', noting the inclusion of the more meaningful 'Carer Wellbeing' DEX measure from 2022–23. The department has considered the limitations to third party data collection and available verification, along with the presentation of the most meaningful measurement of performance for this program.
- Data results are produced using Data Exchange QLIK Sense client outcomes reporting. QLIK Sense pairs available earliest and latest SCORE data entered in DEX for each client, and produces the percentage of carers who are assessed as having improved wellbeing.
- The 'Carer Wellbeing' DEX measures are being reported for the first time in 2022–23 and therefore were not part of the 2021–22 independent client survey. As such independent assurance of response bias has not yet been undertaken.
- The department undertook assurance of the DEX data. Refer to page 109 for a summary.

Rationale

This measure aims to demonstrate the effectiveness of Support for Carers in relation to one of the long term outcomes of the Integrated Carer Support Service (ICSS): *improve carer wellbeing*.

Targeting the number of Carer Gateway registered carers assessed as having improved wellbeing, demonstrates the effectiveness of the program activity in improving outcomes for carers. This is an ongoing measure, with two targets:

- static target result for the proportion of number of carers with assessed improved wellbeing within the performance reporting period, and
- increasing target result for the proportion of carers with assessed improved wellbeing in out-years for all registered carers since the program commenced, recognises that improved carer wellbeing is a longer-term outcome. Reporting on the proportion of all registered carers with increased wellbeing on an annual basis also reflects an expectation of increasing carer wellbeing as the program matures and carer access increases.

The targets will continue to be monitored and re-assessed over future years, as there is increased carer wellbeing outcomes trend evidence available. The future-year targets are informed by trends to date.

Methodology

The static target result of the number of carers with assessed improved wellbeing within the performance reporting period is calculated using data from Carers Star™ needs assessments, where the assessment is reported in the current reporting period. A previous assessment must have occurred in either the same reporting period or a previous period.

The increasing target result of carers with assessed wellbeing for all registered carers since the program commenced is calculated using data from Carers Star™ needs assessments, across all reporting periods from 1 January 2020 to 30 June 2023.

Data results are produced using Data Exchange QLIK Sense client outcomes reporting. QLIK Sense pairs available earliest and latest SCORE data entered in DEX for each client, and produces the percentage of carers who are assessed as having improved wellbeing.

The data sources used for this calculation are:

- Carer Star™ needs assessments conducted by Carer Gateway service providers and entered into the Data Exchange.

Program 3.2 National Disability Insurance Scheme (NDIS)

To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes the Jobs and Market Fund.

Key Activity: 3.2.1 NDIS Transition

The National Disability Insurance Scheme (NDIS) Transition aims to support national implementation of the NDIS in accordance with intergovernment agreements.

For further information on this key activity, please see 2022–23 Corporate Plan page 50.

Performance Measure

3.2.1-1 – DSS works with states and territories and the NDIA to support national implementation of the NDIS in accordance with inter government agreements.

Target

◆ 3.2.1-1A Full Scheme Agreements signed with all states and territories by 30 June 2023.	Target	2022–23 Actual result	Outcome
	Full Scheme Agreement signed with all states and territories	Full Scheme Agreements have been signed with all states and territories, except for Western Australia (WA).	Partially Met

Source: Corporate Plan 2022–23 page 50 and October PBS 2022–23 page 74.

Program Analysis

The target for Performance Measure 3.2.1-1 has been partially met, as the Commonwealth signed Full Scheme NDIS Bilateral Agreements with all states and territories, except WA, by 30 June 2023.

The Commonwealth is currently negotiating a Full Scheme Bilateral Agreement with WA. There is an expectation that WA will sign a Full Scheme Agreement.

Previously, a Bilateral Agreement for the Transition to the NDIS in Western Australia (the Transition Agreement) existed between the Commonwealth and WA Governments. The Transition Agreement expired on 30 June 2023, and the Heads of Agreement (HoA) already executed between the Commonwealth and the WA governments is now in effect.

The WA HoA is a high level statement of commitment that covers key aspects of the arrangements that apply after transition. It is consistent with the terms of the Full Scheme Agreements signed with other jurisdictions, including that WA contribute financially on the same basis as other jurisdictions that have signed a Full Scheme Agreement.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 50.

Part 2 – Annual Performance Statements

Outcome 3 – Disability and Carers

Key Activity: 3.2.2 Development of NDIS market

Development of the National Disability Insurance Scheme (NDIS) market supports the development of an efficient, effective, and mature market and workforce for the NDIS.

For further information on this key activity, please see 2022–23 Corporate Plan page 51.

Performance Measure

3.2.2-1 – Market indicators signal that participants have improved opportunity to access services in the market.

Target

◆ 3.2.2-1A At least 3% reduction in market supply gaps in each financial year.	Target	2022–23 Actual result	Outcome
	≥ 3%	-10.0%	Not Met
◆ 3.2.2-1B At least 3% increase in NDIS market competition (a decrease in market concentration) in remote areas in each financial year.	Target	2022–23 Actual result	Outcome
	≥ 3%	7.7%	Met

Source: Corporate Plan 2022–23 page 51 and October PBS 2022–23 page 74.

Program Analysis

Market supply gaps widened by 10.0 per cent in 2022–23, indicating that there is a wider distribution of utilisation rates than previous years (i.e. proportion of unspent budgets below median utilisation). Large percentage changes of supply gaps may have a small impact, as the overall gap widened from 8.0 per cent in 2021–22 to 8.8 per cent in 2022–23. Worker shortages may be impacting market supply gaps along with other factors such as participants on higher plans receiving more supports than those on lower plans.

NDIS market competition in remote areas increased in 2022–23 by 7.7 per cent. This improvement could indicate an increase in the number of registered providers working in remote areas or a more evenly distributed market share across providers in remote areas. The National Disability Insurance Agency (NDIA) is continuing to work with stakeholders on a range of interventions to address thin market issues in remote areas. These interventions include the provision of detailed market information to potential providers of services, facilitation of connections between providers and participants and in some cases the direct commissioning of services.

A registered NDIS provider is a person or organisation registered with the NDIS Quality and Safeguards Commission in accordance with the *National Disability Insurance Scheme Act 2013*. As more participants access supports through self-managed plans, there is less visibility of providers and the types of specific supports being accessed. This is because payments are made directly to the participant, not the provider.

Caveats and Disclosures

- NDIS authorised datasets at the end of the financial years were used and are subject to payment data lag.
- Market supply gaps analysis is based on data from the first 3 quarters of each financial year due to payment lags (i.e. providers claiming well after service is provided).
- Market supply gaps analysis is based on data for NDIS participants that have been in the scheme for 2 years or more, and excludes in-kind arrangements where supports are arranged by state and territory governments.
- Market supply gaps analysis only considers services and supports that involve a physical worker and therefore excludes capital items (i.e. consumables, assistive technology etc.).
- Market competition measures actual service delivery by registered NDIS providers in the relevant period only and cannot be compared with the performance results from 2021–22. Self-managed payments have been excluded. In the June 2023 quarter, self-managed payments were 12 per cent of all NDIS payments. This has remained between 12 and 13 per cent over the past two years.
- Both targets have been updated to remove “up to 30 June” and replaced with “in each financial year” for greater clarity. This is because the result is assessed within each year and is not specific to a particular deadline.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 51.

Part 2 – Annual Performance Statements

Outcome 3 – Disability and Carers

Key Activity: 3.2.3 NDIS Participant Plans

National Disability Insurance Scheme (NDIS) Participant Plans provide support to people with disability to participate in and contribute to their community. The NDIS is Australia's first national Scheme for people with disability. It provides funding directly to people with a disability, moving away from the previous system of providing block funding to agencies and community organisations.

For further information on this key activity, please see 2022–23 Corporate Plan page 53.

Performance Measure

3.2.3-1 – Extent to which NDIS participant outcomes are met.

Target

	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
◆ 3.2.3-1A At least 25% of working age NDIS participants in paid employment	≥ 25%	22%	22%	22%	Not Met
◆ 3.2.3-1B At least 45% of NDIS participants involved in community and social activities.	≥ 45%	45%	43%	42%	Not Met

Source: Corporate Plan 2022–23 page 54 and October PBS 2022–23 page 75.

Performance Measure

3.2.3-2 – Progress towards targets relating to younger people in residential aged care (YPIRAC).

Target

	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
◆ 3.2.3-2A No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.	Progress towards target	4,102 people under the age of 65 were living in residential aged care at 31 March 2021	3,163 people under the age of 65 were living in residential aged care at 31 March 2022	2,423 people under the age of 65 were living in residential aged care at 31 December 2022*	Ongoing

Source: Corporate Plan 2022–23 page 54 and October PBS 2022–23 page 75.

Program Analysis

Participant Outcomes

Economic participation for NDIS participants of working age (15 and over) has remained constant in recent years at 22 per cent, lower than the 25 per cent target.

The data continues to identify participants aged 15 to 24 moving into the workforce (consistent with participants entering the workforce for the first time),^a offset by more participants aged 45 and over departing economic participation – potentially due to retirement or difficulty re-entering the workforce.

The NDIS continues to support increased social and community participation for participants when compared to baseline levels measured at Scheme entry. However, at 30 June 2023, 42 per cent of NDIS participants aged 15 and over who have been in the Scheme for at least 2 years were involved in social, community and religious activities, slightly lower than the previous result of 43 per cent at June 2022, and the measure target of 45 per cent.^a

While further investigation into the reason for this is needed, it may be partly because participants who have been in the Scheme two to four years (i.e. entered between 2018–19 and 2020–21) account for a significant proportion of all participants in the Scheme. These participants have lower levels of improvement than those who have been in the Scheme for longer. There may also be persistent impacts from the COVID-19 pandemic affecting the observed participation rates. As participants remain in the Scheme, social participation rates are expected to improve.

Younger People in Residential Aged Care

Residential aged care is generally not an appropriate setting for people under the age of 65 years, noting the aged care system is designed to support the needs of older people.

Significant effort across the Commonwealth, states and territories governments is in place to support the achievement of the Royal Commission into Aged Care Quality and Safety target of 'no people under the age of 65 living in residential aged care by 2025'. At 31 December 2022, there were 2,423 people under the age of 65 in residential aged care, which represents a 29.5 per cent decrease from 31 December 2021.^b

Feedback from agencies and stakeholders working with younger people in residential aged care suggests there are challenges transitioning the remaining younger people out of aged care by 2025:

- they have been living in aged care for a long time and are not seeking alternative care arrangements
- they are living in rural and regional, areas where alternative accommodation and support is limited
- they are not eligible for the NDIS or other Commonwealth funded support, and may fall into a service gap for housing and support services, which is the responsibility of state and territory governments.

Part 2 – Annual Performance Statements

Outcome 3 – Disability and Carers

There are several additional special populations among younger people in permanent care defined as exceptional circumstances. Exceptional circumstances include people who are homeless; Indigenous Australians aged 50–64; and people seeking to be reunited with a spouse who is in permanent care.

Caveats and Disclosures

* The results reflect 6 months of data.

- a. NDIS Quarterly Report to disability ministers 30 June 2023 page 19.
- b. Australian Institute of Health and Welfare (AIHW) GEN Aged Care Data as of 31 December 2022) www.gen-agedcaredata.gov.au/.

Participant Outcomes

- Data on participant outcomes (social and economic participation) are sourced from the NDIS Outcomes Framework questionnaires developed by the NDIA to measure the outcomes for participants and families/carers. The NDIS Outcomes Framework measures the progress towards a common set of accepted goals for each participant to provide an aggregate picture of how the Scheme is making a difference. It includes a Short Form Outcomes Framework (SFOF), which is a census for all NDIS participants administered once per plan review (generally annually), and a Long Form Outcomes Framework (LFOF), which is an extension of the SFOF survey provided to a longitudinally consistent sample of participants and their families/carers, administered in addition to the SFOF survey. The SFOF is used to source the figures on participant outcomes (social and economic participation).
- Participants with plans longer than a year may not be captured if they are not surveyed. Additionally, the data on participant outcomes are subject to response bias as responses are self-reported.
- The NDIA publishes data from the NDIS Outcomes Framework quarterly as part of the NDIS Quarterly Report to disability ministers, and annually as part of its annual participant and carer outcomes report. The NDIA applies a range of quality assurance controls (i.e. Audits, Enterprise Data Warehouse controls, standardised operating procedures, executive review) to ensure the reliability, relevance and completeness of the data.

Younger People in Residential Aged Care

- Data in line with the definition of exceptional circumstances is not currently available.
- The department has oversight over activities delivered and coordinated by the NDIA and Department of Health and Aged Care (DoHAC) to prevent the entry and facilitate the exit of younger people in residential aged care.
- Significant efforts continue to be made to ensure the diversion of younger people into more appropriate accommodation and support settings, in collaboration with states and territories.
- Following the implementation of a new entry process by DoHAC in February 2022, it is anticipated that there will be limited new YPIRAC entries as any new entries will be due to 'exceptional circumstances' only.
- Data in this document is from the Australian Institute of Health and Welfare (AIHW) YPIRAC fact sheet, which reports data as of 31 December 2022.
- Data updates from 1 January 2023 onwards have been delayed to allow additional time to complete data checks following DoHAC's release of a new residential aged care payment system. Due to this, the department has not been able to obtain population data to undertake periodic assurance for the purposes of YPIRAC reporting.

Rationale

Participant Outcomes

Source: Published in the 2022–23 Corporate Plan page 54–55.

Younger People in Residential Aged Care

The target of having no people under 65 years living in residential aged care by 2025 apart from exceptional circumstances demonstrates the effectiveness of the key activity by showing whether NDIS participants are achieving their home and living goals and outcomes.

The Royal Commission into Aged Care Quality and Safety canvassed YPIRAC as part of both its interim and final reports. Recommendation 74 of the Final Report of the Aged Care Royal Commission sought to ensure that, apart from in exceptional circumstances, there are:

- no people under the age of 65 entering residential aged care from 1 January 2022
- no people under the age of 65 living in residential aged care from 1 January 2025.

The targets are based on the Government's view that residential aged care is not designed for younger people living with disability and is not age-appropriate accommodation in most circumstances, and younger people should be supported to have choice in finding more appropriate accommodation and support.

As at 31 December 2022, a significant number of the younger people under 65 remaining in residential aged care have made an informed decision to stay. In addition, there are a number of people who are still considering their options, as well as a cohort who have a clearly defined pathway out of residential aged care in place but have not yet formally exited.

Methodology

Participant Outcomes

Source: Published in the 2022–23 Corporate Plan page 55.

Addendum 4: Outcome 3 – Disability and Carers – Supporting Information

The tables below report the number of people with disability, carers, organisations and projects receiving funding from the department to improve independence and participation for people with disability, and support for carers.

The numbers of people with disability and carers receiving supports funded by the department indicate the breadth of support provided by the department, while the financial figures indicate the department's level of investment to improve outcomes for people with disability and their carers.

Table 3.1: Number of participants

	2019–20	2020–21	2021–22	2022–23
3.1.1 Disability Employment Services				
Number of Disability Employment Service participants ^a	283,981	315,926	296,485	268,980

Table 3.2: Number of organisations contracted or receiving funding to deliver services

	2019–20	2020–21	2021–22	2022–23
3.1.1 Disability Employment Services				
Disability Employment Services ^b	110	109	104	93

Table 3.3: Number of individuals assisted

	2019–20	2020–21	2021–22	2022–23 ^c
3.1.2 Support for Carers				
Number of carers assisted	73,005	62,131	91,523	123,568

Table 3.4: Number of organisations contracted or receiving funding to deliver services^d

	2019–20	2020–21	2021–22	2022–23
3.1.2 Support for Carers				
Support for Carers	86	13	13	13

Table 3.5: Number of participants

	2019–20	2020–21	2021–22	2022–23
3.2.1 NDIS Transition				
Number of NDIS participants	391,999	466,619	534,655	610,502

Caveats

- a. The number of DES participants on the caseload as at 30 June in the financial year.
- b. The number of DES providers (distinct count) as at 30 June in the financial year.
- c. The figure for 2022–23: Number of carers assisted refers to the number of carers supported through the Integrated Carer Support Service and reported within the Data Exchange for 2022–23, including local Carer Gateway service providers, Carer Gateway digital counselling, and Tristate Vocational Outcomes Pilot Program. The figure also includes new registrations for Carer Gateway online coaching and peer support forum, and Young Carer Bursary Program recipients as reported by respective providers. Some clients are reported as anonymous, and may be counted more than once.
- d. The 2022–23: Number of organisations receiving funding refers to the number of organisations contracted or receiving carer support grant funding to deliver services through the Integrated Carer Support Service.
 - In previous years the number of people accessing Carer Gateway was included as supporting information to measure 3.1.2-1A. However, as the department is now reporting on carer wellbeing this supporting information is no longer included.

Table 3.6: Value and number of Jobs and Market Fund projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme

	2019–20	2020–21	2021–22	2022–23
3.2.2 Development of the NDIS market				
Value and number of Jobs and Market Fund projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme	\$10.26m 22 Projects	\$10.36m 22 Projects	\$8.76m 17 Projects	\$1.71m 8 Projects

Table 3.7: NDIS Transition: Scheme Agreements

Agreement	Date Signed
Bilateral Agreement between the Commonwealth of Australia and the State of New South Wales on the National Disability Insurance Scheme	25 May 2018
Bilateral Agreement between the Commonwealth of Australia and the State of South Australia on the National Disability Insurance Scheme	29 June 2018
Bilateral Agreement between the Commonwealth of Australia and the State of Tasmania on the National Disability Insurance Scheme	10 December 2018
Bilateral Agreement between the Commonwealth of Australia and the Northern Territory on the National Disability Insurance Scheme	29 March 2019
Bilateral Agreement between the Commonwealth of Australia and the Australian Capital Territory on the National Disability Insurance Scheme	22 March 2019
Bilateral Agreement between the Commonwealth and Victoria on the National Disability Insurance Scheme	17 June 2019
Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme	9 July 2019

Outcome 4 – Housing

Key performance results

Program	Key Activities	Target	Result
4.1 Housing and Homelessness	4.1.1 National Housing and Homelessness Agreement	100 per cent of states and territories meet their requirements under the National Housing and Homelessness Agreement by: <ul style="list-style-type: none"> • having a publicly available housing strategy • having a publicly available homelessness strategy • contributing to the ongoing collection and transparent reporting of agreed data • providing annual statement of assurance reports outlining their housing and homelessness expenditure. 	Met
		States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.	Met
4.2 Affordable Housing	4.2.1 National Rental Affordability Scheme	At least 90 per cent of statements of compliance are processed within 60 business days.	Met
		At least 90 per cent allocations set under the National Rental Affordability Scheme are active and receiving incentive payments.	Met

Key activity performance

Program 4.1 Housing And Homelessness

Contribute to and provide support for affordable housing and homelessness prevention initiatives, including the design and implementation of innovative early stage projects.

Key Activity: 4.1.1 National Housing and Homelessness Agreement

The National Housing and Homelessness Agreement (NHHA) commenced on 1 July 2018 and has provided funding each year to states and territories to improve Australians' access to affordable, safe and sustainable housing across the housing spectrum, including to prevent and address homelessness, and to support social and economic participation.

Funding arrangements under the NHHA expired on 30 June 2023. As such, the Government has offered states and territories a one-year extension to 30 June 2024. This extension will provide states and territories approximately \$1.7 billion, which includes an additional \$67.5 million of funding to assist the sector to address the homelessness challenges revealed in the 2021 Census. The 12-month extension provides further time to work with state and key stakeholders to implement the Government's housing agenda.

For further information on this key activity, please see 2022–23 Corporate Plan page 57.

Performance Measure

4.1.1-1 – Standard of delivery by states and territories is in accordance with the terms and conditions of agreements with the Commonwealth.

Target

	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
<p>◆ 4.1.1-1A 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:</p> <ul style="list-style-type: none"> • having a publicly available housing strategy • having a publicly available homelessness strategy • contributing to the ongoing collection and transparent reporting of agreed data • providing annual statement of assurance reports outlining their housing and homelessness expenditure. <p>*The Government has offered states a one-year extension of the NHHA to 30 June 2024. Funding beyond 2023–24 is subject to negotiation.</p>	100%	100%	100%	100% ^a	Met

Source: Corporate Plan 2022–23 page 57 and October PBS 2022–23 page 82.

Performance Measure

4.1.1-2 – National reporting by states and territories on the number of dwellings for social housing and the number of specialist homelessness services delivered.

Target

	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
<p>4.1.1-2A States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.</p> <p>*The Government has offered states a one-year extension of the NHHA to 30 June 2024. Funding beyond 2023–24 is subject to negotiation.</p>	States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.	Met	Refer output to tables in 2021–22 Annual report Page 120–121	Refer output to tables below	Met

Source: Corporate Plan 2022–23 page 58 and October PBS 2022–23 page 82.

Part 2 – Annual Performance Statements

Outcome 4 – Housing

Program Outputs

Number of social housing dwellings by category as at 30 June 2022

Social housing category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	AUS
Public housing dwellings	96,712	63,987	52,643	32,034	31,591	4,999	10,744	4,890	297,600
State owned and managed Indigenous housing dwellings	4,120	..	3,229	..	1,350	164	..	5,428	14,291
Community housing tenancy units	54,292	16,159	11,524	6,571	12,430	9,252	958	495	111,681
Indigenous community housing	3,989	1,864	5,184	2,698	681	96	..	1,790	16,302

Source: Report on Government Services 2023.

Number of specialist homelessness services clients by priority cohort as at 30 June 2022

Priority Cohorts	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National ^b
Indigenous clients	21,373	11,168	15,108	12,220	4,487	1,106	736	7,757	72,869
Young people (15–24 presenting alone)	12,911	11,884	5,603	2,762	3,056	1,399	716	1,414	39,300
Clients who return to homelessness after achieving housing ^c	4,368	5,735	2,782	1,262	1,316	625	273	408	16,093
Older clients	5,324	10,844	3,238	2,706	1,271	955	300	844	25,326
Clients who have experienced family and domestic violence	26,259	45,999	13,511	10,128	5,238	1,741	1,505	4,784	107,683
Clients exiting custodial arrangements and leaving care	3,298	7,004	1,730	860	949	540	303	481	15,003

Source: Specialist homelessness services 2021–22.

Program Analysis

Under the NHHA, the Australian Government provided around \$1.6 billion to the states and territories in 2022–23 to contribute to improving access to affordable, safe and sustainable housing, including to prevent and address homelessness and to support social and economic participation.

The Productivity Commission (PC) publicly released its study report on the effectiveness and appropriateness of the objectives, outcomes and outputs of the NHHA on 30 September 2022.^d The report found a number of shortcomings with the NHHA including that the performance reporting framework is not sufficient to hold governments to account. It noted any future funding arrangements will be an opportunity for governments to work together on a national reform agenda to make housing more affordable. The Government will consider the recommendations of the Productivity Commission's report in the context of the Government's housing commitments.

The provision of annual Statements of Assurance from each of the states and territories serves as a proxy indicator for the effectiveness of the NHHA's contribution to the housing and homelessness outputs and report on how states and territories spend the funding provided under the NHHA. The Statements of Assurance are compared to national data published by the Australian Institute of Health and Welfare and the Productivity Commission.

The number of social housing dwellings remains largely unchanged from 30 June 2021 to 30 June 2022 at around 440,000 dwellings across the four social housing categories as at 30 June 2022.^e

The Productivity Commission's 2023 Report on Government Services reported states' capital expenditure on social housing in 2021–22 was \$2.7 billion, an increase of \$583 million from 2020–21. Total expenditure on social housing by states and territories was around \$7.3 billion in 2021–22, an increase of \$606 million from 2020–21. For historical and comparative purposes, this was around \$5.8 billion in the first year of the NHHA (2018–19).^f

For homelessness outcomes, the Australian Institute of Health and Welfare's Specialist Homelessness Services (SHS) Annual Report serves as the primary data source for considering client outcomes over time. SHS Annual Reports use nationwide data collected through the Specialist Homelessness Services Collection, which aggregates data collected by individual SHS providers into a single dataset. SHS Annual Reports are provided yearly, and provide information on the number of clients accessing SHS providers nationally and by state, broken down by client group (i.e. Indigenous Australians, people with disability etc.).

In 2021–22, SHS agencies provided support to 272,694 clients down from around 278,275 in 2020–21. In 2021–22, on average, there were nearly 300 unassisted requests per day; a total of around 105,000 unassisted requests for 2021–22, which was around 8,900 less than in 2020–21 (114,000).^g

Part 2 – Annual Performance Statements

Outcome 4 – Housing

Caveats and Disclosures

- The quality of statements of assurance (which are key NHHHA reporting mechanisms) vary between states and territories.
 - Statements of assurance are focussed on outputs rather than outcomes.
 - The Government has offered states and territories a one-year extension of the NHHHA to 30 June 2024. Funding beyond 2023–24 is subject to negotiation.
- a. Results reported at 30 June 2023 are for 2021–22. The 12 month lag is to allow for completion of submission of statements of assurance by states and territories by the end of October each year. The statements of assurance are published on the Federal Financial Relations website at: The National Housing and Homelessness Agreement | Federal Financial Relations <https://federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0>
 - b. Note that figures for Indigenous community housing as reported in the Report on Government Services are not directly comparable to Indigenous housing dwellings reported in the DSS 2021-22 annual report which includes funded and unfunded providers.
 - c. Describes the number of specialist homelessness services clients who experienced an episode of homelessness during the financial year and a pattern of homeless–housed–homeless in the 24 months prior to the most recent record of homelessness.
 - d. Number of social housing dwellings table uses data released by the AIHW in Housing Assistance in Australia. Refer to the following 4 links for explanatory notes. Public Housing Data Collection, 2021–22; Quality Statement (aihw.gov.au) State Owned and Managed Indigenous Housing Data Collection, 2021–22; Quality Statement (aihw.gov.au) Community Housing Data Collection, 2021–22; Quality Statement (aihw.gov.au) Indigenous Community Housing Collection, 2021–22; Quality Statement (aihw.gov.au)
 - e. Australian Government Productivity Commission Report on Government Services 2023, available at: <https://www.pc.gov.au/ongoing/report-on-government-services/2023/housing-and-homelessness>.
 - f. Unassisted requests to SHS is not a measure of the number of people who did not receive services from a SHS. In practice, these systems often require agency workers to provide assistance of some kind to all presenting individuals. One person may make multiple unsuccessful requests for assistance to different providers. They will only be considered one SHS client when they successfully receive assistance.
 - g. 2021–22 Specialist Homelessness Services Annual Report. An 'unassisted request for service' is an instance where a person(s) who approaches an agency is unable to be provided with any assistance.

Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 58–59.

Program 4.2 Affordable Housing

To improve the supply of affordable rental housing to low and moderate income households.

Key Activity: 4.2.1 National Rental Affordability Scheme

The National Rental Affordability Scheme (NRAS, the Scheme) aims to increase the supply of affordable rental dwellings and reduce rental costs for low and moderate income households. The Scheme, which commenced in 2008, provides an annual, retrospective financial incentive each year for up to 10 years for approved participants who rent dwellings to eligible people on low to moderate incomes at a rate at least 20 per cent below market rent.

Under NRAS, the Australian Government in conjunction with the states and territories is providing financial incentives to:

- increase the supply of affordable rental housing
- reduce the rental costs for low to moderate income households
- encourage the large-scale investment and innovative delivery of affordable rental housing.

As announced in the 2014–15 Budget, there will be no further funding rounds or new allocations of NRAS incentives beyond those allocated in the Scheme and held by approved participants.

Performance Measure

4.2.1-1 – Incentives are issued in a timely manner to approved participants.

Target

◆ 4.2.1-1A At least 90% of statements of compliance are processed within 60 business days.	Target	2020–21 Actual result ^a	2021–22 Actual result ^b	2022–23 Actual result ^{c1-2}	Outcome
	≥ 90%	94.3%	98.4%	94.1%	Met

Source: Corporate Plan 2022–23 page 60 and October PBS 2022–23 page 83.

Performance Measure

4.2.1-2 – Incentives delivered through the National Rental Affordability Scheme are maximised to improve the supply of affordable rental housing to low and moderate income households.

Target

4.2.1-2A At least 90% allocations set under the National Rental Affordability Scheme are active and receiving incentive payments.	Target	2020–21 Actual result ^a	2021–22 Actual result ^b	2022–23 Actual result ^{c1}	Outcome
	≥ 90%	94.5%	93.6%	94.5%	Met

Source: Corporate Plan 2022–23 page 61 and October PBS 2022–23 page 83.

Part 2 – Annual Performance Statements

Outcome 4 – Housing

Calculation

	2020–21 ^a	2021–22 ^b	2022–23 ^{c1}
Total allocations receiving a payment in NRAS year	34,014	32,454	30,630
Maximum allocations available for NRAS year	35,989	34,657	32,417
Percentage target	94.5%	93.6%	94.5%

Program Outputs

Output data for NRAS quarterly summary

NRAS Quarterly Summary	Jun Qtr 2021	Sep Qtr 2021	Dec Qtr 2021	Mar Qtr 2022	June Qtr 2022
Active allocations	31,570	30,914	30,011	28,127	27,012
Provisional allocations	847	751	730	469	410
Total	32,417	31,665	30,741	28,596	27,422

Program Analysis

These indicators measure the extent to which approved participants meet the regulatory requirements of the Scheme and deliver affordable rental housing to low and moderate income households.

NRAS has increased the availability of affordable rental housing to low and moderate income households. Dwellings in the Scheme are available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants. Results provided relate to compliance being in line with the *National Rental Affordability Scheme Regulations 2020* (NRAS Regulations).

As results against the performance measures are met, this indicates:

- the department has demonstrated the efficient achievement of a key output through providing incentives in a timely manner to approved participants who rent dwellings to eligible tenants at a rate at least 20 per cent below market rent; and
- the majority of approved participants are meeting the regulatory requirements of the Scheme, including tenanting dwellings to low to moderate income earners.^d

Caveats and Disclosures

- a. Results for the 2019–20 NRAS year (1 May 2019 to 30 April 2020) are reported, as full payment data for the 2020–21 NRAS year.
- b. Results for the 2020–21 NRAS year (1 May 2020 to 30 April 2021) are reported, as full payment data for the 2021–22 NRAS year.
- c1. Results for the 2021–22 NRAS year (1 May 2021 to 30 April 2022) and the correlated 2021–22 financial year are reported, as full payment data for the 2022–23 NRAS year was not available at time of publication.
- c2. This measure will show trends in performance on a consistent basis over time, noting a small change in reporting methodology for the 2022–23 financial year. The new approach utilises the date the approved participant notifies the department their Statements of Compliance are ready to be assessed as the commencement of the 60 day period, this minor change to the methodology better aligns with current processing procedures.
- d. The department publishes a report on the NRAS tenant demographics, which includes household composition and income brackets at www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme/national-rental-affordability-scheme-performance-reporting.
 - 4.2.1-1 Performance measure and target description have been updated to better reflect the department's measurement of timeliness for this activity.

Rationale

Source: Corporate Plan 2022–23, pages 60–61.

Methodology

The methodology for **4.2.1-1** is as follows:

The percentage of statements of compliance processed within 60 days (business days) is based on the date:

- an approved participant notifies the department they have submitted a finalised statement of compliance.
- funds are released or the refundable tax offset certificate is issued for the relevant statement of compliance.

The data source used for this calculation is the Department of Social Services' Grants Processing System and the date of the notification email from the approved participant.

The methodology for **4.2.1-2** is as follows:

The active, provisional and total allocations under the Scheme are reported quarterly, while incentives are paid on a yearly basis. For the purposes of this measure, the maximum number of allocations in the year is used. Please note:

- results for the 2021–22 National Rental Affordability Scheme year (1 May 2021 to 30 April 2022) and the correlated 2021–22 financial year are reported, as full payment data for the 2022–23 National Rental Affordability Scheme year was not available at time of publication.

The data source used for this calculation is the Department of Social Services' Grants Processing System.

Addendum 5: Outcome 4 – Housing – Supporting Information

Table 4.1: Number of Rental Affordability Scheme incentives issues for the relevant National Rental Affordability Scheme year (Cash and Refundable Tax Offsets (RTO))

	2019–20	2020–21	2021–22	2022–23 ^a
4.2.1 National Rental Affordability Scheme				
Cash	12,244	11,531	10,444	-
RTO	22,829	22,586	22,190	-
Total	35,073	34,117	32,634	-

Caveats

- a. Results for the 2021–22 NRAS year (1 May 2021 to 30 April 2022) and the correlated 2021–22 financial year are reported. Full payment data for the 2022–23 NRAS year was not available at time of publication.

Cross Outcome – Program Support

Advice and support to Ministers

CROSS OUTCOME – Program Support

The following Key Activity is reported at the entry level and measured across the 4 outcomes.

Key Activity – Advice and Support to Ministers

Advice and Support to Ministers is a Key Activity across Outcomes 1– 4 and aims to ensure that Ministers and Assistant Ministers are provided with timely advice and support from the department.

Performance Measure

CO1-1 Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the 4 outcomes.

Target

	Target	2020–21 Actual result	2021–22 Actual result	2022–23 Actual result	Outcome
CO1-1A – At least 95% of ministerial briefs and correspondence across the 4 outcomes are provided on time.	95%	81%	79%	71%	Not Met

Program Analysis

There were some unavoidable delays in providing items to the new ministerial offices post-election as systems and processes were established. The department will continue to improve and proactively manage ministerial briefs and correspondence to ensure timely advice and support is provided to Ministers and Assistant Ministers.

Rationale

This measures the timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers in order to allow Ministers and Assistant Ministers to make decisions that support the department to achieve its objectives. This is a proxy for measuring efficiency of Program Support in achieving an objective of the key activity: Timely advice and support Portfolio Ministers and Assistant Ministers.

Targeting at least 95 per cent of ministerial briefs and correspondence are provided on time across the 4 outcomes demonstrates the efficiency of the key activity by showing the Ministers and the Assistant Ministers are provided with timely advice and support from the department most of the time.

This measure was not included in the 2022–23 Corporate Plan and has been added to the 2022–23 performance statements to reflect the department’s policy role.

Methodology

The department reviews and filters records from the Parliamentary Document Management System relevant to the evaluation of the performance measure. The number of records provided on time is based on the associated due date.

The data source is the Parliamentary Document Management System (PDMS).

