



Australian Government
Department of Social Services

Annual Report 2023-24



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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 Elders both past and present.

About this report

This report describes the operations and performance of the Department of Social Services during 2023-24. It was prepared to meet legislated reporting requirements.

- 1 Introduces the Department of Social Services with a description of our department and the portfolio.

- 2 Presents our audited Annual Performance Statements for 2023-24.

- 3 Provides the annual report on the operation of the National Redress Scheme consistent with the requirements of section 187f of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

- 4 Details our management and accountability processes, including corporate governance, policy initiatives, external scrutiny, human resources, and a review of financial management for 2023-24.

- 5 Presents our audited Financial Statements for 2023-24.

- 6 Provides additional information including an index of requirements and where to find this information in the report.

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Outcome and program structure

Figure 1 : Outcome and program structure as at 30 June 2024



Families and Communities

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



Programs

- ▶ Families and Communities

Housing

Supporting access to safe and secure housing for individuals, including social housing, and providing targeted supports for preventing and addressing homelessness



Programs

- ▶ Housing and Homelessness
- ▶ Affordable Housing



Australian Government
Department of Social Services

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 Clare O'Neil MP
Minister for Housing and Minister for Homelessness
Member for Hotham
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 2024 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 sixth 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

Ray Griggs AO CSC
Secretary
23 October 2024

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Internet www.dss.gov.au



Secretary's review

I am pleased to present the Department of Social Services Annual Report 2023-24. Through our essential work with portfolio agencies, our commitment to improve the wellbeing of individuals and families in Australian communities is as important as ever.

In the 2024-25 Budget, the Australian Government announced an additional \$227.6 million to implement a new specialist disability employment program scheduled to commence from 1 July 2025. The new program will replace the current Disability Employment Services (DES) program and help people with disability, injury or illness find and maintain sustainable employment by delivering high-quality, personalised services. This will include an intensive and flexible service that will be tailored to individual circumstances.

In 2023-24, 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.

We delivered the new *National Agreement on Social Housing and Homelessness* (NASHH), which was signed by the Commonwealth and all state and territory governments on 31 May 2024. The NASHH will provide about \$9.3 billion to the states and territories over 5 years to help people who are experiencing, or at risk of, homelessness, and support the effective operation of Australia's social housing and homelessness service sectors.

We continue to deliver the Safe Places Emergency Accommodation Program, with an additional 11 projects becoming operational across Australia in 2023-24. These projects have created an additional 248 safe places for women and children experiencing family and domestic violence each year, bringing the total number of safe places delivered at 30 June 2024 to 499. We assessed 163 projects under the

Safe Places Inclusion Round (Inclusion Round), which focuses 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.

On 1 May 2024, following a meeting of the National Cabinet on gender-based violence, the Commonwealth announced it would undertake a rapid review of evidence-based approaches to prevent gender-based violence.

A panel of experts, co-convened by Australia's National Domestic, Family and Sexual Violence Commissioner, Ms Micaela Cronin, the Executive Director of the Commonwealth Office for Women, Ms Padma Raman, and myself led the work to provide practical advice to government on further action to prevent gender-based violence, which builds on the considerable work underway under the National Plan.

In August 2023, the next stage of work to implement the ambitious *National Plan to End Violence against Women and Children 2022–2032* (the National Plan) was introduced. This included the *First Action Plan* and the dedicated *Aboriginal and Torres Strait Islander Action Plan*. These documents outline the initial scope of activities, areas for action and responsibility with respect to outcomes, outlining how we will make the commitments set out in the National Plan a reality.

The *Outcomes Framework* linking the actions and activities being undertaken by the Australian, State and Territory Governments was also released, increasing our ability to monitor and report change over the life of the National Plan, and will guide investment, inform the strategic direction for policy and program design and unify governments across all jurisdictions through a shared vision and direction for change.

With the launch of the *First Action Plan Activities Addendum* in November 2023, there has been sustained effort across the broader Australian community and Australian governments to address violence against women and their children. This includes stewarding a whole-of-government Interdepartmental Committee on Women's Safety to enable a joined up approach to the goal of ending gender based violence in a generation.

Through the 2023-24 Budget, the Australian Government invested \$589.3 million over 5 years from 2023-24 towards actions which will deliver on the objectives of the National Plan.

This includes:

- ▶ \$159.0 million over 2 years for the National Partnership on Family, Domestic and Sexual Violence Responses with state and territory governments.
- ▶ \$12.1 million for primary prevention initiatives including community led sexual violence prevention pilots and Teach Us Consent to develop resources for young people about sexual violence and consent.
- ▶ \$8.5 million for early intervention initiatives including developing a perpetrator risk assessment framework, funding the Mensline Changing for Good Service and developing a national perpetrator referral database.

On 15 January 2024, the Minister for Social Services appointed 24 members to the First Nations National Plan Steering Committee (Steering Committee). Led by two Co-Chairs, the Steering Committee consists of 12 non-government First Nations representatives, 2 Commonwealth representatives, 8 state and territory representatives, the Aboriginal and Torres Strait Islander Social Justice Commissioner and the Domestic, Family and Sexual Violence Commissioner.

The Steering Committee will work in genuine partnership with the government to centre the voices of victim-survivors of family, domestic and sexual violence throughout the process of developing the First Nations National Plan. The Steering Committee has progressed a range of work towards community consultations to inform the development of the First Nations National Plan which is expected to be launched by June 2025.

On 7 May 2024, the government launched the *Early Years Strategy 2024–2034 (Early Years Strategy)*, which sets out the Australian Government's vision to best support Australia's children and their families in the early years. The Early Years Strategy creates a new, integrated, holistic, whole-of-Commonwealth approach to the early years. It also articulates how the government will prioritise and support child-centred policy development, and target investment in early years supports and services over the next 10 years.

The new Disability Employment Services (DES) Quality Framework (DES Quality Framework) was implemented on 1 July 2023. The new DES Quality Framework is to ensure DES providers deliver quality services to people with disability, injury or health condition, and assists them to achieve sustainable employment consistent with their goals, preferences and skills. The DES Quality Framework aligns with the National Standards for Disability Services and adds a participant focused view as part of the quality measurement system.

We began implementing the expansion of the Paid Parental Leave scheme to 6 months by 1 July 2026, including the expansion of the scheme to 22 weeks from 1 July 2024. In addition, \$1.1 billion is being provided over 4 years from 2024–25 to pay superannuation on Commonwealth Government-funded Paid Parental Leave for births and adoptions on or after 1 July 2025. This is a significant investment in women’s economic security and to improve women’s retirement outcomes.

The Disability Royal Commission (DRC) undertook an expansive examination of the matters affecting the lives and experiences of Australians with disability. The DRC’s final report was tabled in Parliament and publicly released on 29 September 2023.

At that time the government announced the establishment of the Commonwealth DRC Taskforce, a work unit within the department, that included secondees from the Department of Health and Aged Care, the Department of Education, the Attorney-General’s Department, the National Indigenous Australians Agency and the National Disability Insurance Agency.

The DRC Taskforce coordinated consideration of the DRC final report across Commonwealth departments and agencies; supported engagement and consultation with people disability, their families, carers, representative organisations, service providers, unions, employers and the broader community to inform government decision-making; and worked with state and territory officials to consider recommendations of joint Commonwealth, state and territory responsibility and develop the Australian Government Response to the DRC.

The new Social Security Agreement between Australia and the Republic of Serbia commenced on 1 February 2024 after extensive negotiation and treaty processes. This Agreement assists eligible people who move between Australia and Serbia to claim and qualify for benefits from both countries in their retirement.

Under the government’s Targeting Entrenched Disadvantage measure, in partnership with the Treasury, we have:

- ▶ implemented capability building initiatives to develop the social enterprise market
- ▶ implemented an enhanced approach to place-based partnerships with communities to support shared decision-making and local solutions
- ▶ established a partnership between philanthropy and government under the Investment Dialogue for Australia’s Children, to coordinate efforts and direct funding where it is needed most.

In a step towards improved coordination of government agency engagement with, and investment in communities, the department is collaborating with Geoscience Australia to provide a centralised geospatial mapping of Australian government investment within communities through the recently launched Digital Atlas of Australia.

The department is working across government to finalise the *Commonwealth National Autism Strategy* (the Autism Strategy). The Autism Strategy will be for all Autistic people of all ages living in Australia, both inside and outside the National Disability Insurance Scheme (NDIS). The vision of the draft Autism Strategy is for a safe and inclusive society, where all Autistic people in Australia can effectively and fully participate in all aspects of life in line with international human rights. Feedback gathered through 2 national consultation processes undertaken from September to mid-November 2023 and April to May 2024, as well as input by a National Autism Strategy Oversight Council and working groups, are informing development of the Autism Strategy.

In May 2024, public consultation commenced to inform a National Carer Strategy (the Strategy). The Strategy is part of the Government's commitment to delivering a coherent national agenda to support carers in their caring role while maintaining their own wellbeing. The development of the Strategy is being informed and guided by a National Carer Strategy Advisory Committee (the Committee), appointed by Minister Rishworth in April 2024, comprised of members from the carer community and sector representatives. Following consultation and finalisation, the Strategy will be released later this year.

In December 2023, the Prime Minister and state and territory governments agreed to an initial response to the final report of the NDIS Review, which included introducing legislative changes in the first half of 2024. On 27 March 2024, the government introduced changes to the *National Disability Insurance Scheme Act 2013* to enable future improvements to the NDIS. The *National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill 2024* provides governments, and the disability community, with a framework to start improving the scheme for NDIS participants.

As part of the 2024–25 Budget measures, we delivered an increase to the maximum rates of Commonwealth Rent Assistance by 10 per cent and expanded eligibility for the higher rate of JobSeeker Payment to single recipients with a partial capacity to work of less than 15 hours per week from 20 September 2024. We are also making changes to Carer Payment that provide recipients with more flexibility to structure their work commitments around their caring role from 20 March 2025.

Looking forward

Our Corporate Plan 2024–25 details our purpose, capabilities and key activities over the next 4 years. The plan also details how our success will be measured for these activities, ensuring accountability to our purpose of improving the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.



Ray Griggs AO CSC
Secretary

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 purpose¹

To improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.

How we deliver on our purpose

We work in partnership with government, non-government organisations and communities to ensure the effective development, management and delivery of payments, evidence-based policies, programs, and services to support individuals and families.



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.

¹ The department's Mission and Purpose published in the 2023-24 Corporate Plan have been aligned.

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 2024 is shown at figure 2.

Figure 2: Organisational structure at 30 June 2024



Chief Operating Officer
Patrick Hetherington

| | | |
|--|---|---|
| Chief Counsel Legal Services Bronwyn Worswick, GM | Community Grants Hub Emma Kate McGuirk, GM | Corporate Bruce Taloni, GM |
| Corporate and Commercial Emma White, BM | Hub Operations Catherine Nelson, BM | Campaigns and Strategic Communication Mardi Stewart, BM |
| Public Law Catherine Seaberg, BM | Grants Services Office Eve Cordeiro, BM | Corporate Communication and Media Relations Sam Ursich, BM |
| | Health Grants Warren Pearson, BM | People Services Sita Jackson, BM |
| | State Network Tracy Creech, BM | Property and Security Chris Mitchell, BM |
| | Disability Employment Services Grants Tanya George, BM | Information Management and Technology Alana Lundy, BM |
| Chief Finance Officer Finance Andrew Harvey, GM | Portfolio Coordination Richard Baumgart, GM | |
| Budget Development Cheryl-Anne Navarro, BM | Portfolio Governance Kraig Lowes, BM | |
| Financial Services Greg Mitchell, BM | Government and Executive Services Joanna Carey, BM | |
| Financial Management Hitesh Rohra, BM | Audit and Assurance Rob Stedman, BM | |

Disability and Carers
Robyn Shannon
Deputy Secretary

| | |
|--|--|
| NDIS Markets and Safeguards Amanda Lee, GM | Disability Reforms and Royal Commission Luke Mansfield, GM |
| Quality and Safeguards Policy Siobhan Campbell, BM | Australia's Disability Strategy Jodi Cassar, BM |
| Markets and Workforce Policy Ryan James, A/g BM <i>Ross Schafer</i> | Foundational Supports and Early Childhood Reform Lisha Jackman, BM |
| Disability Employment Kellie Spence, GM | NDIS Participants and Performance Ross Schafer, A/g GM <i>Vacant</i> |
| Disability Employment Programs Pene Futcher, A/g BM <i>Vacant</i> | NDIS Finance and Performance Sidesh Naikar, BM |
| Disability Employment Reforms Jacinda Still, BM | Commonwealth/State Engagement Edwina Dohle, BM |
| Disability and Carer Programs Andrew Whitecross, GM | NDIS Governance, Policy and Legislation Julie Yeend, BM |
| Advocacy and Inclusion Programs Anna Fieldhouse, A/g BM <i>Anita Davis</i> | NDIS Governance, Policy and Legislation Sarah Hawke, BM |
| Carers and Early Childhood Lydia Ross, BM | |

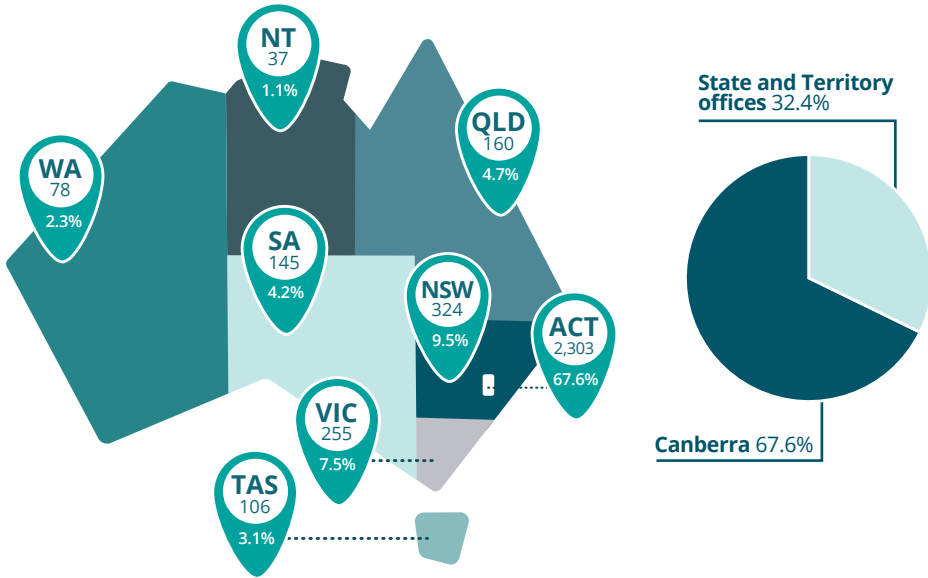
Legend

- "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.

Our people

We operate across Australia, with 67.6 per cent of our employees based in Canberra and 32.4 per cent based in other state, territory and regional offices.