DEX Assurances

The department undertook a suite of tests on the DEX data for the following programs:

- Families and Children – tests 1 to 4
- Women's Safety – DV Alert – test 1
- Women's Safety – Keeping Women Safe in Their Homes – tests 1 and 3
- Financial Wellbeing and Capability – tests 1 to 4
- Support for Carers – tests 1 to 3

The department conducted an analysis of the programs' service providers to compare their service delivery reporting patterns to look for outliers or anomalies. DSS will continue to work with service providers to build their capability to report into DEX.

A suite of tests are applied to data sourced from the Data Exchange for these measures:

1. Confirming client activity by using DEX Statistical Linkage Key (SLK) matching with DSS Social Security payment data – this test will verify clients reported by service providers and increase confidence in the accuracy and validity of data.
2. DEX Representative Analysis – analysis of the extent to which those clients that have a score assessment analysis are representative of overall program cohort.
3. Service provider cohort analysis – this test will identify trends or patterns common across the programs reported and use these patterns to validate the reported data and identify outliers or anomalies.
4. Comparative check point in relation to the 2021–22 independent survey – analysis of the extent to which data reported by providers is similar to that reported in 2021–22 and which was found to have negligible or no reporting bias.

The department will implement ongoing data assurance practices of DEX data to assess its appropriateness for future performance reporting.

Addendum 6: Cross Outcome – Supporting Information

Table 5.1: Number of briefs requested by Ministers or Assistant Ministers

	2019–20	2020–21	2021–22	2022–23
Total on Time	482	583	234	515
Total Sent to MO:	719	799	342	748
Percentage on Time (%)	67	73	68	69

Table 5.2: Number of correspondence for Ministers or Assistant Minister Signature

	2019–20	2020–21	2021–22	2022–23
Total on Time	1,539	1,090	841	1,441
Total Sent to MO:	1,727	1,259	1,024	2,023
Percentage on Time (%)	89	87	82	71

Grants Administration

In 2022–23 the Hub, in partnership with the department and our client agencies, supported the effective delivery of services to Australian communities through the ongoing management of grants. The below outlines the total number of grants and their value, managed at 30 June 2023.

Total Number of Grants Managed	Total Value of Grants
31,282	\$10.6 billion

This includes:

Number of new grants for 2022–23	Value of new grants over the life of the agreements*
15,438	\$4.9 billion

*Excluding fee-for-service arrangements

Over the next 12 months, the Hub will continue to work with DISR and DoF to ensure there is a consistent approach for any performance measures across Grants Hubs.



Part 3

National Redress Scheme

National Redress Scheme – Annual Report 2022–23

The National Redress Scheme (the Scheme) was created in response to the recommendations of the *Royal Commission into Institutional Responses to Child Sexual Abuse*. The Scheme commenced on 1 July 2018 and will operate for 10 years. The Scheme acknowledges that many children were sexually abused in Australian institutions and seeks to hold institutions to account for this abuse and help people who have experienced abuse to gain access to redress.

The Scheme operates under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act). The Act was passed by the Commonwealth Parliament in June 2018 following consultation with state and territory governments, institutions, survivors, support groups and advocates. Under the Act, the Secretary of the department is the Scheme Operator.

Section 75 of the *National Redress Scheme for Institutional Child Sexual Abuse Rules 2018* (the Rules) sets out what must be included in the Scheme's annual report. The Minister must present the report to Parliament.

This annual report describes the key operations of the Scheme in its fifth year of operation (from 1 July 2022 to 30 June 2023) as required by the Act and the Rules.

How the Scheme operates

Under the Scheme, a person can apply for redress if they:

- experienced institutional child sexual abuse before 1 July 2018
- are aged over 18 or will turn 18 before 30 June 2028
- are an Australian citizen or permanent resident.

Under the Scheme, an offer of redress consists of 3 components:

- a counselling and psychological care component
- a redress monetary payment
- a Direct Personal Response (DPR) from each participating institution responsible for the abuse.

The redress monetary payment is calculated in accordance with the Scheme's Assessment Framework (the framework). The framework considers the person's individual circumstances and the nature of the abuse they experienced as a child. The maximum redress payment a person can receive is \$150,000, with any relevant prior payments related to the abuse deducted from this amount.

Counselling and psychological care services differ depending on where the person lives at the time of applying for redress. In most states and territories, the person is offered state-based counselling and psychological services. For those residing in South Australia, Western Australia¹ or overseas, a direct payment is offered to support access to services in their local area.

A DPR is an opportunity to have the experience of abuse and its impacts recognised by the responsible institution(s) in a manner that is meaningful to the person. The person decides if, how, and when their DPR will happen. A DPR can involve a senior official or representative from the responsible institution(s) listening to the applicant, acknowledging and apologising for the harm they caused. The representative of the responsible institution(s) may also outline what steps the institution has taken to prevent future abuse.

Summary of Scheme operations

In its fifth year of operation, the Scheme has continued to deliver on key recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse.

During the period 1 July 2022 to 30 June 2023:²

- 10,723 people applied to the Scheme for redress³
- 3,742 determinations were made, and of these:
 - 3,542 were eligible for redress
 - 200 were deemed ineligible
- 3,258 people accepted an offer of redress
- 203 people declined an offer of redress
- 1,559 institutions were found responsible for abuse
- 3,862 applications were finalised, including 3,416 redress payments ranging from less than \$10,000 to \$150,000, with an average payment of \$93,171
- the total value of redress monetary payments was \$318,273,066

1 From 1 January 2023, counselling and psychological care in Western Australia has been offered as a service rather than a payment.

2 The figures provided represent a snapshot of the Scheme operations between 1 July 2022 and 30 June 2023. These include outcomes provided to people who applied for redress in previous years of the Scheme's operation.

3 This represents the number of new applications received between 1 July 2022 and 30 June 2023. Some of these applications are currently being assessed by the Scheme.

Part 3 – National Redress Scheme

National Redress Scheme – Annual Report 2022–23

- 2,633 people accepted the offer of counselling and psychological care services as part of their redress outcome:
 - 310 people accessed a total of 3,631 hours of counselling and psychological care services nationally, with an average of around 11.7 hours provided per person
- 2,054 people accepted the offer of a DPR from an institution:
 - 203 people completed their DPR with or in respect of 283 institutions⁴
 - 253 people made contact with 364 institutions to begin the process to receive their DPR⁵
- 64 per cent of applications named more than one institution in their application and 15 per cent of applications named 4 or more institutions.

Institutions joining the Scheme

As at 30 June 2023, all Commonwealth and state and territory government institutions and 494 non-government institutions, or groups of institutions, were participating in the Scheme. This includes 62 non-government institutions that joined the Scheme during the period 1 July 2022 to 30 June 2023. There were 159 revocations, primarily related to the withdrawal of ACS Mutual, a representative and insurance service to Australian Christian Churches. This brings the total number of sites (such as churches, schools and community groups) covered by the Scheme to over 69,000 across Australia.

Between the period of 1 July 2022 and 30 June 2023, 88 individual institutions were declared under the ‘funder of last resort’ (FOLR) arrangements as set out in the Act across all states, territories and the Commonwealth. These include the first cohort of ‘partly-participating institution’ under section 164B of the Act. Of these 88 institutions:

- 18 institutions are declared under the original FOLR arrangements as set out in section 164 of the Act
- 72 institutions are declared under the expanded FOLR arrangements as set out in section 164A and 164B of the Act
- 15 institutions are declared under both FOLR arrangements.

From the commencement of the Scheme until 30 June 2023, a total of 104 individual institutions have been declared under the FOLR arrangements. Of these:

- 81 institutions are declared under the original FOLR arrangements as set out in section 164 of the Act
- 77 are declared under the expanded FOLR arrangement as set out in sections 164A and 164B of the Act, including one partly-participating institution
- 53 institutions are declared under both original and expanded FOLR arrangements.

4 A person may receive a DPR from more than one institution.

5 DPR completions and in progress data is provided to the Scheme by institutions.

Note: these figures total more than the number of individuals institutions as an institution can be declared under multiple types of FOLR arrangements.

A number of steps have been taken to encourage institutions to join the Scheme:

- The date for institutions to join the Scheme was extended until the end of the Scheme. As survivors can apply for redress at any time until 1 July 2027, this ensures institutions are able to do the right thing by survivors and join the Scheme.
- Institutions that refuse to join the Scheme within 6 months of their first engagement with the Scheme after being named in an application may be publicly named and subject to a range of financial consequences, including:
 - being restricted from accessing future Commonwealth grant funding
 - possible loss of charitable status and the associated tax concessions and benefits, and Basic Religious Charity Status.
- Publicly naming institutions is a lever to encourage institutions to join the Scheme. The list of named institutions is captured on the Scheme’s website.
- As at 30 June 2023, 5 institutions are publicly named. These institutions were named in the Royal Commission and/or failed to join the Scheme following an application made to the Scheme in which they were named. They are:
 - CYMS Basketball Association, Vic
 - Devonport Community Church, Tas
 - Forrest Tennis Club, ACT
 - Kenja Communication, NSW
 - Woodlands Golf Club, Vic.

Applications finalised

From 1 July 2022 to 30 June 2023, the Scheme finalised a total of 3,862 applications. This is compared to 2,970 applications in 2021–22.

Of the applications received in the first 2 years of the Scheme, 6,419 applications have been finalised, with a further 141 outcomes advised to applicants who are still considering the offer of redress, and 369 applications have yet to progress to an outcome as at 30 June 2023. The delay in finalising these applications is largely due to institutions not yet having joined the Scheme or having only recently joined; applications having been placed on hold at the request of an applicant, and difficulty contacting applicants for further information.

Second anniversary review

On 4 May 2023, the Australian Government released its Final Response to the Second Year Review of the National Redress Scheme (Final Response). The Final Response highlights the Commonwealth and state and territory governments' shared commitment to continuous improvement of the Scheme.

The Final Response flags a range of enhancements to the Scheme that require amendments to the Scheme's legislation, including:

- providing the option of having a finalised application reassessed where a relevant institution subsequently joins the Scheme or a government agrees to be the FOLR
- removing the restriction on people applying from gaol
- better targeting the special assessment process for people with serious criminal convictions
- combining elements of a redress payment, making it clear that the impact of the abuse is recognised
- allowing people to provide additional information with a review request and introducing a 'no worse off' provision so that reviewed offers are not reduced by a differing interpretation of their application
- enabling former child migrants who are not Australian citizens or permanent residents to apply.

These legislative changes must be agreed by all state and territory governments as partners in the Scheme, and then passed by the Parliament of Australia (or approved by the Minister for Social Services in the case of changes to the Scheme's Rules).

Direct Personal Response

Under the Scheme, a DPR is a survivor-led process involving a person who experienced abuse within an institution and a representative of that institution, where the representative recognises and acknowledges the person's experience and provides something akin to a formal apology from the institution.

The Scheme established the DPR Information and Support Service on 13 April 2022. The service helps survivors to learn more about DPRs, and can assist survivors to contact the responsible institution to start the DPR process. The service also assists participating institutions by providing more information about the DPR process and supporting them to provide a meaningful outcome for the survivor. After a pilot period, an internal review of the service found that it was improving both the uptake and quality of DPRs. Since that time, the service has become an ongoing part of the Scheme. In 2022–23, there were 715 referrals to the service.

Redress Support Services

Cumulative figures to the end of June 2023 show that approximately 40 per cent of all applicants to the Scheme were being supported to apply. Of those who indicated they had support in preparing their application, approximately 37 per cent were supported by a Redress Support Service and approximately 20 per cent were supported by knowmore Legal Services. knowmore Legal Services assists survivors with free and independent legal advice and practical assistance including financial counselling.

Key Statistics

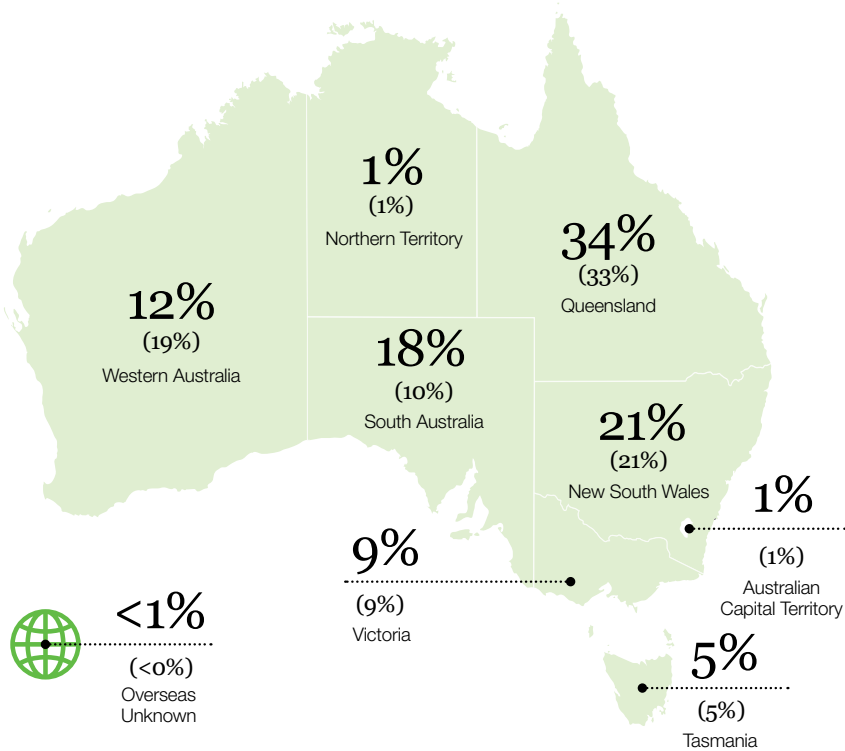
Figure 11: Of the applications received for the period 1 July 2022 to 30 June 2023



Part 3 – National Redress Scheme

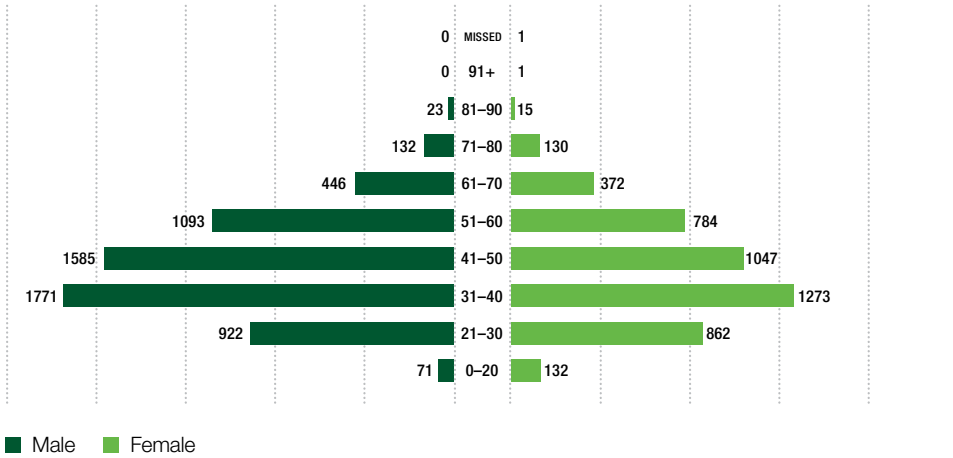
National Redress Scheme – Annual Report 2022–23

Figure 12: Applications received by State / Territory for the period 1 June 2022 to 30 June 2023



Note: Figures in brackets relate to 2021–22.

Figure 13: Applications received by gender and age for the period 1 June 2022 to 30 June 2023



Note: 25 applicants (0.41%) have identified as "Indeterminate/Intersex/Unspecified" of which most were within the 21–70 year age bracket.



Part 4

Management and accountability

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Chapter 4.1

Governance structure

Committees supporting our business

At 30 June 2023, our governance committee structure included the Executive Management Group, which is supported by 4 Tier 2 committees, which provide advice and assurance to the Secretary on the administration and operation of the department and the Audit and Risk Committee, which provides independent assurance and advice to the Secretary.

Executive Management Group

The Executive Management Group is the most senior governance committee. This group comprises the Secretary as Chair and Deputy Secretaries as members. It provides the department with guidance on overall strategic direction, priorities, management and performance, and oversees our financial position by allocating resources, monitoring performance and risks, and ensuring our accountability and regulatory requirements are met.

More information on the 4 supporting committees is detailed in the following sections.

Audit and Risk Committee

The Audit and Risk Committee provides independent assurance and advice to the Secretary on financial and performance reporting responsibilities, risk oversight and management, and our system of internal control. This committee has an independent Chair, 3 external experts and 3 internal senior advisors appointed by the Secretary. It meets up to 6 times a year. The Audit and Risk Committee Charter provides further information about the committee's role and membership.

For further information on the Audit and Risk Committee Charter, go to <https://www.dss.gov.au/publications-articles-corporate-publications/audit-and-risk-committee>.

Table 6.1 PGPA Rule Section 17AG (2A)(b)-(e) – Audit AND RISK Committee

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended / total number of meetings	Total annual remuneration (Excl. GST)
Mr Nick Baker	Bachelor of Arts in Computing Studies. Graduate Diploma in Professional Accounting. Certificate IV in Commonwealth Fraud Investigations. Fellow of CPA Australia. Member Australian Computer Society. Extensive public sector management consulting experience in financial accounting, performance improvement and IT.	Six of six	\$27,270
Mr Ian McPhee AO PSM	Bachelor of Business, Bachelor of Arts. Financial management and budget experience, Department of Finance. Life Member of CPA Australia and the Institute of Public Administration Australia. Financial statement and performance audit experience with the Australian National Audit Office.	Six of six	\$22,045
Ms Cath Ingram <i>(Contract commenced 28/2/2023)</i>	Bachelor of Arts (Accounting), Certificate IV Commonwealth Fraud Investigations. Fellow of Chartered Accountants Australia and New Zealand and the Institute of Public Administration Australia. Registered Company Auditor for over 20 years and experienced internal auditor and risk management practitioner. Public and private sector experience in governance, risk and assurance.	Two of two	\$7,348
Mr Darren Box	Bachelor of Business (Accounting). Public sector experience as a Chief Operating Officer with the Australian Federal Police (AFP) and Chief Financial Officer with the AFP and Services Australia.	Six of six	\$22,045
Ms Susan Page <i>(Contract expired 30/12/2022)</i>	Bachelor of Arts. Former Deputy Secretary for the Department of Infrastructure and the Department of Finance. Six years' experience with audit and assurance committees.	Four of four	\$15,720

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended / total number of meetings	Total annual remuneration (Excl. GST)
Mr Matt Flavel (Senior Advisor)	Master of Financial Management, Bachelor of Economics (Hons). Experience as a Chief Operating Officer managing large complex budgets, audit, IT and security related issues.	Six of six	\$0
Ms Vanessa Beck (Senior Advisor)	Bachelor of Education (Early Childhood). Experience managing budgets of up to \$17 billion and interacting with complex IT systems.	Three of six	\$0
Ms Sarah Peascod (Senior Advisor)	Bachelor of Science, Graduate Certificate in Public Sector Management. Risk, assurance, ICT and budget management skills through program management, project sponsor and enabling services roles.	Five of six	\$0

Committees reporting to the Executive Management Group

Policy and Evaluation Committee

This committee provides early advice on the development of major policy proposals and emerging strategic issues ahead of consideration by the Executive Management Group. The committee is responsible for supporting the development of robust policy proposals that align with our policy agenda. The Deputy Secretary, Social Security chairs the committee.

People and Culture Committee

This committee is responsible for ensuring effective delivery of government requirements through improved oversight of our workforce. Its remit includes work health and safety, workforce strategy, and diversity and inclusion, and other priorities as directed by the Executive Management Group. The Deputy Secretary, Disability and Carers chairs the committee.

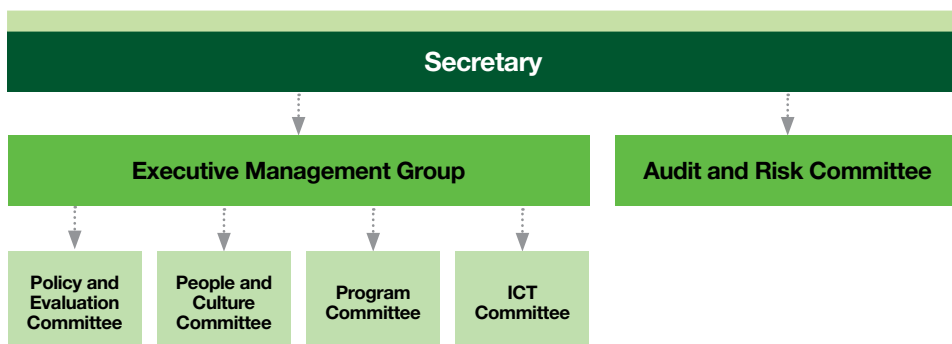
ICT Committee

This committee provides advice and assurance to the Executive Management Group on our ability to create and protect value with the use of information and technology, including the alignment of IT with the current and future needs of the department and our stakeholders. The Chief Operating Officer chairs the committee.

Program Committee

This committee provides guidance to program areas and the executive on identification of common issues and on embedding consistent approaches to program design, monitoring and performance reporting, including risk, fraud and compliance matters. It looks at significant cross-cutting implementation and delivery issues across the department, and Commonwealth and other organisations, and addresses recommendations from performance audit reports relating to program management and grant funding. The Deputy Secretary, Families and Communities chairs the committee.

Figure 14: Our governance structure as at 30 June 2023



Business planning and risk management

Strategic and business planning

Our Corporate Plan is our primary planning document and it integrates our outcomes, performance, priorities and workplace values. The detailed group business plans and individual performance plans translate these priorities and performance measures into objectives for each area to work towards and track progress for the year ahead. This allows us to have a clear line of sight between our strategic objectives, performance and key risks.

For further information on our Corporate Plan, go to <https://www.dss.gov.au/publications-articles-corporate-publications/department-of-social-services-corporate-plans>.

Risk management

Our Risk Management Framework is aligned to the 9 elements of the Commonwealth Risk Management Policy, which adopts definitions outlined in ISO 31000:2018 Risk Management – Guidelines.

In 2022–23, as part of our commitment to enhancing our risk culture, we refreshed our suite of risk management documentation, including the Secretary's Instructions and our Risk Management Framework, comprising a risk management policy, risk management procedure, issues management procedure and risk assessment template.

Risks are managed in the context of achieving organisational goals and objectives. While all staff contribute to managing risks, Senior Executive are accountable for ensuring controls are effective in managing risk within acceptable levels. The Secretary's Instructions, operationalised through the Risk Management Framework, require the escalation of significant risks and issues to Senior Executive and the Secretary.

Business continuity management

We continue to refine our business continuity framework to support the delivery of critical outcomes during a business disruption. In 2022–23, we established a simulation exercise program targeted at strengthening our preparedness and response capabilities across a range of key business areas.

We continue to contribute to the Australian Government Crisis Management Framework, where required.

Internal audit assurance activities

Our Internal Audit is an independent assurance and advisory function designed to strengthen accountability of our activities and functions, and improve risk-based decision-making across our operations.

Internal Audit is integral to the system of internal control established under the *Public Governance, Performance and Accountability Act 2013*.

The 2021–22 Audit Work Plan considered our risk profile and was approved by the Secretary following consideration by the Audit and Risk Committee. In 2022–23, 9 audits were undertaken across our policy, program and enabling activities.

The Head of Internal Audit is independent from our policy and program management activities. To strengthen accountability, the Head of Internal Audit provides the Audit and Risk Committee with all internal audit findings and advises the committee on progress towards implementing audit recommendations. The independence of the Head of Internal Audit allows the position to provide objective insights into the state of our governance, performance, risk management and internal controls, systems, policies, processes, and practices.

Compliance framework

We promote a strong compliance culture that enables us to deliver outcomes effectively and achieve high levels of performance.

Our Enterprise Compliance Framework establishes a foundation for a strong compliance culture enabling us to deliver outcomes effectively and achieve high levels of performance in a manner consistent with relevant legal and policy obligations. It forms part of a broader, coordinated approach to promoting good governance, underpinned by principles such as accountability, transparency, integrity, efficiency and leadership. It complements other key governance frameworks, including those addressing security, risk and fraud.

Annual Statement – Commonwealth Child Safe Framework

The department is committed to the safety of children in all aspects of its work including in the delivery of the services it provides on behalf of the Australian Government. The Commonwealth Child Safe Framework (the Framework) sets minimum standards for creating and maintaining child safe culture and practices across Australian Government entities.

The department is compliant with the Framework. The department's overarching risk rating for 2022–23 is low.

The department's direct contact with children is limited and largely occurs through interaction with funded third-party organisations. Child safety obligations of departmental funded third parties are identified in grant opportunity guidelines, requests for tender, contracts, grant agreements, and other relevant grant and procurement documentation for activities that involve interaction with children.

Grantees are required to provide a child safe statement of compliance to the department annually.

The department extends its commitment to child safety through:

- requiring third-party organisations to provide us with a statement of child safe compliance
- undertaking an annual risk assessment to identify and mitigate risks to children through any interactions they may have with us
- ensuring all staff undertake the department's worker screening processes
- an internal communication campaign on child safety
- an annual review of key policies
- providing access to training relating to the Child Safe Framework to all staff.

The department is responsible for the administration of the National Redress Scheme for institutional child sexual abuse. In 2022–23, there were 11,328 redress applications screened against Child Safe reporting protocols, with 419 matters referred to jurisdictions.

Fraud and corruption control

Under section 10 of the *Public Governance, Performance and Accountability Rule 2014* (the Fraud Rule) we are required to have in place mechanisms to prevent, detect, and deal with fraud.

We are committed to preventing fraud against the department, our programs, and operations.

Fraud is managed through a number of strategies, including:

- educating our employees on risk management
- identifying and mitigating our fraud, compliance, security and privacy risks
- making our employees aware of their fraud control responsibilities
- integrating fraud prevention, detection and investigation arrangements, and using data analysis to identify trends and issues
- ensuring fraud reporting is transparent and accountable.

The Fraud Control Plan 2021–23 remains current and reflects our business activities. Regular and ongoing assessments of fraud risks are undertaken to improve understanding of our exposure to internal and external fraud. These fraud risk assessments involve identifying areas where fraud could be committed, evaluating existing risk mitigation strategies, and identifying possible new or emerging risks that may require treatment. The fraud risk assessments form an integral part of our overall risk assessment framework.

Fraud and compliance awareness

In 2022–23, online and face-to-face fraud awareness training was mandatory for all staff. Fraud and compliance awareness training strengthens our staff's ability to identify fraud and non-compliance. The training enhances staff members' understanding of their responsibilities in relation to fraud risk management, including what to do if they suspect fraud or serious non-compliance and how to report it. Training includes communicating definitions of fraud and compliance, why people might commit fraud, what fraud could look like in the department, different approaches to prevent and respond to fraud or serious non-compliance, and reporting procedures. It provides staff with an opportunity to learn through case studies and to ask questions about our approach to fraud and compliance.

Fraud investigation

In 2022–23, the department assessed 50 suspected internal and external fraud incidents through established referral mechanisms in accordance with section 10(d) of the Fraud Rule. These mechanisms allow officials, clients, and members of the public to confidentially report incidents of suspected fraud. Of these 50 assessments, 8 matters were referred for full investigation.

In circumstances where there was not sufficient evidence of criminal offending, there were appropriate referrals to relevant entities or programs for consideration of compliance and/or other preventive actions.

In 2022–23, we continued to work in partnership with other agencies regarding information sharing to improve inter-agency responses to fraud. The development of these partnerships aligns with the aims of managing risk and incidents of fraud across the department and the Commonwealth.

We undertake all investigations in accordance with the Australian Government Investigation Standards, and all departmental investigators have at least the minimum qualifications stipulated in the standards.

Agreements with third parties

To enable effective delivery of outcomes, the department enters into a range of agreements with third parties, including other Australian Government entities, state and territory government entities, and external organisations. These agreements govern the way in which one party delivers programs, payments and services on behalf of the other.

Ethical standards

Ethical standards and behaviours relating to our workplace and employment are promoted across the department. This includes:

- the APS Code of Conduct, the APS Values, and the APS Employment Principles
- information on bullying and harassment, including dedicated Harassment Contact Officers
- guidance on acceptance of gifts and benefits
- information on conflict of interest and outside employment
- guidance on ethical behaviour in practice.

We incorporate the APS Code of Conduct and the APS Values in each employee's individual performance agreement. Staff can access a range of courses relating to ethical and respectful behaviours through our learning management system.

Complaints management

We value feedback on the experiences the public has with our department or department-funded service providers. This enables us to improve our quality of service to all Australians.

In 2022–23, the department received 1,059 formal complaints through our Feedback Management System. The top 3 areas of complaints were about:

- the National Redress Scheme
- the COVID-19 Vaccine text messaging campaign
- the Child Support Policy.

Freedom of information

We are subject to the *Freedom of Information Act 1982* (FOI Act) and we comply with the requirement to publish information as part of the Information Publication Scheme (IPS). This requirement is in Part II of the FOI Act and has replaced the former requirement to publish a section 8 statement in an Annual Report. To view the department prepared IPS agency plan, go to dss.gov.au/about-the-department/freedom-of-information/information-publication-scheme.

Privacy

We are bound by the provisions of the *Privacy Act 1988* (Privacy Act), the Australian Privacy Principles (APP), and the Australian Government Agencies Privacy Code (Privacy Code) which regulate the handling of personal information by Commonwealth agencies. We require staff to be mindful of their obligations, report suspected privacy incidents as soon as possible, and consider requests to access personal information under the Privacy Act.

Our privacy management is guided by our privacy policy. The privacy policy sets out how we deal with personal information in respect of our functions and activities. For further information on our privacy policy, go to dss.gov.au/privacy-policy

The Office of the Australian Information Commissioner (OAIC) may look into a privacy issue, including breach notifications and complaints, and issue a report or determination.

Privacy incidents

We investigate all privacy incidents reported internally and externally, including those reported by individuals. Most privacy incidents are identified by staff and are effectively managed internally by us.

Through contractual arrangements, we also require third-party organisations such as Disability Employment Service Providers and Community Grant Providers to notify us of privacy breaches. These breaches are ones that arise from the action or inaction of a third-party organisation and do not relate to our handling of personal information. We will assess those notifications to ensure the proper process has been followed and to make recommendations to mitigate against further breaches.

Sometimes privacy breaches result from personal information that has been lost, inadvertently disclosed or not appropriately secured. When those breaches arise, we and our third-party organisations are required to consider our notification obligations under the Notifiable Data Breaches Scheme. This will only occur where a breach is likely to result in serious harm to an individual whose personal information is involved in the breach, and where we have not been able to prevent that serious harm from arising. These breaches are referred to as Eligible Data Breaches.

In 2022–23, we registered 194 internal incidents and were notified of 94 third-party organisation incidents. We also finalised 166 internal incidents and 96 third-party organisation incidents.

Compared to 2021–22, we registered an extra 43 incidents, but saw a significant reduction in the number of incidents classified as Eligible Data Breaches.

The majority of privacy incidents arose from human error, such as staff sending an email or letter to the wrong person or organisation. These incidents are contained as they are often self-identified and reported by staff so action can be promptly taken.

Staff involved in privacy incidents were required to undergo refresher privacy training, were reminded of their privacy obligations and were given guidance to prevent further incidents. Where appropriate, changes were made to our practices to minimise the risk of future incidents occurring. This included reviewing and updating quality assurance processes, operational policies and guidance material.

Table 6.2: Overview of privacy incident outcomes finalised in 2022–23

	Incidents that resulted in findings of a privacy breach	Incidents that resulted in a finding that no privacy breach occurred	Incidents that resulted in an Eligible Data Breach requiring notification	Total incidents finalised
Internal	129	36	1	166
Third-party organisation	67	23	6	96
Total	196	59	7	262

Privacy Impact Assessments

The Privacy Code requires us to undertake a Privacy Impact Assessment for all ‘high privacy risk’ projects or initiatives that involve a new or changed way of handling personal information.

We finalised 4 Privacy Impact Assessments in 2022–23.

Details of these assessments are available on our website at the Privacy Impact Assessment Register; go to <https://www.dss.gov.au/about-the-department/privacy-impact-assessment-register>

Privacy complaints

Individuals can make a complaint to the department or the OAIC if they believe their personal information has been mishandled by us.

In 2022–23, we received 3 internal complaints about our handling of personal information. The first complaint was in response to the COVID-19 Vaccine text messaging campaign. The second complaint involved disclosure of personal information to a third-party for research purposes. The third incident involved an unauthorised disclosure to an incorrect institution in connection with a redress application.

Two of those complaints were finalised in 2022–23 and one remains open.

The Office of the Australian Information Commissioner

In 2022–23, we were notified of one privacy complaint made to the OAIC about our privacy obligations. This was a complaint initially made to the department and copied to the OAIC by the complainant. The matter was resolved between the department and the complainant.

We were also notified by 5 third-party organisations that complaints had been made to the OAIC about their handling of personal information. Those complaints do not raise concerns about our ability to meet our privacy obligations.

The OAIC did not issue any privacy determinations about us during 2022–23, and there were no reports made to the Minister for Social Services under section 30 of the Privacy Act about any act or practice by us.

Chapter 4.2

External scrutiny

Our operations are scrutinised by external entities such as the Australian National Audit Office (ANAO), the Commonwealth Ombudsman, and committees of the Australian Parliament.

Reports by the Australian National Audit Office

In 2022–23, the ANAO tabled 2 performance audit reports that specifically related to the department and our programs or included us as a participating entity.

The 2 ANAO performance audits were:

- Procurement of 1800RESPECT
- Management of the Try, Test and Learn Fund Transition Projects.

Completed audits can be found on the ANAO website. To view the completed audits, go to anao.gov.au

Reports by the Commonwealth Ombudsman

In 2022–23, the Commonwealth Ombudsman did not release any reports relevant to our department.

However, on 14 March 2023, the Commonwealth Ombudsman initiated an investigation into the historic practice of income apportionment used by Services Australia. Income apportionment was used to evenly divide, or apportion, a customer's employment income across 2 or more Centrelink fortnightly reporting periods. This method was used to work out how much income support someone was entitled to in each fortnight.

Income apportionment is a process that was applied to income received prior to 7 December 2020 to calculate income support entitlements. It is not a method used to calculate income support entitlements today due to changes in the legislation on 7 December 2020, which simplified income reporting.

The department and Services Australia have been working as a priority to resolve the outstanding legal and policy issues on this complex matter. In response to legal concerns about the use of income apportionment, Services Australia has paused debt raising and internal reviews that involve income earned prior to 7 December 2020.

The Commonwealth Ombudsman released a public statement on the historic practice of income apportionment used by Services Australia on 2 August 2023.

For further information, go to ombudsman.gov.au

Judicial decisions

No court decisions significantly impacted our operations during the year.

Administrative tribunal decisions

No decisions of an administrative tribunal significantly impacted our operations during the year.

Royal Commission into the Robodebt Scheme

On 18 August 2022, the Prime Minister, Attorney General, Minister for Social Services and Minister for Government Services announced the establishment of the Royal Commission into the Robodebt Scheme. Soon after the announcement and consistent with the department's commitment to fully assist the Royal Commission's work, an internal taskforce was established. The taskforce coordinated the response to notices issued to the department and the support provided to current and former staff who were required to engage with the Royal Commission.

The Royal Commission delivered its report on 7 July 2023, finding that the Robodebt Scheme failed the public interest in myriad ways and that it was neither fair nor legal. The report listed 57 recommendations, which are under consideration by the Australian Government.

Reports by parliamentary committees

The Senate Standing Committees on Community Affairs

The Senate Standing Committees on Community Affairs cover the Health and Social Services Portfolios. Its work is divided between 2 committees – the Legislation Committee and the References Committee. During 2022–23, we had the following engagement with the committees:

The Legislation Committee

- On 12 August 2022, we provided a submission to the Inquiry into the Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Bill 2022.
- On 22 August 2022, we attended a hearing for the Inquiry into the Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Bill 2022.
- On 21 September 2022, we attended a hearing for the Inquiry into the Social Services Legislation Amendment (Enhancing Pensioner and Veteran Workforce Participation) Bill 2022.
- On 19 January 2023, the Government Response was tabled for the Inquiry into the Social Services Legislation Amendment (Enhancing Pensioner and Veteran Workforce Participation) Bill 2022.

- On 23 January 2023, we provided a submission to the Inquiry into the provisions of the Paid Parental Leave Amendment (Improvements for the Families and Gender Equality) Bill 2022.
- On 20 February 2023, we attended a hearing for the Inquiry into the provisions of the Paid Parental Leave Amendment (Improvements for Families and Gender Equality) Bill 2022.
- On 31 March 2023, we provided a submission to the Inquiry into the provisions of the Social Security (Administration) Amendment (Income Management Reform) Bill 2023.
- On 15 May 2023, we attended a hearing for the Inquiry into the provisions of the Social Security (Administration) Amendment (Income Management Reform) Bill 2023.
- On 13 June 2023, we submitted Government Documents regarding the *Social Security (Administration) Amendment (Repeal of the Cashless Debit Card and Other Measures) Act 2022* (CDC Repeal Act).

The References Committee

- On 13 October 2022, the Government Response was tabled for the Inquiry into accountability and justice: *Why we need a Royal Commission into Robodebt*.
- On 13 October 2022, the Government Response was tabled for the Inquiry into Centrelink's compliance program.
- On 6 February 2023, we provided a submission to the Inquiry into the extent and nature of poverty in Australia.

House of Representatives Standing Committee on Social Policy and Legal Affairs

The House of Representatives Standing Committee on Social Policy and Legal Affairs may inquire into and report on any matter referred to it by either the House of Representatives or a Minister, including any pre-legislation proposal, bill, motion, petition, vote, or expenditure, other financial matter, report or document. During 2022–23, we had the following engagement with the committee:

- On 20 September 2022, we attended a private hearing to inform the committee about the role and work of the department.
- On 12 October 2022, we attended a hearing for the Inquiry into online gambling and its impacts on those experiencing gambling harm.
- On 14 November 2023, we provided a submission for the Inquiry into online gambling and its impacts on those experiencing gambling harm.
- On 23 November 2022, we attended a hearing for the Inquiry into online gambling and its impacts on those experiencing gambling harm.
- On 30 March 2023, the Government Response was tabled for the Inquiry into family, domestic and sexual violence.
- On 4 April 2023, we attended a hearing for the Inquiry into online gambling and its impacts on those experiencing gambling harm.

The Joint Standing Committee on the National Disability Insurance Scheme

The Joint Standing Committee on the National Disability Insurance Scheme (NDIS) initiates inquiries into various aspects of the NDIS, including its operation and performance. Either House of Parliament can refer these inquiries. During 2022–23, we had the following engagement with the committee:

- On 19 December 2022, we provided a submission to the Inquiry into the capability and culture of the NDIA.
- On 2 February 2023, the Government Response was tabled for the Inquiry into the current scheme implementation and forecasting for the NDIS.
- On 9 February 2023, the Government Response was tabled for the Inquiry into general issues.
- On 2 March 2023, the Government Response was tabled for the Inquiry into independent assessments.
- On 10 March 2023, a Government Statement was provided to the Chair of the committee noting that the Government Response for the Inquiry into NDIS workforce will be provided once the NDIS Review has concluded.
- On 20 April 2023, the Government Response was tabled for the Inquiry into the NDIS Quality and Safeguards Commission.

The Joint Select Committee on Implementation of the National Redress Scheme.

The Joint Standing Committee on Implementation of the National Redress Scheme (the Scheme) was appointed by resolution of the House of Representatives on 26 July 2022 and resolution of the Senate on 27 July 2022.

The committee has been established to inquire into and report on:

- a. the Australian Government policy, program and legal response to the redress related recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, including the establishment and operation of the Commonwealth Redress Scheme and ongoing support of survivors; and
- b. any matter in relation to the Royal Commission's redress related recommendations referred to the committee by a Minister or by resolution of either House of the Parliament.

During 2022–23, the department had the following engagement with the committee:

- On 15 September 2022, we attended a private hearing with the Chair for the Scheme.
- On 24 October 2022, we attended a hearing for the Scheme.
- On 27 February 2023, we provided a submission to the Inquiry into the operation of the Scheme.
- On 9 March 2023, we attended a hearing for the Inquiry into the operation of the Scheme.
- On 12 April 2023, we attended a public and private hearing for the Inquiry into the operation of the Scheme.

The Joint Select Committee of Public Accounts and Audit

The Joint Committee of Public Accounts and Audit is constituted by the *Public Accounts and Audit Committee Act 1951*. The committee initiates its own inquiries into public administration matters and can conduct inquiries into matters referred to it by either House of Parliament. During 2022–23, the department had the following engagement with the committee:

- On 8 November 2022, we provided a submission to the Inquiry into Commonwealth grants administration.
- On 10 February 2023, we attended a hearing for the Inquiry into Commonwealth grants administration.
- On 3 March 2023, we provided a submission to the Inquiry into Commonwealth Financial Statements 2021–22.
- On 19 April 2023, we provided a submission to the Inquiry into Annual Performance Statements 2021–22.

The Senate Select Committee on Work and Care

The Senate Select Committee on Work and Care was appointed by resolution of the Senate on 3 August 2022 to inquire into the impact that combining work and care responsibilities has on the wellbeing of workers, carers, and those they care for. The committee will consider evidence on the extent and nature of work and care arrangements, the adequacy of current support systems, and effective work and care policies and practices in place in Australia and overseas. During 2022–23, the department had the following engagement with the committee:

- On 20 October 2022, we provided a submission to the Senate Select Committee on Work and Care.
- On 8 December 2022, we attended a hearing for the Senate Select Committee on Work and Care.

The Senate Select Committee on Autism

On 27 November 2019, the Senate resolved to establish a Select Committee on Autism to inquire into and report on the services, support and life outcomes for autistic people in Australia and the associated need for a National Autism Strategy.

The terms of reference require the committee to focus its attention on productive and meaningful ways to improve services and support for autistic people in the areas of education, healthcare, employment, housing, justice and rights. During 2022–23, the department had the following engagement with the committee:

- On 8 December 2022, the Government Response was tabled for the Inquiry into services, support and life outcomes for autistic Australians.

The House Select Committee on Workforce Australia Employment Services

The House Select Committee on Workforce Australia Employment Services was established by a resolution of appointment that passed the House of Representatives on 2 August 2022. The Committee will inquire into matters referred to in the resolution of appointment and upon presenting its final report the committee will cease to exist. During 2022–23, the department had the following engagement with the committee:

- On 16 September 2022, we attended a hearing for the Inquiry into Workforce Australia and the employment services policy landscape.
- On 12 October 2022, we attended a hearing for the Inquiry into Workforce Australia Employment Services.
- On 13 October 2022, we attended a hearing for the Inquiry into Workforce Australia Employment Services.
- On 11 November 2022, we attended a hearing for Workforce Australia Employment Services on ParentsNext.
- On 18 January 2023, we attended a public and private hearing for Workforce Australia Employment Services on ParentsNext.
- On 6 March 2023, we provided a submission to the Inquiry into the implementation, performance and appropriateness of employment services in Australia.
- On 26 May 2023, we attended a hearing for the Inquiry into Workforce Australia Employment Services.
- On 5 October 2022, we attended a hearing for the Senate, Legal and Constitutional Affairs References Committee Inquiry into missing and murdered First Nations women and children.

Other Parliamentary Committee Inquiries

- On 5 October 2022, we provided a submission to the Standing Committee of the South Australian Parliament for the Inquiry into the NDIS impact on South Australia participants with complex needs who are, or are at risk of, living in inappropriate accommodation for long periods.
- On 15 November 2022, we provided a submission to the Joint Standing Committee on Aboriginal and Torres Strait Islander Affairs for the Inquiry into community safety, support services and job opportunities in the Northern Territory.
- On 16 December 2022, we provided a submission to the Joint Standing Committee on Foreign Affairs, Defence and Trade for the Inquiry into the rights of women and children.
- On 15 March 2023, we attended a hearing for the Senate Economics Legislation Committee for the Inquiry into the Housing Australia Future Fund 2023 package of bills.
- On 24 March 2023, we attended a hearing for the Joint Standing Committee on Foreign Affairs, Defence and Trade Inquiry into the rights of women and children.
- On 19 April 2023, we provided a submission to the Senate Finance and Public Administration References Committee for the Inquiry into the management and assurance of integrity by consulting services.
- On 19 May 2023, we provided a submission to the Senate Education and Employment References Committee for the Inquiry into the potential impacts of the Commonwealth Paid Parental Leave Scheme on small businesses and their employees.

For further information on the department's submissions, responses to questions on notice, and transcripts of the hearings, go to aph.gov.au

Chapter 4.3

Supporting our people

Overview

During 2022–23 the department developed and implemented a number of initiatives to enable business areas to deliver on their commitments. These initiatives included strengthening available supports and opportunities, resulting in positive outcomes for our people.

Key achievements during this period included:

- implementing the DSS Ability Apprenticeship Program
- supporting Aboriginal and Torres Strait Islander staff to participate in specialist programs to increase career opportunities
- increasing mental health initiatives and supports
- improving retention rates for staff participating in the Graduate Development Program
- delivering a new Employee Assistance Program
- implementing a new electronic recruitment system
- developing and implementing training to support recruitment selection panels
- initiating a range of activities in response to the 2022 APS Employee Census
- delivering a number of learning and development activities to address identified capability gaps
- reviewing and updating flexible working arrangements to provide clarity on flexibility, balanced with business needs.

Developing our workforce

Workforce planning

Workforce planning remained a key priority during 2022–23 to support the achievement of business outcomes. The draft 2023–26 Workforce Strategy Action Plan was developed during the period to align with the APS Workforce Strategy 2025. The finalised action plan is expected to be delivered following further consultation with Senior Executive staff later in 2023.

Continued implementation of the Staff Engagement Action Plan, in response to the 2022 APS Employee Census results, also remained a priority during 2022–23. The key areas of focus for the 2022 Staff Engagement Action Plan included:

- building leadership capability
- improving organisational culture
- connection to agency and the citizens we serve.

The Executive Management Group has continued to review real-time workforce metrics and trends, identifying actions to build the workforce and address operational planning processes. Data from the APS Employee Census continues to be utilised to identify positive trends and emerging workforce issues, informing targeted action plans.

Capability development

To support and enable a high performing, future ready workforce, capability development remained a priority for the department during 2022–23. Staff continued to engage in a range of capability building opportunities designed to support and strengthen APS Craft capability. These included centralised learning and development programs and self-directed learning activities, including those available through the APS Academy or the Study Assistance Policy.

During this period, staff participated in 7,694 live learning programs and completed 49,336 eLearning courses. Staff also accessed over 41,000 videos-on-demand on a range of topics focused on increasing skills and building capabilities. The annual mandatory training program included 11 eLearning modules on a range of topics and legislative matters.

The Footprints Program remained a key priority throughout 2022–23. This program focuses on building cross-cultural knowledge through the sharing and seeking of information relating to diverse cultures, and the uplifting and embedding of culturally safe practices and behaviours within the department.

During 2022–23, 6 Aboriginal and Torres Strait Islander staff completed a Graduate Certificate in Management and 11 staff participated in the Indigenous Development and Employment Program, aimed at building critical skills for their futures in the APS.

A range of highly regarded learning pathways were accessed during this period. For example, 52 staff participating in external learning opportunities such as the Diploma of Government, the Public Sector Management Program, the Jawun APS Secondment Program, Sir Roland Wilson and Pat Turner scholarships and the Australian and New Zealand School of Government Executive Masters of Public Administration programs.

Graduate Development Program

The Graduate Development Program remained a crucial attraction strategy for the department during 2022–23. Participants undertook a 10-month program that offered internal and external training opportunities, including a placement in service delivery, networking opportunities and diverse career development.

In 2022–23, 79 graduates participated in the program and were exposed to social policy development and programs that improve the wellbeing of people and families in Australia. Graduates are provided with opportunities to formulate and support Australian Government initiatives and influence the social policy agenda.

During this period, 4 former graduates were supported to participate in the 2023 Parliament of Australia Graduate Program.

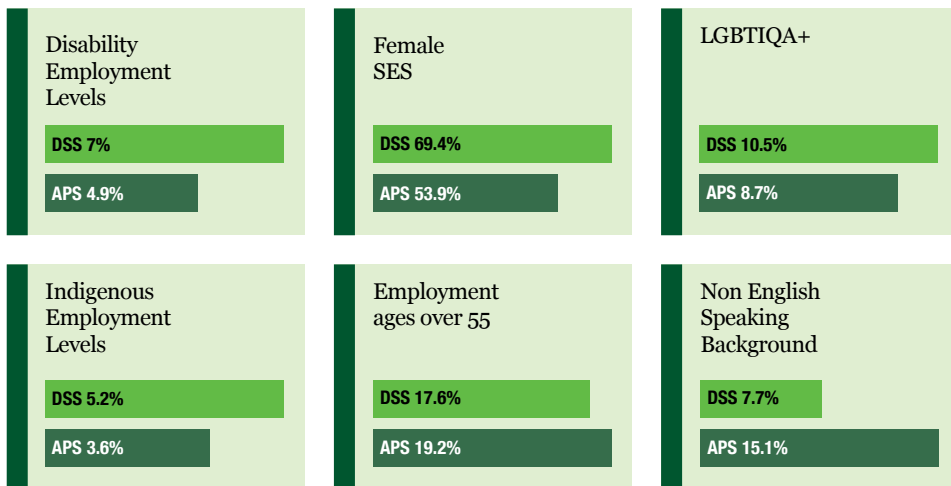
Diversity in our workplace

Throughout 2022–23, we continued to focus on a range of initiatives to ensure the inclusion of all diversity groups and foster a work environment supportive of the success of all staff.

Diversity data

The following data represents the diversity in our workplace during 2022–23:

Table 7.1: Diversity in our people



DSS figures are as at 30 June 2023.

APS figures are as at 31 December 2022 (sourced from the APS Employment Database) LGBTIQA+ DSS and APS figures are from 2023 Census.

Diversity committees

Diversity committees remained active throughout 2022–23, regularly collaborating to ensure inclusion and representation of all staff, including those who experience intersectional diversity. Diversity Champion roles were held by Senior Executive Service (SES) staff and played a critical role in providing leadership and support for issues affecting diverse groups. To ensure ongoing engagement with internal and external programs and policies, the following committees continued to operate:

- Aboriginal and Torres Strait Islander Staff National Committee
- Culturally and Linguistically Diverse Committee
- Disability and Carers Committee
- Gender Equality Committee
- Pride Committee (LGBTIQ+).

Employment of Aboriginal and Torres Strait Islander peoples

The department actively uses the life experiences, skills and knowledge of Aboriginal and Torres Strait Islander peoples as a source of advice on policy, service delivery and capability development. As at 30 June 2023, 146 (5.2 per cent) staff identified as being Aboriginal and/or Torres Strait Islander.

During 2022–23 the department continued to participate in entry-level recruitment programs to provide employment pathways for Aboriginal and Torres Strait Islander peoples. This included 9 staff participating in the 2022–23 Indigenous Australian Government Development Program. Following completion of the program in October 2023, participants will advance to the APS4 work level classification.

The department's Indigenous Champion provided senior leadership support to implement Indigenous employment strategies. A Deputy Secretary held this role and continued to perform a number of key responsibilities, including chairing the Reconciliation Action Plan (RAP) senior steering group and overseeing the implementation of the RAP to ensure its success, in addition to being a member of the APS Indigenous Champions Network.

The Aboriginal and Torres Strait Islander Staff National Committee continued to represent the interests, perspectives, and concerns of Aboriginal and Torres Strait Islander staff during 2022–23, through advocacy and engagement and by providing advice on issues that impact staff. The Aboriginal and Torres Strait Islander Staff National Committee provided input into all relevant strategies and action plans.

Employment of people from Culturally and Linguistically Diverse backgrounds

As at 30 June 2023, 7.7 per cent of staff self-identified as coming from a non-English speaking background. The Culturally and Linguistically Diverse (CaLD) Committee represents CaLD employee interests, perspectives and concerns. In 2022–23 the committee was proactive in identifying ways to support CaLD staff. The committee continued to support the CaLD mentoring program to provide a range of supports to staff. To date, the program has supported 46 CaLD staff in their career development.

Employment of people with disability

The department is committed to increasing employment outcomes for people with disability. As at 30 June 2023, 199 (7 per cent) of our staff identified as a person with disability.

In 2022–23 the department's Diversity and Inclusion Action Plan guided our approach to recruiting, developing, and retaining people with disability. The action plan incorporates key learnings from the APS Disability Employment Strategy 2020–25, and supports our staff through the Disability and Carers Committee.

The Ability Apprenticeship Program is a departmental initiative developed to provide opportunities for people with disability to pursue a career in our department or the broader APS. Successful candidates not placed within the department are placed in a merit pool this is made available to other APS agencies.

In 2022–23, 13 individuals successfully completed the Ability Apprenticeship Program. Participants were employed as ongoing employees at the APS3 work level classification and upon successful completion progressed to the APS4 work level classification.

A range of supports and guidance were provided to employees with disability and their managers throughout 2022–23. These supports included fostering a safe workplace culture, engaging a dedicated Disability Liaison Officer, and providing reasonable adjustment for employees and specialised training for staff with disability and their managers.

The department's Disability and Carers Champion provided senior leadership support to drive workforce initiatives on relevant issues for employees with disability and those who are carers. This role was held by a Deputy Secretary who is a member of the APS Disability Champions Network, who represent the department at relevant external events such as the Australian Network on Disability Champions Roundtable.

Throughout 2022–23 the department's Disability and Carers Committee represented the interests, perspectives and concerns of staff with disability and those who are carers. The committee has been actively consulted on relevant corporate policies and programs, and has provided valuable advice and guidance to strengthen these for the workforce. The Disability and Carers Network is open to anyone interested in disability issues, and provides input and recommendations to the Disability and Carers Committee.

Gender Equality

In 2022–23 the department established a formal Gender Equality Committee to represent the interests, perspectives and concerns of all staff, and assist the department to achieve its gender equality goals. The committee commenced work on its initial forward work plan and identified 3 key areas of focus: building departmental capability, building workforce capability and building leadership pathways. These areas of focus align with the department’s broader goals under the Diversity and Inclusion Action Plan.

The Gender Equality Champion, a role performed at the Deputy Secretary level, drove workforce initiatives throughout 2022–23 to advance gender equality and provided leadership on relevant issues. The department, committee and Champion worked collaboratively to progress the implementation of applicable recommendations of the *Respect@Work: Sexual Harassment National Inquiry Report* and the APS Gender Equality Strategy 2021–26 to continue to improve gender equality and inclusion within the department and across the APS.

Support for LGBTIQ+ staff

In the 2022 APS Employee Census, 229 (9.5 per cent) of the department’s respondents identified as lesbian, gay, bisexual, transgender, intersex, queer, or asexual (LGBTIQ+). The department’s Pride Committee, Pride Network, Pride Champion and Ally Champion support LGBTIQ+ staff and their allies at work.

The Pride Committee has striven to lead the APS in LGBTIQ+ social policy, and it has worked to ensure all employees are valued for their differences, and that our policy and programs are inclusive of LGBTIQ+ people. While the committee and departmental documentation may refer specifically to LGBTIQ+, the committee has represented all people of diverse sexualities and gender even if they are not specifically identified in the LGBTIQ+ acronym.

The Pride Network continues to be open to all staff, including allies of LGBTIQ+ staff. It receives regular information about issues relevant to gender and sexual orientation and provides input to the committee on the views of staff.

Workplace arrangements

Enterprise Agreement

The department's Enterprise Agreement 2018 to 2021 (the Agreement) notionally expired on 21 January 2022. On 9 December 2021, the Secretary signed a determination under section 24(1) of the *Public Service Act 1999* that maintains the Agreement for a further 3 years and provides increases in remuneration and salary-based allowances. This determination is in place for 2022–24.

The approach for the Agreement was determined by staff preference. On 24 February 2023, the Secretary opened bargaining for a new enterprise agreement.

Individual Flexibility Arrangements for non-Senior Executive Service employees

In accordance with the *Fair Work Act 2009*, Individual Flexibility Arrangements are used to provide varied terms and conditions for non-SES employees. Individual Flexibility Arrangements can also be used to attract and retain staff, to recognise highly valued skills and critical roles.

As at 30 June 2023, the department had 22 Individual Flexibility Arrangements in place. This number does not include all of the flexible work provisions available to our staff.

Performance pay

There were no performance payments made to departmental employees during the 2022–23 period.

Secretary remuneration

The Secretary is remunerated under the *Remuneration Tribunal (Departmental Secretaries – Classification Structure and Terms and Conditions) Determination (No. 1) 2023*, which is made under Division 4 of Part II of the *Remuneration Tribunal Act 1973*.

Senior Executive Service remuneration

As at 30 June 2023, 71 SES employees were remunerated through a section 24(1) determination. This number includes SES employees on temporary transfer, secondment or leave.

Common law contracts

The department does not use common law contracts to engage employees.

Non-salary benefits to employees

Our Enterprise Agreement 2018–21 offers a range of non-salary benefits to our people, including leave, flexible working arrangements, access to salary packaging, and remote locality assistance.

Work health and safety

The department acknowledges and is committed to fulfilling our responsibilities under the *Work Health and Safety Act 2011*, the *Work Health and Safety Regulations 2011* and the *Safety, Rehabilitation and Compensation Act 1988*.

During 2022–23 the department continued to focus on strengthening mental health and wellbeing maturity, through the implementation of the APS Mental Health Capability Framework. Significant progress was made on a range of planned activities including embedding governance to strengthen existing initiatives. These initiatives have been supported by the appointment of a Mental Health Champion and Mental Health Advisor.

Continued focus on encouraging early identification, reporting and response to workplace hazards and injuries remained a priority to further improve work health and safety and return to work performance.

Other initiatives implemented in 2022–23 to ensure the health, safety and welfare of our workers included:

- working with managers to support ill or injured employees to remain at work or return to work safely through the department's early intervention program
- enhancing processes to support staff in accessing workstation assessments and equipment to enable them to work safely
- improving knowledge and capability around identifying and responding to psychosocial hazards
- conducting successful audits on the rehabilitation management and work health and safety systems, confirming policies and processes continue to support staff and provide for a safe workplace
- promoting and encouraging employees to access the services of our Employee Assistance Program (EAP), supporting positive physical and mental health and wellbeing
- encouraging staff to participate in NewAccess workplaces by Beyond Blue, which is an additional service to the EAP, providing staff with mental health coaching for early intervention support
- continuing to embed the Mental Health First Aid Network for employees and managers to connect with a trained responder
- embedding mandatory training for SES on their workplace health and safety due diligence obligations
- inviting our employees to participate in the annual influenza vaccination program
- continuing the work to protect staff from COVID-19 within the workplace.

Notifiable incidents

In 2022–23, 8 notifiable incidents occurred in relation to a serious injury or illness of a person.

No investigations were carried out under Part 10 of the *Work Health and Safety Act 2011*.

Chapter 4.4

Managing our finances

Financial overview

In 2022–23, the department reported a departmental deficit of \$7.1 million and administered \$154.0 billion of expenses on behalf of the government. Personal benefits expenses increased from 2021–22 by \$2.7 billion to \$125.8 billion, predominantly due to a rise in payments resulting from an increase in indexation rate to match inflation. Payments to the National Disability Insurance Agency increased to \$25.1 billion from \$19.4 billion in 2021–22, which relates to an increase in participant plan payments.

Further information on the department's 2022–23 financial performance, position and cash flows is available in Part 5 Financial Statements.

Table 8.1: Trends in departmental finances

	2022–23 \$ million	2021–22 \$ million	Change \$ million	
Revenue from the Australian Government	442.9	426.9	16.0	
Other revenue	92.2	81.7	10.5	
Total income	535.1	508.6	26.5	
Employee benefits	344.3	297.4	46.9	
Suppliers	168.4	171.7	(3.3)	
Other expenses	48.5	53.8	(5.3)	
Total expenses	561.2	522.9	38.3	
Deficit attributed to the Australian Government	(26.1)	(14.3)	(11.8)	
Add back non-appropriated depreciation and amortisation expense	39.3	37.9	1.4	
Less principal repayments – leased assets	(20.3)	(19.6)	(0.7)	
Deficit attributed to the department	(7.1)	4.0	(11.1)	
Financial assets	A	103.4	104.3	(0.9)
Non-financial assets	B	540.6	577.4	(36.8)
Liabilities	C	663.4	677.2	(13.8)
Net assets (A+B-C)	(19.4)	4.5	(23.9)	

Table 8.2: Trends in administered finances

	2022–23 \$ million	2021–22 \$ million	Change \$ million
Recoveries	307.6	254.9	52.7
Interest	50.0	15.5	34.5
Other revenue	90.3	57.9	32.4
Total revenue	447.9	328.3	119.6
Suppliers	196.7	176.0	20.7
Subsidies	68.2	86.5	(18.3)
Personal benefits	125,808.9	123,091.2	2,717.7
Grants	2,541.9	2,532.2	9.7
Payments to National Disability Insurance Agency	25,080.5	19,436.4	5,644.1
Other expenses	342.4	437.3	(94.9)
Total expenses	154,038.6	145,759.6	8,279.0
Financial assets	6,827.5	6,543.7	283.8
Liabilities	6,444.8	6,165.8	279.0

Consultants

During 2022–23, 36 new reportable consultancy contracts were entered into involving total actual expenditure of \$2.5 million. In addition 73 reportable ongoing consultancy contracts were active during the period, involving total actual expenditure of \$9.5 million.

The department engages consultants when it requires specialist expertise or when independent research, review, or assessment is required. Decisions to engage consultants were made after considering the skills and resources required for the task, internal capacity, and the cost effectiveness of contracting an external service provider. Consultants were engaged in line with the PGPA Act and related regulations.

Annual reports contain information about actual spend on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.

Summary information on consultancy services is set out in Tables 8.3 and 8.4.

Table 8.3: Expenditure on reportable Consultancy Contracts 2021–22 to 2022–23

	2021–22		2022–23	
	Number	Expenditure (\$ million, GST incl.)	Number	Expenditure (\$ million, GST incl.)
New contracts entered into during the reporting period	80	16.2	36	2.5
Ongoing contracts entered into during a previous reporting period	60	8.6	73	9.5
Total	136	24.8	109	12.0

Table 8.4: Top consultants in 2022–23

Organisations receiving a share of reportable consultancy contract expenditure 2022–23	Total spend (\$ million, GST incl.)	Proportion of 2022–23 total spend (%)
Department of Treasury	1.5	12.6
KPMG Australia	0.7	6.1
Hall & Partners Pty Ltd	0.7	5.9
Whereto Research Based Consulting Pty Ltd	0.7	5.8
Deloitte Touche Tohmatsu	0.6	5.3
Total of the Largest Shares	4.2	35.7

Non-consultancy contracts

During 2022–23, 333 new reportable non-consultancy contracts were entered into with a total spend of \$45.2 million (GST inclusive). In addition, 398 reportable non-consultancy contracts were ongoing from a previous period with a total spend of \$209.4 million (GST inclusive).

Annual reports contain information about actual spend on reportable non-consultancy contracts. Further information on the value of reportable non-consultancy contracts is available on the AusTender website.

Summary information on non-consultancy services is set out in Tables 8.5 and 8.6.

Table 8.5: Non-consultancy contracts in 2022–23

	Number	Expenditure (\$ million, GST incl.)
New contracts entered into during the reporting period	333	45.2
Ongoing contracts entered into during a previous reporting period	398	209.4
Total	731	254.6

Table 8.6: Top non-consultancy contracts in 2022–23

Organisations receiving a share of reportable non-consultancy contract expenditure 2022–23	Total spend (\$ million, GST incl.)	Proportion of 2022–23 total spend (%)
Telstra Health Pty Ltd	41.2	16.2
Jones Lang LaSalle (ACT) Pty Ltd	40.4	15.9
Mediabrand Australia Pty Ltd	24.9	9.8
Indue Limited	15.2	6.0
Hays Specialist Recruitment (Australia) Pty Ltd	9.3	3.7
Total of the Largest Shares	131.0	51.6

Australian National Audit Office access clauses

All departmental contracts let in the past year required the Auditor-General to have access to the contractor's premises.

Exempt contracts

In 2022–23, no contracts were exempted from reporting on tenders.gov.au

Purchasing

Our purchasing activities are consistent with the Secretary's instructions and internal procurement guidelines, which are in accordance with the *Commonwealth Procurement Rules 2022*.

Purchasing is made in an accountable and transparent manner, complying with Australian Government policies and meeting relevant international obligations.

In 2022–23, we exceeded our targets under the Indigenous Procurement Policy by awarding more than 3 per cent of contracts to Indigenous businesses.

Procurement initiatives to support small business

Further information on Small and Medium Enterprises (SMEs) and Small Enterprise participation statistics is available on the Department of Finance's website. To view SME and Small Enterprise participation statistics, go to finance.gov.au.

We support the use of SMEs through various means including:

- using standardised contracts for low-risk procurements valued under \$200,000
- using an electronic invoice processing system
- incorporating Australian Industry Participation Plans in procurement where applicable.

We recognise the importance of ensuring small businesses are paid on time.

The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website. To view the results, go to treasury.gov.au.

Grants administration

The Community Grants Hub (the Hub) administers grants for the department, as well as providing shared services grants administration for 9 external client agencies.

In 2022–23 the Hub, in partnership with the department and our client agencies, supported the effective delivery of services to Australian communities through the ongoing management of 31,282 grants totalling \$10.6 billion in value for the financial year (excluding fee-for-service arrangements). This includes 15,438 new grants in 2022–23, worth \$4.9 billion over the life of the agreements (excluding fee-for-service arrangements).

The Hub continues to improve the grants experience for applicants, grantees, the department and client agencies. By harnessing intelligent technologies, it reduces manual, repetitive tasks, rework and human error to improve data accuracy in the Grant Payment System. It also improves compliance and assurance by identifying organisations that are non-compliant with regulatory body legislation or mandatory reporting requirements thereby supporting the department and client agencies. Through newly implemented digital tools, the Hub has improved grant delivery forecasting, tracking and measurement across grant rounds. The Grant Recipient Portal continues to provide an authenticated, user-friendly online platform to support grantees in their grant administration, which improves compliance with notifications, guided workflows and increases data capture/reporting.

The Hub Disability Employment Services Grants Branch continues to support the department and work with funded organisations to achieve employment outcomes for people with disability. The Hub's Health Grants Branch continues to support Department of Health and Aged Care policy initiatives in response to COVID-19, First Nations health and the outcomes of the Royal Commission into Aged Care Quality and Safety, including the Fair Work Ombudsman's decisions regarding aged care pay. This has resulted in a significant increase in grant volume and complexity, which will continue into 2023–24.

Chapter 4.5

Cross government policy initiatives

Australia's Disability Strategy 2021–2031

Australia's Disability Strategy 2021–2031 (ADS) is Australia's disability policy framework. Agreed by all governments, the ADS establishes clear policy objectives across 7 outcome areas. It outlines governance and reporting arrangements to guide reform and change across all areas of public policy at a national and community level, with the aim of improving the lives of people with disability. The ADS is the mechanism to ensure the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into policies and programs affecting people with disability, their families and carers.

The vision of the ADS is for an inclusive Australian society that enables people with disability to fulfil their potential, as equal members of the community.

The ADS includes a Roadmap setting out the high-level commitments and deliverables over the 10 years of the strategy's active implementation.

Further information on the ADS, and the ADS Roadmap is available at www.disabilitygateway.gov.au/ads.

The department plays a key role in the central coordination of the Commonwealth's whole-of-government efforts to uphold the rights and support the inclusion and participation of the one in 6 people with disability in Australia. This includes coordinating the implementation of the ADS, in partnership with Commonwealth agencies, and state, territory and local governments. The department also supports governance and disability community engagement, and it takes a leadership role with regard to fulfilling reporting requirements under the ADS Outcomes Framework. In addition, the department has a specific role in implementing particular actions as part of Associated Plans and Targeted Action Plans under the ADS.

Implementation progress

Reporting on outcomes and targeted actions

During 2022–23, the department:

- provided support to commence reporting from December 2022 against the ADS Outcomes Framework through quarterly reporting on the accessible and interactive Outcomes Framework webpages and the first annual report in February 2023.
- coordinated and published the first annual report in November 2022 on the progress of activities under the 5 initial ADS Targeted Action Plans for the period 3 December 2021 to 30 June 2022.