Figure 3: National distribution of employees at 30 June 2024



Chapter 1.2 The portfolio

Ministers and portfolio responsibilities

The Department of Social Services is established as a Department of State under the Administrative Arrangements Order. As at 30 June 2024,² 3 Ministers and 1 Assistant Minister had responsibilities in the Social Services Portfolio:

Figure 4: Social Services Portfolio (as at 30 June 2024)

| Social Services Portfolio | | |
|--|---|---|
| Minister for Social Services | Minister for Government Services Minister for the National Disability Insurance Scheme | Minister for Housing Minister for Homelessness |
| The Hon Amanda Rishworth MP | The Hon Bill Shorten MP | The Hon Julie Collins MP |
| Assistant Minister for Social Services Assistant Minister for the Prevention of Family Violence | | |
| The Hon Justine Elliot MP | | |
| Portfolio Bodies | | |
| Department of Social Services | Services Australia | National Disability Insurance Agency |
| <i>Secretary</i> Mr Ray Griggs AO CSC | <i>Chief Executive Officer</i> Mr David Hazelhurst | <i>Chief Executive Officer</i> Ms Rebecca Falkingham PSM |
| NDIS Quality and Safeguards Commission | Australian Institute of Family Studies | Hearing Australia |
| <i>A/g Commissioner</i> Mr Michael Phelan APM | <i>A/g Director</i> Ms Liz Neville | <i>Managing Director</i> Mr Kim Terrell |
| Domestic, Family and Sexual Violence Commission | | |
| <i>Commissioner</i> Ms Micaela Cronin | | |


² Note: Ministerial reshuffle on 29 July 2024 instated The Hon Clare O'Neil MP as Minister for Housing and Homelessness and The Hon Kate Thwaites MP to the Assistant Minister for Social Security, Assistant Minister for Ageing and Assistant Minister for Women. This is not reflected in the above graphic as it occurred after the 2023-24 reporting year.

2

Annual Performance Statements

Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services, present the 2023-24 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
1 October 2024

Overview

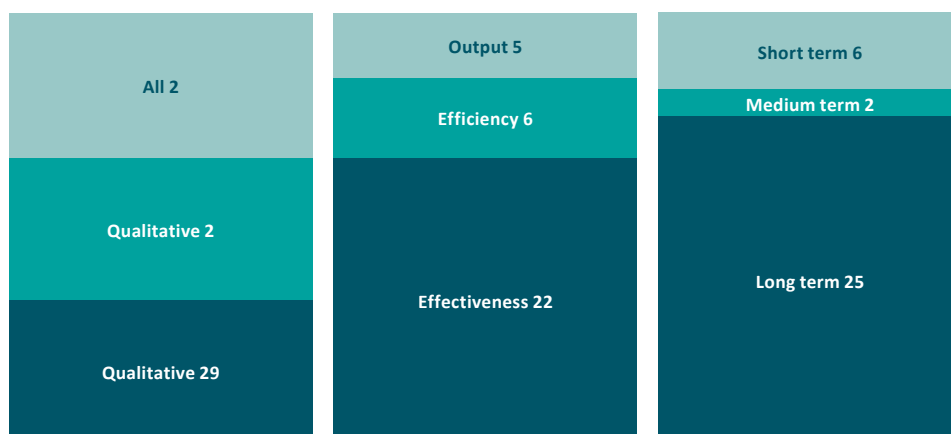
The Annual Performance Statements provide the results of the department's performance for the reporting period. This completes the cycle of performance reporting that commenced with the 2023-24 Portfolio Budget Statements, published on 9 May 2023 and the 2023-24 Corporate Plan, published on 31 August 2023.

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 improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities. The department's purpose is delivered across 4 outcome areas. Within this structure, all outcomes collectively contributing to the department's purpose.

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 considers 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 5: Summary of mix of performance measure targets



Subsequent events

- ▶ On 10 July 2024, Minister Rishworth announced a new Disability Employment Service (DES) Performance Framework and supporting Scorecard to measure DES provider performance.
- ▶ On 30 July 2024, the [Australian Government Response to the Disability Royal Commission](#) was released. The program of reform activity, which includes policy and legislative reform, will be staged over several years and aligned with broader disability reforms – as well as mainstream system reforms in health, education, and housing – to support the ongoing involvement of people with disability and enable lasting change.
 - › The Disability Royal Commission was established in 2019 and was the most comprehensive examination of disability policy and services in Australian history, the 2023 final report presented findings of significant experiences of abuse, neglect and discrimination experienced by people with disability.
- ▶ On 22 August 2024, the National Disability Insurance Scheme (NDIS) Amendment (Getting the NDIS Back on Track No 1) Bill 2024 was passed by the Parliament. The Bill provides some important changes to the scheme while Commonwealth and state and territory governments work together to develop rules and consider their broader response to the NDIS Review.

Our performance

For 2023-24, out of the total 33 performance targets the department met 20, partially met one and did not meet 10. Two performance targets remain 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 economic and social wellbeing of individuals, families and vulnerable members of 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 (◆). This year the Annual Performance Statements have included the rationale and methodology for performance measures to provide a complete narrative for the reader.

Figure 6: Performance measure target results overview

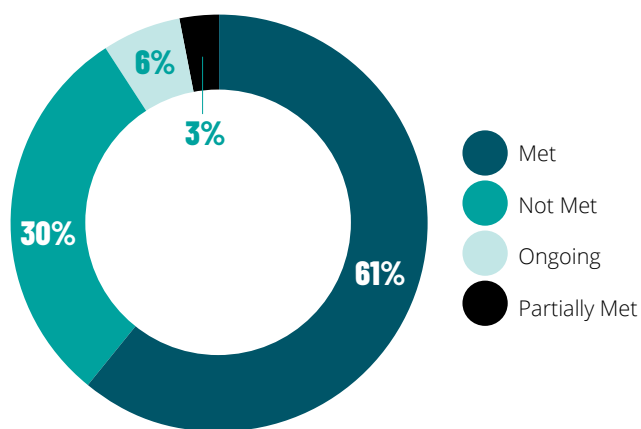


Figure 7: Performance measure target results per outcome



Categorising data sources

The PGPA Rule requires that performance measures should use sources of information and methodologies that are reliable and verifiable. This includes appropriate assurances and controls of data. Reliable and verifiable data is key to supporting advice to better inform government decisions which the department is working towards. Performance statements will include categorisations of data that underpin the department's performance measures. Six data categorisations are identified as follows:

| Data Source | Definition |
|------------------|---|
| Primary source | Data generated from within the department. |
| Secondary source | Data sourced from another Commonwealth or state and territory entity. |
| Tertiary source | Data sourced from a contracted business or service provider. |

In the planning phase of the performance cycle, the department categorised data according to the characteristics of assurances in place. Risks associated with assurances over data are categorised in the following way. Where relevant, the Disclosures sections of the Annual Performance Statements provide additional information about the nature and level of assurance obtained.

| Assurance | Definition |
|-----------|---|
| Tier 1 | The department has assurances over this data. |
| Tier 2 | The data is sourced from a third party. The department has some controls in place which assure this data, for example an agreement with the data provider outlining data quality expectations or data is supported by a quality statement and action needs to be taken throughout the reporting year to mitigate risk to assurance. |
| Tier 3 | Data is sourced from a third party, such as a contracted business or services provider. The department has minimal mechanisms by which to assure the data reported by the third party and action needs to be taken throughout the reporting year to mitigate risk to assurance. |

Key changes for 2023-24³

In the time since the release of the 2023-24 Corporate Plan that was published in August 2023, there have been some further changes to performance measures. A summary of key changes is provided below:

| Title | Description |
|---|---|
| 2.1.2 – Women’s Safety | <p>The performance measure, key activity wording adjusted to highlight the initiatives are a departmental led responsibility.</p> <p>Our Watch: Has changed from reporting on the total number of pieces of published content in the financial year to reporting on the number of people engaged.</p> <p>DV-alert: The target has been updated to clarify the number of workshops to be delivered (target ≥ 693 workshops).</p> <p>The Stop it at the Start campaign: Measure updated from delivery of phase 4 to phase 5. Target updated to include the launch of the latest campaign by 30 June 2024.</p> <p>Safe Places Emergency Accommodation program: The target was increased from 231 as at 30 June 2023 to 531 as at 30 June 2024.</p> |
| 2.1.5-1 – Financial Wellbeing and Capability | <p>Calculation methodology for target 2.1.5-1A has been updated so that clients receiving multiple Emergency Relief services on the same day at the same venue are counted once.</p> |
| 3.2.2 – Sector Development Fund and Jobs and Market Fund | <p>This key activity was not in the 2023-24 Corporate Plan and is a new key activity in the 2023-24 APS. Sector Development Fund and Jobs and Market Fund was previously under key activity 3.2.3 NDIS Participant Plans. This better reflects budget appropriations.</p> |

³ 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 2023-24 Corporate Plan (published August 2023).

| Title | Description |
|---------------------------------------|--|
| 3.2.3 – NDIS Participant Plans | <p>3.2.3-2 A new performance measure and target was introduced this year.</p> <p>Performance Measure: Legislative amendments developed for government.</p> <p>Target: Progress towards legislative amendments being developed for government.</p> <p>In the time since the publication of the 2023-24 Corporate Plan this measure has been added as an interim way to reflect the department’s progress towards the initial work to address findings from the NDIS Review and the Disability Royal Commission.</p> |

Outcome 1 – Social Security

Purpose

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

Program and activities

Outcome 1 comprises 7 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 Support for Families | Program 1.2 Paid Parental Leave | Program 1.3 Support for Seniors | |
| Key activities 1.1.1 Family Tax Benefit 1.1.2 Child Support Scheme | Key activities 1.2.1 Parental Leave Pay | Key activities 1.3.1 Age Pension | |
| Program 1.4 Financial Support for People with Disability | Program 1.5 Financial Support for Carers | Program 1.6 Working Age Payments | Program 1.7 Student Payments |
| Key activities 1.4.1 Disability Support Pension | Key activities 1.5.1 Carer Payment and Carer Allowance | Key activities 1.6.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment | Key activities 1.7.1 Youth Allowance (Student), Austudy and ABSTUDY |
| Cross-Program Rent Assistance | | | |
| Key activities Cross-Program Rent Assistance | | | |

Summary and key achievements

In 2023-24, of 9 targets in the Social Security outcome the department met 5 and did not meet 4.

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.

As part of the \$14.6 billion cost of living package announced in the 2023-24 Budget, the department delivered a number of measures to better support people, and to respond to cost of living challenges. Working age and student payments were increased by \$40 per fortnight, in addition to regular indexation. The department also extended eligibility for the higher single JobSeeker Payment rate to recipients aged 55 or over who have been on the payment for nine or more continuous months and expanded access to Parenting Payment (Single) to single parents until their youngest child turns 14. As at June 2024, around 90,000 single parents, around 90 per cent of whom are single mothers, were benefiting from expanded access to Parenting Payment (Single), adding at least \$173.30 per fortnight to the support they receive until their youngest child turns 14. Commonwealth Rent Assistance maximum rates increased by 15 per cent, resulting in around 1.1 million households receiving an additional \$24 per fortnight on average.

In September 2023, the base rates of working-age and student payments including JobSeeker Payment, Youth Allowance, Parenting Payment (Partnered), Austudy, ABSTUDY Living Allowance, Disability Support Pension (Youth), and Special Benefit increased by \$40 per fortnight. As at June 2024, approximately 1.1 million Australians were benefiting from the increase. After applying indexation, single JobSeeker Payment recipients without children received a base payment increase of \$56.10 per fortnight. This is the largest permanent dollar increase to the main adult unemployment benefit in Australia to date.

This year, in response to the recommendations of the Family Law Inquiry, the department commissioned a survey of Separated Parents to review the interaction between the Child Support Scheme and Family Tax Benefit to ensure vulnerable single parent families are financially supported after separation. Such surveys demonstrate our commitment to work with and hear the views of stakeholders and communities.

The government's expansion and enhancement of the Paid Parental Leave scheme was continued in 2023-24. From 1 July 2024, parents can receive 22 weeks of Paid Parental Leave, up from 20 weeks, resulting in more support as parents take time out of work to care for their newborn. When fully rolled out to 26 weeks, families will receive around \$24,000 in government-funded parental leave.

By expanding the scheme to a full six months by 2026, families will receive an extra six weeks of paid leave following the birth or adoption.

Outcome 1 – Social Security

Key performance results

| Program | Key Activities | Target | Result |
|--|--|---|---------|
| 1.1 Support for Families | 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 |
| 1.2. Paid Parental Leave | 1.2.1 Parental Leave Pay | At least 95 per cent of eligible Parental Leave Pay families access payment. | Met |
| 1.3 Support for Seniors | 1.3.1 Age Pension | 75 per cent or below of people of Age Pension age are supported by the Age Pension or other income support. | Met |
| 1.4 Financial Support for People with Disability | 1.4.1 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. | Not Met |
| 1.5 Financial Support for Carers | 1.5.1 Carer Payment and Carer Allowance | At least 70 per cent of primary carers in Australia are supported by Carer Payment and/or Carer Allowance. | Not Met |
| 1.6 Working Age Payments | 1.6.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment | Recipient numbers reflect the number of people who are unable to fully support themselves through work. | Met |
| 1.7 Student Payments | 1.7.1 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 reflect the number of people who are unable to fully support themselves through work. | Met |
| XP Rent Assistance | XP Rent Assistance | Commonwealth Rent Assistance reduces the proportion of recipient households in rental stress by at least 25 percentage points. | Met |

Program 1.1 Support for Families

Assist eligible families with the cost of raising children while ensuring that parents remain primarily responsible for supporting their children.

Key Activity: 1.1.1 Family Tax Benefit

Family Tax Benefit (FTB) 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 2023-24 Corporate Plan page 25.

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 per cent of support received by families under the Family Tax Benefit lower income free area).

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 67% | 66.9% | 63.7% | 66.8% | Not Met |

Source: PBS 2023-24 page 42, Corporate Plan 2023-24 page 25.

Program Analysis

The result for 2023-24 relates to the entitlement year 2021-22. For this year, the percentage of total FTB expenditure received by families with combined adjusted taxable income (ATI) at or below the FTB Part A lower income free area (LIFA) was 66.8 per cent, which is slightly below the 67 per cent target. This is an improvement from the result last year, which was 63.7 per cent. The improvement was driven by a large fall in the number of FTB customers with ATI above the LIFA, and in their average rate of FTB received. The number of FTB customers with ATI above the LIFA fell by about 72,100 or 10 per cent, and it resulted in an overall fall in the number of total FTB customers. The number of FTB customers below the LIFA and their average rate of FTB received remained stable compared to the previous year.

In the category of customers with ATI above the LIFA, the number of those who received an Income Support Payment (ISP) during the year fell sharply, from around 248,500 in 2020-21 to around 154,900 in 2021-22, or almost a 40 per cent drop. This is opposite to the trend observed in the 2022-23 Annual Performance Statements, where there was a significant increase in the number of customers with ATI above the LIFA receiving ISP in 2020-21, compared to the previous entitlement year, 2019-20. Families with a non-zero rate of ISP are not subject to the FTB Part A family income test or the FTB Part B primary earner income limit and as such have higher average rates of FTB payment than families with no ISP.

The reduction in FTB customers on ISP between 2020-21 and 2021-22 is attributable to the withdrawal of emergency government assistance measures in the post pandemic economic recovery. The number of families with ATI above the LIFA in 2021-22 reflects a return to 'normal' ISP payment conditions. The emergency government measures meant that additional families with income above the LIFA could attract income support in 2020-21. These measures included reductions in partner income test tapers and an increase to the personal income test free area which results in more FTB families receiving ISP. The payment of the Coronavirus Supplement also increased family incomes as it was included in ATI, and it meant that families that may have otherwise been below the LIFA ended up above the LIFA. When the emergency assistance measures were removed from April 2021, this resulted in fewer families with income above the LIFA who received ISP in 2021-22.

Disclosures

- ▶ Reconciliation data is reported at June 2024 for 2021-22, June 2023 for 2020-21, June 2022 for 2019-20 and June 2021 for 2018-19. FTB 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.
- ▶ 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

Measuring the *extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit* aims to demonstrate how these families are financially assisted through this program. This measure demonstrates the **effectiveness** of FTB in achieving the objective of the key activity: eligible families are helped with the cost of raising children.