Governance

During 2022–23, the department provided:

- policy and secretariat support to the Disability Reform Ministerial Council, which includes an explicit focus on ADS implementation and met 7 times in 2022–23.
- research and secretariat support to the ADS Advisory Council, which was established to provide independent advice to Australian governments and Disability Ministers on the implementation of the ADS, which met 6 times in 2022–23.
- support for the ADS governance arrangements within the Commonwealth and between the Commonwealth and state and territory officials.

Engagement

The department convened the inaugural ADS National Forum on 2 and 3 November 2022, with close to 1,000 attendees, including Commonwealth and state and territory Ministers', disability organisations and people with disability. The department also supported the Queensland Government to host the first State and Territory Forum on 19 June 2023, entitled 'Together making an inclusive Queensland', with more than 350 attendees. Feedback on the issues that matter to people with disability provided in these forums is informing the department's approach to its work going forward.

In addition, the department has maintained connection with the disability community and representative organisations through a dedicated Disability Representative Organisations ADS Implementation Forum, with 4 meetings in 2022–23 and a range of ad hoc meetings and other consultation forums convened on specific issues.

The department also commenced work with the disability community to translate the ADS's guiding principles into practical guidance for governments, business and the community for engaging with people with disability and involving them in evaluation.

Building the evidence base and improving data

The department and portfolio agencies are also implementing actions that incorporate the cross-cutting outcomes of disability, aged care, and gender and diversity.

The department has taken a lead role in driving the alignment of Commonwealth government actions to the disability cross-cutting outcomes under *Australia's Disability Strategy 2021–2031* and through the Disability Sector Strengthening Plan that provides a national joined up approach to improve outcomes of First Nations people with disability. This recognises that all Commonwealth departments and agencies must contribute if there are to be improved outcomes for Aboriginal and Torres Strait Islander peoples and people with disability.

The department is the policy lead for the National Disability Data Asset (NDDA), which is a key initiative under the ADS. The NDDA will be Australia's most comprehensive disability data asset, connecting existing de-identified information from different government agencies and providing a more complete picture of the programs and services used by people with disability. The department led negotiation with states and territories to establish a Memorandum of Understanding (MoU) to supply data to the NDDA and to co-govern the asset with the disability community through a council, charter and the implementation of disability-informed ethical oversight. This MoU was signed by Disability Ministers in June 2023. During 2022–23, the department worked with implementation partners, the ABS and AIHW, to progress technical design arrangements and project governance to support the development of the asset and its underlying IT infrastructure.

Capacity building across the Commonwealth

During 2022–23, the department commenced a program of raising awareness of the ADS with other APS departments and agencies to support the implementation of the ADS across policies, programs, services and supports. This has included:

- supporting and providing input to policy development and proposals
- presentations on the ADS, its guiding principles and how it applies to individual departments and agencies
- engaging with disability champions across the APS
- encouraging other Australian Government agencies to proactively engage with the disability community and representative organisations around the design of, and reform to, policies, programs and services.

Closing the Gap

The department has taken a proactive approach to advance actions and leverage foundational work to implement the *National Agreement on Closing the Gap*.

The department is committed to working in new ways with Aboriginal and Torres Strait Islander people, communities and organisations to embed strong First Nations voices in the development of policy, programs and services. It is demonstrating this commitment by striving for genuine transformation through actions to embed 4 Priority Reforms.

The Priority Reforms focus on:

- formal partnership and shared decision-making
- building the community-controlled sector
- transforming government organisations
- shared access to data and information at a regional level.

The department performs a key strategic coordination role across the Social Services Portfolio agencies, including Services Australia, the NDIA, the NDIS Commission, Hearing Australia, the Australian Institute of Family Studies, and the Domestic, Family and Sexual Violence Commission.

Together, within formalised governance arrangements, these agencies collaborate with the department to embed the Priority Reforms, share ideas and lessons learned, and leverage the extensive systems and service footprint that interacts with First Nations people, communities and organisations across Australia.

This extensive system and service footprint provides unique opportunities to strengthen positive engagement of First Nations people with government. In this regard, the Social Services Portfolio is influencing work to establish a Monitoring and Accountability Framework for organisational transformation in the APS with a strong focus on eliminating structural racism and advancing cultural safety for Aboriginal and Torres Strait Islander people when they interact with government systems and services. For example:

- The portfolio has 7 partnership arrangements where Aboriginal and Torres Strait Islander people share decision-making with government. To achieve this status, the portfolio's Aboriginal and Torres Strait Islander partners must agree Clause 31.c) i, of the National Agreement is met. This is formally reported through the Commonwealth Closing the Gap Annual Report.
- The department is proactively promoting the recommendations from the *Stronger Aboriginal Community Controlled Organisations (ACCOs)*, *Stronger Families Report* within APS agencies working with ACCOs.
- As at October 2023, the Social Services Portfolio is tracking 97 transformational activities at various stages of implementation and mapped against 3 stages of 'maturity' (emerge, establish and embed) and the core functions of the portfolio agencies (policy, governance, service delivery, enabling, organisation and cultural capability).
- The department is driving foundational work to establish an Aboriginal and Torres Strait Islander data inventory of its data holdings to assist communities to conceptualise, articulate and frame their data requests, to monitor the implementation of efforts to close the gap, and to set priorities to drive their own development.

The department and portfolio agencies are also implementing actions that incorporate the cross-cutting outcomes of disability, aged care, and gender and diversity. The department has taken a lead role in driving the alignment of Commonwealth government actions to the disability cross-cutting outcomes under *Australia's Disability Strategy 2021–2031* and through the Disability Sector Strengthening Plan that provides a national joined up approach to improve outcomes of First Nations people with disability. This recognises that all Commonwealth departments and agencies must contribute if there are to be improved outcomes for Aboriginal and Torres Strait Islander peoples and people with disability.

These transformational activities contribute towards the 3 Closing the Gap targets the department is responsible for, including:

- Target 9a: By 2031, *increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent*
- Target 12: By 2031, *reduce the rate of over-representation of Aboriginal and Torres Strait Islander children in out-of-home care by 45 per cent*
- Target 13: By 2031, *the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children is reduced at least by 50 per cent, as progress towards zero.*

The department is working in partnership with Aboriginal and Torres Strait Islander leaders and in collaboration with jurisdictions to contribute to reaching these targets. Some of the key actions include:

- *Safe and Supported: Aboriginal and Torres Strait Islander First Action Plan 2023–2026* developed in partnership with the Aboriginal and Torres Strait Islander Leadership Group
- a formal partnership between First Nations leaders and cross-jurisdictional Community Services Ministers, to determine 'how' to best implement actions under *Safe and Supported* in direct response to Target 12
- a dedicated Aboriginal and Torres Strait Islander Action Plan under the *National Plan to End Violence against Women and Children 2022–2032* developed in partnership with the Aboriginal and Torres Strait Islander Advisory Council on family, domestic and sexual violence.
- Commonwealth investment towards Target 9 a (overcrowded housing) to:
 - develop a National Housing and Homelessness Plan
 - fund the Northern Territory Government to start work immediately on urgent housing and essential infrastructure on Northern Territory homelands
 - develop a new one-year partnership with the Northern Territory Government to accelerate building of new remote housing, targeted at addressing the worst over-crowding in the country.

The portfolio reports and monitors its contributions to the *National Agreement on Closing the Gap* through the Commonwealth Closing the Gap annual reports and updates to the Commonwealth Implementation Plan, which are published on the National Indigenous Australians Agency's website annually.

Safe and Supported

Overview of Safe and Supported: the National Framework for Protecting Australia's Children 2021–2031

Safe and Supported: The National Framework for Protecting Australia's Children 2021–2031 (Safe and Supported) sets out a 10-year strategy to improve the lives of children, young people and families who are experiencing disadvantage or are vulnerable to abuse and neglect.

The Australian Government, state and territory governments, Aboriginal and Torres Strait Islander representatives and the non-government sector are working together through Safe and Supported towards the shared goal of making significant and sustained progress in reducing the rate of child abuse and neglect and its intergenerational impacts.

Safe and Supported is being implemented through 2 sets of action plans, with the first set launched in January 2023: *Safe and Supported: First Action Plan 2023–2026* and *Safe and Supported: Aboriginal and Torres Strait Islander First Action Plan 2023–2026* (First Action Plans). The First Action Plans outline the actions and activities needed to improve outcomes, and will drive change through collective effort across governments and sectors that have an effect on the safety and wellbeing of children and young people.

Safe and Supported and the First Action Plans represent a commitment to take urgent action to reduce the overrepresentation of Aboriginal and Torres Strait Islander children and young people in child protection systems. They were developed in partnership and through shared decision-making with an Aboriginal and Torres Strait Islander Leadership Group. They also acknowledge that improved outcomes for First Nations children and young people require First Nations-led solutions.

Safe and Supported also supports commitments under the *National Agreement on Closing the Gap* and its 4 Priority Reform areas. All Australian governments recognise that meaningful and sustained change requires Aboriginal and Torres Strait Islander-led solutions.

In line with Priority Reform 1, the Safe and Supported Partnership Agreement between all Australian governments and the Aboriginal and Torres Strait Islander Leadership Group will support shared decision making in implementing Safe and Supported.

Summary of Safe and Supported operations

Safe and Supported and the First Action Plans align and interact with other national initiatives to support systemic change for children, young people and families. This includes linkages with the *National Plan to End Violence against Women and Children 2022–2032*, the *National Strategy to Prevent and Respond to Child Sexual Abuse 2021–2030* and the *National Aboriginal and Torres Strait Islander Early Childhood Strategy*.

Safe and Supported includes dedicated strategies and actions to address Closing the Gap Target 12, to reduce the rate of over-representation of First Nations children in out-of-home care by 45 per cent, by 2031.

In July 2023, all Community Services Ministers and the Aboriginal and Torres Strait Islander Leadership Group agreed to come together in a new forum that is jointly chaired and upholds equal representation and authority to focus on making decisions to implement, monitor and evaluate the Safe and Supported action plans.

Progress and achievements

The 2022–23 October Budget reconfirmed \$30 million to support outcomes under Safe and Supported to prevent and protect children from violence, abuse and neglect, including improved supports for those providing care, with a focus on supporting at risk Aboriginal and Torres Strait Islander children and young people. Over the years to 2026–27, the department will implement 5 measures. It will:

- establish a virtual Aboriginal and Torres Strait Islander Centre for Excellence in Child and Family Support – early work to progress this measure has commenced with SNAICC
- develop a National Child and Family Investment Strategy and trial the principles through the Innovation Fund grants – SNAICC is also progressing early work on this measure
- establish a National Advocate for Aboriginal and Torres Strait Islander Children and Young People – early work to progress this measure has commenced
- target communication and support to improve parenting practices – a market research supplier is being procured to undertake developmental research to inform communication to parents and carers
- improve support for non-parent carers – information received from states and territories in relation to their carers registers is informing discussions on how the registers operate and how data can be shared between jurisdictions.

In addition, the department is implementing 4 measures totalling \$98.5 million as part of the *2021 Commonwealth Closing the Gap Implementation Plan*, which includes 3 measures addressing Target 12 (out-of-home care), and one measure addressing Target 12 and Target 13 (family violence). Progress to date includes:

- implementing the Improving Multidisciplinary Responses (IMR) program – 15 organisations were selected and have commenced implementing the \$44 million in grant funding for the IMR program
- developing the cultural competency and trauma responsiveness of the Aboriginal and Torres Strait Islander and non-Indigenous child and family sector workforce – SNAICC is working with up to 500 department-funded child and family sector service providers to assess their organisation’s policies, practices, service models and staff capabilities with regard to their First Nations cultural awareness and trauma responsiveness

- implementing the Stronger Aboriginal Community Controlled Organisations (ACCOs), Stronger Families – SNAICC delivered Part 1 of this measure, a report on the strengths, needs, barriers and opportunities of ACCOs in delivering the department's Families and Children Activity programs. Part 2 is being undertaken by Wunan Foundation and aims to strengthen relationships between non-Indigenous organisations and ACCOs in the Communities for Children Facilitating Partners program and the Home Interaction Program for Parents and Youngsters
- setting up the Outcomes and Evidence Fund, an expert panel established by the department and comprising representatives of the Coalition of Peaks, which is developing program guidelines to establish the fund's outcomes and objectives, eligible activities, entity types and locations, and parameters for reporting and evaluation requirements.

The department has also hosted meetings of the Safe and Supported Youth Advisory Group (YAG). The Safe and Supported YAG is one of 5 groups that have been established by the Department of Education (Office for Youth) for a 12-month period, to give young people a voice on matters that directly affect them. The Safe and Supported YAG will contribute to a number of actions and activities for the Safe and Supported First Action Plan.

The department continues to administer the Transition to Independent Living Allowance (TILA), which is a one-off payment to young people aged 15 to 25 years who are about to leave, or have left, formal out-of-home care. It provides up to \$1,500 to help with the costs of starting to live independently. TILA is applied for by the young person with the assistance of a caseworker, and the use of the payment must align with the young person's leaving care plan. Total TILA paid for 2022–23 was \$2.12 million, with a total of 1,691 payments made to 1,555 total unique recipients.

More work to be done

To support actions under the Safe and Supported First Action Plans, working groups have been established to drive implementation. The working groups are co-chaired by governments and the Aboriginal and Torres Strait Islander Leadership Group, with representatives from all Safe and Supported partners, and will coordinate and drive the delivery of actions and activities under the 2 Action Plans. The working groups are focused on delivering the immediate actions and activities set out in the First Action Plans for 2023–24 while also laying the foundations for delivering the longer-term actions.

Progress will be assessed through regular monitoring and reporting under the Monitoring and Evaluation Strategy (MES), which is expected to be delivered by the end of 2023. This will include tracking and publicly reporting progress against the outcomes set out in the Aboriginal and Torres Strait Islander Outcomes Framework and the Safe and Supported Outcomes Framework.

The MES will comprise 2 parts – the General MES and the Aboriginal and Torres Strait Islander MES. These are being developed in parallel, with the development of the Aboriginal and Torres Strait Islander MES being led by the Leadership Group. To ensure it delivers real and tangible outcomes for children and young people, the MES is part of the shared decision-making governance structure of Safe and Supported.

The National Plan to End Violence against Women and Children 2022–2032

Purpose of the National Plan

The *National Plan to End Violence against Women and Children 2022–2032* (National Plan) puts in place a national policy framework to guide the work of governments, policy makers, businesses and workplaces, specialist organisations and family, domestic and sexual violence organisations and workers in addressing, preventing and responding to gender-based violence in Australia over the next 10 years.

It outlines a collective commitment to a country free of gender-based violence, where all people live free from fear and violence and are safe at home, at work, at school, in the community and online.

Summary of National Plan operations

The National Plan commits to 10 years of sustained action, effort and partnership across sectors and levels of government towards the vision of ending violence against women and children in one generation. This includes strengthening the workforce, building the evidence base and strengthening data collection systems, while delivering holistic, coordinated and integrated person centred responses.

The National Plan will be implemented through 2 supporting 5-year Action Plans and a dedicated Aboriginal and Torres Strait Islander Action Plan, which will outline Commonwealth, state and territory governments' efforts towards achieving the vision of the National Plan.

An Outcomes Framework interprets the vision of the National Plan by linking the actions and activities underway under the National Plan to the outcomes that need to be achieved collectively.

Development of supporting Action Plans

The First Action Plan, the dedicated Aboriginal and Torres Strait Islander Action Plan and the Outcomes Framework were developed jointly, in partnership with the state and territory governments, the Aboriginal and Torres Strait Islander Advisory Council and other key stakeholders, and was launched by the Minister for Social Services, the Hon Amanda Rishworth MP, on 16 August 2023.

The first-ever dedicated Aboriginal Torres Strait Islander Action Plan aims to address the disproportionately high rates of violence First Nations women and children experience in Australia. It was developed in genuine partnership with the advisory council and informed by an extensive national consultation process.

Actions within the dedicated Aboriginal and Torres Strait Islander Action Plan acknowledge that the underlying causes of violence against First Nation peoples are different to those for non-Indigenous Australians. In particular, some of the underlying causes are based on the ongoing impacts of colonisation, including the forced removal of children and intergenerational trauma, that manifest at an individual, community and structural level and include institutional and systemic racialised abuse and marginalisation.

National Plan targets and effectiveness

The Outcomes Framework includes 6 long-term outcomes across the 4 domains of the National Plan:

- systems and institutions effectively support and protect people impacted by violence
- services and prevention programs are effective, culturally responsive, intersectional and accessible
- community attitudes and beliefs embrace gender equality and condemn all forms of gendered violence without exception
- people who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours
- children and young people are safe in all settings and are effectively supported by systems and services
- women are safe and respected in all settings and experience economic, political, cultural and social equality.

In addition to these outcomes, the Commonwealth, states and territories have agreed to 6 meaningful and measurable national-level targets that will measure progress against:

1. reducing female intimate partner homicide
2. knowledge of behaviours that constitute family, domestic and sexual violence
3. Closing the Gap Target 13
4. community attitudes that condemn violence against women
5. community attitudes that reject gender inequality
6. community attitudes that reject rejecting sexual violence.

These targets will be measured through the Performance Measurement Plan (currently under development), where they will be linked to a set of indicators and measures. The activities under each contributing action described in the Action Plan will ensure progress is being made against each target.

These targets are a starting point – as more data becomes available and trajectory modelling is possible, additional targets will be identified. This will help to address data limitations and support in measuring progress for specific cohorts, including children, women and children in remote Indigenous communities, women and children with disability, culturally and linguistically diverse communities, and LGBTIQ+ people.



Part 5

Financial Statements



INDEPENDENT AUDITOR'S REPORT

To the Minister for Social Services; Minister for the National Disability Insurance Scheme and Minister for Government Services; and the Minister for Housing and Minister for Homelessness

Opinion

In my opinion, the financial statements of the Department of Social Services (the Entity) for the year ended 30 June 2023:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2023 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2023 and for the year then ended:

- Statement by the Secretary and Chief Finance Officer;
- Statement of comprehensive income;
- Statement of financial position;
- Statement of changes in equity;
- Cash flow statement;
- Administered schedule of comprehensive income;
- Administered schedule of assets and liabilities;
- Administered reconciliation schedule;
- Administered cash flow statement; and
- Notes to and forming part of the financial statements, comprising a summary of significant accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

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Key audit matter	How the audit addressed the matter
<p>Validity of grants expenses</p> <p><i>Refer to Note 2.1B ‘Grants’</i></p> <p>I considered this a key audit matter as there are a large number of grant programs with differing legislative and policy requirements which make the management of grant processes complex. This has the potential to impact the validity of grant expenses. Further, the Entity has implemented manual compliance processes to manage the risk of invalid grants being made.</p> <p>For the year ended 30 June 2023 the grants expenses were \$2.5 billion.</p>	<p>The audit procedures undertaken to address this matter included:</p> <ul style="list-style-type: none"> • assessing the design, implementation and operating effectiveness of the IT general and application controls that support grant approval by authorised delegates and prevent and detect inaccurate payment processing; • assessing the design, implementation and operating effectiveness of manual controls supporting grants management, including controls related to risk management and compliance processes; and • examining supporting documentation for a sample of grant agreements to assess the validity of expenditure amounts.
<p>Accuracy and occurrence of personal benefits expense</p> <p><i>Refer to Note 2.1C ‘Personal Benefits’</i></p> <p>I focused on this area as the accuracy and occurrence of personal benefits expense is dependent on the correct self-disclosure of personal circumstances by a large number of diverse recipients. The accuracy of personal benefits expense is also reliant on a complex information technology system for the processing of a high volume of payments across numerous personal benefit types with varying conditions for determining payment amount.</p> <p>Personal benefits expenses increased by \$2.7 billion from the previous year to \$125.8 billion for the year ended 30 June 2023 mainly due to indexation increases in income support payments for seniors, carers, and people within disability programs.</p>	<p>The audit procedures undertaken to address this matter included:</p> <ul style="list-style-type: none"> • assessing the design, implementation and operating effectiveness of internal controls in place over the personal benefits payments, focusing on controls for monitoring compliance with requirements to disclose accurate personal information; • assessing the information technology general controls, specifically access controls, to personal circumstances data and controls designed to prevent and detect unauthorised changes to the information technology environment; and • recalculating a sample of personal benefits payments made to recipients, based on relevant legislation and personal circumstances data held by the Australian Government.
<p>Valuation of personal benefits provisions, personal benefits receivables</p> <p><i>Refer to Overview, Note 4.3A ‘Personal Benefits and Other Provisions’, and Note 4.1B ‘Receivables’</i></p>	<p>The audit procedures undertaken to address this matter included:</p> <ul style="list-style-type: none"> • evaluating the design, implementation and operating effectiveness of management’s processes to assess whether judgements and assumptions used in the estimation models remain appropriate for key assumptions involving the personal circumstances of recipients, doubtful debt percentages, interest rates and the broader economic environment;

I focused on this area as the valuation of the provisions and receivables involve estimation models which require significant judgements and assumptions including, but not limited to:

- new budget measures affecting benefit programs timing of payments;
- personal circumstances of recipients; and
- the economic environment.

The accuracy and completeness of the source data used by the actuary in developing the estimation of the provisions and receivables is also a key component of the valuation process.

As at 30 June 2023 the provisions totalled \$4.0 billion and the receivables totalled \$5.4 billion.

- assessing the work undertaken by the Entity's actuary, particularly the reasonableness of the assumptions underpinning the estimation models by reviewing the support for those assumptions with reference to historical data, and available market benchmarks such as projected inflation and discount rates, and
- assessing the accuracy and completeness of data used in the estimation models.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Secretary of the Department of Social Services is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Secretary is also responsible for such internal control as the Secretary determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Secretary is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Secretary is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;

- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Authority, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office



Peter Kerr
Executive Director
Delegate of the Auditor-General

Canberra
10 October 2023

Department of Social Services

Statement by the Secretary and Chief Finance Officer

In our opinion, the financial statements for the year ended 30 June 2023 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Department of Social Services (the department) will be able to pay its debts as and when they fall due.



Ray Griggs AO CSC
Secretary
10 October 2023



Andrew Harvey
Chief Finance Officer
10 October 2023

Department of Social Services Statement of comprehensive income

for the period ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000	Original Budget 2023 \$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	344,348	297,444	312,618
Suppliers	1.1B	168,435	171,671	176,037
Depreciation and amortisation	3.2A	39,271	37,946	33,707
Finance costs	1.1C	8,550	8,786	8,502
Impairment loss on financial instruments		22	19	-
Write-down and impairment of other assets	3.2A	88	347	-
Contributions ¹		250	6,500	-
Other expenses		295	174	-
Total expenses		561,259	522,887	530,864
Own-Source Income				
Own-source revenue				
Revenue from contracts with customers	1.2A	31,461	23,905	19,894
Resources received free of charge	1.2B	57,653	54,337	54,337
Rental income	1.2C	3,027	3,425	2,920
Other revenue		7	7	-
Total own-source revenue		92,148	81,674	77,151
Gains				
Gains from sale of assets		37	20	-
Other gains		-	3	-
Total gains		37	23	-
Total own-source income		92,185	81,697	77,151
Net cost of services		(469,074)	(441,190)	(453,713)
Revenue from Government		442,905	426,891	444,419
Deficit		(26,169)	(14,299)	(9,294)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		(122)	9,658	-
Total other comprehensive income		(122)	9,658	-
Total comprehensive loss	5.3	(26,291)	(4,641)	(9,294)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.4A for explanations of major variances to the Original Budget.

¹ Contributions include payments to Commonwealth and State entities.

Department of Social Services

Statement of financial position

as at 30 June 2023

	Notes	2023 \$'000	2022 \$'000	Original Budget 2023 \$'000
ASSETS				
Financial Assets				
Cash and cash equivalents		5,630	5,979	7,953
Trade and other receivables	3.1A	97,783	98,364	95,878
Total financial assets		103,413	104,343	103,831
Non-Financial Assets				
Buildings and leasehold improvements ¹	3.2A	537,314	575,174	545,140
Property, plant and equipment ¹	3.2A	1,648	841	1,305
Intangibles	3.2A	110	390	275
Prepayments		1,491	973	973
Total non-financial assets		540,563	577,378	547,693
Total assets		643,976	681,721	651,524
LIABILITIES				
Payables				
Suppliers	3.3A	13,515	15,450	15,222
Other payables	3.3B	12,829	10,941	10,941
Total payables		26,344	26,391	26,163
Interest Bearing Liabilities				
Leases	3.4A	538,470	557,998	531,773
Provisions				
Employee provisions	6.1A	98,039	92,345	94,182
Other provisions		566	443	443
Total provisions		98,605	92,788	94,625
Total liabilities		663,419	677,177	652,561
Net assets		(19,443)	4,544	(1,037)
EQUITY				
Contributed equity		340,765	338,461	342,174
Asset revaluation reserve		90,482	90,604	90,604
Accumulated deficit		(450,690)	(424,521)	(433,815)
Total equity		(19,443)	4,544	(1,037)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.4A for explanations of major variances to the Original Budget.

¹ Right-of-use assets are included in these line items.

Department of Social Services Statement of changes in equity

for the period ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000	Original Budget 2023 \$'000
CONTRIBUTED EQUITY				
Opening balance				
Balance carried forward from previous period		338,461	334,703	338,461
Transactions with owners				
Equity injection - Appropriations ¹		(1,409)	-	-
Departmental capital budget		3,713	3,758	3,713
Total transactions with owners		2,304	3,758	3,713
Closing balance as at 30 June		340,765	338,461	342,174
ASSET REVALUATION RESERVE				
Opening balance				
Balance carried forward from previous period		90,604	80,946	90,604
Comprehensive income				
Other comprehensive loss / income ²		(122)	9,658	-
Total comprehensive income		(122)	9,658	-
Closing balance as at 30 June		90,482	90,604	90,604
ACCUMULATED DEFICIT				
Opening balance				
Balance carried forward from previous period		(424,521)	(410,222)	(424,521)
Comprehensive loss				
Deficit for the period		(26,169)	(14,299)	(9,294)
Total comprehensive loss		(26,169)	(14,299)	(9,294)
Closing balance as at 30 June		(450,690)	(424,521)	(433,815)
TOTAL EQUITY				
Opening balance				
Balance carried forward from the previous period		4,544	5,427	4,544
Comprehensive loss for the period		(26,291)	(4,641)	(9,294)
Transactions with owners		2,304	3,758	3,713
Closing balance as at 30 June		(19,443)	4,544	(1,037)

¹ This amount relates to repealed appropriation acts. Refer to Note 5.1A.

² This amount relates to the increase in the make good provision.

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.4A for explanations of major variances to the Original Budget.

Accounting Policy

Equity Injections

Amounts appropriated and designated as 'equity injections' for a financial year (less any formal reductions) and the Departmental Capital Budget (DCB) are recognised directly in Contributed Equity in that financial year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Australian Government entity under a restructure of administrative arrangements are adjusted at their book value directly against Contributed Equity.

Department of Social Services

Cash flow statement

for the period ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000	Original Budget 2023 \$'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		493,257	461,120	469,628
Rendering of services		35,432	26,030	22,971
GST received		11,828	11,963	10,801
Leave liability		9,097	10,651	-
Other		5,645	5,810	-
Total cash received		555,259	515,574	503,400
Cash used				
Employees		347,776	309,336	310,781
Suppliers		128,485	129,632	134,916
Section 74 receipts transferred to Official Public Account		50,042	42,353	22,814
Interest payments on lease liabilities	1.1C	8,550	8,786	8,502
Contributions ¹		250	6,500	-
Other cash expense		293	193	-
Total cash used		535,396	496,800	477,013
Net cash from operating activities		19,863	18,774	26,387
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of property, plant and equipment		37	20	-
Total cash received		37	20	-
Cash used				
Purchase of leasehold property		345	5,267	3,113
Purchase of property, plant and equipment		912	123	600
Purchase of intangibles		-	170	-
Total cash used		1,257	5,560	3,713
Net cash used by investing activities		(1,220)	(5,540)	(3,713)
FINANCING ACTIVITIES				
Cash received				
Appropriations - Departmental capital budget		1,305	5,658	3,713
Total cash received		1,305	5,658	3,713
Cash used				
Principal payments of lease liabilities		20,297	19,633	24,413
Total cash used		20,297	19,633	24,413
Net cash used by financing activities		(18,992)	(13,975)	(20,700)
Net (decrease) / increase in cash held		(349)	(741)	1,974
Cash and cash equivalents at the beginning of the reporting period		5,979	6,720	5,979
Cash and cash equivalents at the end of the reporting period		5,630	5,979	7,953

¹ Contributions include payments to Commonwealth and State entities.

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.4A for explanations of major variances to the Original Budget.

Department of Social Services
Administered schedule of comprehensive income

for the period ended 30 June 2023

		2023	2022	Original Budget 2023
	Notes	\$'000	\$'000	\$'000
NET COST OF SERVICES				
Expenses				
Suppliers	2.1A	196,687	176,041	231,215
Subsidies		68,155	86,485	75,935
Grants	2.1B	2,541,872	2,532,236	2,972,401
Personal benefits	2.1C	125,808,946	123,091,202	129,417,672
Write-down and impairment of other assets		282,772	99,448	34,681
Payments to National Disability Insurance Agency	2.1D	25,080,473	19,436,438	23,956,612
Fair value losses	2.1E	56,490	304,976	79,849
Other expenses	2.1F	3,163	32,831	4,714
Total expenses		154,038,558	145,759,657	156,773,079
Income				
Revenue				
Non-taxation revenue				
Recoveries ¹	2.2A	307,621	254,902	366,557
Interest		49,994	15,482	34,982
Rendering of services ¹		23,622	19,942	19,942
Special accounts revenue		3,903	23,525	6,714
Dividends		-	761	1,007
Competitive neutrality revenue		7,149	11,011	7,175
Other revenue		3,194	2,673	9,629
Total non-taxation revenue		395,483	328,296	446,006
Total revenue		395,483	328,296	446,006
Gains				
Write back of impairment allowance		243	-	-
Fair value gains	2.2B	52,185	-	-
Total gains		52,428	-	-
Total income		447,911	328,296	446,006
Net cost of services		(153,590,647)	(145,431,361)	(156,327,073)
Deficit		(153,590,647)	(145,431,361)	(156,327,073)

¹ Where necessary, the Original Budget information has been reclassified and presented on a consistent basis with the corresponding financial statement item.

Department of Social Services Administered schedule of comprehensive income (continued)

for the period ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000	Original Budget 2023 \$'000
OTHER COMPREHENSIVE LOSS				
Items not subject to subsequent reclassification to net cost of services				
Revaluations transferred to reserves		28,385	242,456	-
Total other comprehensive loss		28,385	242,456	-
Total comprehensive loss		(153,562,262)	(145,188,905)	(156,327,073)

The above schedule should be read in conjunction with the accompanying notes.

Refer to Note 8.4B for explanations of major variances to the Original Budget.

Accounting policies for selected items in the Administered Schedule of Comprehensive Income

Interest

Interest revenue is recognised using the effective interest method.

Competitive neutrality revenue

Hearing Australia provides services on a for-profit basis and is subject to the Australian Government's competitive neutrality policy. Under competitive neutrality arrangements, Hearing Australia is required to make payroll tax and income tax equivalent payments to the Australian Government. These amounts are recognised in the administered financial statements and have been paid or are payable to the official public account.

Dividend revenue

The Australian Government owns 100 per cent of the issued share capital of Hearing Australia. Dividends from Hearing Australia are recognised in the administered financial statements and have been paid or are payable to the official public account.

Department of Social Services
Administered schedule of assets and liabilities

as at 30 June 2023

		2023	2022	Original Budget 2023
	Notes	\$'000	\$'000	\$'000
ASSETS				
Financial Assets				
Cash and cash equivalents	4.1A	18,071	21,352	21,352
Receivables	4.1B	5,444,703	5,186,007	5,306,512
Investments	4.1C	1,364,722	1,336,337	1,213,390
Total financial assets		6,827,496	6,543,696	6,541,254
Total assets administered on behalf of Government		6,827,496	6,543,696	6,541,254
LIABILITIES				
Payables				
Personal benefits	4.2A	2,335,571	2,292,886	2,322,450
Suppliers		45,171	44,143	44,110
Subsidies		74,270	86,540	78,146
Grants	4.2B	4,370	20,023	20,023
Other payables		4,221	6,260	6,260
Total payables		2,463,603	2,449,852	2,470,989
Provisions				
Personal benefits and other provisions	4.3A	3,981,237	3,715,940	3,764,306
Total provisions		3,981,237	3,715,940	3,764,306
Total liabilities administered on behalf of Government		6,444,840	6,165,792	6,235,295
Net assets		382,656	377,904	305,959

The above schedule should be read in conjunction with the accompanying notes.

Refer to Note 8.4B for explanations of major variances to the Original Budget.

Department of Social Services Administered reconciliation schedule

for the period ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000
Opening assets less liabilities as at 1 July		377,904	(614,051)
Net cost of services			
Income		447,911	328,296
Expenses			
Payments to entities other than corporate Commonwealth entities		(128,958,085)	(126,323,219)
Payments to corporate Commonwealth entities	2.1D	(25,080,473)	(19,436,438)
Other comprehensive income			
Revaluations transferred to reserves		28,385	242,456
Transfers (to) / from the Australian Government			
Appropriation transfers from Official Public Account			
Annual appropriations			
Payments to entities other than corporate Commonwealth entities		3,107,761	3,081,877
Payments to National Disability Insurance Agency		1,445,361	1,263,386
Payments to National Disability Insurance Agency for reimbursement of goods and services		23,635,112	18,173,052
Special appropriations			
Payments to individuals and entities other than corporate Commonwealth entities	5.1B	126,926,712	124,970,814
Appropriation transfers to Official Public Account			
Transfers to Official Public Account		(1,451,644)	(1,237,019)
Net withholdings of personal benefit overpayments through equity		(96,288)	(71,250)
Closing assets less liabilities as at 30 June		382,656	377,904

The above schedule should be read in conjunction with the accompanying notes.

Accounting Policy

Administered Cash Transfers to and from the Official Public Account

Revenue collected by the department for use by the Australian Government rather than the department is reported as administered revenue. Collections are transferred to the Official Public Account maintained by the Department of Finance. Cash is drawn from the Official Public Account by the department to make payments under Parliamentary appropriation on behalf of the Australian Government. These transfers to and from the Official Public Account are adjustments to the administered cash held by the department on behalf of the Australian Government and reported as such in the administered cash flow statement and in the administered reconciliation schedule.

Department of Social Services
Administered cash flow statement

for the period ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000
OPERATING ACTIVITIES			
Cash received			
Interest		3,259	2,314
Special accounts		3,903	23,525
GST received		271,017	260,742
Personal benefits recoveries		742,963	624,109
National Redress Scheme		297,217	229,290
Rendering of services		23,622	19,942
Other		20,203	50,689
Total cash received		1,362,184	1,210,611
Cash used			
Grants		2,806,832	2,819,242
Subsidies		80,425	74,014
Personal benefits		126,700,929	124,769,847
Suppliers		218,229	194,100
Payments to National Disability Insurance Agency		25,080,473	19,436,438
Other		2,004	32,016
Total cash used		154,888,892	147,325,657
Net cash used by operating activities		(153,526,708)	(146,115,046)
INVESTING ACTIVITIES			
Cash received			
Repayments of advances and loans		97,678	73,631
Total cash received		97,678	73,631
Cash used			
Advances and loans made		237,553	208,372
Total cash used		237,553	208,372
Net cash used by investing activities		(139,875)	(134,741)
Cash from Official Public Account:			
Appropriations		155,114,946	147,489,129
Total cash from official public account		155,114,946	147,489,129
Cash to Official Public Account:			
Appropriations		(1,451,644)	(1,237,019)
Total cash to official public account		(1,451,644)	(1,237,019)
Net cash from Official Public Account		153,663,302	146,252,110
Net (decrease) / increase in cash held		(3,281)	2,323
Cash and cash equivalents at the beginning of the reporting period		21,352	19,029
Cash and cash equivalents at the end of the reporting period	4.1A	18,071	21,352

The above schedule should be read in conjunction with the accompanying notes.

Department of Social Services

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Department of Social Services Notes to and forming part of the financial statements

Overview

The department conducts the following administered activities on behalf of the Australian Government: improve the wellbeing of individuals and families in Australian communities through four outcomes Social Security; Families and Communities; Disability and Carers; and Housing and Homelessness.

The department's central location is in Canberra, ACT and has offices throughout Australia. The department is an Australian Government controlled not-for-profit entity. The purpose is to improve the economic and social wellbeing of individuals and families in Australian communities, which we achieve through the implementation of a range of government policies, programs, services, and payments.

The Basis of Preparation

The financial statements are general purpose financial statements as required by section 42 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The financial statements have been prepared in accordance with:

- the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* issued by the Australian Accounting Standards Board that apply for the reporting period.

The financial statements have been prepared on an accrual basis and are in accordance with the historical cost convention, except for certain assets and liabilities that are reported at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

Taxation

The department is exempt from all forms of taxation except Fringe Benefits Tax and GST.

Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes. Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Royal Commission into the Robodebt Scheme

The Royal Commission into the former Income Compliance Program, commonly known as Robodebt, was established on the 25 August 2022, with the final report delivered on 7 July 2023 with 57 recommendations. The department has assessed the final report and has determined that there is no financial impact on the department's 2022-23 financial statements. The final report makes recommendations that the Australian Government is considering. The department will continue to review and assess any implications on its financial statements in future reporting periods.

Department of Social Services

Notes to and forming part of the financial statements

New Accounting Standards

Adoption of New Australian Accounting Standard Requirements

Two amending standards (AASB 2021-2 and AASB 2021-6) were adopted earlier than the application date as stated in the standard. These amending standards have been adopted for the 2022-23 reporting period.

Standard/ Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
<p>AASB 2021-2 <i>Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definition of Accounting Estimates</i> (AASB 2021-2) and</p> <p>AASB 2021-6 <i>Amendments to Australian Accounting Standards - Disclosure of Accounting Policies: Tier 2 and Other Australian Accounting Standards</i> (AASB 2021-6)</p>	<p>AASB 2021-2 amends AASB 7, AASB 101, AASB 108, AASB 134 and AASB Practice Statement 2. The amending standard requires the disclosure of material, rather than significant, accounting policies, and clarifies what is considered a change in accounting policy compared to a change in accounting estimate.</p> <p>AASB 2021-6 amends the Tier 2 reporting requirements set out in AASB 1049, AASB 1054 and AASB 1060 to reflect the changes made by AASB 2021-2.</p> <p>These amending standards did not have a material impact on the department's financial statements for the current reporting period and is not expected to have a material impact in future reporting periods.</p>

Events After the Reporting Period

The department is pausing the collection of debts calculated using the method of income apportionment, as referenced in Note 7.1.

Department of Social Services

Notes to and forming part of the financial statements

1. Financial Performance

1.1 Expenses

	2023	2022
	\$'000	\$'000
Note 1.1A: Employee Benefits		
Wages and salaries	239,455	216,882
Leave and other entitlements	53,361	37,394
Superannuation:		
Defined contribution plans	29,135	23,402
Defined benefit plans	22,030	18,549
Separation and redundancies	367	1,217
Total employee benefits	344,348	297,444

Accounting Policy

Accounting policies for employee related expenses are contained in Note 6: People.

Note 1.1B: Suppliers

Goods and services supplied or rendered

IT and communications ¹	79,386	78,242
Consultants and contractors	47,621	59,437
Legal expenses	10,205	7,254
Building expenses	7,473	7,613
Independent assessors ²	5,725	4,504
Travel and accommodation	4,472	1,822
Training	3,638	3,982
Recruitment	1,149	1,016
Other	6,465	6,175
Total goods and services supplied or rendered	166,134	170,045

Goods supplied	2,889	2,036
Services rendered	163,245	168,009
Total goods and services supplied or rendered	166,134	170,045

Other suppliers

Short-term leases	-	629
Workers' compensation expenses	2,301	997
Total other suppliers	2,301	1,626
Total suppliers	168,435	171,671

The department has a short-term lease commitment of \$nil as at 30 June 2023 (2022: \$nil).

¹ IT and communications includes the IT services provided by Services Australia to the department, including further system enhancements associated with National Redress Scheme reforms.

² Independent assessors relates to specialist Independent Decision Makers for the National Redress Scheme.

Department of Social Services

Notes to and forming part of the financial statements

1.1 Expenses (continued)

Accounting Policy

Short-term leases and leases of low-value assets

The department has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). The department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	2023	2022
	\$'000	\$'000
Note 1.1C: Finance Costs		
Interest on lease liabilities	8,550	8,786
Total finance costs	8,550	8,786

Accounting Policy

All borrowing costs are expensed as incurred.

1.2 Own-Source Income

Own-Source Revenue

Note 1.2A: Revenue from Contracts with Customers

Rendering of services	31,461	23,905
Total revenue from contracts with customers	31,461	23,905

Disaggregation of revenue from contracts with customers

Type of customer:

Australian Government entities (related parties)	30,889	23,218
Non-government entities	572	687
	31,461	23,905

Accounting Policy

Under the revenue recognition model, the department first determines whether an enforceable agreement exists and whether the promises to transfer goods or services to the customer are 'sufficiently specific'. If an enforceable agreement exists and the promises are 'sufficiently specific' (to a transaction or part of a transaction), the department applies the general AASB 15 *Revenue from Contracts with Customers* principles to determine the appropriate revenue recognition. If these criteria are not met, the department considers whether AASB 1058 *Income for not-for-profits* applies.

Services provided to Australian Government entities through the Community Grants Hub, operate in accordance with partnership agreements that are provided on the basis of a service package. Revenue is recognised as services are delivered over time. The transaction price is the total amount of consideration to which the department expects to be entitled in exchange for transferring promised goods or services to a customer. The consideration promised in a contract with a customer may include fixed amounts, variable amounts or both. Receivables for services, which have 30-day terms, are recognised at the nominal amounts due less any impairment allowance. Collectability of debts is reviewed at the end of the reporting period. An allowance is made when collectability of the debt is no longer probable.

Department of Social Services Notes to and forming part of the financial statements

1.2 Own-Source Income (continued)

	2023	2022
	\$'000	\$'000
Note 1.2B: Resources Received Free of Charge		
IT services provided by Services Australia	56,075	52,755
Remuneration of auditors	1,470	1,470
Other	108	112
Total resources received free of charge	57,653	54,337

Accounting Policy

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

Note 1.2C: Rental Income

Subleasing right-of-use assets	3,027	3,425
Total rental income	3,027	3,425

The department, in its capacity as lessor, has one sub-lease arrangement (2022: one arrangement) and fixed memorandum of understanding agreements with Commonwealth agencies in seven tenancies (2022: six tenancies). Due to the nature of these arrangements, the risk associated with any rights the department retains in the underlying assets is low.

Maturity analysis of operating lease income receivables:

Within one year	1,559	3,422
One to two years	569	1,250
Two to three years	195	409
Three to four years	204	182
Four to five years	214	187
More than 5 years	72	249
Total undiscounted lease payments receivable	2,813	5,699

Accounting Policy

Sale of Assets

Gains from disposal of assets are recognised when control of the asset has passed to the buyer.

Contributions of Assets at No Cost

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset first qualifies for recognition, unless received from another Australian Government entity as a consequence of a restructuring of administrative arrangements (refer to Note 8.2A).

Revenue from Government

Amounts appropriated for departmental appropriations for the financial year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation. Appropriations receivable are recognised at nominal amounts (refer to Note 3.1A).

Department of Social Services

Notes to and forming part of the financial statements

2. Income and Expenses Administered on Behalf of Government

2.1 Administered – Expenses

	2023	2022
	\$'000	\$'000
Note 2.1A: Suppliers		
Goods and services supplied or rendered		
Consultants and contractors	90,100	81,167
Research services	27,807	26,276
Advertising, legal and marketing costs	24,794	32,749
Disability employment services	21,475	18,794
IT and data services ¹	19,003	4,799
Program support	8,994	8,519
Other ¹	4,514	3,737
Total goods and services supplied or rendered	196,687	176,041
Goods supplied	2,935	1,365
Services rendered	193,752	174,676
Total goods and services supplied or rendered	196,687	176,041
Total suppliers	196,687	176,041
¹ Comparatives were adjusted based on the current year's categorisations.		
Note 2.1B: Grants		
Public sector:		
Local Governments	4,840	3,718
Australian Government entities	2,552	1,751
Private sector:		
Non-profit organisations	1,925,730	1,875,296
External parties	608,750	651,471
Total grants	2,541,872	2,532,236

Accounting Policy

Grants and Subsidies

The department administers grant and subsidy schemes on behalf of the Australian Government. These schemes include grants to local governments, non-government, not-for-profit organisations and other recipients for activities associated with community development and supporting individuals. Disability Employment Services, classified as grants expenses, are outcomes based and include services and outcome fees paid to providers.

Note 2.1C: Personal Benefits

Direct:		
Income Support for Seniors	54,619,328	51,200,268
Working Age Payments	19,710,198	21,700,533
Income Support for People with Disability	19,423,124	18,367,147
Family Tax Benefit	15,934,351	15,706,321
Income Support for Carers	10,322,489	9,837,094
Paid Parental Leave	2,708,203	2,661,263
Student Payments	2,392,219	2,844,613
National Redress Scheme for Survivors of Institutional Child Sexual Abuse	311,086	284,953
Income Support for Vulnerable People	169,263	174,881
Child Payments	103,899	99,006
Allowances and Concessions for Seniors	76,530	186,802
Other	34,811	25,920
Indirect	3,445	2,401
Total personal benefits	125,808,946	123,091,202

Department of Social Services Notes to and forming part of the financial statements

2.1 Administered – Expenses (continued)

Accounting Policy

Personal Benefits

The department administers personal benefit payments that provide income support, family assistance and other entitlements to individuals on behalf of the Australian Government. Payments to recipients are determined in accordance with provisions under social security law and other legislation, including:

- *Social Security (Administration) Act 1999*;
- *A New Tax System (Family Assistance) (Administration) Act 1999*;
- *Student Assistance Act 1973*;
- *Paid Parental Leave Act 2010*; and
- *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

Payments made under social security law and other legislation are assessed, determined and paid by Services Australia and the Department of Veterans' Affairs under delegation from the department. The department reports payments made by Services Australia and the Department of Veterans' Affairs on behalf of the department.

The *Social Security (Administration) Act 1999* and the *A New Tax System (Family Assistance) (Administration) Act 1999* impose an obligation on recipients to disclose to Services Australia and the Department of Veterans' Affairs information about financial and personal circumstances that affect entitlement to payment. This is a necessary part of Services Australia and the Department of Veterans' Affairs administration, which acknowledges that, at the time certain information is required, only the recipient is in a position to provide that information.

Unreported changes in circumstances can lead to incorrect payment, even if no deliberate fraud is intended. Risks associated with relying on voluntary disclosure by recipients are mitigated by a comprehensive portfolio risk management plan, underpinned by compliance strategies, which have been built up over many years. The compliance framework has been designed to meet the requirements of social security legislation.

The compliance framework does not rely solely on information provided by recipients to determine their entitlement. A comprehensive risk management strategy minimises the potential for incorrect payment by subjecting recipients to a variety of review processes. If debts are identified, Services Australia seeks recovery in a lump sum or by instalments. While the risk management strategy is principally directed at minimising debts, the detection of underpayments will also result in an adjustment to their level of entitlement.

	2023	2022
	\$'000	\$'000
Note 2.1D: Payments to National Disability Insurance Agency		
Reimbursement for goods and services	23,635,112	18,173,052
National Disability Insurance Agency	<u>1,445,361</u>	<u>1,263,386</u>
Total payments to corporate Commonwealth entities¹	<u>25,080,473</u>	<u>19,436,438</u>
Note 2.1E: Fair Value Losses		
Student Start-up Loan	56,490	120,363
Student Financial Supplement Scheme	-	171,600
Home Equity Access Scheme	-	13,013
Total fair value losses	<u>56,490</u>	<u>304,976</u>
Note 2.1F: Other Expenses		
Other special accounts expense	2,000	27,791
Contributions ²	-	4,395
Other	<u>1,163</u>	<u>645</u>
Total other expenses	<u>3,163</u>	<u>32,831</u>

¹ The National Disability Insurance Agency (NDIA) is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to the department as the responsible non-corporate Commonwealth entity, which are then paid to the NDIA.

² Contributions include payment to the National Capital Authority for designing and building the National Memorial for Victims and Survivors of Institutional Child Sexual Abuse.

Department of Social Services

Notes to and forming part of the financial statements

2.2 Administered – Income		
	2023	2022
	\$'000	\$'000
Revenue		
Non-Taxation Revenue		
Note 2.2A: Recoveries		
National Redress Scheme	299,974	244,830
Personal benefits recoveries	146	191
Other	7,501	9,881
Total recoveries	307,621	254,902
Note 2.2B: Fair Value Gains		
Student Financial Supplement Scheme	47,758	-
Home Equity Access Scheme	4,427	-
Total fair value gains	52,185	-

Accounting Policy

Revenue

All administered revenues relate to ordinary activities performed by the department on behalf of the Australian Government. As such, administered appropriations are not revenues of the individual entity that facilitates distribution or expenditure of the funds as directed.

National Redress Scheme

The department is appropriated to make payments under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and then recovers these payments from the responsible participating institution.

Personal Benefits Recoveries

Personal benefits recoveries mainly relate to fees on the recovery of personal benefit payments.

Department of Social Services Notes to and forming part of the financial statements

3. Departmental Financial Position

3.1 Financial Assets

	2023	2022
	\$'000	\$'000
Note 3.1A: Trade and Other Receivables		
Goods and services receivables	720	1,276
Contract assets from contracts with customers	<u>2,152</u>	<u>2,381</u>
Total goods and services receivables	<u>2,872</u>	<u>3,657</u>
Appropriations receivables:		
For ordinary annual appropriation	88,585	88,895
For departmental capital budget	4,895	2,487
For equity injection	-	1,409
Total appropriations receivables	<u>93,480</u>	<u>92,791</u>
Other receivables:		
GST receivable from the Australian Taxation Office	948	1,123
Other	<u>491</u>	<u>796</u>
Total other receivables	<u>1,439</u>	<u>1,919</u>
Total trade and other receivables (gross)	<u>97,791</u>	<u>98,367</u>
Less expected credit loss allowance	<u>(8)</u>	<u>(3)</u>
Total trade and other receivables (net)	<u>97,783</u>	<u>98,364</u>

During the 2023 financial year, credit terms for goods and services were within 30 days (2022: 30 days).

Accounting Policy

Cash and cash equivalents

Cash is recognised at its nominal amount. Cash and cash equivalents includes cash on hand.

Trade and other receivables.

Trade and other receivables are held for the purpose of collecting contractual cash flows. The cash flows are solely payments of principal and interest that are not provided at below-market interest rates and are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

Department of Social Services

Notes to and forming part of the financial statements

3.2 Non-Financial Assets

Note 3.2A: Reconciliation of Non-Financial Assets

	Buildings and leasehold improvements \$'000	Property, plant & equipment \$'000	Intangibles \$'000	Total \$'000
As at 1 July 2022				
Gross book value	655,720	1,059	1,350	658,129
Accumulated depreciation, amortisation and impairment	(80,546)	(218)	(960)	(81,724)
Net book value as at 1 July 2022	575,174	841	390	576,405
Additions:				
Purchase or internally developed	345	912	-	1,257
Right-of-use assets	-	249	-	249
Impairments recognised in net cost of services	-	(3)	(85)	(88)
Depreciation on right-of-use assets	(31,901)	(173)	-	(32,074)
Other depreciation and amortisation	(6,824)	(178)	(195)	(7,197)
Re-measurements of right-of-use assets	520	-	-	520
Disposals with proceeds ¹	-	-	-	-
Net book value as at 30 June 2023	537,314	1,648	110	539,072
Net book value as at 30 June 2023 represented by:				
Gross book value	656,026	2,003	1,099	659,128
Accumulated depreciation, amortisation and impairment	(118,712)	(355)	(989)	(120,056)
Net book value as at 30 June 2023	537,314	1,648	110	539,072
Carrying amount of right-of-use assets	490,015	188	-	490,203

¹ The department received a share of profit from the sale of leased motor vehicles with nil net book value during the 2023 financial year.

No property, plant and equipment is expected to be sold within the next 12 months (2022: nil).

	2023	2022
	\$'000	\$'000
Contractual commitments for the acquisition of property, plant and equipment and intangibles are payable as follows (GST inclusive):		
Within one year	2,655	725
Total property, plant and equipment and intangible commitments	2,655	725

Department of Social Services Notes to and forming part of the financial statements

3.2 Non-Financial Assets (continued)

Accounting Policy

Acquisition of Assets

Assets are recorded at cost on acquisition except as otherwise stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Non-financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amount at which these items were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases of less than \$10,000, which are expensed in the financial year of acquisition (other than where these assets form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to make good provisions in office accommodation leases reported by the department where an obligation to restore the property to its original or an agreed condition exists. These costs are included in the value of the department's leasehold improvements with a corresponding provision for the make good recognised. Leasehold improvement assets have a recognition threshold of \$20,000.

The department's intangibles comprise purchased and internally developed software for internal use. Intangibles are capitalised when their gross values are greater than \$50,000 for externally acquired software and \$200,000 for internally developed software. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Right of Use (ROU) Assets

Lease ROU assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for as separate asset classes in the department's financial information management system. However, the lease ROU assets are included in the same non-financial asset category where the corresponding underlying assets would be presented if they were owned. The department does not have any onerous leases.

An impairment review is undertaken for any ROU asset that shows indicators of impairment and an impairment loss is recognised against any ROU asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition.

Revaluations

Following initial recognition at cost, property, plant and equipment (excluding ROU assets) are carried at fair value (or an amount not materially different from fair value). Valuations are conducted with sufficient frequency to ensure the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class-by-class basis. Any revaluation increment is credited to equity in the asset revaluation reserve except to the extent it reversed a previous revaluation decrement of the same asset class previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent these amounts reverse a previous revaluation increment for the class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset is restated to the revalued amount.

Department of Social Services

Notes to and forming part of the financial statements

3.2 Non-Financial Assets (continued)

Valuation Processes

The department engaged the services of Jones Lang LaSalle Public Sector Valuations to conduct a desktop revaluation of all tangible non-financial assets at 30 June 2023, excluding ROU assets. This annual assessment is undertaken to determine whether the carrying amount of the assets is materially different from their fair value. The assessment showed no material differences as at 30 June 2023. Intangible non-financial assets are carried at cost. Comprehensive valuations are carried out at least once every three years. Jones Lang LaSalle Public Sector Valuations has provided written assurance to the department that the models developed are in compliance with AASB 13 *Fair Value Measurement*.

The methods used to determine and substantiate the unobservable inputs are derived and evaluated as follows:

- Physical depreciation and obsolescence - assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the cost approach. Under the cost approach, the estimated cost to replace the asset is calculated and adjusted to take into account physical depreciation and obsolescence. Physical depreciation and obsolescence is determined on the basis of professional judgement regarding physical, economic and external obsolescence factors relevant to the asset under consideration; and
- Leasehold improvement assets - the consumed economic benefit/asset obsolescence deduction is determined on the basis of the associated lease term.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives using, in all cases, the straight-line method of depreciation.

Intangibles are amortised on a straight-line basis over the anticipated useful life.

Depreciation rates applying to each class of depreciable asset, excluding ROU assets, are based on the following estimated useful lives:

	2023	2022
Buildings and leasehold improvements	Lease term	Lease term
Plant and equipment	3 to 10 years	3 to 10 years
Intangibles	5 years	5 years

The change in accounting estimate of the useful life impacts the depreciable useful life and depreciation expense over the current and forward years.

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Impairment

All non-financial assets are assessed by the department for impairment as at balance date. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount. There were no impairment indicators for the 2023 financial year.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the department were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Department of Social Services Notes to and forming part of the financial statements

3.3 Payables

	2023	2022
	\$'000	\$'000
Note 3.3A: Suppliers		
Trade creditors and accruals	<u>13,515</u>	<u>15,450</u>
Total suppliers	<u>13,515</u>	<u>15,450</u>

During the 2023 financial year, settlement is usually made in accordance with Australian Government policy: within five calendar days for e-invoices and 20 calendar days for all other invoices to assist the cash flow for Australian businesses.

Note 3.3B: Other Payables

Salaries and wages	6,918	5,759
Leave transfers	2,965	2,615
Superannuation	1,270	1,052
Separations and redundancies	192	-
Unearned income	102	93
Other	<u>1,382</u>	<u>1,422</u>
Total other payables	<u>12,829</u>	<u>10,941</u>

3.4 Interest Bearing Liabilities

Note 3.4A: Leases

Lease liabilities	<u>538,470</u>	<u>557,998</u>
Total leases	<u>538,470</u>	<u>557,998</u>

Total cash outflow for leases for the year ended 30 June 2023 was \$28.847 million (2022: \$29.048 million).

Maturity analysis - contractual undiscounted cash flows

Within 1 year	29,576	27,255
Between 1 to 5 years	116,982	109,026
More than 5 years	<u>477,887</u>	<u>494,892</u>
Total leases	<u>624,445</u>	<u>631,173</u>

The department in its capacity as lessee has a lease for its National Office, the Enid Lyons Building located in Canberra and accounts for the majority of the lease portfolio. This lease ends in the 2033 financial year and has two further renewal options of five years each.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1C, 1.2C and 3.2.

Department of Social Services

Notes to and forming part of the financial statements

3.4 Interest Bearing Liabilities (continued)

Accounting Policy

For all contracts entered into, the department considers whether the contract contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Make Good Provision

The fair value of make good for leasehold improvements is based on estimated costs per square metre on a site-by-site basis and is included as a provision for make good. The value of the provision for a property will depend on the rate and assessed cost of the make good obligation applied to the premises. The department has determined that not all property leases have a make good obligation.

In the 2023 financial year, \$0.566 million has been recognised in Other Provisions (2022: \$0.443 million).

Department of Social Services
Notes to and forming part of the financial statements

4. Assets and Liabilities Administered on Behalf of Government		
4.1 Administered – Financial Assets		
	2023	2022
	\$'000	\$'000
Note 4.1A: Cash and Cash Equivalents		
Cash at bank	16,893	15,220
Cash in special accounts	1,178	6,132
Total cash and cash equivalents	18,071	21,352
Accounting Policy		
<i>Cash</i>		
Cash is recognised at its nominal amount. Cash and cash equivalents includes cash on hand and cash in special accounts. Refer to Note 5.2.		
Note 4.1B: Receivables		
Personal benefits:		
Family Tax Benefit	2,867,875	2,637,465
Working Age Payments	1,429,337	1,436,437
Student Payments	379,164	349,027
Income Support for Seniors	369,162	298,327
Income Support for People with Disability	287,340	280,808
Income Support for Carers	255,745	235,413
Other	33,937	21,816
Total personal benefits	5,622,560	5,259,293
Advances and loans:		
Student Start-up Loan	733,800	682,100
Advance payments for personal benefits	501,114	471,252
Home Equity Access Scheme	238,100	141,200
Student Financial Supplement Scheme	220,400	225,800
Total advances and loans	1,693,414	1,520,352
Other receivables:		
National Redress Scheme ¹	86,849	68,181
Rendering of services ¹	4,791	20,693
GST receivable from the Australian Taxation Office	18,095	20,433
Other receivables	3,958	7,463
Total other receivables (gross)	113,693	116,770
Total receivables (gross)	7,429,667	6,896,415
Less impairment loss allowance:		
Personal benefits	(1,980,916)	(1,705,078)
Other	(4,048)	(5,330)
Total impairment loss allowance	(1,984,964)	(1,710,408)
Total receivables (net)	5,444,703	5,186,007

¹ Administrative charges for the National Redress Scheme are reported under Rendering of services.

Department of Social Services

Notes to and forming part of the financial statements

4.1 Administered – Financial Assets (continued)

Accounting Judgements and Estimates

Receivables are based on actual debts raised except where noted below.

Personal benefit payments

At any point in time, benefit recipients can receive a benefit above their entitlement and owe money to the Commonwealth. Family Tax Benefits (FTB) overpayments arise because of the program design. The department's right to recover a debt occurs when the FTB amount paid to a person for the period is greater than the amount the person was entitled. The department also has a compliance policy to identify and seek to recover overpayments on all personal benefits. These overpayments are only recognised as receivables once they have undergone review to ensure they are validly recoverable.

The AGA has provided advice on the likely level of debt recovery of personal benefits, including FTB. A detailed reconciliation process occurs after the end of the period for FTB. When advising on debt recovery of all personal benefits, the AGA considers past economic, policy and process changes that have impacted repayments, pausing debt recovery activity as a policy response to past natural disasters and any potential changes that may affect future repayment prospects. Each of these changes requires separate and collective consideration of the impact of the advice provided.

The AGA also calculates the impairment allowance, noting several uncertainties in the estimation process associated with Personal Benefits, including FTB. The allowance relies on periodic analysis of longitudinal unit record data to estimate the proportion of the outstanding non-lodger debt, which might be considered receivable, and the doubtful debt associated with each debt category.

Student Start-up Loan

The Student Start-up Loan is a voluntary loan that is available to full time students in receipt of Youth Allowance, Austudy or ABSTUDY. The scheme commenced on 1 January 2016 with students potentially eligible to take out two loans a year. The loan is only repaid once any Higher Education Loan Program (HELP) have been fully extinguished.

The department engaged the AGA to provide a fair value estimate for the Student Start-up Loan receivable as at 30 June 2023.

The methodology used by the AGA generates individual cash flow profiles for all those who have an outstanding debt at the valuation date. This includes modelling individual cash flows by projecting forward expected future incomes for each individual and their associated compulsory repayment by year. Compulsory repayment thresholds were also projected, considering assumptions as to future Consumer Price Index (CPI) growth.

The repayment cash flows were aggregated across all individuals to arrive at total repayments to determine the fair value of the receivable.

Student Financial Supplement Scheme

The Student Financial Supplement Scheme was a voluntary loan scheme for tertiary students. The Student Financial Supplement Scheme closed on 31 December 2003 and no new loans have been issued since this date. Existing Student Financial Supplement Scheme debts are collected through the tax system and voluntary repayments can also be made. Loans repaid through the tax system are only repaid once any Higher Education Loan Program (HELP) debts have been fully extinguished.

The department engaged the AGA to provide the fair value estimate of the Student Financial Supplement Scheme receivable as at 30 June 2023.

The model used by the AGA generates individual cash flow profiles for all those who have an outstanding debt at the valuation date. This includes modelling individual cash flows by projecting forward expected future incomes for each individual and their associated compulsory repayment by year. Compulsory repayment thresholds were also projected, considering assumptions as to future CPI growth.

Department of Social Services Notes to and forming part of the financial statements

4.1 Administered – Financial Assets (continued)

Home Equity Access Scheme

The Home Equity Access Scheme (formerly known as the Pension Loan Scheme) is a Government loan program similar to a voluntary reverse mortgage. It offers older Australians a way to supplement their retirement income by drawing on the equity in their home or other Australian real estate. Older Australians can choose to receive a fortnightly payment and/or access modest lump sum payments up to twice a year.

The AGA have estimated the value of the receivable as the present value of expected future cash flows in respect of loan balances and estimated property values as at 30 June 2023.

The approach used by the AGA in projecting expected future cash flows is to project both the outstanding loan balance and associated property value. On the death of the borrower, the loan is repaid from the sale proceeds and any shortfall is not recovered. The AGA have also projected future voluntary repayments by reference to the level of such repayments received to date. The projected cash flows are discounted at the Australia Government cost of borrowing for an average term of the repayments of 7.2 years.

	2023 \$'000	2022 \$'000
Note 4.1C: Investments		
National Disability Insurance Agency	1,276,257	1,244,088
Hearing Australia	87,008	90,792
Total investments in Commonwealth entities	1,363,265	1,334,880
Other interests:		
Unison Housing Limited	1,457	1,457
Total other interests	1,457	1,457
Total investments	1,364,722	1,336,337

Accounting Policy

Administered Investments

Administered investments in subsidiaries, joint ventures and associates are not consolidated because their consolidation is relevant only at the whole of government level.

Administered investments other than those held for sale are classified at fair value through other comprehensive income and are measured at their fair value as at 30 June 2023. Fair value has been taken to be the Australian Government's proportional interest in the net assets of the entities as at the end of the reporting period.

Unison Housing Limited was revalued independently in accordance with AASB 13 *Fair Value Measurement* in the 2022 financial year.

Department of Social Services

Notes to and forming part of the financial statements

4.2 Administered – Payables

	2023	2022
	\$'000	\$'000
Note 4.2A: Personal Benefits		
Direct:		
Income Support for Seniors	1,097,933	1,009,513
Income Support for People with Disability	389,051	365,366
Working Age Payments	349,769	378,678
Family Tax Benefit	219,299	272,553
Income Support for Carers	176,591	172,818
Student Payments	47,129	52,797
Paid Parental Leave	43,614	31,745
National Redress Scheme for Survivors of Institutional Child Sexual Abuse	6,341	3,397
Other	5,793	5,990
Indirect	51	29
Total personal benefits	2,335,571	2,292,886

Note 4.2B: Grants

Private sector:		
Non-profit organisations	4,100	11,381
Other grants	270	8,642
Total grants	4,370	20,023

Settlement of grant payables is made according to the terms and conditions of each grant. During the 2023 financial year, settlement is usually made in accordance with Australian Government policy: within five calendar days for e-invoices and 20 calendar days for all other invoices to assist the cash flow for Australian businesses.

Accounting Policy

Administered payables are measured at fair value where possible. The carrying amounts of administered liabilities not measured at fair value are considered to be a reasonable approximation of their fair value.

Grants

Grant liabilities are recognised to the extent that required services have been performed or the eligibility criteria have been satisfied by the grantee, but payments due have not been made. Grant commitments are recognised when the Australian Government enters into an agreement to make grants payments, but services have not yet been performed or criteria satisfied.

Department of Social Services Notes to and forming part of the financial statements

4.3 Administered – Other Provisions

Note 4.3A: Personal Benefits and Other Provisions

	Family Tax Benefit	Claims in Progress	National Redress Scheme	Pension Bonus Scheme	Other ¹	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount as at 1 July 2022	3,434,900	168,255	60,053	45,900	6,832	3,715,940
Provisions made	3,434,900	386,298	50,654	-	70	3,871,922
Provisions expired or settled	(3,434,900)	(168,255)	(60,053)	(10,600)	(1,917)	(3,675,725)
Changes in provision	67,100	-	-	2,000	-	69,100
Closing balance as at 30 June 2023	3,502,000	386,298	50,654	37,300	4,985	3,981,237

¹ Single Income Family Supplement and Schoolkids Bonus are disclosed in Other provisions and both schemes are closed to new registrations.

Accounting Judgements and Estimates

Family Tax Benefit

At any point in time, there are eligible recipients, entitled to receive the FTB, who have not yet received their full entitlement from Services Australia. The provision calculates the current financial year and earlier financial years' liability for claims that have yet to be realised. The methodology considers the likely lodgement profiles associated with reconciliation top-ups, lump sum claims and supplement payments, including new measures. The department engaged the AGA to estimate FTB.

Pension Bonus Scheme

The Pension Bonus Scheme provides a tax-free lump sum payment to those who continue in employment and defer receiving the Age Pension. The Scheme was closed to new registrations from 1 July 2014. The future Pension Bonus Scheme liability relates to those who are currently registered and have not yet received a bonus payment or exited for some other reason.

The department engaged the AGA to estimate Pension Bonus Scheme. The AGA make a series of key assumptions about future experience based on historical data, including actual average payments, claim rates and the period over which claims are expected to be made. These factors have been reviewed for the 2023 financial year, based on the behaviour of recipients up to 31 December 2022, and projected over the estimated remaining life of the scheme. The AGA has adopted a long-term bond rate to discount the present value of the provision.

Claims in Progress

At any point in time, there are claims for personal benefits payments that have been submitted and are in the process of being assessed. The liability is calculated using an in-house model, which was reviewed by the AGA in the 2020 financial year. It considers average payment rates, the proportion of claims expected to be granted and the aging profile of the claims.

National Redress Scheme

The Australian Government administers the National Redress Scheme and in this capacity makes monetary payments to survivors of child sexual abuse in accordance with the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*. As the National Redress Scheme operates on the basis that the responsible entity pays, the funds paid to the survivor are recovered from the responsible institution.

The provision represents the total monetary payment that is offered to survivors under the scheme that has not been accepted at the reporting date.