The target demonstrates the **effectiveness** of the key activity by showing the extent to which families with lower incomes are supported in comparison to the support provided to medium income families. The intent of the policy is for low-income families to receive the majority of assistance provided by the government under this program.

Methodology

The number of *families with lower incomes supported through Family Tax Benefit* is calculated using the total number of Annual FTB recipients. The Annual FTB recipients are filtered by annual family ATI:

- ▶ equal to, or less than, the lower income free area (low-income families)
- ▶ greater than the lower income free area.

This is used to evaluate the per cent of support, measured in entitlement amounts, that is received by those families with income under the FTB lower income free area.

Note: FTB data is not considered mature until 2 years (8 quarters) after the end of the entitlement year.

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Secondary source | Tier 1 | Services Australia administrative data. |

Program 1.1 Support for Families

Assist eligible families with the cost of raising children while ensuring that parents remain primarily responsible for supporting their children.

Key Activity: 1.1.2 Child Support Scheme

The Child Support Scheme ensures children receive an appropriate level of support from their parents following separation. Child support payments and Family Tax Benefit (FTB) Part A are closely linked. To receive more than the base rate of FTB Part A for a child from a previous relationship, an individual must take reasonable action to apply for a child support assessment. This is known as the Maintenance Action Test (MAT). The requirement to meet the MAT applies, regardless of if the parent would be assessed to receive or pay child support.

For further information on this key activity, please see 2023-24 Corporate Plan page 27.

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 per cent of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥85% | 85.1% | 83.8% | 81.8% | Not Met |

Source: PBS 2023-24 page 43, Corporate Plan 2023-24 page 27.

Program Analysis

The Department of Social Services has not met this key performance measure, reflecting the decline in the proportion of children of separated parents meeting the FTB Part A MAT since June 2023. The MAT requires separated parents who receive FTB Part A in respect of a child from a former relationship to apply for a child support assessment (pass the MAT) or an exemption from the MAT to receive their maximum entitlement to FTB Part A for that child. The performance measure monitors how many children have their FTB Part A rate affected if their parent does pass the MAT or apply for an exemption from this requirement.

The department is reviewing the interactions between the Child Support Scheme and FTB in response to Recommendation 7 of the Joint Select Committee on Australia's Family Law System's Third Interim Report. The department has commissioned a Survey of Separated Parents which will ensure the lived experience of parents who fail the MAT informs the government's review of the interactions between the Child Support Scheme and FTB Part A. The research will also survey parents who have a Private Collect child support arrangement or who have an exemption from the MAT impacting FTB payments for their children. The lived experience of parents is important to understand why parents are failing the MAT, if any (and what) barriers exist that prevent them from having a child support assessment or applying for an exemption from the MAT. Qualitative evidence is needed as parental decision-making or barriers cannot be determined by administrative data alone. Findings and recommendations are expected to be finalised in 2024.

Between June 2023 and June 2024, the number of children whose parent:

- ▶ had applied for child support for them (passed the MAT) reduced by 3 per cent
- ▶ was granted a MAT exemption for them increased by 2 per cent
- ▶ failed to meet the MAT requirement increased by 11 per cent.

These results show that the reduction in parents passing the MAT for FTB Part A children by having a child support assessment is larger than the increase in the number of parents granted an exemption from the MAT requirement. There is an increase in MAT failure rates.

Disclosures

- ▶ this measure does not include FTB Part A families with only Regular Care Children or FTB Part B only families as these families are not subject to MAT.
- ▶ this measure does not include families who are subject to the MAT but who claim FTB Part A by a lump sum claim after the financial year.

Rationale

This measure demonstrates the effectiveness of the Child Support Scheme in achieving the objective of the key activity: *children continue to receive support from their parents following separation.*

The target demonstrates the **effectiveness** of the key activity by showing:

- ▶ the proportion of children of separated parents in the FTB system whose parent has taken action to receive child support or an exemption from the MAT to receive their full entitlement to FTB Part A

- ▶ a significant percentage of these children receive financial support from their parents following separation
- ▶ the proportion of children of separated parents in the FTB system, whose parent has failed to apply for child support or an exemption.

Methodology

The number of FTB Part A children of separated parents that meet the MAT requirements is based on the number of children subject to the MAT whose parent:

- ▶ has applied for child support for them (passed the MAT)
- ▶ was granted a MAT exemption for them.

The key performance measure percentage is based on the number of FTB Part A children with a status of MAT exempt or MAT pass, as a proportion of all FTB Part A children subject to the MAT.

Note - a parent may have a child that meets the MAT and one that fails the MAT. Children may also be present in multiple families and will be counted accordingly. Note that the number of children subject to the MAT also includes children whose parent is yet to make a decision about applying for child support or an exemption (they are in the MAT grace period).

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | Data source |
|---|---|
| <div style="display: flex; gap: 10px;"> <div style="border: 1px solid #005a8c; border-radius: 10px; padding: 5px 15px; background-color: #005a8c; color: white;">Secondary source</div> <div style="border: 1px solid #005a8c; border-radius: 10px; padding: 5px 15px;">Tier 1</div> </div> | Services Australia administrative data. |

Program 1.2 Paid Parental Leave

Assist parents to take time out of the workforce to bond with their children following birth or adoption and encourage continued participation in the workforce.

Key Activity: 1.2.1 Parental Leave Pay

Parental Leave Pay provides financial support to help eligible parents to take time off work to care for a newborn or recently adopted child, to encourage women's workforce participation, to enhance the health and development of mothers and their children and promote equality between men and women, and the balance between work and family life.

For further information on this key activity, please see 2023-24 Corporate Plan page 29.

Performance Measure

1.2.1-1 - Extent to which parents take Parental Leave Pay.

Target

- ◆ 1.2.1-1A At least 95 per cent of eligible Parental Leave Pay families access payment.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥95% | 98.8% | 98.5% | 97.0% | Met |

Source: PBS 2023-24 page 44 and Corporate Plan 2023-24 page 29.

Program Analysis

The government's expansion and enhancement of the Paid Parental Leave scheme is being rolled out in 2023-24 entitlement year with claimants assessed under different scheme rules depending on their child's date of birth or adoption.

For children born or adopted before 1 July 2023, Parental Leave Pay is available to eligible primary carers (usually birth mothers) for up to 18 weeks, and Dad and Partner Pay is available to eligible working fathers and partners for up to 2 weeks. Dad and Partner Pay was closed to births from 1 July 2023.

For children born or adopted from 1 July 2023, Parental Leave Pay and Dad and Partner Pay were combined into a single 20-week payment which can be shared between parents, with 2 weeks reserved for either parent as a 'use it or lose it' component of the leave. Single parents can access the full 20 weeks. Claimants have up to 2 years from the child's date of birth or adoption to use Parental Leave Pay.

The performance measure for 2023-24 is the same as the 2022-23 entitlement year, with a measure taking into account both schemes in place from 2024-25 (as parents of a baby born in 2022-23 are eligible to take Dad and Partner Pay in 2023-24 as they have one year to make a claim). The target for eligible families accessing Parental Leave Pay has been met for the 2023-24 financial year.

Disclosures

- ▶ For births and adoptions before 1 July 2023, Parental Leave Pay recipients have up to 2 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 taken in 2023-24. The measure may include claims started in previous financial years. Recipients who began receiving Parental Leave Pay in 2023-24 and 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 which have been finalised in the 2023-24 financial year. That is where a claimant can no longer make any changes to their Paid Parental Leave (e.g. add/change future flexible days).
- ▶ Claimants who have flexible days left to claim are not included in these counts as they have up until the child's second birthday to claim those days.

Rationale

Measuring the extent to which parents take Parental Leave Pay aims to demonstrate that parents are financially assisted to take time off work following the birth or adoption of a child.

This measure demonstrates the effectiveness of Parental Leave Pay in achieving the objective of the key activity: To provide financial support to help eligible working parents spend more time at home with a new baby or recently adopted child and to enhance the health and development of mothers and their children.

Targeting 95 per cent of eligible Parental Leave Pay families that access the payment demonstrates the effectiveness of the key activity by showing the proportion of eligible families that are assisted by the payment to take time off work following the birth or adoption of a child.

Methodology

Eligibility is defined as families who received Parental Leave Pay. Access is defined as the receipt of the payment for the entire entitlement period for which the payment is available to the family. This is 18 weeks for children born or adopted before 1 July 2023.

The percentage is based on the number of Parental Leave Pay children born before 1 July 2023 whose parents took the full number of weeks of Parental Leave Pay as a proportion of the total number of Parental Leave Pay recipients with children born before 1 July 2023 whose payments were finalised during the year.

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Secondary source | Tier 1 | Services Australia Administrative data. |

Program 1.3 Support for Seniors

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

Key Activity: 1.3.1 Age Pension

The Age Pension is a key activity of the Support for Seniors Program. The key activity provides income support to Senior Australians who need it, while encouraging pensioners to maximise their overall incomes. The Age Pension is paid to people who meet age and residency requirements, subject to a means test. Pension rates are indexed to ensure they keep pace with Australian price and wage increases.

For further information on this key activity, please see 2023-24 Corporate Plan page 31.

Performance Measure

1.3.1-1 – Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support.

Target

- ◆ 1.3.1-1A 75 per cent or below of people of Age Pension age are supported by the Age Pension or other income support.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≤ 75% | 69.7% | 68.7% | 67.8% | Met |

Source: PBS 2023-24 page 45 and Corporate Plan 2023-24 page 31.

Program Analysis

The long-term gradual reduction in the proportion of senior Australians receiving the Age Pension continued into 2023-24. This reduction continues to be 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 and growth in the share market.

Disclosures

- ▶ Farm Household Allowance recipients of Age Pension age are not included in the recipient numbers.
- ▶ The Department of Veterans' Affairs (DVA) Service Pension and Income Support Supplement recipients over pension age make up around 2.1 per cent of the Australian Bureau of Statistics (ABS) population projection for people over Age Pension age.
- ▶ Note that 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.
- ▶ Population data is sourced from the Population Projections, Australia, 2022 (base) – 2071, published by the Australian Bureau of Statistics - *The Population projections Table B9 - Population projections, by age and sex, Australia - medium series*, June 2024 projected population for persons.

Rationale

Measuring the extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension, or other income support, demonstrates that senior Australians with low to moderate means are assisted financially. This measure demonstrates the effectiveness of the Age Pension in achieving the objective of the key activity: Senior Australians are assisted financially in a manner that encourages them to productively manage resources and life transitions.

Targeting 75 per cent or below of people of Age Pension age, who are supported by the Age Pension or other income support payment, demonstrates the effectiveness of the key activity by showing:

- ▶ funding is targeted to senior Australians with low to moderate means to maintain their financial wellbeing, in a manner that encourages self-reliance during retirement
- ▶ the remaining proportion of senior Australians not receiving a payment can support themselves due to the level of their income and assets, consistent with the objective of self-reliance. Many not in receipt of the Age Pension are eligible for the Commonwealth Seniors Health Card which provides access to Commonwealth health and state/territory concessions.

Methodology

The number of people supported by the Age Pension or other income support is calculated using the number of:

- ▶ Age Pension recipients
- ▶ DVA Service Pension and Income Support Supplement recipients over pension age
- ▶ Other Income Support recipients over pension age.

The number of people over pension age uses the Australian Bureau of Statistics population projections.

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.

Data Categorisation

The **data sources** for this measure are:

| Categorisation of data source | | Data source |
|-------------------------------|--------|--|
| Secondary source | Tier 1 | Services Australia administrative data. |
| Secondary source | Tier 1 | Department of Veterans' Affairs administrative data. |
| Secondary source | Tier 1 | Australian Bureau of Statistics - Population Projections, Australia 2022-2071. |

Program 1.4 Financial Support for People with Disability

To financially assist eligible people with disability.

Key Activity: 1.4.1 Disability Support Pension

The Disability Support Pension (DSP) 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 2023-24 Corporate Plan page 33.

Performance Measure

1.4.1-1 – Extent to which people of working age with a profound or severe disability are paid Disability Support Pension.

Target

- ◆ 1.4.1-1A At least 90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 90% | 96.8% | 98.6% | 68.5% | Not Met |

Source: PBS 2023-24 page 45 and Corporate Plan 2023-24 page 33.

Program Analysis

The DSP population has increased by over 3 per cent in 2023-24, which is larger than the increase in 2022-23. There has been a decrease in the overall result in 2023-24, to 68.5 per cent. This is due to the use of the 2022 Survey of Disability, Ageing and Carers (SDAC) data published by the ABS, which reported a significant increase in the number of people identifying with disability. In 2018, the SDAC estimated number of people with a profound or severe disability of working age was 521,000. This jumped by nearly 50 per cent to 776,800 in 2022.

The 2022 SDAC had variances in its collection method from the previous surveys. This time the survey could be self-completed and online without the presence of an ABS interviewer to provide guidance. Additionally, the rise in disability numbers may also be attributed to a growing awareness of disability in Australia as well as the increase in prevalence of long-term health conditions. The sample results were then applied to the whole population. All these factors may have attributed to the increase in the estimated number of people with disability.

Disclosures

- ▶ Population data is sourced from the 2022 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 2022 estimate* and is compared to payment population data as at 30 June 2024.

Rationale

Measuring the extent to which people of working age with a profound or severe disability are paid DSP demonstrates that eligible people with disability who cannot fully support themselves are being financially assisted. That is, those with sufficient means should not receive DSP. This measure demonstrates the effectiveness of the DSP in achieving the objective of the key activity: To make payments to eligible people with disability who cannot fully support themselves.

Targeting 90 per cent of people with a profound or severe disability of working age are supported by the DSP demonstrates the effectiveness of the key activity by showing:

- ▶ a significant per cent of people with a severe disability who are unable to support themselves are in receipt of financial support
- ▶ funding is targeted to financially assist people with disability who are unable to support themselves to achieve financial independence.

Methodology

The number of people receiving DSP is based on the number of people receiving DSP aged 16–64 inclusive who are severely or profoundly disabled. The number of people with a profound or severe disability of working age is based on the number of Australians who are severely or profoundly disabled between the age of 15–64.

Data Categorisation

The **data sources** for this measure are:

| Categorisation of data source | Data source |
|--------------------------------------|--|
| Secondary source Tier 1 | Services Australia administrative data. |
| Secondary source Tier 1 | Australian Bureau of Statistics - Survey of Disability, Ageing and Carers. |

Program 1.5 Financial Support for Carers

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

Key Activity: 1.5.1 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 2023-24 Corporate Plan page 35.

Performance Measure

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

Target

- ◆ 1.5.1-1A At least 70 per cent of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 70% | 75.3% | 76.7% | 59.5% | Not Met |

Source: PBS 2023-24 page 46 and Corporate Plan 2023-24 page 35.

Program Analysis

The Carer Payment population increased in 2023-24 by almost 3 per cent, while the Carer Allowance population increased by over 3 per cent. The overall result for this measure dropped to 59.5 per cent in 2023-24. The decrease can be attributed to the use of the 2022 Survey of Disability, Ageing and Carers (SDAC) data published by the ABS. The performance measure has been calculated using ABS 2022 SDAC data, with the number of primary carers increasing from 861,000 in 2018 to 1,154,300 in 2022.

The 2022 SDAC had variances in its collection method from the previous surveys. This time the survey could be self-completed and online without the presence of an ABS interviewer to provide guidance. Additionally, the survey also had changes to questions to identify carers during household screenings, with the intent of maximising primary carer identification. All these factors may have attributed to the increase in the number of carers reported in the SDAC data which would not be replicated in social security payment recipients.