Department of Social Services

Notes to and forming part of the financial statements

5. Funding

5.1 Appropriations

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive')

	Total unspent 30 June 2022 \$'000	Amount appropriated in 2022-23				Appropriation applied in 2022-23 ¹	Repealed appropriation \$'000	Total unspent 30 June 2023 \$'000
		Current year appropriation \$'000	Section 75 transfers ² \$'000	Section 74 receipts \$'000	Total appropriation ¹ \$'000	Current and prior years \$'000		
Departmental - Ordinary Annual Services								
<i>Supply Act (No. 1) 2020-2021 - Capital Budget (DCB) - Non Operating³</i>	876	-	-	-	-	-	-	876
<i>Appropriation Act (No. 1) - 2021-2022</i>	85,012	-	-	-	-	(85,012)	-	-
<i>Appropriation Act (No. 1) 2021-2022 - Capital Budget (DCB) - Non Operating</i>	2,487	-	-	-	-	(1,305)	-	1,182
<i>Appropriation Act (No. 3) 2021-2022</i>	3,883	-	-	-	-	(3,883)	-	-
<i>Supply Act (No. 1) 2022-2023</i>	-	173,108	(2,523)	25,919	196,504	(196,504)	-	-
<i>Supply Act (No. 1) 2022-2023 - Capital Budget (DCB) - Non Operating⁴</i>	-	1,546	-	-	1,546	-	-	1,546
<i>Supply Act (No. 3) 2022-2023⁵</i>	-	242,270	-	24,123	266,393	(176,279)	-	90,114
<i>Supply Act (No. 3) 2022-2023 - Capital Budget (DCB) - Non Operating⁴</i>	-	2,167	-	-	2,167	-	-	2,167
<i>Appropriation Act (No. 1) 2022-2023</i>	-	32,670	(1,000)	-	31,670	(31,544)	-	126
<i>Appropriation Act (No. 3) 2022-2023</i>	-	35	-	-	35	(35)	-	-
Cash and cash equivalents	5,979	-	-	-	-	(349)	-	5,630
Total ordinary annual services	98,237	451,796	(3,523)	50,042	498,315	(494,911)	-	101,641
Departmental - Other Services								
<i>Supply Act (No. 2) 2019-2020 - Non Operating - Equity Injection⁶</i>	136	-	-	-	-	-	(136)	-
<i>Appropriation Act (No. 2) 2019-2020 - Non Operating - Equity Injection⁶</i>	1,273	-	-	-	-	-	(1,273)	-
<i>Supply Act (No. 2) 2020-2021 - Equity Injections⁷</i>	165	-	-	-	-	-	-	165
Total other services	1,574	-	-	-	-	-	(1,409)	165
Total Departmental	99,811	451,796	(3,523)	50,042	498,315	(494,911)	(1,409)	101,806

Department of Social Services

Notes to and forming part of the financial statements

- ¹ The variance in the current financial year of \$3.404 million between the total amount appropriated of \$498.315 million less the amount applied of \$494.911 million relates to the movement in cash and appropriation receivable between current and prior financial year.
- ² Section 75 transfers of \$3.523 million relates to the transfer of functions with the Domestic, Family and Sexual Violence Commission (DFSV).
- ³ *Supply Act (No. 1) 2020-2021 – Capital Budget (DCB) – Non Operating* includes \$0.876 million withheld under section 51 of the PGPA Act relating to the 2021 financial year due to the transfer from non-operating budget to operating budget. This appropriation will repeal on 1 July 2023.
- ⁴ The DCB is appropriated through *Supply Act (No.1) 2020-2021 - Capital Budget (DCB) - Non Operating, Appropriation Act (No. 1) 2021-2022 - Capital Budget (DCB) - Non Operating, Supply Act (No. 1) 2022-2023* and *Supply Act (No. 3) 2022-2023*, and is not separately identified in the Supply Act.
- ⁵ *Supply Act (No. 3) 2022-2023* includes \$1.655 million withheld under section 51 of the PGPA Act primarily due to the whole of government savings measure.
- ⁶ *Supply Act (No. 2) 2019-2020 and Appropriation Act (No. 2) 2019-2020* of \$1.409 million were repealed on 1 July 2022.
- ⁷ *Supply Act (No. 2) 2020-2021 – Equity Injections* includes \$0.165 million withheld under section 51 of the PGPA relating to the 2021 financial year due to the transfer of the corporate IT function to Services Australia. This appropriation will repeal on 1 July 2023.

Department of Social Services

Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive') (continued)

	Total unspent 30 June 2021 \$'000	Amount appropriated in 2021-22				Appropriation applied in 2021-22	Repealed appropriation \$'000	Total unspent 30 June 2022 \$'000
		Current year appropriation \$'000	Section 75 transfers \$'000	Section 74 receipts \$'000	Total appropriation ¹ \$'000	Current and prior years \$'000		
Departmental - Ordinary Annual Services								
<i>Appropriation Act (No. 3) 2018-2019³</i>	784	-	-	-	-	-	(784)	-
<i>Appropriation Act (No. 1) 2019-2020 - Capital Budget (DCB) - Non Operating</i>	849	-	-	-	-	(849)	-	-
<i>Appropriation Act (No. 1) 2020-2021⁴</i>	69,987	-	-	-	-	(69,987)	-	-
<i>Supply Act (No. 1) 2020-2021⁴</i>	5,287	-	-	-	-	(5,287)	-	-
<i>Appropriation Act (No. 3) 2020-2021</i>	5,497	-	-	-	-	(5,497)	-	-
<i>Supply Act (No.1) 2020-2021 - Capital Budget (DCB) - Non Operating⁵</i>	4,414	-	-	-	-	(3,538)	-	876
<i>Appropriation Act (No. 1) 2021-2022²</i>	-	422,921	87	42,353	465,361	(380,349)	-	85,012
<i>Appropriation Act (No. 1) 2021-2022 - Capital Budget (DCB) - Non Operating⁵</i>	-	3,758	-	-	3,758	(1,271)	-	2,487
<i>Appropriation Act (No. 3) 2021-2022</i>	-	3,883	-	-	3,883	-	-	3,883
Cash and cash equivalents	6,720	-	-	-	-	(741)	-	5,979
Total ordinary annual services	93,538	430,562	87	42,353	473,002	(467,519)	(784)	98,237
Departmental - Other Services								
<i>Appropriation Act (No. 2) 2019-2020 - Non Operating - Equity Injection</i>	1,273	-	-	-	-	-	-	1,273
<i>Supply Act (No. 2) 2019-2020 - Non Operating - Equity Injection</i>	136	-	-	-	-	-	-	136
<i>Supply Act (No. 2) 2020-2021 - Equity Injections⁶</i>	165	-	-	-	-	-	-	165
Total other services	1,574	-	-	-	-	-	-	1,574
Total Departmental	95,112	430,562	87	42,353	473,002	(467,519)	(784)	99,811

¹ The variance in the previous financial year of \$5.483 million between the total amount appropriated of \$473.002 million less the amount applied of \$467.519 million related to the movement in cash and appropriation receivable between the previous and prior financial year.

² Departmental adjustments were section 75 transfers of \$0.087 million, which related to the transfer of functions with the Department of Health.

³ *Appropriation Act (No. 3) 2018-2019* was repealed on 1 July 2021.

Department of Social Services

Notes to and forming part of the financial statements

- ⁴ Opening balance was restated to reflect the correct opening balances.
- ⁵ *Supply Act (No. 1) 2020-2021 – Capital Budget (DCB) – Non Operating* includes \$0.876 million withheld under section 51 of the PGPA Act relating to the 2021 financial year due to the transfer from non-operating budget to operating budget.
- ⁶ *Supply Act (No. 2) 2020-21 – Equity Injections* includes \$0.165 million withheld under section 51 of the PGPA Act relating to the 2021 financial year due to the transfer of the corporate IT function to Services Australia.

Department of Social Services

Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive') (continued)

	Total unspent 30 June 2022 \$'000	Amount appropriated in 2022-23			Appropriation applied in 2022-23 ¹	Repealed appropriation ² \$'000	Total unspent 30 June 2023 \$'000
		Current year appropriation \$'000	Section 74 receipts \$'000	Total appropriation ¹ \$'000	Current and prior years \$'000		
Administered - Ordinary Annual Services							
Supply Act (No. 1) 2019-2020 ²	1,291	-	-	-	-	(1,291)	-
Appropriation Act (No.1) 2019-2020 ²	27,257	-	-	-	-	(27,257)	-
Appropriation Act (No.3) 2019-2020 ²	141,179	-	-	-	-	(141,179)	-
Supply Act (No. 1) 2020-2021 ^{3, 4}	111,536	-	-	-	(87,933)	-	23,603
Appropriation Act (No.1) 2020-2021 ^{3, 5}	542,635	-	-	-	(65,218)	-	477,417
Appropriation Act (No.3) 2020-2021 ³	2,033	-	-	-	-	-	2,033
Appropriation Act (No.1) 2021-2022 ⁶	225,640	-	-	-	(62,502)	-	163,138
Appropriation Act (No.3) 2021-2022	43,280	-	-	-	(17,664)	-	25,616
Supply Act (No. 1) 2022-2023 ⁷	-	25,294,259	270	25,294,529	(25,122,528)	-	172,001
Supply Act (No.1) 2022-2023 - National Disability Insurance Scheme Launch Transition Agency	-	586,825	-	586,825	(586,825)	-	-
Supply Act (No. 3) 2022-2023	-	55,383	-	55,383	(9,259)	-	46,124
Supply Act (No.3) 2022-2023 - National Disability Insurance Scheme Launch Transition Agency	-	821,554	-	821,554	(821,554)	-	-
Appropriation Act (No.1) 2022-2023 ⁸	-	217,915	-	217,915	(93,089)	-	124,826
Appropriation Act (No.1) 2022-2023 - National Disability Insurance Scheme Launch Transition Agency	-	36,982	-	36,982	(36,982)	-	-
Appropriation Act (No.3) 2022-2023	-	1,015,236	-	1,015,236	(1,015,236)	-	-
Total Administered	1,094,851	28,028,154	270	28,028,424	(27,918,790)	(169,727)	1,034,758

¹ The variance in the current financial year of \$109.634 million (\$28,028.424 million less \$27,918.790 million) consists of \$233.317 million for the payment of prior year expenses offset by \$342.951 million that represents unspent 2023 appropriations available as at 30 June 2023 for administered items.

² These balances lapsed on 1 July 2022 in accordance with the repeal date of the underlying Appropriation Acts.

³ These balances lapsed on 1 July 2023 when the underlying Appropriation Acts were repealed.

⁴ Supply Act (No. 1) 2020-2021 includes \$13.801 million withheld under section 51 of the PGPA Act, of which \$0.167 million is due to a net-negative appropriation, and \$13.634 million is due to a movement of funds of \$4.104 million to the 2022 financial year and \$9.530 million to the 2023 financial year.

Department of Social Services

Notes to and forming part of the financial statements

- ^{5.} *Appropriation Act (No. 1) 2020-2021* includes \$161.613 million withheld under section 51 of the PGPA Act, of which \$159.713 million is withheld subsequent to an Advance to the Finance Minister of \$159.713 million under the *Supply Act (No. 1) 2020-2021*, and \$1.900 million is withheld due to a movement of funds of \$0.500 million to the 2025 financial year and \$1.400 million to the 2026 financial year.
- ^{6.} *Appropriation Act (No. 1) 2021-2022* includes \$2.133 million withheld under section 51 of the PGPA Act, of which \$1.946 million is due to a movement of funds to forward years, and \$0.187 million is due to a net-negative appropriation.
- ^{7.} *Supply Act (No. 1) 2022-2023* includes \$1.349 million withheld under section 51 of the PGPA Act, being a movement of funds to the 2025 financial year.
- ^{8.} *Appropriation Act (No. 1) 2022-2023* includes \$44.821 million withheld under section 51 of the PGPA Act, of which \$15.563 million is a movement of funds to the 2024 financial year, \$2.704 million reduction from the 2025 financial year, \$22.345 million movement of funds to the 2026 financial year, \$13.963 million movement of funds to the 2027 financial year and \$4.000 million movement of funds to the 2028 financial year.

Department of Social Services

Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive') (continued)

	Total unspent 30 June 2021 \$'000	Amount appropriated in 2021-22			Total appropriation ¹ \$'000	Appropriation applied in 2021-22 ¹	Repealed appropriation ² \$'000	Total unspent 30 June 2022 \$'000
		Current year appropriation \$'000	Section 75 transfers ² \$'000	Section 74 receipts \$'000		Current and prior years \$'000		
Administered - Ordinary Annual Services								
<i>Appropriation Act (No. 1) 2018-2019</i> ³	100,424	-	-	-	-	-	(100,424)	-
<i>Appropriation Act (No.3) 2018-2019</i> ³	90,208	-	-	-	-	-	(90,208)	-
<i>Supply Act (No. 1) 2019-2020</i> ⁴	50,927	-	-	-	-	(49,636)	-	1,291
<i>Appropriation Act (No. 1) 2019-2020</i> ⁴	36,143	-	-	-	-	(8,886)	-	27,257
<i>Appropriation Act (No.3) 2019-2020</i> ⁴	141,237	-	-	-	-	(58)	-	141,179
<i>Appropriation Act (No. 5) 2019-2020</i> ⁴	36,822	-	-	-	-	(36,822)	-	-
<i>Supply Act (No. 1) 2020-2021</i> ⁵	115,157	-	-	-	-	(3,621)	-	111,536
<i>Appropriation Act (No. 1) 2020-2021</i> ⁶	564,462	-	-	-	-	(21,827)	-	542,635
<i>Appropriation Act (No.3) 2020-2021</i>	2,033	-	-	-	-	-	-	2,033
<i>Appropriation Act (No. 1) 2021-2022</i> ²	-	18,382,478	350	4,249	18,387,077	(18,161,437)	-	225,640
<i>Appropriation Act (No.3) 2021-2022</i>	-	2,747,986	-	-	2,747,986	(2,704,706)	-	43,280
<i>Appropriation Act (No. 1) 2021-2022 - National Disability Insurance Scheme Launch Transition Agency</i>	-	1,237,457	-	-	1,237,457	(1,237,457)	-	-
<i>Appropriation Act (No.3) 2021-2022 - National Disability Insurance Scheme Launch Transition Agency</i>	-	25,929	-	-	25,929	(25,929)	-	-
Total Administered	1,137,413	22,393,850	350	4,249	22,398,449	(22,250,379)	(190,632)	1,094,851

¹ The variance in the previous financial year of \$0.148 million (\$22,398,449 million less \$22,250,379 million) consists of \$0.120 million for the payment of prior year expenses offset by \$0.268 million that represents unspent 2022 appropriations available as at 30 June 2022 for administered items.

² *Appropriation Act (No. 1) 2021-2022* includes \$2.133 million withheld under section 51 of the PGPA Act, of which \$1.946 million is due to a movement of funds to forward years, and \$0.187 million is due to a net-negative appropriation. Administered adjustments are current section 75 transfers of \$0.350 million, which relates to the transfer of functions with the Department of Health.

³ These balances lapsed on 1 July 2021 in accordance with the repeal date of the underlying Appropriation Acts.

⁴ These balances will lapse on 1 July 2022 when the underlying Appropriation Acts are repealed.

⁵ *Supply Act (No. 1) 2020-2021* includes \$13.801 million withheld under section 51 of the PGPA Act, of which \$0.167 million is due to a net-negative appropriation, and \$13.634 million is due to a movement of funds of \$4.104 million to the 2022 financial year and \$9.530 million to the 2023 financial year.

⁶ *Appropriation Act (No. 1) 2020-2021* includes \$16.613 million withheld under section 51 of the PGPA Act. Of this amount, \$159.713 million is withheld subsequent to an Advance to the Finance Minister of \$159.713 million under the *Supply Act (No. 1) 2020-2021*, and \$1.900 million is withheld due to a movement of funds, with \$0.500 million to the 2025 financial year and \$1.400 million to the 2026 financial year.

Department of Social Services Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1B: Special Appropriations ('Recoverable GST exclusive')

Authority	Type	Purpose	Appropriation applied	
			2023 \$'000	2022 \$'000
<i>Social Security (Administration) Act 1999, Administered^{1, 2}</i>	Unlimited Amount	To enable the payment of income support payments. Most of the amount relates to payments for Age Pension and Disability Support Pension.	106,874,045	104,692,323
<i>A New Tax System (Family Assistance) (Administration) Act 1999, Administered^{1, 2}</i>	Unlimited Amount	To enable the payment of family income support payments. Most of the amount relates to payments for Family Tax Benefit and Schoolkids Bonus.	16,625,522	16,966,950
<i>Paid Parental Leave Act 2010, Administered²</i>	Unlimited Amount	To enable payments to working parents to enhance maternal and child health and shared caring responsibilities.	2,679,631	2,644,451
<i>Student Assistance Act 1973 - Section 55A (Administered)²</i>	Unlimited Amount	To enable payment of student assistance benefits for Isolated Children and the Aboriginal Study Assistance Scheme.	425,815	413,355
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i>	Unlimited Amount	An Act to establish the National Redress Scheme for Institutional Child Sexual Abuse, to provide redress for survivors of past institutional sexual abuse.	320,968	253,724
<i>Public Governance, Performance and Accountability Act 2013 - Section 77, Administered</i>	Refund	To provide an appropriation where an Act or other law requires or permits the repayment of an amount received by the Commonwealth and apart from this section there is no specific appropriation for the repayment.	731	11
<i>Business Services Wage Assessment Tool Payment Scheme Act 2015 – Section 99, Administered</i>	Limited Amount	An Act to establish the Business Services Wage Assessment Tool payment scheme for making payments in relation to the use of the Business Services Wage Assessment Tool.	-	-
<i>Data-matching Program (Assistance and Tax) Act 1990</i>	Unlimited Amount	An Act to provide for the matching of data in relation to certain assistance and tax and to amend the Privacy Act 1988.	-	-
<i>Social Security and Other Legislation Amendment (Economic Security Strategy) Act 2008</i>	Unlimited Amount	An Act to amend laws in order to provide economic security strategy payments, and for related purposes.	-	-

Department of Social Services

Notes to and forming part of the financial statements

5.1. Appropriations (continued)

Note 5.1B: Special Appropriations ('Recoverable GST exclusive') (continued)

Authority	Type	Purpose	Appropriation applied	
			2023 \$'000	2022 \$'000
<i>Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments to Increase Assistance for Older Australians and Carers and Other Measures) Act 2006</i>	Unlimited Amount	An Act to amend the law relating to social security and veterans' affairs, and for other purposes.	-	-
<i>Social Security and Veterans' Affairs Legislation Amendment (One-off Payments and Other 2007 Budget Measures) Act 2007</i>	Unlimited Amount	An Act to amend the law relating to social security and veterans' affairs, and for other purposes.	-	-
<i>Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments and Other Budget Measures) Act 2008</i>	Unlimited Amount	An Act to amend the law relating to social security and veterans' entitlements, and for other purposes.	-	-
<i>Clean Energy (Household Assistance Amendments) Act 2011</i>	Unlimited Amount	An Act to amend the law relating to social security, family assistance, veterans' entitlements, military rehabilitation and compensation, farm household support and aged care, and for related purposes.	-	-
<i>Household Stimulus Package Act (No.2) 2009</i>	Unlimited Amount	An Act to amend laws in order to provide payments relating to the household stimulus package, and for other purposes.	-	-
Total special appropriations applied			126,926,712	124,970,814

¹ The Department of Veterans' Affairs spent money from the CRF on behalf of the department against the special appropriations for *Social Security (Administration) Act 1999*; and *A New Tax System (Family Assistance) (Administration) Act 1999, Administered*.

² The department received PGPA Act section 74 cash receipts from Services Australia for recovery of personal benefit overpayments. These amounts are included against the relevant special appropriation.

Department of Social Services
Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1C: Disclosure by Agent in Relation to Annual and Special Appropriations ('Recoverable GST exclusive')

Administered Disclosure by Agent	
Department of Veterans' Affairs ¹	
2023	\$'000
Total receipts	24,149
Total payments	(24,149)
Department of Veterans' Affairs	
2022	\$'000
Total receipts	22,154
Total payments	(22,154)

¹ The department has access to third party drawing rights for the Department of Veterans' Affairs annual appropriation for the Veterans' Community Care and Support, Commemorative Activities, Veterans' Counselling and Other Health Services and Assistance and Other Compensation for Veterans and Dependants programs.

Department of Social Services

Notes to and forming part of the financial statements

5.2 Administered Special Accounts

	Social Services SOETM Special Account 2021 - s78 PGPA Act ²	
	2023	2022
	\$'000	\$'000
Balance brought forward from previous period	6,132	6,374
Increases:		
Contributions	3,903	23,525
Total increases	3,903	23,525
Available for payments	10,035	29,899
Decreases:		
Administered		
Payments made	(8,857)	(23,767)
Total administered	(8,857)	(23,767)
Total decreases	(8,857)	(23,767)
Total balance carried to the next period¹	1,178	6,132

¹ The total balance carried to the next period is represented by cash held in the Official Public Account.

² Social Services SOETM Special Account 2021 - s78 PGPA Act

Appropriation: *Public Governance, Performance and Accountability Act 2013*; section 78

Establishing Instrument: *PGPA Act Determination (Social Services SOETM Special Account 2021)*

Purpose: For the disbursement of amounts held on trust or otherwise for the benefit of a person other than the Commonwealth and for services relating to other governments and bodies that are not PGPA Act Agencies.

The Services for Other Entities and Trust Moneys – *Department of Families, Housing, Community Services and Indigenous Affairs Special Account Establishment 2010*, was repealed on 1 April 2021 and replaced with *Social Services SOETM Special Account 2021* which ceases to have effect on 1 April 2031.

This account is non-interest bearing and the balance is held in the Official Public Account.

This Special Account consists of the following sub-accounts:

- National Framework
- National Campaign - end violence against women
- National Centre of Excellence
- National Disability Data Asset

Department of Social Services

Notes to and forming part of the financial statements

5.3 Net Cash Appropriation Arrangements

	2023 \$'000	2022 \$'000
Total comprehensive income / (loss) - as per the Statement of Comprehensive Income	(26,291)	(4,641)
Plus: depreciation / amortisation of assets funded through appropriations (departmental capital budget funding and / or equity injections)	7,197	5,331
Plus: depreciation of right-of-use assets	32,074	32,615
Less: lease principal repayments	(20,297)	(19,633)
Net Cash Operating (Deficit) / Surplus	(7,317)	13,672
Changes in asset revaluation reserve	122	(9,658)
Net Cash Operating (Deficit) / Surplus attributable to the department	(7,195)	4,014

From the 2011 financial year, the Australian Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses ceased. Entities now receive a separate capital budget provided through equity appropriations. Capital budgets are appropriated in the period when cash payment for capital expenditure is required.

The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the cash impact on implementation of AASB 16 *Leases*.

Department of Social Services

Notes to and forming part of the financial statements

6. People

6.1 Employee Provisions

	2023	2022
	\$'000	\$'000
Note 6.1A: Employee Provisions		
Leave and other entitlements	<u>98,039</u>	<u>92,345</u>
Total employee provisions	<u>98,039</u>	<u>92,345</u>

Accounting Policy

Employee Benefits

Liabilities for 'short-term employee benefits' (as defined in AASB 119 *Employee Benefits*) and termination benefits due within 12 months of the end of the reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as the net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the department's employer superannuation contribution rates to the extent the leave is likely to be taken during service rather than paid out on termination.

As at 30 June 2023, the liability for long service leave and annual leave expected to be settled beyond 12 months of the balance date has been determined by reference to the work of the AGA. The estimate of the present value of the liability takes into account employee attrition rates, inflation, increases in salary through promotion and estimated salary increases.

Separation and Redundancy

Provisions are made for employee separation and redundancy benefit payments. The department recognises a provision for separation and redundancies when it has developed a detailed formal plan and has informed those employees affected that it will carry out the plan. In the 2023 financial year, the department fully provided for and expensed voluntary redundancies of \$0.367 million (2022: \$2.974 million). The amount of obligation for termination benefits as at 30 June 2023 was \$0.192 million (2022: nil).

Superannuation

Staff of the department are members of the Commonwealth Superannuation Scheme, the Public Sector Superannuation Scheme, the Public Sector Superannuation accumulation plan or other superannuation funds.

The Commonwealth Superannuation Scheme and Public Sector Superannuation Scheme are defined benefit schemes for the Australian Government. The Public Sector Superannuation accumulation plan is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and will be settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and disclosure notes.

The department makes employer contributions to each employee's superannuation scheme at rates determined by an actuary and are deemed sufficient to meet the current cost to the Australian Government. The department accounts for the contributions as if these payments were contributions to defined contribution plans.

The liability for superannuation recognised at 30 June 2023 represents outstanding employer contributions for the financial year.

Department of Social Services Notes to and forming part of the financial statements

6.2 Key Management Personnel Remuneration

Key management personnel are those individuals having authority and responsibility for planning, directing and controlling the activities of the department, directly or indirectly. The department has determined the key management personnel to be the members of the Executive Management Group, which generally comprises the Secretary and Deputy Secretaries. The note includes anyone acting in a key management personnel position who has demonstrated authority and responsibility over planning, directing and controlling the activities of the department, including both departmental and administered funded activities.

Key management personnel remuneration is:

	2023	2022
	\$	\$
Short-term employee benefits	2,656,812	2,339,943
Post-employment benefits	346,870	292,900
Other long-term employee benefits	85,945	66,137
Total key management personnel remuneration expenses	3,089,627	2,698,980

The total number of key management personnel (KMP) included in the above table is nine, being three substantive officers who held the position for the full year; three substantive officers who held the position for part of the year, three officers acting in a KMP position for part of the year (2022: nine KMP, being two full year, six part-year and one acting).

The above key management personnel remuneration excludes the remuneration and other benefits of the Cabinet Ministers, Portfolio Ministers, Assistant Ministers and Presiding Officers. The Ministers' remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the department.

6.3 Related Party Disclosures

Related party relationships

The department is an Australian Government controlled entity. Related parties to this entity are key management personnel, including the portfolio ministers, and other Australian Government entities.

Transactions with related parties

Given the breadth of Australian Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. These transactions have not been separately disclosed in this note.

Two key management personnel have disclosed a relationship with an employee or former employee of an entity having a significant influence over an entity that the department made payments during the period of employment:

- National Disability Insurance Services (managed by a separate statutory agency); and
- Supplier expenses - approximately \$102,000 for education and training services paid during July and August 2022, noting a long-standing arrangement for the supply of services existed well before the establishment of the related party relationship.

All reported transactions were in the department's ordinary course of business and conducted under normal terms and conditions.

Department of Social Services

Notes to and forming part of the financial statements

7. Managing Uncertainties

7.1 Contingent Assets and Liabilities

Departmental Contingencies

Quantifiable Contingencies

As at 30 June 2023, the department has no quantifiable contingent assets or liabilities with a possible likelihood of progression (2022: nil).

Unquantifiable Contingencies

The department has an unquantified contingent liability associated with the Disability Employment Services program related to a coding error in respect of service provider performance ratings.

The department also has a number of other matters that are subject to potential litigation. The department is responding to these claims in accordance with its obligations under the *Legal Services Directions 2017*. Claims, if any, are not disclosed on the grounds that disclosure can be expected to prejudice the outcome of potential litigation. At the date of this report, the department does not consider the outcome of any such matters likely to have a significant effect on its operations or financial position (2022: nil).

Administered Contingencies

	National Redress Scheme	
	2023 \$'000	2022 \$'000
Contingent assets		
Balance from previous period	126,097	88,600
New contingent assets recognised	223,302	126,097
Assets realised	(126,097)	(88,600)
Total contingent assets	223,302	126,097
Contingent liabilities		
Balance from previous period	54,160	48,299
New contingent liabilities recognised	156,784	54,160
Liabilities realised	(54,160)	(48,299)
Total contingent liabilities	156,784	54,160

Quantifiable Contingencies

The *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* helps people who have experienced institutional child sexual abuse from participating institutions gain access to counselling and psychological services, a direct personal response from the responsible institution, and a monetary payment. The department administers the scheme to facilitate the timely provision of the payment and services to survivors. In this capacity, the department makes the monetary payment to the survivor and then recovers the costs from the institution determined to be responsible for the abuse.

As at 30 June 2023, the department has an administered quantifiable contingent liability of \$156.784 million in relation to applications made under the National Redress Scheme that have been referred to an independent decision maker for assessment. The amount is based on the number of applications and the payment values.

As at 30 June 2023, the department has an administered quantifiable contingent asset of \$223.302 million in relation to the probable recovery from responsible institutions of monetary payments that may be made to survivors under the National Redress Scheme. The value is based on applications that have been referred to an independent decision maker for assessment and the payment values.

Department of Social Services Notes to and forming part of the financial statements

7.1 Contingent Assets and Liabilities (continued)

Unquantifiable Contingencies

Personal Benefits

The department has a statutory obligation to recover overpayments. These overpayments are not recognised as receivables until they have undergone review to be reasonably assured that they are validly recoverable.

The department is involved in litigation in the Administrative Appeals Tribunal (AAT) and courts relating to income support payments under the social security legislation. This includes income apportionment and other benefit determination matters. It is not possible to estimate the potential quantum of payments that may result from these matters. Matters will be reflected in the department's financial statements should a contingency crystallise and become measurable. Based on the information available at present, there is no indication that adjustments need to be made to the department's financial statements.

Details of the income apportionment issue are contained in *Lessons in Lawfulness* (Commonwealth Ombudsman, 2 August 2023).

Accounting Policy

Contingent Assets and Contingent Liabilities

Contingent assets and contingent liabilities are not recognised in the statement of financial position but are reported in the notes of disclosure. These items may arise from uncertainty as to the existence of an asset or liability or for liabilities in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when the probability of settlement is greater than remote.

Department of Social Services

Notes to and forming part of the financial statements

7.2 Financial Instruments

	2023	2022
	\$'000	\$'000
Note 7.2A: Categories of Financial Instruments		
Financial Assets		
Financial assets measured at amortised cost		
Cash and cash equivalents	5,630	5,979
Trade and other receivables	2,872	3,657
Total financial assets measured at amortised cost	8,502	9,636
Total financial assets	8,502	9,636
Financial Liabilities		
Financial liabilities measured at amortised cost		
Trade creditors	13,515	15,439
Total financial liabilities measured at amortised cost	13,515	15,439
Total financial liabilities	13,515	15,439

Accounting Policy

Financial Assets

In accordance with AASB 9 *Financial Instruments*, the entity classifies its financial assets in the following categories:

- financial assets at fair value through profit or loss;
- financial assets at fair value through other comprehensive income; and
- financial assets measured at amortised cost.

The classification depends on both the department's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition.

Financial assets are recognised when the department becomes a party to the contract and, as a consequence, has a legal right to receive cash and are derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:

- the financial asset is held in order to collect the contractual cash flows; and
- the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Financial Assets at Fair Value through Other Comprehensive Income (FVOCI)

Financial assets measured at fair value through other comprehensive income are held with the objective of both collecting contractual cash flows and selling the financial assets and the cash flows meet the SPPI test.

Any gains or losses as a result of fair value measurement or the recognition of an impairment loss allowance is recognised in other comprehensive income.

Financial Assets at Fair Value through Profit or Loss (FVTPL)

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets either does not meet the criteria of financial assets held at amortised cost or at FVOCI (i.e. mandatorily held at FVTPL) or may be designated.

Financial assets at FVTPL are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset.

Department of Social Services Notes to and forming part of the financial statements

7.2 Financial Instruments (continued)

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the general approach which measures the loss allowance based on an amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

An asset write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Department of Social Services

Notes to and forming part of the financial statements

7.3 Administered – Financial Instruments	2023	2022
	\$'000	\$'000
Note 7.3A: Categories of Financial Instruments		
Financial Assets		
Financial assets at amortised cost		
Cash and cash equivalents	18,071	21,352
Other receivables	743	3,715
Total financial assets at amortised cost	18,814	25,067
Financial assets at fair value through other comprehensive income		
Investments in Commonwealth entities and other interests	1,364,722	1,336,337
Total financial assets at fair value through other comprehensive income	1,364,722	1,336,337
Financial assets at fair value through profit or loss (designated)		
Student Start-up Loan	733,800	682,100
Home Equity Access Scheme	238,100	141,200
Student Financial Supplement Scheme	220,400	225,800
Total financial assets at fair value through profit or loss (designated)	1,192,300	1,049,100
Total financial assets	2,575,836	2,410,504
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	45,171	44,143
Grants and subsidies	78,640	106,563
Total financial liabilities measured at amortised cost	123,811	150,706
Total financial liabilities	123,811	150,706
Note 7.3B: Net Gains or Losses on Financial Assets		
Financial assets at amortised cost		
Impairment	-	(2,331)
Reversal of impairment	534	-
Net gains / (losses) financial assets at amortised cost	534	(2,331)
Financial assets at fair value through profit or loss (designated)		
Change in fair value	(4,305)	(304,976)
Net (losses) on financial assets at fair value through profit or loss (designated)	(4,305)	(304,976)
Net (losses) on financial assets	(3,771)	(307,307)

Department of Social Services
Notes to and forming part of the financial statements

8. Other Information

8.1 Current/non-current distinction for assets and liabilities

	2023	2022
	\$'000	\$'000
Note 8.1A: Departmental - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	5,630	5,979
Trade and other receivables	97,783	98,364
Prepayments	1,463	892
Total no more than 12 months	104,876	105,235
More than 12 months		
Building and leasehold improvements	537,314	575,174
Property, plant and equipment	1,648	841
Intangibles	110	390
Prepayments	28	81
Total more than 12 months	539,100	576,486
Total assets	643,976	681,721
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	13,515	15,450
Other payables	12,829	10,941
Leases	21,386	19,128
Employee provisions	39,575	38,508
Total no more than 12 months	87,305	84,027
More than 12 months		
Leases	517,084	538,870
Employee provisions	58,464	53,837
Other provisions	566	443
Total more than 12 months	576,114	593,150
Total liabilities	663,419	677,177

Department of Social Services

Notes to and forming part of the financial statements

8.1 Current/non-current distinction for assets and liabilities (continued)

	2023	2022
	\$'000	\$'000
Note 8.1B: Administered - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	18,071	21,352
Receivables	4,352,783	4,200,864
Total no more than 12 months	4,370,854	4,222,216
More than 12 months		
Receivables	1,091,920	985,143
Investments	1,364,722	1,336,337
Total more than 12 months	2,456,642	2,321,480
Total assets	6,827,496	6,543,696
Liabilities expected to be settled in:		
No more than 12 months		
Personal benefits	2,335,571	2,292,886
Suppliers	45,171	44,143
Subsidies	74,270	86,540
Grants	4,370	20,023
Other payables	4,221	6,260
Personal benefits and other provisions	3,747,146	3,510,898
Total no more than 12 months	6,210,749	5,960,750
More than 12 months		
Personal benefits and other provisions	234,091	205,042
Total more than 12 months	234,091	205,042
Total liabilities	6,444,840	6,165,792

Department of Social Services Notes to and forming part of the financial statements

8.2 Restructuring

Note 8.2A: Departmental Restructuring

During the 2023 financial year, the Domestic, Family and Sexual Violence Commission (DFSV) was established as a non-Corporate Commonwealth entity, via an amendment to Schedule 1 of the *Public Governance, Performance and Accountability Rule 2014*, with a commencement date of 1 November 2022. The department agreed to a \$3.523 million departmental funding transfer, which was transferred to DFSV under section 75 of the PGPA Act. Refer to Note 5.1A. Expenses relating to DFSV's functions were incurred by the department for the period 1 July 2022 to 31 October 2022.