Disclosures

- ▶ Population of Primary Carers is derived from the 2022 SDAC, Australia conducted by the ABS. This is latest available data. This is compared with payment population data as at 28 June 2024.

Rationale

Measuring the extent to which payments are made to, or with respect to, carers unable to fully support themselves aims to demonstrate that carers of people with disability or a severe medical condition are financially assisted. This measure demonstrates the effectiveness of the Carer Payment and Carer Allowance in achieving the objectives of the key activities.

Targeting 70 per cent of primary carers in Australia are supported by Carer Payment and/or Carer Allowance demonstrates the effectiveness of the key activity by showing a significant per cent of eligible carers who are unable to fully support themselves are in receipt of financial support.

Methodology

The number of primary carers in Australia that are supported is calculated using the number of payment recipients of Carer Payment, Carer Allowance (Adult) and Carer Allowance (Child) as at 30 June 2024.

The number of primary carers in Australia is based on the Australian Bureau of Statistics – Survey of Disability, Ageing and Carers - from the 2022 Survey of Disability, Ageing and Carers (which is the latest available).

Data Categorisation

The **data sources** for this measure are:

| Categorisation of data source | Data source |
|--------------------------------------|--|
| Secondary source Tier 1 | Services Australia administrative data. |
| Secondary source Tier 1 | Australian Bureau of Statistics - Survey of Disability, Ageing and Carers. |

Program 1.6 Working Age Payments

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

Key Activity: 1.6.1 JobSeeker Payment, Youth Allowance (Other) and Parenting Payment

The JobSeeker Payment, Youth Allowance (Other) and Parenting Payment are key activities of the Working Age Payments program.

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, see page 37 of the 2023-24 Corporate Plan.

Performance Measure

1.6.1-1 – Extent to which payments are made to, or with respect to, people unable to fully support themselves.

Target

- ◆ 1.6.1-1A Recipient numbers reflect the number of people who are unable to fully support themselves through work.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|--|-----------------------|-----------------------|-----------------------|---------|
| Recipient numbers align with changes in the unemployment rate. | Changes align | Changes align | Changes align | Met |

Source: PBS 2023-24 page 46 and Corporate Plan 2023-24 page 37.

Program Analysis

The performance target for 2023-24 was met. Over the past year, the unemployment rate and the number of people supported by Working Age Payments has been broadly aligned.

The number of Working Age Payment recipients began to trend upwards in the last financial year. This was influenced by policy changes to some payments, notably raising the youngest dependent child age limit from eight to 14 years for Parenting Payment (Single).

The increases to the number of Working Age Payment recipients corresponded with gradual increases to the unemployment rate over the 2023-24 financial year. Over 2023-24, 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.

Figure 8: Payment receipts vs ABS unemployment Rate 2023-24

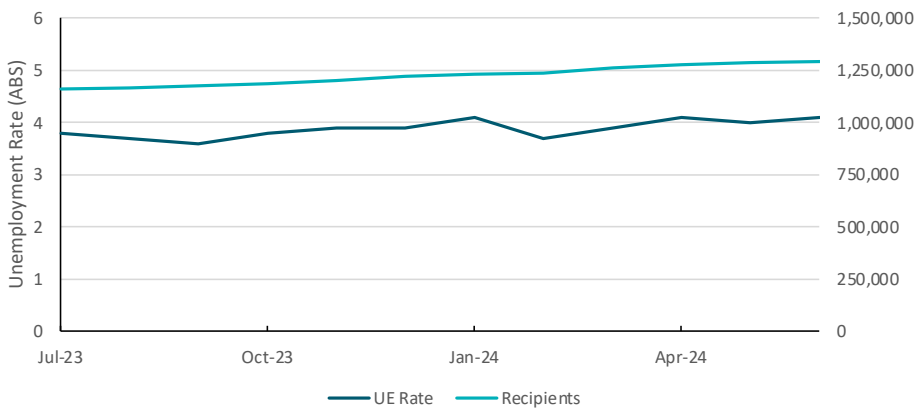
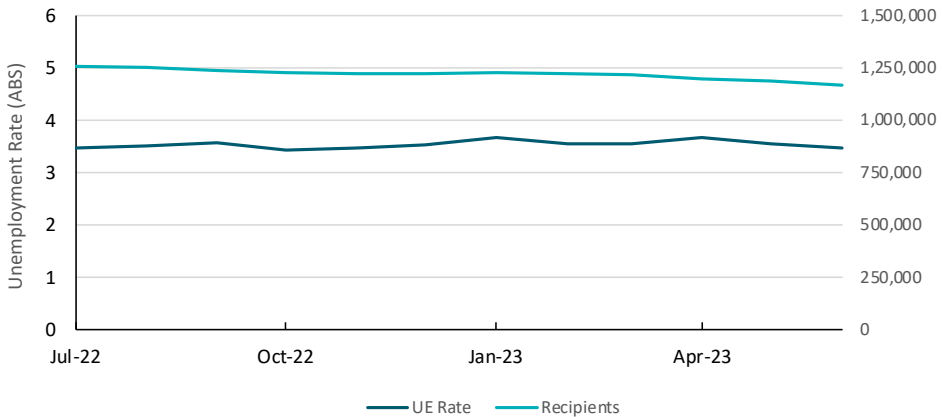


Figure 9: Payment receipts vs ABS unemployment Rate 2022-23



Disclosures

- ▶ It is important to note there are significant differences between the population measured by the 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

Measuring the extent to which payments are made to, or with respect to, people unable to fully support themselves aims to demonstrate that people who are temporarily unable to support themselves through work or who have a limited capacity to work due to injury, illness or parenting responsibilities, are assisted financially. This measure demonstrates the effectiveness of JobSeeker Payment, Parenting Payment (Single and Partnered) & Youth Allowance (Other) in achieving this key objective.

The extent to which changes in recipient numbers align with the unemployment rate demonstrates the effectiveness of the key activity, by showing how the system responds to need in the community when unemployment rates are high and that more people are supporting themselves through work when unemployment rates are low. It also demonstrates the effectiveness of payment policy in providing the right incentives for income support recipients to take up available work.

Methodology

The number of people supported by Working Age Payments is calculated using the number of recipients of:

- ▶ JobSeeker Payment
- ▶ Parenting Payment (Partnered + Single)
- ▶ Youth Allowance (Other).

The unemployment rate uses the Australian Bureau of Statistics, Labour Force Survey - Seasonally adjusted unemployment rate.

It is important to note there are significant differences between the population measured by the Australian Bureau of Statistics to calculate the unemployment rate, and Working Age Payment population recipients. There is also a lag between changes in labour market conditions (as reflected in the change in unemployment rate) and people moving on to or off income support payments.

Data Categorisation

The data source for this measure is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Secondary source | Tier 1 | Services Australia administrative data. |

Program 1.7 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: 1.7.1 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 this key activity, please see 2023-24 Corporate Plan page 39.

Performance Measure

1.7.1-1 – Extent to which payment recipients have improved financial self-reliance.

Target

- ◆ 1.7.1-1A The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments reflect the number of people who are unable to fully support themselves through work.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|---|-----------------------------|-----------------------|-----------------------|---------|
| Changes in exit rates align with changes in unemployment rate | Movements partially aligned | Movements aligned | Movements aligned | Met |

Source: PBS 2023-24 page 47 and Corporate Plan 2023-24 page 39.

Program Analysis

The performance target for 2023-24 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 ABS.

While there has been a slight decrease in the proportion of Austudy and Youth Allowance (Student) recipients an income support 12 months after exiting a student payment, this exit trend aligns with the stable rate of unemployment over the same period.

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

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

| | 2020 | 2021 | 2022 |
|--|-------|-------|-------|
| Austudy | | | |
| ▶ within 12 months | 67.9% | 80.6% | 79.5% |
| Youth Allowance (student) ^b | | | |
| ▶ within 12 months | 79.3% | 87.7% | 86.5% |
| ABSTUDY (Secondary and Tertiary) ^c | | | |
| ▶ within 12 months | 54.6% | 64% | 64.1% |

Disclosures

- a) Comprises recipients who exited from Student Payments in calendar years 2020, 2021 and 2022
- b) Includes Australian apprentices
- c) ABSTUDY Living Allowance only
 - ▶ Reporting is calendar year based, to align with the standard educational year
 - ▶ Latest reported calendar year is 2022, to allow for a full 12month period to elapse following the reported exits.

Rationale

This measure demonstrates the effectiveness of ABSTUDY, Austudy and Youth Allowance (Student) in achieving the objectives of the key activity: recipients have improved financial self-reliance.

Targeting the proportion of recipients who are not receiving income support 12 months after exiting student payments, aligned with movements in the unemployment rate, demonstrates the effectiveness of the key activity by showing that those leaving the temporary payments are able to support themselves through employment.

Methodology

The number of recipients exiting student payments is calculated using the number of:

- ▶ recipients that exit from Austudy, Youth Allowance (Student) and ABSTUDY over a 12-month calendar year, where the recipient has been on a student payment for more than 3 months
- ▶ recipient numbers for the 12 months following the calendar year of exit.

The unemployment rate uses the Australian Bureau of Statistics, National Accounts, Labour Force Australia.

Data Categorisation

The **data sources** for this measure are:

| Categorisation of data source | | Data source |
|-------------------------------|--------|--|
| Secondary source | Tier 1 | Services Australia administrative data. |
| Secondary source | Tier 1 | Australian Bureau of Statistics, National Accounts – Labour Force Australia. |

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: 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 2023-24 Corporate Plan page 41.

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.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 25 pp lower | 28 pp lower | 27.7 pp lower | 30.9 pp lower | Met |

Source: PBS 2023-24 page 47 and Corporate Plan 2023-24 page 41.

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 2024:

- ▶ 1,311,348 Australian households received rent assistance payments
- ▶ overall, rent assistance reduced the proportion of households in rental stress by 30.9 percentage points (from 72.6 per cent to 41.8 per cent).

The government increased CRA maximum rates by 15 per cent on 20 September 2023. Since the implementation of higher CRA maximum rates, CRA has been more effective at reducing rental stress.

- ▶ as at June 2023, CRA payments reduced the proportion of households in rental stress from 70.6 per cent to 42.9 per cent (27.7 percentage points)
- ▶ as at December 2023, CRA payments reduced the proportion of households in rental stress from 70.2 per cent to 38.6 per cent (31.6 percentage points).

| Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance | 2020-21 | 2021-22 | 2022-23 | 2023-24 ^a |
|--|---------|---------|---------|----------------------|
| Before | 72.5% | 71.9% | 70.6% | 72.6% |
| After | 45.7% | 43.9% | 42.9% | 41.8% |
| Difference (pp) | 26.8% | 28% | 27.7% | 30.9% |

Disclosures

a) Differences may not sum due to rounding.

- ▶ 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

This measure demonstrates the effect of CRA in achieving the Social Security stream objective in delivering: a sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.

Reducing the proportion of recipient households in "rental stress" by at least 25 percentage points measures the effectiveness of CRA for the overall number of recipient households.

Methodology

- ▶ Rental stress is defined as a Rent Assistance recipient household paying more than 30 per cent of their income on rent. The proportion of individuals and families experiencing rental stress after receipt of CRA is calculated using:
 - › percentage of CRA recipients paying more than 30 per cent of their income in rent prior to receiving CRA
 - › percentage of CRA recipients paying more than 30 per cent of their income in rent including after receiving CRA.

Data Categorisation

The data source for this measure is:

| Categorisation of data source | Data source |
|-------------------------------|---|
| Secondary source Tier 1 | Services Australia administrative data - Social Services Housing Data Set. |

Addendum 1: Outcome 1

Social Security - Payment Accuracy

The Payment Accuracy Review Program (PARP), 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. In the 2023-24 financial year, 21,561 reviews were conducted as part of the PARP.

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 and these results are then extrapolated over the wider population for each payment type to estimate the potential financial risks. These estimations should not be used to draw conclusions about the accuracy of other payments not reviewed within the program.

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 2023-24 financial year, the overall accuracy result was 95.07 per cent (see Table 1.1.1).

Variations to a recipient's payment rate captured by the review are used to calculate payment accuracy. Variations to a recipient's payment can be due to a change in circumstances and not indicative of error by the recipient or Services Australia. Therefore, variation amounts cannot be considered as potential savings. In addition, Payment Accuracy results may underestimate overpayments due to fraudulent conduct. Due to the covert nature of fraud, the detection of serious fraud requires specialist skillset and training, so it may not be detected in reviews.

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 working collaboratively to implement enhancements to the PARP.

Table 1.1.1: Payment Accuracy (2023-24 financial year)

| | Number of recipients surveyed* | Payment Accuracy (%) | Confidence Interval (±) | Annual outlays (\$m) | Inaccuracy risk (%) | Inaccuracy risk (\$m) | Downward variation (%) | Downward variation (\$m) | Upward variation (%) | Upward variation (\$m) |
|-------------------------------|--------------------------------|----------------------|-------------------------|----------------------|---------------------|-----------------------|------------------------|--------------------------|----------------------|------------------------|
| ABSTUDY | 873 | 66.44 | 3.42 | 122.77 | 33.56 | 41.20 | 33.25 | 40.82 | 0.30 | 0.37 |
| Age Pension | 3,311 | 96.97 | 0.45 | 59,156.38 | 3.03 | 1,794.08 | 2.29 | 1,356.21 | 0.74 | 437.87 |
| Austudy | 873 | 76.34 | 2.9 | 396.03 | 23.66 | 93.69 | 23.45 | 92.85 | 0.21 | 0.84 |
| Carer Allowance | 1,500 | 94.49 | 1.19 | 2,805.74 | 5.51 | 154.65 | 5.51 | 154.65 | 0.00 | 0.00 |
| Carer Payment | 1,179 | 93.45 | 1.36 | 7,537.34 | 6.55 | 494.02 | 6.15 | 463.81 | 0.40 | 30.21 |
| Disability Support Pension | 2,722 | 97.95 | 0.48 | 21,462.83 | 2.12 | 455.75 | 2.00 | 429.35 | 0.12 | 26.40 |
| Family Tax Benefit | 3,179 | 95.54 | 0.72 | 16,966.89 | 4.46 | 757.53 | 4.43 | 751.68 | 0.03 | 5.85 |
| Jobseeker Payment | 3,551 | 89.89 | 0.99 | 13,859.80 | 10.11 | 1,401.63 | 9.97 | 1,382.18 | 0.14 | 19.44 |
| Parenting Payment (Partnered) | 999 | 81.08 | 2.44 | 854.58 | 18.92 | 161.69 | 18.74 | 160.11 | 0.18 | 1.58 |
| Parenting Payment (Single) | 1,010 | 92.39 | 1.67 | 6,348.59 | 7.61 | 483.39 | 7.44 | 472.35 | 0.17 | 11.04 |
| Special Benefit | 593 | 93.9 | 1.88 | 140.32 | 6.10 | 8.56 | 5.92 | 8.31 | 0.18 | 0.25 |
| Youth Allowance (Other) | 893 | 85.15 | 2.37 | 1,001.48 | 14.85 | 148.67 | 14.07 | 140.89 | 0.78 | 7.78 |
| Youth Allowance (Student) | 878 | 79.11 | 2.84 | 1,755.28 | 20.89 | 366.70 | 20.16 | 353.85 | 0.73 | 12.85 |
| Overall | 21,561 | 95.07 | 0.29 | 132,408.04 | 4.94 | 6,540.24 | 4.52 | 5,982.43 | 0.42 | 557.81 |

Disclosures

The overall figure is not equal to the sum of individual payments, due to the effects of rounding and weightings.