During the 2022 financial year, the department assumed the administrative and policy responsibility of the Care and Support Workforce Campaign from the Department of Health, in accordance with the Prime Minister's decision dated 5 October 2021. The department and the Department of Health agreed to a \$0.087 million departmental funding transfer, which was transferred to the department under section 75 of the PGPA Act. Refer to Note 5.1A. The department recognised \$0.087 million in expenses for the 2022 financial year. In respect of functions assumed, the net book values of assets and liabilities were transferred to the department for no consideration.

Note 8.2B: Administered Restructuring

There were no administered funding transfers during the 2023 financial year.

During the 2022 financial year, the department assumed the administrative and policy responsibility of the Care and Support Workforce Campaign from the Department of Health, in accordance with the Prime Minister's decision dated 5 October 2021. The department and the Department of Health agreed to a \$0.350 million administered funding transfer, which transferred to the department under section 75 of the PGPA Act. Refer to Note 5.1A. No expenses had been recognised by either the department or the Department of Health as at 30 June 2022. In respect of functions assumed, the net book values of assets and liabilities were transferred to the department for no consideration.

Department of Social Services

Notes to and forming part of the financial statements

8.3 Breach of Section 83 of the Constitution

Compliance with Statutory Conditions for Payments from the Consolidated Revenue Fund

Section 83 of the *Commonwealth of Australia Constitution Act 1900* (“the Constitution”) provides that no amount may be paid out of the CRF except under an appropriation by law.

In the 2023 financial year, there were eight instances of adjustments from administered to departmental appropriation within *Appropriation Act (No. 1) 2022-23* to the value of \$0.060 million, and one payment in respect of long service leave paid without legislative authority under the *Long Service Leave (Commonwealth Employees) Act 1976*. The value of the payment was \$0.006 million. The department makes every effort to minimise the risk of such breaches.

During the 2023 financial year, the department identified section 83 breaches resulting from occurrences of funds paid out for the Complaints Resolution and Referral Service (CRRS) and the National Disability Abuse and Neglect Hotline (Hotline) service under the National Disability Insurance Scheme (NDIS) Transitioning Commonwealth Programs and Continuity of Support program without legislative authority. The CRRS assists with the resolution of complaints from users of Australian Disability Enterprises, disability advocacy services and Disability Employment Services providers funded by the Australian Government. The Hotline is a free and confidential service for reporting abuse and neglect of people with disability. On 13 May 2023, amendments were made to item 50 of Schedule 1AB to the *Financial Framework (Supplementary Powers) Regulations 1997* to include the CRRS and the National Disability Abuse and Neglect Hotline (previously funded under the NDIS Transition program under item 51 of Schedule 1AB) within the Employment Assistance and Other Services program. Prior to this amendment, there were three payments totalling \$1.626 million during the 2023 financial year.

The department has identified section 83 breaches resulting from occurrences of funds paid out for the National Panel of Assessors (NPA) without legislative authority. The NPA provides grants to a panel of independent assessment service providers under a grant agreement, as a component of the Disability Employment Services program, which derived legislative authority under section 32B of the *Financial Framework (Supplementary Powers) Regulations 1997*. This legal advice has changed and the NPA is now considered to derive legislative authority under section 12AD(1) of the *Disability Services Act 1986* (DSA). The NPA grants have now been extended by two years under section 12AD(1) of the DSA. Prior to the extension of the grants, the department made payments totalling \$14.209 million payments during the 2023 financial year.

As disclosed in Note 5.1B Special Appropriations, the department administers a significant volume of special appropriation payments, with the majority of these processed by Services Australia on the department’s behalf. While payments are subject to rigorous review and compliance checking on an ongoing basis, a breach of section 83 of the Constitution could occur. A debt is raised to recover overpayments to recipients, however not all overpayments will constitute a breach. For the purposes of comprehensive disclosure, all new debts raised for payments under legislation, where it has been assessed that there could be a breach, are disclosed as potential breaches. In the 2023 financial year, the department raised debts to recover overpayments and within this, there may be amounts that relate to potential breaches, as follows: *A New Tax System (Family Assistance) (Administration) Act 1999*, \$1,345.374 million; *Social Security (Administration) Act 1999*, \$520.247 million; *Paid Parental Leave Act 2010*, \$25.534 million; and *Student Assistance Act 1973*, \$12.641 million.

Department of Social Services Notes to and forming part of the financial statements

8.4 Explanations of Major Variances to Budget

The following major variance explanations between the Original Budget as presented in the October 2022-23 Portfolio Budget Statements and the 2023 financial statements are presented in accordance with Australian Accounting Standards. The October 2022-23 Portfolio Budget Statements contain the original financial statements' budget estimates presented to Parliament in respect of the 2023 financial year. The information presented below should be read in the context of the following:

- Variances attributable to factors which would not reasonably have been identifiable at the time of the Budget preparation, such as impairment of assets or impacts of Australian Government bond rate changes have not been included in the explanations;
- Major variances are those deemed relevant to an analysis of the department's performance and are not focused merely on numerical differences between the Budget and actual amounts;
- Variances relating to cash flows are a result of the factors explained for net cost of services, assets or liabilities variations. Unless otherwise individually significant, no additional commentary has been included; and
- The Budget is not audited.

Note 8.4A: Departmental Major Budget Variances for 2023

Explanations of major variances	Affected line items
<p>Total net cost of services was \$15.361 million higher than the Budget as a result of:</p> <ul style="list-style-type: none"> - an increase of the department's permanent workforce partially offset by a reduction in supplier costs across the department; and - higher depreciation than provided for in the Budget, reflecting recent capital works, new leases and revaluations. 	<p>Employee benefits Suppliers Depreciation and amortisation</p>
<p>Total assets were \$7.548 million lower than the Budget mainly due to:</p> <ul style="list-style-type: none"> - the higher depreciation than provided for in the Budget. 	<p>Buildings and leasehold improvements</p>
<p>Total liabilities were \$10.858 million higher than the Budget mainly due to:</p> <ul style="list-style-type: none"> - an increase in leases, reflecting recent lease contracts entered into; and - an increase in employee provisions due to bond rate movements and an increase in the departmental workforce. 	<p>Leases Other payables and Employee provisions</p>
<p>Equity is \$18.406 million lower than Budget mainly as a result of:</p> <ul style="list-style-type: none"> - the accumulated deficit being more than estimated at Budget. 	<p>Equity</p>

Department of Social Services

Notes to and forming part of the financial statements

8.4 Explanation of Major Variances to Budget (continued)

Note 8.4B: Administered Major Budget Variances for 2023

Explanations of major variances	Affected line items
<p>Total administered expenses were \$2.787 billion lower than the Budget as a result of:</p> <ul style="list-style-type: none"> - personal benefit expenses were \$3.609 billion lower than the Budget reflecting the continuation of the underlying economic recovery since the COVID-19 lockdown period. A large number of families on FTB have transitioned off the payment during the 2023 financial year, as the labour market in Australia remains strong. Similarly, Income Support for Seniors declined due to subdued take-up of the Age Pension. Student payments also declined due to increased student participation in the work force in the 2023 financial year; and - a decrease in grants expenses of \$430.529 million due primarily to movement of funds to future years in subsequent Budgets and funds re-prioritised for new government measures. <p>The above is offset by:</p> <ul style="list-style-type: none"> - higher than budgeted payments to the NDIA of \$1.124 billion relating to a higher than budgeted number of NDIS participants and average package costs. 	<p>Personal benefit expenses</p> <p>Grants</p> <p>Payments to the National Disability Insurance Agency</p>
<p>Administered income was \$0.050 billion lower than the Budget mainly as a result of:</p> <ul style="list-style-type: none"> - fewer than anticipated National Redress Scheme applications finalised. 	<p>Recoveries</p>
<p>Administered assets were \$0.286 billion higher than the Budget mainly as a result of:</p> <ul style="list-style-type: none"> - an increase in fair value of the net assets in the NDIA; and - an increase in the value of personal benefits receivable is primarily driven by strong labour market. A large number of families have come off FTB payments as a result of the stronger labour market resulting in higher receivables. 	<p>Investments Receivable</p>
<p>Administered liabilities were \$0.210 billion higher than the Budget as a result of:</p> <ul style="list-style-type: none"> - a higher than estimated provision for FTB due to indexation of entitlements, partially offset by a decline in instalment population; and - an increase in processing time for personal benefits claims received. 	<p>Personal benefits and other provisions</p>



Part 6

Appendices

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Appendix A

Resource statements

Table A–1: Agency resource statement 2022–23

	Actual available appropriation for 2022–23 \$'000	Payments made 2022–23 \$'000	Balance remaining 2022–23 \$'000
	(a)	(b)	(a)–(b)
Ordinary Annual Services¹			
Departmental appropriation ²	596,552	494,911	101,641
Total	596,552	494,911	101,641
<i>Administered expenses</i>			
Outcome 1	18,114	9,328	
Outcome 2	1,348,805	938,721	
Outcome 3	25,895,482	25,436,784	
Outcome 4	245,786	88,596	
Payments to corporate Commonwealth entities ³	1,445,361	1,445,361	
Total	28,953,548	27,918,790	
Total ordinary annual services	A 29,550,265	28,413,701	
Other services⁴			
Departmental non-operating			
Equity injections ⁵	165		165
Total	165		165
Total other services	B 165		165
Total available annual appropriations and payments	29,550,265	28,413,701	1,136,564
Special appropriations			
<i>Social Security (Administration) Act 1999, Administered</i>		106,874,045	
<i>A New Tax System (Family Assistance) (Administration) Act 1999, Administered</i>		16,625,522	
<i>Paid Parental Leave Act 2010, Administered</i>		2,679,631	

		Actual available appropriation for 2022–23 \$'000	Payments made 2022–23 \$'000	Balance remaining 2022–23 \$'000
		(a)	(b)	(a)–(b)
<i>Student Assistance Act 1973 – Section 55A, (Administered)</i>			425,815	
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i>			320,968	
<i>Public Governance, Performance and Accountability Act 2013 – Section 77, Administered</i>			731	
Total special appropriations	C		126,926,712	
Special Accounts				
Opening balance		6,132		
Appropriation receipts		-		
Non-appropriation receipts to Special Accounts		3,903		
Payments made			8,857	
Total special accounts	D	10,035	8,857	1,178
Total resourcing and payments A+B+C+D		29,560,465	155,349,270	
Less appropriations drawn from annual or special appropriations above and credited to special accounts and/ or corporate Commonwealth entities through annual appropriations		25,080,473	25,080,473	
Total net resourcing and payments for the department⁶		4,479,992	130,268,797	
			2022–23	2021–22
Staffing resources (number)			2,625	2,236

1 *Supply Act (No. 1) 2022–2023, Supply Act (No. 3), Appropriation Act (No. 1) 2022–2023 and Appropriation Act (No. 3) 2022–2023.* This may also include prior year departmental appropriation, section 74 retained revenue receipts, section 75 transfers and repealed appropriations.

2 This item includes an amount of \$3.713 million in 2022–23 for the departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.

3 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the *Public Governance, Performance and Accountability Act 2013*.

4 *Supply Act (No. 2) 2020–2021.*

5 The equity injections may also include prior year appropriation and repealed appropriations.

6 The actual available appropriation for 2022–23 does not include total special appropriations.

Table A–2: Expenses and resources for Outcome 1: Social Security

	Budget ^a 2022–23 \$'000	Actual Expenses 2022–23 \$'000	Variation 2022–23 \$'000
	(a)	(b)	(a)–(b)
Program 1.1: Family Assistance			
<i>Administered expenses</i>			
Special Appropriations	19,703,344	18,740,505	962,839
Total for Program 1.1	19,703,344	18,740,505	962,839
Program 1.2: Support for Seniors			
<i>Administered expenses</i>			
Special Appropriations	54,868,647	54,828,410	40,237
Total for Program 1.2	54,868,647	54,828,410	40,237
Program 1.3: Financial Support for People with Disability			
<i>Administered expenses</i>			
Special Appropriations	19,405,355	19,443,551	(38,196)
Total for Program 1.3	19,405,355	19,443,551	(38,196)
Program 1.4: Financial Support for Carers			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	2,800	1,830	970
Special Appropriations	10,574,941	10,337,291	237,650
Total for Program 1.4	10,577,741	10,339,121	238,620
Program 1.5: Working Age Payments			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	10,254	7,911	2,343
Special Appropriations	19,961,409	19,898,179	63,230
Total for Program 1.5	19,971,663	19,906,090	65,573

	Budget ^a 2022–23 \$'000	Actual Expenses 2022–23 \$'000	Variation 2022–23 \$'000
	(a)	(b)	(a)–(b)
Program 1.6: Student Payments			
<i>Administered expenses</i>			
Special Appropriations	2,732,836	2,574,280	158,556
Total for Program 1.6	2,732,836	2,574,280	158,556
Program 1.7: Program Support for Outcome 1			
<i>Departmental expenses</i>			
Departmental appropriation ^b	101,225	93,248	7,977
Expenses not requiring appropriation in the Budget year	15,797	24,616	(8,819)
Total for Program 1.7	117,022	117,864	(842)
Outcome 1 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	13,054	9,741	3,313
Special Appropriations	127,246,532	125,822,216	1,424,316
<i>Departmental expenses</i>			
Departmental appropriation ^b	101,225	93,248	7,977
Expenses not requiring appropriation in the Budget year	15,797	24,616	(8,819)
Total expenses for Outcome 1	127,376,608	125,949,821	1,426,787

a Represents estimated actual expenses for the 2022–23 financial year reported in the 2023–24 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.

Table A–3: Expenses and resources for Outcome 2: Families and Communities

	Budget ^a 2022–23 \$'000	Actual Expenses 2022–23 \$'000	Variation 2022–23 \$'000
	(a)	(b)	(a)–(b)
Program 2.1: Families and Communities			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	1,023,878	947,973	75,905
Special Appropriations	370,464	314,538	55,926
Special Accounts	8,997	6,041	2,956
Total for Program 2.1	1,403,339	1,268,552	134,787
Program 2.2: Program Support for Outcome 2			
<i>Departmental expenses</i>			
Departmental appropriation ^b	236,258	222,019	14,239
Expenses not requiring appropriation in the Budget year	34,231	58,611	(24,380)
Total for Program 2.2	270,489	280,630	(10,141)
Outcome 2 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	1,023,878	947,973	75,905
Special Appropriations	370,464	314,538	55,926
Special Accounts	8,997	6,041	2,956
<i>Departmental expenses</i>			
Departmental appropriation ^b	236,258	222,019	14,239
Expenses not requiring appropriation in the Budget year	34,231	58,611	(24,380)
Total expenses for Outcome 2	1,673,828	1,549,182	124,646

a Represents estimated actual expenses for the 2022–23 financial year reported in the 2023–24 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.

Table A–4: Expenses and resources for Outcome 3: Disability and Carers

	Budget ^a 2022–23 \$'000	Actual Expenses 2022–23 \$'000	Variation 2022–23 \$'000
	(a)	(b)	(a)–(b)
Program 3.1: Disability and Carers			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	1,748,284	1,630,407	117,877
Total for Program 3.1	1,748,284	1,630,407	117,877
Program 3.2: National Disability Insurance Scheme			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	23,803,201	23,785,757	17,444
Payments to corporate entities	1,445,361	1,445,361	-
Total for Program 3.2	25,248,562	25,231,118	17,444
Program 3.3: Program Support for Outcome 3			
<i>Departmental expenses</i>			
Departmental appropriation ^b	120,098	111,010	623
Expenses not requiring appropriation in the Budget year	14,956	29,305	(14,349)
Total for Program 3.3	135,054	140,315	(5,261)
Outcome 3 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	25,551,485	25,416,164	135,321
Payments to corporate entities	1,445,361	1,445,361	-
<i>Departmental expenses</i>			
Departmental appropriation ^b	120,098	111,010	9,088
Expenses not requiring appropriation in the Budget year	14,956	29,305	(14,349)
Total expenses for Outcome 3	27,131,900	27,001,840	130,060

a Represents estimated actual expenses for the 2022–23 financial year reported in the 2023–24 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.

Table A–5: Expenses and resources for Outcome 4: Housing

	Budget ^a 2022–23 \$'000	Actual Expenses 2022–23 \$'000	Variation 2022–23 \$'000
	(a)	(b)	(a)–(b)
Program 4.1: Housing and Homelessness			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	37,144	24,871	12,273
Total for Program 4.1	37,144	24,871	12,273
Program 4.2: Affordable Housing			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	75,932	51,655	24,277
Total for Program 4.2	75,932	51,655	24,277
Program 4.3: Program Support for Outcome 4			
<i>Departmental expenses</i>			
Departmental appropriation ^b	19,283	17,761	1,522
Expenses not requiring appropriation in the Budget year	2,804	4,689	(1,885)
Total for Program 4.3	22,087	22,450	(363)
Outcome 4 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	113,076	76,526	36,550
<i>Departmental expenses</i>			
Departmental appropriation ^b	19,283	17,761	1,522
Expenses not requiring appropriation in the Budget year	2,804	4,689	(1,885)
Total expenses for Outcome 4	135,163	98,976	36,187

a Represents estimated actual expenses for the 2022–23 financial year reported in the 2023–24 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.

Table A-6: 2022–23 Annual Performance Statement

Program Outputs – Administered Outlays

Outcome 1

	2022–23	2021–22
Family Assistance		
Family Tax Benefit A	\$12,417.30m	\$12,334.24m
Family Tax Benefit B	\$3,602.24m	\$3,431.92m
Single Income Family Supplement	\$5.38m	\$7.07m
Stillborn Baby Payment	\$3.19m	\$3.02m
Double Orphan Pension	\$2.21m	\$2.41m
Dad and Partner Pay	\$141.34m	\$149.37m
Parental Leave Pay	\$2,568.85m	\$2,511.25m
Support for Seniors		
Age Pension	\$54,751.76m	\$51,132.64m
Energy Supplement for Commonwealth Seniors Health Card holders	\$76.65m	\$186.91m
Financial Support for People with Disability		
Disability Support Pension	\$19,401.62m	\$18,334.28m
Essential Medical Equipment Payment	\$8.44m	\$8.21m
Mobility Allowance	\$33.49m	\$34.45m
Financial Support for Carers		
Carer Payment	\$6,964.26m	\$6,573.18m
Carer Allowance (Adult)	\$1,845.71m	\$1,790.38m
Carer Allowance (Child)	\$727.25m	\$671.80m
Carer Supplement	\$605.86m	\$608.92m
Child Disability Assistance Payment	\$194.21m	\$190.97m
Carer Adjustment Payment	\$1.83m	\$1.54m
Working Age Payments		
JobSeeker Payment	\$13,191.52m	\$14,843.66m
Youth Allowance (Other)	\$849.08m	\$1,040.41m
Parenting Payment (Single)	\$4,808.00m	\$4,914.99m
Parenting Payment (Partnered)	\$834.74m	\$970.21m
Special Benefit	\$170.03m	\$175.30m
Priority Investment Approach – Validation	\$0.20m	\$0.18m
Pensioner Education Supplement	\$28.07m	\$34.33m
Utilities Allowance	\$16.74m	\$15.16m
Payments under Special Circumstances	\$7.71m	\$0.91m

	2022–23	2021–22
Student Payments		
Youth Allowance (student)	\$1,702.71m	\$1,884.33m
Austudy	\$401.96m	\$728.50m
ABSTUDY—Secondary	\$197.25m	\$171.18m
ABSTUDY—Tertiary	\$121.96m	\$132.37m
Student Start-up Loan	\$54.30m	\$198.61m
Student Start-up Loan—Abstudy	\$2.19m	\$27.64m
Assistance for Isolated Children	\$93.91m	\$86.62m

Outcome 2

	2022–23	2021–22
Families and Communities		
Families and Children	\$421.69m	\$378.86m
Families Safety	\$241.25m	\$234.90m
Protecting Australia's Children	\$17.38m	\$16.26m
Sector Representation	\$3.42m	\$2.89m
Financial Wellbeing and Capability	\$181.06m	\$185.86m
Volunteering and Community Connectedness	\$74.80m	\$85.48m
National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Redress Payment	\$311.08m	\$287.06m
National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Psychological Support Payment	\$3.45m	\$2.56m
Special account to support the National Plan to End Violence against Women and Children	\$6.45m	\$26.17m
Transition to Independent Living Allowance	\$2.11m	\$1.72m
Social Impact Investing Initiatives	\$5.85m	\$8.81m
Income Management Balancing Appropriation	\$0.01m	\$0.00m

Outcome 3

	2022–23	2021–22
Disability and Carers		
Employment Services	\$1,266.38m	\$1,352.11m
Disability and Carer Support	\$364.03m	\$295.71m
National Disability Insurance Scheme		
NDIS Transitioning Commonwealth Programs and Continuity of Support	\$8.99m	\$11.39m
Sector Development Fund and Jobs and Market Fund	\$14.09m	\$23.41m
National Disability Insurance Scheme Participant Plans	\$23,635.07m	\$18,173.04m
National Disability Insurance Scheme Information, Linkages and Capacity Building	\$127.60m	\$110.22m
Payments to Corporate Entity — NDIA agency costs	\$1,445.36m	\$1,263.39m

Outcome 4

	2022–23	2021–22
Housing and Homelessness		
Housing and Homelessness Service Improvement and Sector Support	\$24.87m	\$22.11m
Affordable Housing		
National Rental Affordability Scheme	\$51.66m	\$80.78m

Appendix B

Advertising and market research

During 2022–23, the Department of Social Services conducted the following advertising campaigns:

- Stop it at the Start – the campaign aims to help break the cycle of violence by encouraging adults to reflect on their attitudes and talk with young people about respectful relationships and gender equality.
- Carer Gateway – the campaign aims to increase awareness of Carer Gateway services and supports, and encourage unpaid carers to access support through the Carer Gateway phone line and website.
- Care and Support Workforce – the campaign aims to raise awareness of the employment opportunities in the care and support sector – specifically aged care, disability support and veterans' care – and encourage potential workers to consider and take up employment.

Further information on the advertising campaigns is available at dss.gov.au/about-the-department/policies-legislation/certifications-for-advertising-campaigns and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website, finance.gov.au

Tables B-1 to B-4 list payments of \$15,200 or more (GST inclusive) to advertising agencies and market research, polling, direct mail and media advertising organisations, as required under section 311A of the *Commonwealth Electoral Act 1918*.

Table B-1 Payments to advertising agencies in 2022–23

Advertising agency name	Service provided	Amount paid \$ GST incl.
33 Creative Pty Ltd	Event management – 2023 National Early Years Strategy Summit	144,320
33 Creative Pty Ltd	First Nations communication strategy – Care and Support Workforce	99,000
Carbon Media Pty Ltd	First Nations creative and communication services – Stop it at the Start, phase 4	234,761
Carbon Media Pty Ltd	First Nations communication services – Consent	44,770
Carbon Media Pty Ltd	Communication services – Disability Royal Commission	42,675
Carbon Media Pty Ltd	Indigenous communication services – Redress	301,187
Cox Inall Change Pty Ltd	Public relations – Stop it at the Start, phase 4	361,404
Cox Inall Change Pty Ltd	Public relations – Consent	20,401
Cox Inall Ridgeway Pty Ltd	Indigenous communication – Carer Gateway	70,000
Cultural Perspectives Pty Ltd	Culturally and linguistically diverse creative development – Stop it at the Start, phase 4	121,743
Cultural Perspectives Pty Ltd	Stakeholder engagement – Safe Places	91,486
Culture HQ Pty Ltd	Culturally and linguistically diverse communication services – Care and Support Workforce	131,967
Embrace Society Pty Ltd	Culturally and linguistically diverse communication – Carer Gateway	118,974
Fenton Communications	Public relations services – Redress	502,385
Horizon Communication Group Pty Ltd	Public relations and communication – Carer Gateway	412,144
M & C Saatchi Melbourne Pty Ltd	Communication services – Care and Support Workforce	169,585
Marmalade Melbourne Pty Ltd	Video services – Disability Gateway	75,996
Marmalade Melbourne Pty Ltd	Video services – Disability Gateway	22,981
Marmalade Melbourne Pty Ltd	Video services – International Day for People with Disability	109,670

Advertising agency name	Service provided	Amount paid \$ GST incl.
Nation Creative Pty Ltd	Graphic design services – National Framework for Protecting Australia’s Children	135,955
Nation Creative Pty Ltd	Graphic design services – Australia’s Disability Strategy	21,307
Nation Creative Pty Ltd	Publication and translation services – Australia’s Disability Strategy	15,235
Nation Creative Pty Ltd	Graphic design services – National Disability Data Asset	17,558
Ogilvy Australia Pty Ltd	Culturally and linguistically diverse communication services – Redress	167,607
The Trustee for the BMF Unit Trust	Creative development – Consent	592,382
The Trustee for the BMF Unit Trust	Creative advertising – Stop it at the Start, phase 4	215,266
The Trustee for the BMF Unit Trust	Website review – Stop it at the Start, phase 5	16,405
Total		4,257,164

Table B-2 Payments to market research and polling organisations in 2022–23

Market research or polling organisation name	Service provided	Amount paid \$ GST incl.
Australian Survey Research Pty Ltd	Social policy research – Data Exchange	65,516
Hall & Partners Pty Ltd	Social policy research – Emergency Relief	78,320
Hall & Partners Pty Ltd	Market research – Carer Gateway	220,651
Hall & Partners Pty Ltd	Market research – Stop it at the Start, phase 4	85,160
Hall & Partners Pty Ltd	Market research – Care and Support Workforce	115,703
Hall & Partners Pty Ltd	Market research – Stop it at the Start, phase 4	99,212
Hall & Partners Pty Ltd	Development research – National Consumer Protection Framework (NCPF)	109,989
Hall & Partners Pty Ltd	Internal review – Financial Wellbeing and Capability Activity Financial Resilience Program	113,025

Market research or polling organisation name	Service provided	Amount paid \$ GST incl.
Hall & Partners Pty Ltd	Concept testing – National Consumer Protection Framework	55,000
Kantar Public Australia Pty Ltd	Market research – Consent	383,268
Kantar Public Australia Pty Ltd	Market research – Stop it at the Start, phase 5	192,775
Orima Research Pty Ltd	Review – 2022 APS Employee Census	38,038
Roy Morgan Research Ltd	Data services – Longitudinal Study of Indigenous Children Waves 13–14 and Waves 15–16	1,004,973
Roy Morgan Research Ltd	Data services – Longitudinal Study of Indigenous Children Waves 17–18	357,683
Urbis Pty Ltd	Social policy research – Outcome Measurement Initiative	83,511
Urbis Pty Ltd	Assessment and evaluation services – Seniors Connected Program Post-Implementation Review Evaluation	55,000
Urbis Pty Ltd	Evaluation – Social Impact Investment	163,370
Urbis Pty Ltd	Evaluation strategy – Safe and Supported	445,763
Whereto Research Based Consulting Pty Ltd	Assessment and evaluation services – Escaping Violence Payment trial	299,850
Whereto Research Based Consulting Pty Ltd	Assessment and evaluation services – Intercountry Adoption	49,775
Whereto Research Based Consulting Pty Ltd	Social policy research – Analysis of models of peer support	179,350
Whereto Research Based Consulting Pty Ltd	Market research – Transition to Independent Living Allowance	41,580
Whereto Research Based Consulting Pty Ltd	Market research – Redress	99,000
Whereto Research Based Consulting Pty Ltd	Market research – Improving Parenting Practices	71,500
Total		4,408,012

Table B-3 Payments to direct mail organisations in 2022–23

Direct mail organisation name	Service provided	Amount paid \$ GST incl.
National Mailing & Marketing Pty Ltd	Distribution, warehousing and related services	531,084
Total		531,084

Table B-4 Payments to media advertising organisations in 2022–23

Media advertising organisation name	Service provided	Amount paid \$ GST incl.
Mediabrand Australia Pty Ltd	Advertising – Care and Support Workforce	3,461,898
Mediabrand Australia Pty Ltd	Advertising – Carer Gateway	8,813,040
Mediabrand Australia Pty Ltd	Advertising – Disability Gateway	137,759
Mediabrand Australia Pty Ltd	Advertising – International Day of People with Disability	54,402
Mediabrand Australia Pty Ltd	Advertising – Recruitment	63,777
Mediabrand Australia Pty Ltd	Advertising – Redress	32,881
Mediabrand Australia Pty Ltd	Advertising – Stop it at the Start, phase 4	9,036,954
Mediabrand Australia Pty Ltd	Advertising – Welfare Quarantining	295,952
Total		21,896,663

Appendix C

Ecologically sustainable development and environmental performance

Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* requires Commonwealth agencies to report against 2 core criteria:

- how the agency accords with and contributes to the principles of ecologically sustainable development
- the environmental performance of the agency, including the impact of its activities on the natural environment, how these are mitigated and how they will be further mitigated.

How the department accords with and contributes to environmentally sustainable development

We do not administer any legislation that has a direct impact on ecologically sustainable development. The principles relating to scientific certainty and biological diversity are generally of limited application to our activities.

Our operations fall into 5 categories of environmental impact:

- electricity consumption
- water use
- waste generation
- paper use
- transportation.

Measures taken to minimise the effect of activities on the environment

The following tables provide quantitative information on measures taken to minimise the effect of activities on the environment and environmental performance data on our energy and waste production.

Table C-1: Energy, waste and water efficiency measures and monitoring mechanisms

Measures taken	Mechanisms used
Energy	
<p>The following departmental offices have Green Lease Schedules in place:</p> <ul style="list-style-type: none"> Centennial Plaza (levels 8 and 9), Sydney Jacana House (levels 2 and 3), Darwin Enid Lyons Building, Greenway Aviation House (levels 5 – 7), Phillip 180 Lonsdale Street (level 10 and part level 11), Melbourne. 	Annual assessment of the National Australian Built Environment Rating System (NABERS) to ensure energy consumption is minimised as part of the Green Lease Schedules in place for these premises.
Building Management Committee meetings are conducted as required under the Green Lease Schedule.	Continue to conduct Building Management Committee meetings.
Continue to reduce electricity through use of heating/cooling air conditioning timers in meeting rooms and breakout areas and efficient lighting solutions, including sensor lighting and fit-out designs that take advantage of natural light.	Consideration of fit-out design and building upgrades to improve energy efficiency.
Reduce fleet decarbonisation by transitioning to electric vehicles (EVs).	Continue the replacement of departmental fleet vehicles with EVs when current leases are ready for renewal.
Install of EV charging stations.	Continue to work with landlords to install charging stations within leased premises.
Participate in Earth Hour 2022.	Continue to participate in Earth Hour each year.
Waste	
<p>Some initiatives promoted throughout our leased office portfolio include:</p> <ul style="list-style-type: none"> digital signage promoting correct waste management behaviours displayed on monitors installed in all leased tenancies bin signage updated throughout Canberra sites to support improved waste and recycling management reducing paper file holdings and physical storage requirements through the department's digitisation program. 	<p>Regularly monitor the amount of waste removed from waste management behaviours at Canberra sites.</p> <p>Continue to examine new ways of reducing amount of waste going to landfill.</p> <p>Annual Check-up plus survey to the National Archives of Australia.</p>

Table C-2: Environmental performance indicators

Performance measure	Indicator	2022–23	2021–22
Energy efficiency			
Total consumption of energy in buildings	Electricity consumption (kWh)	2,149,339	2,636,316
Total consumption of energy in vehicles	Diesel (L)	3,975	3,337
	Ethanol mix (L)	710	545
	Unleaded petrol (L)	3,056	2,506
Total vehicle distance travelled	Motor vehicle distance travelled (km)	88,349	67,600
Total air travel distance	Air travel distance (km)	8,681,464	2,520,953
Waste			
Mixed paper and cardboard waste Enid Lyons Building, Greenway, ACT	Wastepaper to recycling facilities (tonnes)	9.5	13.2
Commingled recycling Enid Lyons Building, Greenway, ACT	Commingled waste to recycling facilities (tonnes)	5.1	6.0
Secured paper destruction Enid Lyons Building, Greenway, ACT	Secured paper to recycling facilities (tonnes)	35.4	14.7
Landfill Enid Lyons Building, Greenway, ACT	Landfill waste to ACT landfill (tonnes)	50	49.3
Organic waste Enid Lyons Building, Greenway, ACT	Organic waste to organic waste facilities (tonnes)	1.1	-

Note: The comparative for 2021–22 has been updated to reflect new data sources.

Australian Public Service Net Zero 2030

APS Net Zero 2030 is the Australian Government's policy for the APS to reduce its greenhouse gas emissions to net zero by 2030 and to transparently report on its emissions. As part of this, non-corporate and corporate Commonwealth entities are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory presents greenhouse gas emissions over 2022–2023. Results are presented on the basis of Carbon Dioxide Equivalent (CO₂-e) emissions. Greenhouse gas emissions reporting has been developed with methodology that is consistent with the whole-of-government approach as part of the APS Net Zero 2030 policy. Not all data sources were available at the time of the report and adjustments to baseline data may be required in future reports.

The whole-of-government electric vehicle (EV) requirements have been embedded into our policies and procedures. We currently have one EV in our fleet and 4 on order, due for delivery in 2023. All other passenger vehicles will be considered for replacement with an EV when their current leases expire. We are also working with landlords to install charging capabilities in our leased premises.