Medical eligibility for recipients of Disability Support Pension and income for Family Tax benefit recipients are not examined by the review process.

* Recipients are sampled from the population of recipients who are in receipt of the payment at the time of the program. A small number of recipients are excluded from the selection process for practical or humanitarian reasons based upon agreed to business rules. The timing of the selection process also means that recipients whose payments were granted shortly before the selection is drawn, or whose payments were suspended, may not be included in the selectable population.

Addendum 2: Outcome 1

Social Security – 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 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
|---------------------------------|-----------|-----------|-----------|-----------|
| 1.1.1 Family Tax Benefit | | | | |
| Family Tax Benefit Part A | 1,549,969 | 1,522,768 | 1,475,888 | 1,404,201 |
| Family Tax Benefit Part B | 1,274,061 | 1,242,071 | 1,188,501 | 1,158,999 |

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

| Entitlement year ^a | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
|--|-----------|-----------|-----------|-----------|
| 1.1.1 Family Tax Benefit | | | | |
| Number of eligible Family Tax Benefit Part A children | 3,077,039 | 2,983,177 | 2,888,774 | 2,751,181 |
| Number of children in eligible Family Tax Benefit Part B families ^b | 2,380,381 | 2,317,439 | 2,216,684 | 2,157,479 |

Disclosures

- a) Reconciliation data is reported at June 2024 for 2021–22, June 2023 for 2020–21, June 2022 for 2019–20 and June 2021 for 2018–19. 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.
- b) 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.

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

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|--|-----------|-----------|-----------|-----------|
| 1.1.2 Child Support Scheme | | | | |
| Child Support Scheme (number of cases) ^a | 755,077 | 744,213 | 736,388 | 727,451 |
| 1.2.1 Parental Leave Pay | | | | |
| Parental Leave Pay (number of individuals assisted) ^b | 169,029 | 178,778 | 171,282 | 226,120 |
| 1.3.1 Age Pension | | | | |
| Age Pension | 2,596,020 | 2,557,691 | 2,601,995 | 2,610,012 |
| 1.4.1 Disability Support Pension (DSP) | | | | |
| Disability Support Pension | 753,009 | 764,967 | 770,496 | 797,449 |
| 1.5.1 Carers Payment and Carer Allowance^c | | | | |
| Carer Payment | 300,121 | 301,217 | 305,332 | 314,322 |
| Carer Allowance (Adult and Child) | 623,742 | 622,765 | 634,179 | 657,276 |
| Carer Supplement | 645,605 | 655,538 | 660,178 | 672,040 |
| Child Disability Assistance Payment | 162,182 | 164,834 | 168,087 | 173,794 |
| 1.6.1 JobSeeker Payment, Parenting Payment, Youth Allowance (other)^d | | | | |
| JobSeeker Payment | 1,001,253 | 831,601 | 808,153 | 819,583 |
| Parenting Payment (Partnered) | 83,518 | 70,295 | 60,586 | 60,162 |
| Parenting Payment (Single) | 237,478 | 231,999 | 226,635 | 320,931 |
| Pensioner Education Supplement | 21,775 | 19,397 | 16,099 | 15,699 |
| Youth Allowance | 107,885 | 77,237 | 73,803 | 88,702 |
| Special Benefit | 8,451 | 10,854 | 8,777 | 6,468 |

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|--|---------|---------|---------|---------|
|--|---------|---------|---------|---------|

1.7.1 Youth Allowance (Student), Austudy, ABSTUDY

| | | | | |
|--|---------|---------|---------|---------|
| Austudy ^e | 41,870 | 37,417 | 30,444 | 23,688 |
| ABSTUDY – Secondary ^{e,f} | 19,095 | 17,812 | 17,004 | 14,988 |
| ABSTUDY – Tertiary ^{e,f} | 10,904 | 10,940 | 10,423 | 9,733 |
| Youth Allowance (student) ^{e,f} | 210,833 | 176,238 | 152,631 | 133,936 |
| Student Start-up Loan ^{g,h} | 96,250 | 89,300 | 74,268 | 60,463 |
| Student Start-up Loan – ABSTUDY ^g | 2,267 | 2,288 | 2,276 | 1,862 |

Disclosures

*Recipient data as at 30 June 2024. Age Pension includes DVA data.

- This includes current cases and excludes cases which are closed with no balance or arrears.
- This is the number of individuals who started receiving payments in the financial year. The number of recipients is higher in 2023-24 than previous years due to legislated changes to the scheme which meant recipients who would have previously claimed Dad and Partner Pay now claim Parental Leave Pay instead.
- Excludes carers whose care receiver qualified for a Health Care Card only.
- In January 2023 the department introduced revised reporting populations for JobSeeker Payment, Parenting Payment and Youth Allowance (other) recipients. Reporting populations now include all current (including those on zero rate of payment) and suspended recipients. The department is committed to transparent and open data, this revision provides transparency of the total number of JobSeeker Payment, Parenting Payment and Youth Allowance (other) recipients interacting with the social security system.
- 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

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|--|---------|---------|---------|---------|
|--|---------|---------|---------|---------|

XP.1 Commonwealth Rent Assistance

| | | | | |
|---|-----------|-----------|-----------|-----------|
| Number of Commonwealth Rent Assistance income units | 1,491,092 | 1,347,902 | 1,263,889 | 1,311,348 |
|---|-----------|-----------|-----------|-----------|

Disclosures

Data as at 30 June 2024

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

Purpose

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

Programs and activities

Outcome 2 comprises one program with 4 activities contributing to the achievement of the Families and Communities outcome. The diagram below depicts how this purpose is translated into measurable activities.

Outcome 2 – Families and Communities

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

Program 2.1 Families and Communities

Key activities

2.1.1 – Families and Children

2.1.2 – Women’s Safety

2.1.5 – Financial Wellbeing and Capability

2.1.7 – National Redress Scheme for Institutional Child Sexual Abuse

* The key activity numbering in outcome 2 is not consecutive as it reflects the 2023-24 Portfolio Budget Statement appropriation numbering.

Summary and key achievements

In 2023-24, the department met 7 performance measure targets in the Families and Communities outcome and did not meet 3 performance measure targets.

The department's work in Women's Safety supports the goal to end gender-based violence in one generation. In August 2023, the department released the First Action Plan and the dedicated Aboriginal and Torres Strait Islander Action Plan to support the *National Plan to End Violence against Women and Children 2022-2032*. The Action Plans set out the initiatives and activities that are being implemented across the Commonwealth and state and territory governments to support delivery of the National Plan over its first 5 years. The department led and delivered a number of initiatives this year including the Commonwealth Consent Policy Framework, establishing and launching a national consent campaign and launching Phase 5 of the *Stop it at the Start* campaign which promotes positive attitudes and behaviours on respectful relationships and gender equality among young people, by targeting their key adult influencers. The First Nations National Plan Steering Committee was established to provide advice to the development of the standalone First Nations National Plan. In addition, the service channels for 1800RESPECT were expanded to include text message and an on-demand video counselling service to improve the accessibility of the service.

The department 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. In May 2024, the government released the *Early Years Strategy 2024-2034* (the Strategy), which sets out the government's long-term vision to best support Australia's children and their families in the early years. The release of the Strategy was the culmination of work by the department across 18 months, informed by extensive public consultation and guided by an Advisory Panel consisting of early years sector experts. The Strategy seeks to create a new, integrated, holistic, whole-of-Commonwealth approach to the early years. At the launch of the Strategy, the government also announced the establishment of a Parent and Carer Reference Group which will provide parents and caregivers with an opportunity to have a say on government policies, programs and supports for children aged 0-12 and their families.

In 2023-24, under the Families and Children Activity, the government invested around \$450 million to deliver services and initiatives to support 428,728 clients. These services delivered by 424 organisations supported 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.

The department supports people in crisis and financially vulnerable individuals through Financial Wellbeing programs. This year the department supported 406,903 people who accessed Emergency Relief (ER) services for immediate financial or material aid. The department also announced support for financial counselling services, including targeted support for communities affected by natural disasters, including \$1.85 million of additional funding across all Commonwealth funded National Debt Helpline providers, who provide free financial counselling over the phone or via online chat support. Additionally, \$435,000 was announced for key financial counselling service providers supporting flood-affected communities in Lismore and Central West New South Wales.

In the past year, the department's contributions to improving the outcomes for families and communities included funding a permanent food distribution warehouse for an emergency food provider. \$1.3 million was announced to support Devonport's Loaves and Fishes Tasmania in acquiring a food distribution warehouse providing long-term surety to enable the organisation to continue their vital work.

Outcome 2 – Families and Communities

Key performance results

| Program | Key activities | Target | Result |
|------------------------------|--|---|---------|
| 2.1 Families 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 departmental initiatives under the <i>National Plan to End Violence Against Women and Children 2022-2032</i> . | Met |
| | 2.1.5 Financial Wellbeing and Capability | 20 per cent or less of people with multiple requests for Emergency Relief. | Met |
| | | At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service. | Not Met |
| | 2.1.5-2 Income Management | At least 95 per cent of enhanced Income Management participants have accessed their account. | Met |
| | 2.1.7 National Redress Scheme for Institutional Child Sexual Abuse | 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. | Not 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 |

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 (FaC) 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 2023-24 Corporate Plan page 44.

Performance Measure

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

Target

- ◆ 2.1.1-1A At least 75 per cent of clients in reporting services have improved family functioning.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 75% | 70.9% | 70.7% | 70.9% | Not met |

Source: PBS 2023-24 page 54 and Corporate Plan 2023-24 page 44.

Program Analysis

A number of factors affected program performance in 2023-24. External issues (including the ongoing impact of natural disasters, cost of living challenges 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, 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. While unemployment has risen since last year, it remains low.^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 2023-24.^d

Advice from providers suggests they are seeing more clients in crisis rather than at the point of early intervention, due to waitlists in other service systems. In these circumstances, FaC providers are likely to help clients with complex, compounding issues and trauma to access specialised support through other service systems (at all levels of government) that will assist with more immediate needs. For example, they may help families to access mental health support, health services, housing and social security.

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.

Disclosures

- a) [Consumer Price Index, Australia, June Quarter 2024 | Australian Bureau of Statistics \(abs.gov.au\)](#)
- b) [Rural and remote health - Australian Institute of Health and Welfare \(aihw.gov.au\)](#)
- c) [Labour Force, Australia, June 2024 | Australian Bureau of Statistics \(abs.gov.au\)](#)
- d) [SQM Research - Property - Residential Vacancy Rates - National](#)

Rationale

Measuring the extent to which individuals have improved individual and family functioning demonstrates that FaC providers have strengthened family functioning. This measure demonstrates the effectiveness of FaC in achieving the objective of the key activity: to provide 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.

The target of ‘at least 75 per cent of clients in reporting services have improved family functioning’ demonstrates the effectiveness of the key activity by showing that a significant majority of clients that received services from FaC providers have improved individual and family functioning.

Methodology

Service providers conduct a scored assessment of a sample of clients to measure clients’ circumstances and progress towards achieving goals. An initial assessment is conducted when the client starts receiving services and subsequent assessment(s) are conducted later in the client’s service journey. The result is determined by the percentage of assessed clients that show a positive change in circumstances and/or progress towards achieving goals, when comparing their latest assessment score to their initial assessment score. The latest assessment must be from the 2023-24 reporting period.

To measure outcomes, the department only counts clients with at least 2 corresponding outcome assessments (based on a survey pre-service to establish a base line 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.

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | Data source |
|--|--|
| <div data-bbox="202 1214 440 1271">Tertiary source</div> <div data-bbox="451 1214 565 1271">Tier 3</div> | Department of Social Services Data Exchange - Family Functioning SCORE data. |

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: 2.1.2 Women's Safety

The department's work in Women's Safety supports the vision to end gender-based violence in one generation through the implementation of the *National Plan to End Violence against Women and Children 2022-2032* (National Plan). The National Plan has clear objectives spanning 4 domains: prevention, early intervention, response, and recovery and healing. The Commonwealth and state and territory governments have committed to the National Plan with clear actions for implementation outlined in the First Action Plan 2023-2027 and dedicated *Aboriginal and Torres Strait Islander Action Plan 2023-2025*. Work is underway to develop a First Nations National Plan which will sit alongside the National Plan.

The First Action Plan details 10 cross-cutting actions with Commonwealth, state and territory activities/ initiatives aligned to ensure the outcomes and objectives of the National Plan are met. As outlined in the First Action Plan's Activities Addendum, the department is responsible for administering a number of key initiatives. The 8 initiatives (refer below) that make up the Women's Safety composite measure provide a good spread of initiatives and representation of the key initiatives the department is responsible for. The department has a national policy stewardship role to measure the impact of all National Plan initiatives, however this measure focusses on those initiatives the department is directly responsible for delivering.

For further information on this key activity, please see 2023-24 Corporate Plan page 46.

Performance Measure

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

Target

- ◆ 2.1.2-1A Demonstrated achievement of continued successful delivery of departmental initiatives under the *National Plan to End Violence against Women and Children 2022-2032*.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|--|--|--|--|---------|
| The department will report outputs for 8 significant initiatives | 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) | The department reported on outputs for all 8 initiatives and met the success criteria of 75% of initiatives (6 out of 8) | Met |

Source: PBS 2023-24 page 54 and Corporate Plan 2023-24 page 46.

Program Analysis

Violence against women and children is a problem of epidemic proportions in Australia. In Australia in 2021-22, one in every four women had experienced violence from an intimate partner since the age of 15, and in 2022-23, one woman was killed every 11 days by a current or former intimate partner.

The number of women who have died as a result of men's violence early in 2024 has focussed an important national conversation on the unacceptable prevalence of gender-based violence across Australia and the need for urgent action. This situation is not new and reflects a global challenge that can only be addressed through concerted efforts – both short- and longer-term.

There are significant initiatives under the National Plan underway which aim to ensure that appropriate support is available to people who need it, when they need it. However, it is recognised that there is significant progress to be made and this needs to be a whole of community effort (as highlighted at the Domestic, Family and Sexual Violence Commission convened crisis talks in May 2024 on the increasing rate of murdered and missing women in Australia).

Incidents of Family Domestic Sexual Violence remain vastly under-reported due to a range of reasons including fear of retaliation, stigma, a lack of trust in systems and services and not knowing what services and support are available. Ongoing institutional and systemic failures continue to also prevent specific vulnerable groups (such as Indigenous women) from seeking assistance.

Under the National Plan, the strengthening of prevention infrastructure and programming is expected to lead to measurable improvements against the drivers and reinforcing factors of violence against women. As a result, it is expected the demand for response services will increase in the short and medium term as infrastructure improves, awareness increases and women feel more supported. It should be noted that the overall impact of the National Plan will be measured across a broad spectrum of areas and will not be based on a single target.

The department met its performance target in 2023-24 with 6 out of the 8 (or 75 per cent) of the department's significant national initiatives being successfully delivered.

In 2022-23, Lifeline Australia (LLA) were funded to do high-level enhancements to the DV-alert training modules and resources to ensure alignment to the National Plan and compliance with the new Australian Skills Quality Authority requirements. The enhancements resulted in a significant change to the delivery approach for DV-alert training, with increased workshop training from 15 hours to 36 hours. 2023-24 is the first year of implementing the new DV-alert training approach.

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 so it may not strictly equate to a bed, or a room. The result reflects the number of Safe Places equalling the number of women and children being able to be supported at any one time.