Greenhouse Gas Emissions Inventory – Location Based Method 2022–23

Greenhouse gas emissions reporting has been developed with methodology that is consistent with the whole-of-government approach as part of the APS Net Zero 2030 policy

Emission source	Scope 1 kg CO ₂ -e	Scope 2 kg CO ₂ -e	Scope 3 kg CO ₂ -e	Total kg CO ₂ -e
Electricity	N/A	1,211,053	109,599	1,320,652
Natural Gas	-	N/A	-	-
Fleet vehicles	18,793	N/A	4,695	23,488
Domestic flights	N/A	N/A	1,122,743	1,122,743
Other energy	-	N/A	-	-
Total kg CO₂-e	18,793	1,211,053	1,237,036	2,466,882

CO₂-e = Carbon Dioxide Equivalent

Greenhouse Gas Emissions Inventory – Market-Based Method 2022–23

The electricity emissions reported above are calculated using the location-based approach. When applying the market-based method, which accounts for activities such as GreenPower, purchased LGCs and/or being located in the ACT, the total emissions for electricity, are below:

Emission source	Scope 1 kg CO ₂ -e	Scope 2 kg CO ₂ -e	Scope 3 kg CO ₂ -e	Total kg CO ₂ -e
Electricity	N/A	327,050	43,286	370,336
Natural Gas	-	N/A	-	-
Fleet vehicles	18,793	N/A	4,695	23,488
Domestic flights	N/A	N/A	1,122,743	1,122,743
Other energy	-	N/A	-	-
Total kg CO₂-e	18,793	327,050	1,170,723	1,516,567

* The Domestic, Family and Sexual Violence Commission is located within the department tenancies, the Enid Lyons Building and the Melbourne State Office. The Commission has low staffing numbers, resulting in a negligible impact on total electricity emissions for the department. As such, the Commission has been granted an exemption by the Department of Finance from reporting on specific emission output. Instead, total combined emissions for both the department and the Commission are represented in the above table. The Commission continues to report on domestic travel in its 2022–23 Annual Report.

Appendix D

Compliance with the Carer Recognition Act

We recognise the significant contribution Australia's 2.65 million unpaid carers make to the community and the economy, and, as such, deliver a range of services and supports to help carers in their caring role, including the Carer Gateway program. We also work closely with Services Australia to deliver the Carer Payment and Carer Allowance to assist carers who are unable to support themselves through paid employment, due to the constant care they provide.

The *Carer Recognition Act 2010* provides a legislative framework to recognise carers, and includes the Statement for Australia's Carers that stipulates carers should have the same rights, choices and opportunities as other Australians. This Act also includes a range of public service agency obligations, including ensuring carers are recognised in human resource policies, consulting with carers and peak bodies when creating or changing care supports and ensuring we adhere to the principles in the Statement for Australia's Carers.

Section 7(1) – Each public service agency is to take all practicable measures to ensure that its employees and agents have an awareness and understanding of the Statement for Australia's Carers.

We promote awareness of the Statement for Australia's Carers through information available on the intranet and other departmental resources. As the lead department for carer policy and programs, we also inform the general public about the *Carer Recognition Act 2010* through the Carer Gateway website.

Additionally, we fund Carers Australia, the national peak body for Australia's unpaid carers, to coordinate and manage National Carers Week activities in October every year. The activities aim to raise awareness and inform carers about services and supports available to them.

Section 7(2) – Each public service agency's internal human resources policies, so far as they may significantly affect an employee's caring role, are to be developed having due regard to the Statement for Australia's Carers.

Our human resources policies comply with the principles contained in the Statement for Australia's Carers. Our Enterprise Agreement includes carer's leave entitlements.

In addition to carer's leave, the department's human resources policies support staff to access flexible working arrangements, including:

- part-time work
- compressed hours
- home-based work.

We also uphold the requirements of the National Employment Standards under the *Fair Work Act 2009* around entitlements for employees who are recognised carers.

Our staff have access to health and diversity rooms to help manage unforeseen caring responsibilities. In addition, they can access free counselling arranged through the Employee Assistance Program.

Our intranet also provides employees and managers with information about carers' entitlements and internal and external resources.

Section 8(1) – Each public service care agency is to take all practicable measures to ensure that it, and its employees and agents, take action to reflect the principles of the Statement for Australia's Carers in developing, implementing, providing or evaluating care supports.

To ensure the needs of carers are met in the development of carer policy, we fund and regularly consult with Carers Australia on matters relating to carer policy and services and seek advice on issues affecting unpaid carers.

We commission Carers Australia to undertake an annual national survey asking carers about their health and wellbeing, and the types of supports they have accessed in their caring role. The findings of this survey are used to inform ongoing policy and program development, including developing and evaluating carer supports such as Carer Gateway.

Carers Australia continues to lead the Carer Policy Forum on behalf of the department, bringing together leaders from the community, advocacy groups and service organisations across different sectors with an interest in carer policy. The forum serves in an advisory and consultative capacity to the department on carer policy and services.

In March 2022, we commissioned an evaluation of Australian Government carer support programs, including Carer Gateway. The evaluation will assess what works well and what could be improved in support services for carers. The evaluators are undertaking interviews and surveys of carers as part of data collection.

We also work closely across the Social Services Portfolio and with other Australian Government agencies from which carers access services – including Services Australia, the Department of Health and Aged Care and the NDIA – to ensure policies to support carers align across governments. Whole-of-government and cross-jurisdictional work to review *Australia's Disability Strategy 2021–2031* following the finalisation of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, and the response to the NDIS Review, will present further opportunities to consider how we can respond to the needs of unpaid carers and recognise their important role in assisting people with disability.

Appendix E

Disability reporting

In line with *Australia's Disability Strategy 2021–2031*, the department is committed to providing improved visibility of disability information and reporting mechanisms supported by the department.

Information on disability related webpages supported by the department is provided in the table below.

Webpage title	Webpage address
Assistance for Isolated Children Scheme Guidelines (Information on the Scheme and how it assists primary/secondary school students with a disability or special health need who are unable to attend an appropriate government school)	guides.dss.gov.au/aicsg
Carer Gateway	https://www.carergateway.gov.au/
DisabilityCare Australia Fund	https://www.finance.gov.au/government/australian-government-investment-funds/disabilitycare-australia-fund
Disability Employment Services Caseload and Commencements Data	https://www.data.gov.au/dataset/ds-dga-f0a105c0-8542-4720-9f6c-69769f7c4dee/details?q=disability%20employment%20services
Disability Employment Services – department program information	www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/disability-employment-services
Disability Employment Services – information for participants	www.jobaccess.gov.au/people-with-disability/available-support/1631
Disability Employment Services Monthly Data	https://www.data.gov.au/dataset/ds-dga-e258b678-eb6b-4ebb-92d8-0fe7c1122c42/details?q=disability%20employment%20services
Disability Employment Services Outcome Rates by Disability Type	https://data.gov.au/dataset/ds-dga-1a733d81-3e24-41d8-a2cb-2b4afb15f3e5/details?q=disability%20employment%20services
Disability Employment Services Quality Strategy for Disability Employment	www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-service-providers/quality-strategy-for-disability-employment
Disability Employment Services Targeted Compliance Framework	https://data.gov.au/dataset/ds-dga-8add31f4-fa25-4fc6-8ed5-16e27156f8f9/details?q=disability%20employment%20services
Disability Gateway: Connecting you to information and services	www.disabilitygateway.gov.au

Webpage title	Webpage address
Disability Reform Ministers' Meetings	https://www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/government-international/disability-reform-ministers-meeting
DSS Engagement – Promoting Evidence-based Assistive Technology And Supports	https://engage.dss.gov.au/promoting-evidence-based-assistive-technology-and-supports/
DSS Engagement - Working together to trial blended payments	https://engage.dss.gov.au/blended-payment-model-trials/
Early Childhood Intervention Services and Supports	https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/overview-of-early-intervention-services-and-supports
Early Childhood Targeted Action Plan	https://www.dss.gov.au/early-childhood-targeted-action-plan-early-childhood-tap
Early Days Workshops	https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/department-of-social-services-previously-funded-early-childhood-intervention-and-supports
ENVISAGE-Families	https://envisage.community/
Facebook page: Disability Gateway	www.facebook.com/DisabilityGateway
Family and carer outcomes report NDIS	data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report
Financial support for carers	https://www.servicesaustralia.gov.au/getting-payment-if-youre-carer?context=60097
Financial support for people with disability	www.servicesaustralia.gov.au/financial-support-when-living-with-disability?context=60093
For people with disability	https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability
Information Linkages and Capacity Building (ILC) program	https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/information-linkages-and-capacity-building-ilc-program
Integrated Carer Support Service Model	https://www.dss.gov.au/disability-and-carers-carers/integrated-carer-support-service-model
Job Access	www.jobaccess.gov.au/
National Disability Conference Initiative	https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-conference-initiative
National Disability Data Asset Home Page	www.ndda.gov.au
National Disability Insurance Scheme	https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/national-disability-insurance-scheme

Webpage title	Webpage address
National Early Childhood Program for Children with Disability and Developmental Concerns (the NECP)	https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/overview-of-early-intervention-services-and-supports
NDIS Demand Map	blcw.dss.gov.au/demandmap/
Outcomes Framework reporting	www.aihw.gov.au/australias-disability-strategy
Participant outcomes report NDIS	data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report
PlayConnect+	https://www.playconnectplus.com.au/
PlayConnect Playgroups	https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/department-of-social-services-previously-funded-early-childhood-intervention-and-supports
Pensioner Education Supplement (Information on the supplement, including eligibility and how it can assist eligible recipients with study.)	guides.dss.gov.au/social-security-guide/3/8/3
Quarterly Reports NDIS	www.ndis.gov.au/about-us/publications/quarterly-reports
Raising Children Network	https://raisingchildren.net.au/disability
Safe Places Emergency Accommodation (Safe Places) Program	https://www.dss.gov.au/housing-support/programmes-services/homelessness/domestic-and-family-violence
Supporting Carers	https://www.dss.gov.au/disability-and-carers/carers

In addition, information on *Australia's Disability Strategy 2021–2031*, including reports produced in relation to the progress made against the Strategy's outcomes and action areas, is available at www.disabilitygateway.gov.au/ads

Appendix F

Digital reporting tool data – non-corporate Commonwealth entities

Table F-1 PGPA Rule Section 17AD(da) – Executive Remuneration – Information about remuneration for key management personnel

Name	Position title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Base salary ¹ \$	Bonuses \$	Other benefits and allowances ² \$	Superannuation contributions ³ \$	Long service leave ⁴ \$	Other long-term benefits \$	\$	\$
Raymond Griggs	Secretary	\$854,823	0	\$2,100	\$25,252	\$26,734	0	0	\$908,909
Matthew Flavel	Deputy Secretary	\$434,628	0	\$2,100	\$79,201	\$21,235	0	0	\$537,164
Elizabeth Hefren-Webb	Deputy Secretary ⁵	\$237,121	0	\$1,348	\$45,592	\$6,065	0	0	\$290,126
Patrick Hetherington	Deputy Secretary	\$391,977	0	\$2,100	\$72,730	\$15,686	0	0	\$482,493
Letitia Hope	Deputy Secretary ⁵	\$130,787	0	\$673	\$24,163	\$3,114	0	0	\$158,737
Debbie Mitchell	Deputy Secretary ⁵	\$188,441	0	\$1,185	\$28,047	\$5,122	0	0	\$222,795
Teena Blewitt	Acting Deputy Secretary ⁵	\$194,397	0	\$1,105	\$34,246	\$3,928	0	0	\$233,676

Name	Position title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Base salary ¹ \$	Bonuses \$	Other benefits and allowances ² \$	Superannuation contributions ³ \$	Long service leave ⁴ \$	Other long-term benefits \$	\$	\$
Emma-Kate McGuirk	Acting Deputy Secretary ⁵	\$106,782	0	\$616	\$18,853	\$2,087	0	0	\$128,338
Robyn Shannon	Acting Deputy Secretary ⁵	\$106,077	0	\$552	\$18,786	\$1,974	0	0	\$127,389
		\$2,645,033	0	\$11,779	\$346,870	\$85,945	0	0	\$3,089,627

1. Base salary is calculated as total cash salary paid during the financial year, less amounts paid for annual leave and long service leave, with an adjustment for accruals at the beginning and end of the year, plus annual leave expenses. Annual leave expense is calculated on an accrual basis as annual leave paid and the movement in the annual leave provision.
2. Other benefits and allowances comprise car parking fringe benefits.
3. Superannuation is calculated as actual superannuation contributions made during the year, with an adjustment for accruals at the beginning and end of the year.
4. Long service leave is calculated on an accrual basis as long service leave paid and the movement in the long service leave provision.
5. The officer occupied the position for part of the year. The remuneration is the amount calculated for that period.

Table F-2 17AD(da) – Executive Remuneration – Information about remuneration for senior executives

Total remuneration bands	Number of senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration	
		Average base salary \$	Average bonuses \$	Average other benefits and allowances \$	Average superannuation contributions \$	Average long service leave \$	Average other long-term benefits \$	Average termination benefits \$	Average total remuneration \$
\$0- \$220,000	31	\$103,821	0	\$1,150	\$20,237	0	0	0	\$130,180
\$220,001- \$245,000	6	\$194,003	0	\$2,017	\$32,557	0	0	0	\$232,375
\$245,001- \$270,000	21	\$212,245	0	\$2,058	\$36,616	0	0	0	\$258,162
\$270,001- \$295,000	12	\$232,465	0	\$2,070	\$40,794	0	0	0	\$282,718
\$295,001- \$320,000	4	\$249,794	0	\$1,790	\$43,618	0	0	0	\$305,404
\$320,001- \$345,000	10	\$271,132	0	\$2,085	\$45,643	0	0	0	\$332,581
\$345,001- \$370,000	5	\$290,658	0	\$2,100	\$53,802	0	0	0	\$360,120
\$370,001- \$395,000	0	0	0	0	0	0	0	0	0
\$395,001- \$420,000	1	\$324,280	0	\$2,100	\$58,515	0	0	0	\$396,425
\$420,001- \$445,000	0	0	0	0	0	0	0	0	0
\$445,001- \$470,000	0	0	0	0	0	0	0	0	0
\$470,001- \$495,000	0	0	0	0	0	0	0	0	0
\$495,001-	0	0	0	0	0	0	0	0	0

Notes:

1. Includes 15 individuals who acted in an SES position continuously for 90 days or more.
2. Includes individuals who were promoted to SES positions within the financial year.
3. Remuneration has been adjusted for SES on secondment, with secondments out excluded for the period of secondment and secondments in included for the period of secondment.

Table F-3 17AD(da) – Executive Remuneration – Information about remuneration for other highly paid staff

Total remuneration bands	Short-term benefits				Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration	
	Number of other highly paid staff	Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
	\$	\$	\$	\$	\$	\$	\$	\$	\$
\$240,000- \$245,000	0	0	0	0	0	0	0	0	0
\$245,001- \$270,000	0	0	0	0	0	0	0	0	0
\$270,001- \$295,000	0	0	0	0	0	0	0	0	0
\$295,001- \$320,000	0	0	0	0	0	0	0	0	0
\$320,001- \$345,000	0	0	0	0	0	0	0	0	0
\$345,001- \$370,000	0	0	0	0	0	0	0	0	0
\$370,001- \$395,000	0	0	0	0	0	0	0	0	0
\$395,001- \$420,000	0	0	0	0	0	0	0	0	0
\$420,001- \$445,000	0	0	0	0	0	0	0	0	0
\$445,001- \$470,000	0	0	0	0	0	0	0	0	0
\$470,001- \$495,000	0	0	0	0	0	0	0	0	0
\$495,001-	0	0	0	0	0	0	0	0	0

Table F-4 17AE(1)(aa)(i)-(iii) – Accountable Authority – Details of Accountable Authority during the reporting period Current Report Period (2022–23)

Period as the accountable authority or member within the reporting period			
Name	Position Title/ Position held	Start Date	Date of cessation
Raymond Griggs	Secretary	01/07/2022	22/12/2022
Matthew Flavel	Acting Secretary	23/12/2022	16/01/2023
Raymond Griggs	Secretary	17/01/2023	10/06/2023
Matthew Flavel	Acting Secretary	11/06/2023	18/06/2023
Raymond Griggs	Secretary	19/06/2023	23/06/2023
Matthew Flavel	Acting Secretary	24/06/2023	30/06/2023

Table F-5 17AG (4)(aa) – Management of Human Resources – All Ongoing Employees Current Report Period (2022–23)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
NSW	59	6	65	115	28	143	0	0	0	0	0	0	0	0	0	208
Qld	30	1	31	72	17	89	0	0	0	0	0	0	0	0	0	120
SA	23	1	24	55	18	73	0	0	0	0	0	0	0	0	0	97
Tas	17	0	17	38	15	53	0	0	0	0	0	0	0	0	0	70
Vic	39	2	41	109	18	127	0	0	0	0	0	0	0	0	0	168
WA	14	3	17	37	12	49	0	0	0	0	0	0	0	0	0	66
ACT	522	34	556	1131	261	1392	0	0	0	0	0	0	0	0	0	1948
NT	4	0	4	26	1	27	0	0	0	0	0	0	0	0	0	31
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	708	47	755	1583	370	1953	0	0	0	0	0	0	0	0	0	2708

Table F-6 17AG (4)(aa) – 17AG(4)(aa) – Management of Human Resources – All Non-Ongoing Employees Current Report Period (2022–23)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Use a different term			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
NSW	3	0	3	16	2	18	0	0	0	0	0	0	0	0	0	21
Qld	1	0	1	2	0	2	0	0	0	0	0	0	0	0	0	3
SA	4	0	4	4	2	6	0	0	0	0	0	0	0	0	0	10
Tas	0	0	0	3	0	3	0	0	0	0	0	0	0	0	0	3
Vic	5	0	5	3	2	5	0	0	0	0	0	0	0	0	0	10
WA	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2
ACT	18	5	23	28	14	42	0	0	0	0	0	0	0	0	0	65
NT	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	01
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	33	5	38	57	20	77	0	0	0	0	0	0	0	0	0	115

Table F-7 17AG (4)(b)(i)-(iv) – Australian Public Sector (APS) Classification and Gender – Australian Public Service Act Ongoing Employees
Current Report Period (2022–23)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
SES 3	3	0	3	2	0	2	0	0	0	0	0	0	0	0	0	5
SES 2	12	0	12	11	0	11	0	0	0	0	0	0	0	0	0	23
SES 1	14	1	15	53	1	54	0	0	0	0	0	0	0	0	0	69
EL 2	101	9	110	196	30	226	0	0	0	0	0	0	0	0	0	336
EL 1	207	14	221	409	126	535	0	0	0	0	0	0	0	0	0	756
APS 6	176	9	185	420	123	543	0	0	0	0	0	0	0	0	0	728
APS 5	129	11	140	348	70	418	0	0	0	0	0	0	0	0	0	558
APS 4	27	1	28	91	18	109	0	0	0	0	0	0	0	0	0	137
APS 3	37	0	37	51	0	51	0	0	0	0	0	0	0	0	0	88
APS 2	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0	4
APS 1	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	4
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	708	47	755	1583	370	1953	0	0	0	0	0	0	0	0	0	2708

Table F-8 17AG(4)(b)(i)-(iv) – Australian Public Sector (APS) Classification and Gender – Australian Public Service Act Non-Ongoing Employees Current Report Period (2022–23)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
SES 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 1	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	2
EL 2	1	0	1	1	1	2	0	0	0	0	0	0	0	0	0	3
EL 1	3	4	7	7	5	12	0	0	0	0	0	0	0	0	0	19
APS 6	10	1	11	13	5	18	0	0	0	0	0	0	0	0	0	29
APS 5	11	0	11	20	6	26	0	0	0	0	0	0	0	0	0	37
APS 4	7	0	7	15	2	17	0	0	0	0	0	0	0	0	0	24
APS 3	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1
APS 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	33	5	38	57	20	77	0	0	0	0	0	0	0	0	0	115

Part 6 – Appendices

Appendix F Digital reporting tool data – non-corporate Commonwealth entities

Table F-9 17AG(4)(b)(i)-(iii) – Australian Public Service Act – Employees by Full time and Part time Status Current Report Period (2022–23)

	Ongoing			Non-Ongoing			Total
	Full-time	Part-time	Total Ongoing	Full-time	Part-time	Total Non-Ongoing	
SES 3	5	0	5	0	0	0	5
SES 2	23	0	23	0	0	0	23
SES 1	67	2	69	2	0	2	71
EL 2	297	39	336	2	1	3	339
EL 1	616	140	756	10	9	19	775
APS 6	596	132	728	23	6	29	757
APS 5	477	81	558	31	6	37	595
APS 4	118	19	137	22	2	24	161
APS 3	88	0	88	0	1	1	89
APS 2	4	0	4	0	0	0	4
APS 1	0	4	0	0	0	0	4
Other	0	0	0	0	0	0	0
Total	2291	417	2708	90	25	115	2823

Table F-10 17AG(4)(b)(v) – Australian Public Service Act – Employment type by location Current Report Period (2022–23)

	Ongoing	Non-Ongoing	Total
NSW	208	21	229
Qld	120	3	123
SA	97	10	107
Tas	70	3	73
Vic	168	10	178
WA	66	2	68
ACT	1948	65	2013
NT	31	1	32
External Territories	0	0	0
Overseas	0	0	0
Total	2708	115	2823

**Table F-11 17AG(4)(b)(vi) – Australian Public Service Act – Indigenous Employment
Current Report Period (2022–23)**

	Total
Ongoing	140
Non-Ongoing	6
Total	146

**Table F-12 17AG(4)(c)(i) – Employment Arrangements of SES and Non-SES employees –
Australian Public Service Act Employment arrangements Current Report Period
(2022–23)**

	SES	Non-SES	Total
<i>Department of Social Services Enterprise Agreement 2018 to 2021*</i>	0	2730	2730
Individual Flexibility Agreement (IFA)	0	22	22
Section 24(1) determinations	71	0	71
Total	71	2752	2823

Note

- The Department of Social Services Secretary signed the Determination 2021, under subsection 24(1) of the Public Service Act to retain the conditions of the Enterprise Agreement 2018-2021, for a further 3 years.
- Excludes the Secretary who is not employed under any of the identified employment arrangements above. Employees acting as SES on 30 June 2023 have been reported as covered by the Department of Social Services Enterprise Agreement 2018 to 2021 (Enterprise Agreement).
- Staff on IFAs are still covered by the Enterprise Agreement.

Part 6 – Appendices

Appendix F Digital reporting tool data – non-corporate Commonwealth entities

Table F-13 17AG(4)(c)(ii) – Australian Public Service Act – Employment salary ranges by classification level (Minimum/Maximum) Current Report Period (2022–23)

	Minimum Salary \$	Maximum Salary \$
SES 3	379,827	396,632
SES 2	280,942	321,042
SES 1	210,655	253,393
EL 2	133,851	226,200
EL 1	113,563	142,337
APS 6	91,145	114,244
APS 5	83,213	89,706
APS 4	75,770	81,442
APS 3	66,878	72,565
APS 2	57,870	64,396
APS 1	49,514	55,409
Other	0	0
Minimum/Maximum range	49,514	396,632

Table F-14 17AG(4)(d)(iii)-(iv) – Australian Public Service Act – Employment Performance Pay by classification level Current Report Period (2022–23)

	Number of employees receiving performance pay	Aggregated (sum total) of all payments made	Average of all payments made	Minimum Payment made to employees	Maximum Payment made to employees
SES 3	0	0	0	0	0
SES 2	0	0	0	0	0
SES 1	0	0	0	0	0
EL 2	0	0	0	0	0
EL 1	0	0	0	0	0
APS 6	0	0	0	0	0
APS 5	0	0	0	0	0
APS 4	0	0	0	0	0
APS 3	0	0	0	0	0
APS 2	0	0	0	0	0
APS 1	0	0	0	0	0
Other	0	0	0	0	0
Total	0	0	0	0	0

Note:

The Department does not pay any performance pay.

Table F-15 PGPA Rule Section 17AG(7)(a)(i)-(iv) – Reportable Consultancy Contracts – Expenditure on Reportable Consultancy Contracts Current Report Period (2022–23)

	Number	Expenditure \$'000 (GST inc.)
New contracts entered into during the reporting period	36	2,454
Ongoing contracts entered into during a previous reporting period	73	9,489
Total	109	11,943

Table F-16 PGPA Rule Section 17AG(7A)(a)(i)-(iv) – Reportable Non-Consultancy Contracts – Expenditure on Reportable Non-Consultancy Contracts Current Report Period (2022–23)

	Number	Expenditure \$'000 (GST inc.)
New contracts entered into during the reporting period	333	45,215
Ongoing contracts entered into during a previous reporting period	398	209,390
Total	731	254,605

PGPA Rule Section 17AGA(2)-(3) – Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts

Table F-17 Organisations Receiving a Share of Reportable Consultancy Contract Expenditure Current Report Period (2022–23)

Name of Organisation	Expenditure \$'000 (GST inc.)
Department of Treasury (92 802 414 793)	1,506
KPMG Australia (51 194 660 183)	727
Hall & Partners Pty Ltd (28 130 990 288)	700
Whereto Research Based Consulting Pty Ltd (65 605 178 603)	691
Deloitte Touche Tohmatsu (74 490 121 060)	630

Table F-18 Organisations Receiving a Share of Reportable Non-Consultancy Contract Expenditure Current Report Period (2022–23)

Name of Organisation	Expenditure \$'000 (GST inc.)
Telstra Health Pty Ltd (38 163 077 236)	41,220
Jones Lang LaSalle (ACT) Pty Ltd (69 008 585 260)	40,370
Mediabrand Australia Pty Ltd (19 002 966 001)	24,918
Indue Limited (97 087 822 464)	15,180
Hays Specialist Recruitment (Australia) Pty Ltd (47 001 407 281)	9,336

Appendix G

Glossary of abbreviations and acronyms

Abbreviations and conventions

AAO	Administrative Arrangement Orders
AASB	Australian Accounting Standards Board
ABS	Australian Bureau of Statistics
AIC	Assistance for Isolated Children
AIFS	Australian Institute of Family Studies
AGRC	Australian Gambling Research Centre
AIHW	Australian Institute of Health and Welfare
ANAO	Australian National Audit Office
ANROWS	Australia's National Research Organisation for Women's Safety
ANZSOG	Australia and New Zealand School of Government
AO	Order of Australia
AP	Age Pension
APS	Australian Public Service
APSC	Australian Public Service Commission
AS/NZS	Australian/New Zealand International Standard
ATSICPP	Aboriginal and Torres Strait Islander Child Placement Principle
BCAP	Building Capacity in Australian Parents
CaLD	Culturally and Linguistically Diverse
CFCA	Child Family Community Australia
CO2-e	Carbon Dioxide Equivalent
COAG	Council of Australian Governments
COVID-19	Coronavirus disease/ Coronavirus pandemic
CA	Carer Allowance

CP	Carer Payment
CPA	Certified Practising Accountant
CRPD	Convention on the Rights of Persons with Disabilities
CSC	Conspicuous Service Cross
CSS	Child Support Scheme
DES	Disability Employment Services
DEX	DSS Data Exchange
DOP	Double Orphan Pension
DPR	Direct Personal Response
DSP	Disability Support Pension
DSS	Department of Social Services
EAP	Employee Assistance Program
EL	Executive Level
ES	Energy Supplement for Commonwealth Seniors Health Card Holders
EV	electric vehicle
FaC	Families and Children
FCSI	Families and Communities Service Improvement
FOLR	funder of last resort
FTB	Family Tax Benefit
FVOCI Income	Financial Assets at Fair Value Through Other Comprehensive
FVTPL	Financial Assets at Fair Value Through Profit or Loss
GST	Goods and Services Tax
ICSS	Integrated Carer Support Service
IMR	Improving Multidisciplinary Responses
IPS	Information Publication Scheme
ISO	International Standards Organisation
IT	Information Technology
JP	JobSeeker Payment
LGBTIQ+	lesbian, gay, bisexual, transgender, intersex, queer or asexual

MES	Monitoring and Evaluation Strategy
MoU	Memorandum of Understanding
MP	Member of Parliament
NAIDOC	National Aboriginal and Islanders Day Observance Committee
NCAR	National Community Awareness Raising
NCAS Survey	National Community Attitudes towards Violence against Women Survey
NDDA	National Disability Data Asset
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NDIS Commission	NDIS Quality and Safeguards Commission
NDRP	National Disability Research Partnership
NHHA	National Housing and Homelessness Agreement
NOCS	National Office of Child Safety
NRAS	National Rental Affordability Scheme
OIAC	Office of the Australian Information Commissioner
PAES	Portfolio Additional Estimates Statements
PBS	Portfolio Budget Statements
PGPA	<i>Public Governance, Performance and Accountability Act 2013</i>
PP	Parenting Payment
PPM	Post Placement Monitoring
PUSC	Payments under Special Circumstances
RA	Rent Assistance
RAP	Reconciliation Action Plan
RSS	Random Sample Survey
RTO	Refundable Tax Offsets
SB	Special Benefit
SBP	Stillborn Baby Payment
SCOREs	Standard Client/Community Outcomes Reporting
SDF	Sector Development Fund
SEPT	Supporting Expecting and Parenting Teens initiative

SES	Senior Executive Service
SIH	Survey of Income and Housing
SMEs	Small and Medium Enterprises
TIA	Towards independent Adulthood
TILA	Transition to Independent Living Allowance
TTY	Teletypewriter
UA	Utilities Allowance
XP	Cross Program
XPRA	Cross Program Rent Assistance
YA	Youth Allowance
YAG	Youth Advisory Group

Abbreviations and conventions

-	Nil
na	Not available
N/A	Not Applicable
N/P	Not Provided
\$m	\$ million
\$b	\$ billion

Note: figures in tables and generally in text have been rounded. Discrepancies in tables between totals and sums of components are due to rounding.

Appendix H

Compliance index

List of requirements

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table be included in entities' annual reports as an aid of access.

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(g)	Letter of transmittal		
17AI	vi	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)	Aids to access		
17AJ(a)	ii–iii	Table of contents (print only).	Mandatory
17AJ(b)	281	Alphabetical index (print only).	Mandatory
17AJ(c)	269–272	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	273–280	List of requirements.	Mandatory
17AJ(e)	inside front cover	Details of contact officer.	Mandatory
17AJ(f)	vi	Entity's website address	Mandatory
17AJ(g)	inside front cover	Electronic address of report	Mandatory
17AD(a)	Review by accountable authority		
17AD(a)	1–3	A review by the accountable authority of the entity.	Mandatory
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	6–7	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	7–9	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	iv–v	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	6	A description of the purposes of the entity as included in corporate plan.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AE(1)(aa)(i)	8, 16, 255–256	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	8, 16, 255–256	Position title of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	259	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory
17AE(1)(b)	14	An outline of the structure of the portfolio of the entity.	Portfolio departments – mandatory
17AE(2)	22–23	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory

17AD(c) Report on the Performance of the entity

Annual Performance Statements

17AD(c)(i); 16F	16–110	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
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17AD(c)(ii) Report on Financial Performance

17AF(1)(a)	150–155, 230–239	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	230–231	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	-	<p>If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including:</p> <ul style="list-style-type: none"> the cause of any operating loss of the entity how the entity has responded to the loss and the actions that have been taken in relation to the loss any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results. 	If applicable, Mandatory.

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(d)	Management and Accountability		
Corporate Governance			
17AG(2)(a)	130–131	Information on compliance with section 10 (fraud systems).	Mandatory
17AG(2)(b)(i)	vi	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	vi	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	vi	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	124–128	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d)–(e)	-	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non compliance with Finance law and action taken to remedy non compliance.	If applicable, Mandatory
Audit Committee			
17AG(2A)(a)	124	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	125–126	The name of each member of the entity's audit committee.	Mandatory
17AG(2A)(c)	125–126	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A)(d)	125–126	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A)(e)	125–126	The remuneration of each member of the entity's audit committee.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
External Scrutiny			
17AG(3)	135–141	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	136	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	168–171	Information on any reports on operations of the entity by the Auditor General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	129	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of Human Resources			
17AG(4)(a)	143–147	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	260–261	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees (b) statistics on part-time employees (c) statistics on gender (d) statistics on staff location.	Mandatory
17AG(4)(b)	262–265	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: <ul style="list-style-type: none"> • statistics on staffing classification level • statistics on full time employees • statistics on part time employees • statistics on gender • statistics on staff location • statistics on employees who identify as Indigenous. 	Mandatory
17AG(4)(c)	148	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(c)(i)	265	Information on the number of SES and non SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	266	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	148	A description of non salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	148, 266	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	-	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	-	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	-	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets Management			
17AG(5)	-	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory
Purchasing			
17AG(6)	154	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory
Reportable Consultancy Contracts			
17AG(7)(a)	151–152, 267	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(7)(b)	151	<i>A statement that “During [reporting period], [specified number] new consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing consultancy contracts were active during the period, involving total actual expenditure of \$[specified million].”</i>	Mandatory
17AG(7)(c)	151, 154	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged	Mandatory
17AG(7)(d)	151	<i>A statement that “Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website.”</i>	Mandatory
Reportable non-consultancy contracts			
17AG(7A)(a)	153, 267	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	153	<i>A statement that “Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.”</i>	Mandatory
Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts			
17AD(daa)			
17AGA	267–268	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Australian National Audit Office Access Clauses			
17AG(8)	-	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	-	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
Small business			
17AG(10)(a)	154	<i>A statement that "[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website."</i>	Mandatory
17AG(10)(b)	154	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	154	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that " <i>[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."</i>	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Financial Statements			
17AD(e)	172–226	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
Executive Remuneration			
17AD(da)	255–256	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2 3 of the Rule.	Mandatory
17AD(f)	Other Mandatory Information		
17AH(1)(a)(i)	240	If the entity conducted advertising campaigns, a statement that <i>“During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”</i>	If applicable, Mandatory
17AH(1)(a)(ii)	-	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	155	A statement that <i>“Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”</i>	If applicable, Mandatory
17AH(1)(c)	252–254	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	132	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	-	Correction of material errors in previous annual report	If applicable, Mandatory
17AH(2)	114–121 129–130, 149 245–249 250–251	Information required by other legislation	Mandatory

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