During the 2023-24 financial year, there was an increase in demand for support through the Escaping Violence Payment (EVP) national trial. In response to this increased demand, the Government provided additional funding. The additional funding increased the number of financial assistance packages available for delivery beyond the original target of 19,674.

Our Watch is funded under the National Plan to continue to build evidence, provide national leadership, deliver targeted activities to prevent gender-based violence in key communities and settings, and build the capability of the prevention sector. The corporate measure focuses on Our Watch's engagement with people to change societal attitudes through sharing information, capacity building, collaboration and training activities. Our Watch's target of 5,542 engagements with individuals was exceeded in 2023-24, with 8,837 engagements recorded. The baseline target established for the corporate performance measure was based on the performance of Our Watch over only a couple of months in 2022-23 (Year 1 of the grant agreement). The significant increase in activities undertaken in 2023-24 could

not have been anticipated due to the lack of available data in Year 1. Engagement numbers are expected to plateau in 2025-26 given that funding is spread evenly across the years. No changes are proposed to the target at this point.

Program Rationale and Methodology

This measure primarily demonstrates the achievement of outputs of Women’s Safety key initiatives for which the department is responsible, supporting the achievement of its objective: to implement the National Plan, focusing on measuring the strategies and initiatives led by the department.

Reporting outputs for significant initiatives the department continues to administer through the National Plan, will demonstrate achievement under this key activity for the programs for which the department is responsible.

The 8 initiatives selected for reporting through this target are nationally focussed programs that contribute to addressing the prevention, early intervention and response domains of the National Plan as well as supporting the continued development of the national evidence base, and which are key activities for which the department is responsible.

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.

Initiative: 1800RESPECT

| Measure and Target | Result | Met Y/N |
|---|---|---------|
| The number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls answered and number of calls abandoned (minus the number of calls abandoned within 5 seconds). | 84.73% of calls answered in 20 seconds. | Y |
| The success criterion is met if the percentage is equal to or greater than 80%. | | |

The data source for this Initiative is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Tertiary source | Tier 2 | Telstra Health Contact Management System. |

Initiative: Our Watch

| Measure and Target | Result | Met Y/N |
|--|--------|---------|
| <p>The total number of participants engaged by Our Watch through prevention activities that facilitate opportunities for knowledge sharing, capacity building, collaboration and training across multiple sectors, settings and communities, with the aim of encouraging positive change in understanding, confidence, attitudes and behaviours for preventing all types of violence against women and children, across Australia.</p> <p>The success criterion is met if the result is equal to or greater than a 25% increase (p/year) on the 2022-2023 financial year baseline of people engaged. The 2023-24 target is 5,542.</p> | 8,837 | Y |

The data sources for this Initiative are:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Tertiary source | Tier 2 | Our Watch Performance Evaluation Framework progress report. |
| Secondary source | Tier 2 | Our Watch Activity Workplan progress report. |

Initiative: DV-alert

| Measure and Target | Result | Met Y/N |
|--|--------|---------|
| The total number of workshops delivered is calculated as a percentage of the target number of workshops (target ≥693 workshops). | 399 | N |
| The success criterion is met if the result is equal to or greater than 75%. | | |

The data source for this Initiative is:

| Categorisation of data source | Data source |
|-------------------------------|--|
| Tertiary source Tier 3 | Department of Social Services Data Exchange (DEX). |

Initiative: Australia's National Research Organisation for Women's Safety (ANROWS)

| Measure and Target | Result | Met Y/N |
|---|--------|---------|
| The total number of research and/or technical reports provided to the department by ANROWS in the 2023-24 financial year. | 13 | Y |
| 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. | | |

The data source for this Initiative is:

| Categorisation of data source | Data source |
|-------------------------------|------------------------------------|
| Tertiary source Tier 1 | ANROWS research/technical reports. |

Initiative: The Stop it at the Start Campaign

| Measure and Target | Result | Met Y/N |
|---|---------------------------------------|---------|
| <p>The success criterion is met if there is evidence supporting progress towards delivery of phase 5.</p> <p>The success criterion is met if evidence of completion of developmental research, concept testing and launch of campaign by 30 June 2024.</p> | Phase 5 was launched on 17 June 2024. | Y |

The data sources for this Initiative are:

| Categorisation of data source | Data source |
|--|---|
| <div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Primary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; width: 40px; text-align: center;">Tier 1</div> </div> | Respect.gov.au website. |
| <div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; width: 40px; text-align: center;">Tier 1</div> </div> | August 2023 Developmental Research Report. |
| <div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; width: 40px; text-align: center;">Tier 1</div> </div> | May 2024 Concept Testing Outcomes Report. |
| <div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; width: 40px; text-align: center;">Tier 1</div> </div> | March 2024 Public Relations Strategy. |
| <div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; width: 40px; text-align: center;">Tier 1</div> </div> | March 2024 First Nations Public Relations Strategy. |
| <div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; width: 40px; text-align: center;">Tier 1</div> </div> | March 2024 Media Strategy. |
| <div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; width: 40px; text-align: center;">Tier 1</div> </div> | March 2024 Culturally and Linguistically Diverse Audiences Public Relations Strategy. |

Initiative: Safe Places Emergency Accommodation Program (Safe Places)

| Measure and Target | Result | Met Y/N |
|---|--------|---------|
| Confirmation a funded Safe Places project(s) has achieved practical completion (i.e. capital works/ building phase completed) and therefore services are being provided and designated use has commenced. | 499 | N |
| <p>The success criterion is met if the total number of Safe Places delivered is equal to or greater than 531 as at 30 June 2024.</p> | | |

Note Safe Places Emergency Accommodation is funded under Outcome 4 – Housing.
The target of 531 was not met as of 30 June 2024, due to capital works delays.

The data source for this Initiative is:

| Categorisation of data source | Data source |
|---|---|
| <div style="display: flex; gap: 10px;"> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px 15px; background-color: #004a60; color: white;">Primary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px 15px;">Tier 1</div> </div> | Department of Social Services project management spreadsheet containing Safe Places application and milestone evidence from Grantees. |

Initiative: Keeping Women Safe in their Homes (KWSITH) program

| Measure and Target | Result | Met Y/N |
|--|---|---------|
| 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. | The number of KWSITH clients assisted nationally varied +12% compared to the same period last year. | Y |
| <p>The target for 2023-24 is between 2606 and 3908, which is last year's total plus or minus 20%.</p> | | |

The data source for this Initiative is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|--|
| Tertiary source | Tier 3 | Department of Social Services Date Exchange (DEX) – Client Session data. |

Initiative: Escaping Violence Payment (EVP) trial

| Measure and Target | Result | Met Y/N |
|--|--------|---------|
| <p>The total number of financial assistance packages delivered nationally by the funded provider for the trial between 1 July 2023 and 30 June 2024.</p> <p>The success criterion is met if the number of EVP client packages delivered nationally meets or exceeds the target amount of 19,674 for the financial year 2023-24.</p> | 32,425 | Y |

The data source for this Initiative is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|--------------------------------|
| Tertiary source | Tier 3 | Monthly Service Provider data. |

Disclosures

Our Watch

- ▶ This is a new measure being reported in 2023-24. Given the newness of the measure, the department has only been able to do limited sampling for assurance of the result. The department will have a more extensive sampling process throughout 2024-25, leading into the next performance cycle.

Safe Places

- ▶ Designated Use Period (DUP) is 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.

- ▶ For purposes of reporting the result, a Safe Place is reported when the number of places (based on dwellings) that were identified in the grantees' application have been constructed, and there is written confirmation of tenancy. Tenancy can be in the form of partial or complete.
 - › Status of "Complete" may not mean the project is completed in its entirety, further financial milestones may still be outstanding (for example a final report).
 - › Status of "Partial" means a project is tenanted some of the Safe Places dwelling. For example, 2 of 4 dwellings are complete and tenanted whilst the remaining 2 are still under construction or minor works remaining.
- ▶ Figures of the number of women and children assisted refer to the maximum number who could have been assisted, according to the grantees' application. The number of women and children who have been actually assisted in the year depends on how long clients can stay in the accommodation. Information about how many women and children have accessed a Safe Place over the course of the reporting year is available to the department through the DUP report for each financial year. The DUP report is due to the department by 31 August each year.

KWSITH

- ▶ For the 2023-24 reporting period:
 - › Individual client data for South Australia (SA) and Queensland (Qld) has been excluded as part of the overall client count to allow a more accurate comparison between the 2022-23 result, which excluded SA and QLD data, and the 2023-24 result.
 - › Individual client data for SA was unavailable for the 2021-22 and 2022-23 periods due to technical issues with their data capturing processes. This issue has now been resolved with client data being recorded from 1 July 2023.
 - › Delays in extending the Qld grant agreement in 2021-22 meant the grant agreement expired and there were no KWSITH services being delivered by the Qld government in 2022-23. A grant agreement from 1 July 2023 to 30 June 2027 has now been executed with the Qld government.
 - › The overall client count for 2023-24 (inclusive of SA and Qld) will become the baseline that is reported against for the 2024-25 period.
- ▶ 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.

Escaping Violence Payment (EVP) trial

- ▶ There was a phased rollout of the national case management system over the first six months of the reporting year. There were known data integrity and consistency issues over the first six months of data which predates full national implementation of the case management system. The new national case management system has reduced manual data points to reduce risk of human error with data entry. The department is yet to gain assurance over the operation of the national case management system.

Program 2.1 Families and Communities

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

Key Activity: 2.1.5 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 2023-24 Corporate Plan page 48.

Performance Measure

2.1.5-1 – Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock.

Target

- ◆ 2.1.5-1A – 20 per cent or less of people with multiple requests for Emergency Relief.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≤20 % | N/A | 21.1% | 7.8%^ | Met |

Target

- ◆ 2.1.5-1B - At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥70 % | 67.5% | 63.6% | 55.6% | Not Met |

Source: PBS 2023-24 page 55 and Corporate Plan 2023-24 page 48.

^ Calculations for target 2.1.5-1A have changed since 2022-23 to remove a reporting discrepancy that double counted clients receiving multiple Emergency Relief services on the same day at the same venue.

Program Analysis

2.1.5-1A

In 2023-24, 406,903 people accessed Emergency Relief (ER) services for immediate financial or material aid. The number of clients accessing ER five or more times on different days within a 90-day period was 21,448. Results cannot be compared to previous years as the 2022-23 methodology did not account for organisations reporting the same clients receiving multiple types of support on the same day at the same outlet.

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 2.1.5-1A. 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.

2.1.5-1B

In 2023-2024, 522,147 people, including group clients, accessed FWC services. This included 406,903 clients who accessed ER services, with the remainder accessing other FWC services such as financial counselling.

The percentage of clients reporting an improvement in financial wellbeing following engagement with a funded service was 55.6 per cent of clients assessed. This is lower than the 2022-23 result and the measure is reported as not met.

Clients reporting neutral outcomes increased to 31.4 per cent whilst the number of clients assessed as having a negative outcome fell to 10.2 per cent. This represents a shift from both positive and negative outcomes to more neutral outcomes after an interaction with the FWC services. Organisations continue to focus on reporting the number of clients being assessed in 2023-24 to allow a deeper understanding of the impact of service delivery.

Financial Resilience (FR) activities saw a significant increase in clients assessed (up 81 per cent from previous year) with 34.8 per cent of clients reporting a positive outcome.

The Financial Wellbeing programs support people in crisis and financially vulnerable individuals. The immediate needs of these clients may be more complex than the support available through the programs.

Disclosures

- ▶ [Consumer Price Index, Australia, June Quarter 2024 | Australian Bureau of Statistics \(www.abs.gov.au\)](#)
- ▶ [Bank On It: Customer Trends 2024, Australian Banking Association, June 2024.](#)

Rationale

This measure demonstrates the effectiveness of FWC in achieving the objective of the key activity: to support vulnerable individuals and families to navigate financial crises, address financial stress and hardship, and increase financial literacy for individuals and families.

- ▶ Targeting 20 per cent or less of people with multiple requests for ER demonstrates the effectiveness of the key activity by showing people who have experienced financial crisis (i.e. require ER) have reduced their reliance on ER as a result of being more financially resilient and navigating through financial crisis.
- ▶ Targeting at least 70 per cent of people who report an improvement in their financial wellbeing following engagement with a funded service demonstrates the effectiveness of the key activity by showing improvements in ‘financial wellbeing’ of services provided to clients as they navigate life transitions and/or financial stress or crisis.

Methodology

The percentage for ER is based on the cohort of clients that had at least 5 sessions of ER on different days within a 90 day period in the current reporting year.

The result for 2.1.5-1B is determined by the percentage of assessed financial wellbeing clients that report a positive change in their circumstances (Financial Resilience and Material Wellbeing and Basic Necessities). To assess the impact of the services, an initial assessment is conducted when the client starts receiving services and subsequent assessments are conducted later in the client’s service journey. Clients are counted as assessed after 2 or more assessments. When comparing their latest assessed score to their initial assessed score, the latest assessment must be from the 2023-24 reporting period. Of the 490,848 clients who received a service, 62,329 clients were assessed to report against this measure.

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | Data source |
|--------------------------------------|--|
| Tertiary source Tier 3 | The Department of Social Services Data Exchange – Standard Client /Community Outcome Reporting (SCORE) and administrative intake (Session) data. |

Key Activity: 2.1.5-2 Financial Wellbeing and Capability

Enhanced Income Management (enhanced IM) is a component of the Financial Wellbeing and Capability Key Activity in the Families and Communities Program.

Former Cashless Debit Card (CDC) participants in the Northern Territory and the Cape York and Doomadgee regions transitioned from the CDC to enhanced IM on 6 March 2023, along with volunteers from the former CDC regions. From 4 September 2023, Income Management (IM) participants were able to request to transition to enhanced IM.

Enhanced IM does not change the amount of payments a person receives. Enhanced IM helps people budget their income support payments to meet essential household needs and expenses, like food, rent, bills and education.

The department is responsible for designing, delivering and implementing the Australian Government's commitment to reform policy for enhanced IM and ensuring that appropriate supports are in place, while Services Australia is responsible for service delivery implementation. The department is undertaking consultation and engagement to inform these reforms.

The department also provides a broad range of community driven; locally tailored and evidence-based support services that respond to specific needs identified by communities in the former CDC regions.

Services Australia is responsible for delivery of the enhanced IM program, including:

- ▶ providing card and account support to enhanced IM customers
- ▶ managing customer accounts and interaction with the third-party financial institutions to support its operation.

For further information on this key activity, please see 2023-24 Corporate Plan page 51.

Performance Measure

2.1.5-2 - Participants transitioned to enhanced Income Management have accessed their account.

Target

- ◆ 2.1.5-2A – At least 95 per cent of enhanced Income Management participants have accessed their account.

| 2023-24 Target | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|---------|
| 95% | 96% | 98% | Met |

Source: PBS 2023-24 page 56 and Corporate Plan 2023-24 page 51.

Program Analysis

From 4 September 2023, IM participants were able to request to transition to enhanced IM. The department has stood up a comprehensive communications campaign to ensure participants are aware of this option, as well as engaging in extensive consultation activities in communities where IM is in place.

In addition, entrance to IM program closed on 3 September 2023. From 4 September 2023, existing participants are able to choose to move to enhanced IM or remain on Income Management. All newly eligible participants are placed directly on enhanced IM.

Between 4 September 2023 and 28 June 2024, the Friday closest to reference period, over 5,000 participants have either transitioned, or consented to transition, from the IM program to the enhanced IM program. The measure outlined shows that these participants have been able to successfully commence enhanced IM and can utilise their quarantined funds.

Additionally, over 3,100 participants were on enhanced IM prior to 4 September 2023 and are still on the program, and over 7,200 participants have commenced on enhanced IM for the first time, or were on the program prior to 4 September 2023 and recommenced. This measure also shows that these participants continue to be able to access their quarantined funds and participate in the program.

Disclosures

This measure considers only enhanced IM participants who, from 1 April to 30 June 2024, have both an active SmartCard and have been paid a quarantined payment amount.

Rationale

Enhanced IM has been a transitional offering that includes greater choice for people to support management of their money. Participants using their enhanced IM account is a measure of successful implementation of enhanced IM and the extent of uptake. It demonstrates successful transition of participants from the CDC program to the enhanced IM program, whilst also ensuring that all participants can continue to use their social security payments to meet essential household needs and expenses, like food, rent, bills and education.

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.

Methodology

Services Australia is responsible for the delivery of enhanced IM. The department will work in collaboration with Services Australia to provide information on account usage, which demonstrates participants have successfully transitioned to the enhanced IM account.

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

Data Categorisation

The **data sources** for this measure are:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Secondary source | Tier 1 | Services Australia Administrative data. |
| Tertiary source | Tier 1 | Smartcard provider data. |

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: 2.1.7 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 Chapter 3 in this publication or the 2023-24 Corporate Plan page 52.

Performance Measure

2.1.7-1 – Ensure quality and timely decisions are made on applications to the Scheme.

Target

2.1.7-1A - 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.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥75% | 79.34% | 76.5% | 52.3% | Not Met |

Target

2.1.7-1B - The Scheme will maintain quality decision-making, with at least 95 per cent of initial determinations reflecting the final outcome.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥95 % | 99.17% | 99.3% | 99.7% | Met |

Source: PBS 2023-24 page 58 and Corporate Plan 2023-24 page 53.

Performance Measure

2.1.7-2 – Maximise institution participation with the Scheme.

Target

2.1.7-2A – The Scheme will engage and maintain participation, with institutions on-board to cover at least 95 per cent of applications in progress.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥95% | 98.44% | 98.7% | 98.9% | Met |

Source: PBS 2023-24 page 58 and Corporate Plan 2023-24 page 53.

Performance Measure

2.1.7-3 – Provide survivors a redress payment.

Target

2.1.7-3A - The Scheme will issue at least 80 per cent of eligible survivors an advance payment within 7 days of receiving acceptance documentation.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥80% | N/A | 95.5% | 94.8% | Met |

Target

2.1.7-3B - The Scheme will issue at least 80 per cent of survivors a redress payment within 14 days of receiving acceptance documentation.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥80% | 90.6% | 94.9% | 94.1% | Met |

Source: PBS 2023-24 page 58 and Corporate Plan 2023-24 page 54.

Program Analysis

Applications to the Scheme have continued to increase. In 2023-24, the Scheme received a total of 16,324 applications, an increase on the previous year of 52 per cent. Some of this increase can be attributed to initiatives over the past 2 years that have increased the accessibility of the Scheme while maintaining its survivor-focussed approach and ensuring procedural fairness was offered to survivors and institutions. These improvements include removing the requirement for a statutory declaration, reducing barriers to applying from gaol, implementation of a communication strategy and improvements to the application form.

The number of determinations made by the Scheme also increased in 2023-24, to 5,170 which is the highest amount issued in any year of the Scheme (4,044 were finalised in this period). A range of operational improvements were implemented to achieve this outcome, but there is a significant gap between the numbers of applications received and finalised. As at the end of 2023-24, over the life of the Scheme, 16,875 applications have been finalised and there are 25,376 applications on hand.

In recognition of this, in 2024-25 the Scheme will introduce further improvements:

- ▶ the Australian Government provided funding in the 2024-25 Budget for new and expanded services to assist applicants to submit 'more complete' applications, and to receive independent legal advice from knowmore Legal Services
- ▶ an additional 45 defunct institutions are now covered under the Funder of Last Resort (FOLR) arrangement, which will allow the progression of some long-term on-hand applications
- ▶ the Scheme has recruited additional Independent Decision Makers to improve the timeliness of providing outcomes to applicants. The Scheme also continues to increase its service delivery workforce for the processing of applications
- ▶ the Scheme is implementing measures to improve the efficiency of the application assessment process and deliver outcomes to applicants sooner
- ▶ chapter 3 of this report details legislative amendments made in 2024 that increase the accessibility of the Scheme to survivors.

Most of the Scheme's performance targets were met in 2023-24, however the Application Timeliness measure, 2.1.7-1A was not. This is attributed to the challenges the Scheme faced in managing the increase in applications. The operational improvements detailed above are expected to improve the timeliness and volume of application finalisation. Additional information about average processing times and long-term applications on-hand is included in the Scheme's Success Measures Report series at [Strategic Success Measures | National Redress Scheme](#).

Disclosures

Application data is published in monthly updates on the [Scheme website: Home | National Redress Scheme \(www.nationalredress.gov.au\)](#)

2.1.7-1A

- ▶ 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.

2.1.7-2A

- ▶ 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.

2.1.7-3

- ▶ 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.

2.1.7-1 Rationale

Measuring the timely and quality finalisation of National Redress Scheme applications and offers made to survivors aims to demonstrate the department has efficiently processed and managed applications. This is a measure of proxy efficiency that demonstrates achievement of a key output of the National Redress Scheme key activity: The department has called or sent the applicant a letter about the outcome of their application. Further, the proportion of initial determinations that reflect the final outcome indicates the quality of decision-making – that the details in the application have been fully considered in the determination made, and, where a further review of a decision is requested, the review does not lead to the original decision being overturned in more than a small number of instances.

Targeting 'at least 75 per cent of applications that name institutions that participate in the Scheme, have a decision communicated to the applicant within 6 months of all required information being received by the Scheme' demonstrates proxy efficiency of the key activity by showing applications are processed within a timely and reasonable timeframe, and is reflective of the complexity of the assessment process, available resources to process applications, and institutions that have joined the Scheme.

2.1.7-1 Methodology

2.1.7-1A - The percentage of applications that progress with at least one named institution participating in the Scheme and are advised of their redress outcome within 6 months of all required information being received, as a proportion of all applicants who are advised of their redress outcome. 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.

2.1.7-1B - The percentage of completed applications where a review of the initial outcome was not requested or where a review was requested and the initial outcome was upheld, as a proportion of all applications completed after the initial outcome was advised.

2.1.7-2 Rationale

Measuring 'maximise institution participation with Scheme' aims to demonstrate the department effectively worked with institutions to join the Scheme. This measure demonstrates achievement of a key output of the National Redress Scheme key activity: Institutions have joined the Scheme and provide redress.

Targeting engagement and maintenance of participation of institutions, with institutions on-board to cover 95 per cent of applications in progress demonstrates achievement of a key output of the key activity, by showing a significant per cent of people who have experienced institutional child sexual abuse are supported by the institutions who have joined the scheme and are providing redress.

2.1.7-2 Methodology

Percentage of applications on hand where all of the named institution(s) are participating in the Scheme, or an applicant has chosen to progress with only some of the named institution(s) are participating in the Scheme.

2.1.7-3 Rationale

Measuring 'Issue survivors a redress payment within 7 days (advance payments) or 14 days (redress payments) of receiving acceptance documentation' aims to demonstrate the department effectively administering the Scheme. This measure demonstrates achievement of a key output of the National Redress Scheme key activity: People who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response and a monetary payment.

Of the 3 redress outputs (payment, counselling, and apology), the payment is the only output delivered by the department. The other 2 are delivered by (mostly) state and territory governments and institutions.

Targeting providing survivors an advance payment or a redress payment demonstrates achievement of a key output of the Scheme.

Advance payments are made to survivors with exceptional circumstances. The shorter timeframe for advance payments reflects the importance placed by the Scheme on making these payments available to survivors.

2.1.7-3 Methodology

2.1.7-3A - Percentage of survivors who accept an offer of an advance payment and receive the payment within 7 days, as a proportion of all eligible survivors who have received the advance payment.

2.1.7-3B - Percentage of survivors who receive the monetary component of Redress within 14 days of the Scheme receiving acceptance of the offer, as a proportion of all applicants with completed Redress payments.

Data Categorisation

The **data sources** for this measure are:

| Categorisation of data source | Data source |
|------------------------------------|---|
| Primary source Tier 1 | Department of Social Services Administrative data. |
| Primary source Tier 1 | Institutions Customer Relationships Management System (SIEBEL). |

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

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---------|---------|---------|----------------------|
| 2.1.1 – Families and Children | | | | |
| Families and Children | 444,270 | 356,157 | 430,138 | 428,728 ^a |
| 2.1.5 – Financial Wellbeing and Capability | | | | |
| Financial Wellbeing and Capability Program | 606,743 | 580,771 | 592,833 | 522,147 |

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.

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---------|---------|---------|------------------|
| 2.1.1 – Families and Children | | | | |
| Indigenous | 12.4% | 12.6% | 13% | 13% ^b |
| Culturally and linguistically diverse | 5.4% | 5.5% | 6% | 7% ^b |
| People with disability | 9.2% | 8.3% | 9% | 11% ^b |
| 2.1.5 – Financial Wellbeing and Capability | | | | |
| Indigenous | 18% | 22% | 24% | 25% |
| Culturally and linguistically diverse | 13% | 7% | 6% | 6% |
| People with disability | 16% | 19% | 22% | 23% |

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

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---------|---------|------------------|------------------|
| 2.1.1 – Families and Children | | | | |
| Families and Children | 451 | 444 | 456 | 424 ^c |
| 2.1.5 – Financial Wellbeing and Capability | | | | |
| Financial Wellbeing and Capability Program | 261 | 261 | 261 ^d | 257 |

Disclosures

- a) Includes individual and group clients from programs that contribute to the performance measure
- b) Number of individual clients from programs that contribute to the performance measure
- c) Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements from programs that contribute to the performance measure
- d) Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements.

Table 2.4: Women’s Safety - 1800RESPECT

| 1800RESPECT | 2022-23* | 2023-24* |
|--|----------|----------|
| 2.1.2 Women’s Safety | | |
| Calls answered under 20 seconds | 184,417 | 212,659 |
| Calls answered | 226,171 | 241,740 |
| Calls abandoned post IVR | 16,751 | 12,005 |
| Calls abandoned under 5 seconds post IVR | 2,398 | 2,766 |
| <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"> • $\text{Calls answered under 20 seconds} / (\text{Calls answered} + \text{Calls abandoned post IVR} - \text{Calls abandoned under 5 seconds post IVR}) = \text{Service Level}$ • $212,659 / (241,740 + 12,005 - 2,766) = 84.73\%$ | | |

Disclosures

- In 2023-24, the department completed work with the provider and gained data assurance over the accuracy of the reported result of 84.73% of calls answered within 20 seconds
- In the prior financial year 2022-23, the department had limited assurance over the accuracy of the reported result of 76.7% of calls answered within 20 seconds.

Table 2.5: Women’s Safety – DV-alert Workshops

| DV-alert | 2022-23 | 2023-24 |
|--|---------|---------|
| 2.1.2 Women’s Safety | | |
| Target number of workshops and assessments | 363 | 693 |
| Workshops and assessments delivered | 372 | 399 |

Disclosures

- The 2023-24 DV-alert target of 693 comprises of training workshops and assessments. From 2024-25, DV-alert performance targets will be based on training workshops only. This change is due to significant transformation to the DV-alert delivery model in 2023-24, and the unpredictability of organisations supporting staff to complete the assessment sessions following 36 hours of DV-alert workshop training.

Table 2.6: Number of National Redress Scheme Recipients

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---------|---------|---------|---------|
| 2.1.7 National Redress Scheme for Institutional Child Sexual Abuse | | | | |
| Recipients | 3,251 | 2,675 | 3,416 | 3,654 |
| Applications received | 3,773 | 5,987 | 10,723 | 16,324 |
| Institutions joined | 268 | 94 | 152 | 55 |

Disclosures

- The number of new institutions joining the Scheme in 2023-24 was 55, and there were 153 institutions who left the Scheme in this same period, due to ACS Mutual no longer participating in the Scheme. ACS Mutual represented a number of institutions in the Scheme, including Australian Christian Churches, schools, ministries and missions, as participating groups or lone institutions.

Outcome 3: Disability and Carers

Purpose

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

Programs and activities

Outcome 3 comprises 3 programs and 5 activities contributing to the achievement of the Disability and Carers outcome. The diagram below depicts how this purpose is translated into measurable 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 |
| Key activities 3.1.1 – Disability Employment Services 3.1.2 – Disability and Carer Support | Key activities* 3.2.1 – NDIS Transition 3.2.2 – NDIS Sector Development Fund and Jobs and Market Fund 3.2.3 – NDIS Participant Plans |
| <small>* The key activity numbering in outcome 3 is not consecutive as it reflects the 2023-24 Portfolio Budget Statement appropriation numbering.</small> | |

Summary and key achievements

In 2023-24, out of 9 targets the department met 4 in the Disability and Carers outcome, partially met one target, did not meet 2 targets and has 2 ongoing targets. One Disability and Carers' target and one NDIS target is rated as ongoing as they are to be delivered in the longer term.

Carer Gateway is funded by the department to provide carers with access to free services and supports. The number of carers assisted through the department's carer support programs, including Carer Gateway, continued to increase compared to previous years. In 2023-24, nearly 108,000 carers were assisted through Carer Gateway, with a further 3,000 carers assisted through complementary programs.

This year the department also launched the Carer Inclusive Workplace Initiative to ensure workplaces can better support and retain employees who also have unpaid caring duties.

The Disability Employment Services (DES) program helps individuals with disability, injury, or health condition to secure and maintain sustainable open employment. This year there were 257,876 DES participants, with 24 per cent supported to maintain employment for 52 weeks, 36 per cent to 26 weeks and 41 per cent to 13 weeks. The DES Quality Framework was also implemented this year which supports DES providers to focus on driving meaningful and sustained quality improvement in delivering their services.

The design of the new specialist disability employment program was announced in May 2024 and kicked off consultation processes for the new program. In addition, new programs commenced that support people with disability with high support needs to have informed choice and control about their employment, including a Structural Adjustment Fund, which is providing grants to enable supported employment services and social enterprises to evolve their business models and create new pathways to open employment; Disability Employment Expos, and a Disability Employment Advocacy and Information program for supported employees, their families and carers.

The department's role in the NDIS is to support the Australian Government's election commitment of getting the NDIS back on track and restoring it to its original intent. The government committed in April 2022 to a comprehensive review of the NDIS. The NDIS Review was finalised and the Final Report was publicly released on 7 December 2023. Following the public release of the NDIS Review, National Cabinet agreed the Commonwealth would work with state and territory governments to implement legislative and other changes as a priority for introduction to Parliament in the first half of 2024. The department, supported by the National Disability Insurance Agency (NDIA) and NDIS Quality and Safeguards Commission (NDIS Commission), developed the National Disability Insurance Scheme (NDIS) Amendment (Getting the NDIS Back on Track No.1) Bill 2024 (Bill No.1) which was introduced into Parliament on 27 March 2024 and passed on 22 August 2024.

On 29 September 2023, the government established the Commonwealth Disability Royal Commission Taskforce within the department to coordinate whole-of-government consideration, public consultation, and state and territory engagement on the Disability Royal Commission's 222-recommendation final report. The department established governance arrangements to bring more than 15 Commonwealth departments and agencies together and coordinated extensive engagement with state and territory governments. The department also facilitated public consultation and engagement to draw out stakeholder and community views to inform the government's initial response and reform options, and has established ongoing monitoring and reporting arrangements to track and report on implementation. In the time since this reporting period, the government has released its initial response to the Royal Commission and this important work will continue throughout 2024-25 and beyond.

The *Disability Services and Inclusion Act 2023* commenced on 1 January 2024, replacing the *Disability Services Act 1986* and establishing a contemporary legislative framework for the funding and regulation of programs for people with disability, and their families and carers. To protect people with disability and their families and carers, the Act also seeks to improve the quality of service providers and safety for people with disability.

The new Act was developed based on feedback provided through two rounds of public consultation. It will ensure that the Commonwealth is able to continue to fund services and supports for people with disability regardless of whether or not they are a participant in the NDIS.

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 Disability and Carer Support | Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period. | Not Met |
| | | Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced. | Not Met |
| 3.1.2-2 Younger People in Residential Aged Care | No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances. | Ongoing | |
| 3.2 National Disability Insurance Scheme | 3.2.1 NDIS Transition | Full Scheme Agreements signed with all states and territories by 30 June 2024. | Partially Met |
| | 3.2.2 Sector Development Fund and Jobs and Market Fund | Qualitative commentary | N/A |
| | 3.2.3 NDIS Participant Plans | Annual growth in the total costs of the Scheme of no more than 8 per cent by 1 July 2026, with further moderation of growth as the Scheme matures. | Ongoing |
| Progress towards legislative amendments being developed for government. | | Met | |

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 disability, injury, or health condition to secure and maintain sustainable open employment.

For further information on this key activity, please see 2023-24 Corporate Plan page 57.

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 per cent of job placements sustained to 13 weeks.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|-------------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 40% to 13 weeks | 42% | 41% | 41% | Met |

Target ♦ 3.1.1-1B At least 30 per cent of job placements sustained to 26 weeks.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|-------------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 30% to 26 weeks | 37% | 37% | 36% | Met |

Target ♦ 3.1.1-1C At least 20 per cent of job placements sustained to 52 weeks.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|-------------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 20% to 52 weeks | 24% | 25% | 24% | Met |

Source: PBS 2023-24 page 65 and Corporate Plan 2023-24 page 57.

Program Analysis

Between June 2023 and June 2024, the number of DES participants decreased by 4.1 per cent (11,104) from 268,980 to 257,876.

Comparing financial year 2023-24 to 2022-23, the number of DES employment placements (also known as employment Anchors)^a decreased by 21.8 per cent (or 19,599), from 89,759 as reported in the 2022-23 Annual Report to 70,176. Over the same period the number of 26 Week Employment Outcomes decreased by 23.7 per cent (or 10,851), from 45,847 to 34,996.

The Internet Vacancy Index (IVI)^b (measurement of job listings on recruitment websites) decreased between June 2023 and June 2024 by 18.1 per cent.

Labour market conditions in Australia have declined from the peak in June 2022 post the COVID-19 pandemic, is likely contributing to the decreased DES employment placements and outcomes during 2023-24, compared to 2022-23.

In the 2024-25 Budget, it was announced^c that a new specialist disability employment program will commence on 1 July 2025 and replace the current DES program.

In addition to the program measures reported here, the department also monitors DES provider performance. During 2023-24, interim performance measures were applied to DES providers while the new Performance Framework was being finalised. The interim measures are designed to replace the previous Star Ratings and are an indicator of provider effectiveness. A new Performance Scorecard is being developed that will measure both Quality and Performance with the objective of improving the quality of DES and delivering better outcomes for people living with disability. The first Performance Scorecards will be available publicly during quarter 2 of 2024-25.

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

Disclosures

- 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 2024
- c) source: ministers.dss.gov.au/media-releases/14656.

Rationale

Measuring the extent to which people with disability are supported to find and maintain employment aims to demonstrate that DES has assisted people with disability, injury or health condition, to secure and maintain sustainable open employment. This measure demonstrates the effectiveness of DES in achieving the objective of the key activity: To help individuals with disability, injury, or health condition to secure and maintain sustainable open employment.

Targeting at least 40, 30 and 20 per cent of job placements sustained to 13, 26, and 52 weeks respectively demonstrates the effectiveness of the key activity by showing the extent to which the disability service providers have provided support to individuals with injury, disability, or a health condition to secure and maintain sustainable open employment.

Methodology

The per cent is the proportion of job placements sustained to 13, 26, and 52 weeks.

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.

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | Data source |
|-------------------------------|--|
| Secondary source Tier 1 | The Department of Employment and Workplace Relations Employment Business Intelligence Warehouse. |

Key Activity: 3.1.2 Disability and Carer Support

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

For further information on this key activity, please see 2023-24 Corporate Plan page 59.

Performance Measure

3.1.2-1 – Extent to which carers who are registered with Carer Gateway local service providers’ wellbeing is assessed as improved.

Target

- ◆ 3.1.2-1A Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.

| 2023-24 Target | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|---------|
| ≥ 30% | 32% | 29% | Not Met |

Target

- ◆ 3.1.2-1B Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.

| 2023-24 Target | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-------------------------|-----------------------|---------|
| ≥ 35% | 34% (Target was 30%) | 34% | Not Met |

Source: PBS 2023-24 page 66 and Corporate Plan 2023-24 page 59.

Program Analysis

2023-24 represented the fourth full year of operation for the Carer Gateway program and the second year reporting on the measure ‘extent to which carers who are registered with Carer Gateway local service providers’ wellbeing is assessed as improved’ has been undertaken.

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 3.2. 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 and for whom appropriate data is available assessed with improved wellbeing for the period 1 July 2023 to 30 June 2024 did not achieve the target, although was within one percentage point. Wellbeing for carers recorded since the program commenced to 30 June 2024 also did not achieve the target. 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. Qualitative evidence indicates that regardless of effective support, the caring role is taxing and maintenance of wellbeing could also be considered a success. Despite these being considered in the assessment of improved carer wellbeing, ongoing analysis indicates that percentage with improved wellbeing is plateauing the longer the program runs. This observation has been reflected in the changes to out year targets for 3.1.2 – 1B in the 2024-25 PBS.

In 2023-24, 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.

In the 2023-24 reporting period, two of the Integrated Carer Support Service (ICSS) programs underwent funding extensions. Carer Gateway Service Provider (CGSP) grant agreements have been extended for a two-year period from 1 July 2024 to 30 June 2026. Funding for the extension is a cost of approximately \$344 million. The Tristate Carer Vocational Outcomes Program Pilot grant agreement has also been extended for 18 months, from January 2024 to June 2025, at a cost of up to \$2.55 million. These extensions allow funding certainty in the forward years and will provide stability for service providers.

In March 2024, the Minister approved additional Carer Inclusive Workplace grant funding of up to \$120,000 (GST Exclusive) for Carers Australia to work with Women's Agenda. This is in order to expand promotional activities to increase uptake, particularly amongst women in business.

Rationale

Measuring the extent to which carers, who are registered with Carer Gateway local service providers, wellbeing is assessed as improved aims to demonstrate the effectiveness of Support for Carers in relation to one of the long-term outcomes of the 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 2 targets:

- a) static target result measuring the proportion of the number of carers with assessed improved wellbeing reported within the performance reporting period
- b) an increasing target result for the proportion of carers with assessed improved wellbeing in out-years for all registered carers since the program commenced. This target 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 levels of 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 target results that are currently set for future years are informed by trends to date.

Methodology

Service providers conduct a scored assessment with a sample of clients to measure clients' circumstances and progress towards achieving goals. An initial assessment is conducted when the client starts receiving services and subsequent assessment(s) are conducted later in the client's service journey.

The result for 3.1.2-1A is determined by the percentage of clients assessed in the 2023-24 reporting period that show a positive change in circumstances (Mental Health, wellbeing and self-care) when comparing their latest assessment score to their initial assessment score. The latest assessment must be from the 2023-24 reporting period.

The result for 3.1.2-1B is determined by the percentage of all clients assessed since 1 January 2020, that show a positive change in circumstances (mental health, wellbeing and self-care) when comparing their latest assessment score to their initial assessment score. The latest assessment can be from any reporting period since 1 January 2020.

Data Categorisation

The data source for this measure is:

| Categorisation of data source | Data source |
|-------------------------------|---|
| Tertiary source Tier 1 | CarerStar™ 'needs assessments conducted by Carer Gateway service providers and entered into the Department of Social Services Data Exchange as client assessment (Client Circumstances Standard Client /Community Outcome Reporting (SCORE)) data. |

3.1.2-2 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.

Younger people in residential aged care (YPIRAC) is a complex issue and requires extensive one-on-one support and regular conversations with individuals, their families/guardians and service providers across the disability, aged care, health and housing sectors at all levels of government.

For further information on this key activity, please see 2023-24 Corporate Plan page 60.

Performance Measure

3.1.2-2 – Progress towards targets relating to younger people in residential aged care.

Target

- ◆ 3.1.2-2A No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|-------------------------|--|---|---|---------|
| Progress towards target | 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 | 1,381 People under the age of 65 excluding 244 First Nations young people aged 50 to 64 years were living in residential aged care at 31 March 2024 | Ongoing |

Source: PBS 2023-24 page 68 and Corporate Plan 2023-24 page 60.

Program Analysis

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’.

There is a continued downward trend in the number of younger people in residential aged care, and the number of younger people entering residential aged care. As at 31 March 2024, there were 1,381 people under the age of 65 in residential aged care excluding 244 First Nations people aged 50 to 64.¹

The following table shows the total number of exits by exit reason between 1 July 2023 and 31 March 2024:

Total number of exits by exit reason between 1 July 2023 to 31 March 2024¹

| | |
|--------------------------|-----|
| Death | 212 |
| Other | 63 |
| Return to Family or Home | 61 |
| To Hospital | 11 |

Whilst significant progress has been made to reduce the number of younger people living in residential aged care, transitioning people from residential aged care can be complex and faces significant barriers including:

- ▶ they have been living in aged care for a long time and are not seeking alternative care arrangements
- ▶ families or guardians may be reluctant to agree to change their loved one's living arrangements
- ▶ they are living in rural and regional, areas where alternative accommodation and support is limited and
- ▶ they are not eligible for the NDIS or other Commonwealth funded support, there may be limited community access to mainstream supports and services and may fall into a service gap for housing and support services, which is the responsibility of state and territory governments.

It is currently recognised that there are some people with certain conditions or circumstances where appropriate care and support may be provided in residential aged care facilities either on a temporary or permanent basis.² They are defined as exceptional circumstances. Exceptional circumstances include people aged 50 to 64 years who are First Nations or who are homeless or at risk of homelessness.

Proposed changes to be progressed in the new Aged Care Act will limit entry for those under 65 in residential aged care as any new entries will be due to 'exceptional circumstances' only.

Disclosures

- ▶ Data on the exceptional circumstances category of people aged 50 to 64 years who are homeless or at risk of homelessness is limited. At present, the AIHW Gen Aged Care data dashboard does not contain data on homelessness meaning the YPIRAC counts include this cohort and they are not separately reported. Whilst the AIHW factsheet³ includes indicative reporting on this exceptional circumstances category, it states that the data uses the 'Complex Needs Inadequate Housing Indicator' sourced from the National Screening

and Assessment Form (NSAF). This indicator is a non-mandatory field within the NSAF and therefore is an underrepresentation of the total cohort. The Department of Health and Aged Care (DoHAC) are currently working with AIHW to investigating ways for more accurate reporting on this category.

- ▶ Results are reported up until 31 March 2024, based on latest AIHW Gen Aged Care Reports data available at the time of printing. AIHW Gen Aged Care Reports are updated and published on a quarterly basis and linked below.
 - › 1) AIHW Gen Aged Care Reports, [Younger people in residential aged care - AIHW Gen \(gen-agedcaredata.gov.au\)](https://www.aihw.gov.au/reports-and-publications/gen-aged-care-reports).
 - › 2) [Principles and guidelines for a younger person's access to Commonwealth funded aged care services May 2023 \(health.gov.au\)](https://www.health.gov.au/resources/publications/principles-and-guidelines-for-a-younger-persons-access-to-commonwealth-funded-aged-care-services)
 - › 3) AIHW YPIRAC Data Factsheet, [YPIRAC-Dec-2023-Factsheet\(1\).pdf \(gen-agedcaredata.gov.au\)](https://www.aihw.gov.au/reports-and-publications/ypirac-data-factsheet)

Rationale

The performance measure aligns to the key activity long-term outcomes: Participants are empowered to live an ordinary life. This includes supporting their independence, and social and economic participation; and participants exercising choice and control in the pursuit of their goals and the planning and delivery of their supports, including their living arrangements.

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 45 living in 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 or age-appropriate in most circumstances, and younger people should be supported to have choice in finding more appropriate accommodation and support.

The Australian Government noted that the YPIRAC 2022 targets were not met. Commonwealth, states, and territories are continuing to work towards meeting the YPIRAC 2025 target.

Methodology

The number of people under 65 years entering, and under 65 years living, in residential care, is sourced from AIHW Gen Aged Care Reports. AIHW reports are considered the authoritative source for publicly available YPIRAC figures and are published on a quarterly basis.

In collaboration with the NDIA and DoHAC, the department oversees activities delivered and coordinated by NDIA and DoHAC to prevent the entry and facilitate the exit of younger people in residential aged care.

Data Categorisation

The data sources for this measure are:

| Categorisation of data source | | Data source |
|-------------------------------|--------|--|
| Secondary source | Tier 1 | NDIA's NDIS Quarterly Report to Disability Ministers. |
| Secondary source | Tier 1 | Australian Institute of Health and Welfare (AIHW) Gen Aged Care Reports. |

Program 3.2 National Disability Insurance Scheme

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 NDIS Transition aims to support national implementation of the NDIS in accordance with inter-government agreements.

For further information on this key activity, please see 2023-24 Corporate Plan page 62.

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 2024.

| 2023-24 Target | 2023-24 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: PBS 2023-24 page 67 and Corporate Plan 2023-24 page 62.

Program Analysis

The target for Performance Measure 3.2.1-1 remains partially met, as the Commonwealth signed Full Scheme NDIS Bilateral Agreements with all states and territories, by 30 June 2024 with the ongoing exception of Western Australia. There is an expectation that WA will sign a Full Scheme Agreement.

Previously, a Bilateral Agreement for the Transition to the NDIS in WA (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 government 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

The execution of full scheme bilateral agreements with all states and territories demonstrates the completion of transition as all states and territories would be contributing to the NDIS under full scheme bilateral agreements, as opposed to transition bilateral agreements. WA is the only state or territory remaining to negotiate full scheme arrangements.

This measure demonstrates the effectiveness of NDIS Transition in achieving the objective of the key activity: for eligible persons to be supported by the NDIS rather than by services provided under arrangements in place prior to the NDIS becoming available across all of Australia.

Methodology

Reporting against this measure will be based on the execution of a full scheme bilateral agreement with the WA government. Once executed, full scheme agreements will be in place with all states and territories.

Data Categorisation

The data source for this measure is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Primary source | Tier 1 | Signed full scheme agreements with all jurisdictions. |

Program 3.2 National Disability Insurance Scheme

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: 3.2.2 Sector Development Fund and Jobs and Market Fund

Oversight of the NDIS Market is a shared responsibility of Commonwealth (the department, the NDIA and NDIS Quality and Safeguards Commission), state and territory governments.

The department's role is primarily *enabling*. The department has ongoing responsibility for activities that enable the continued functioning of the NDIS, including, providing advice to government, to be implemented by the NDIA and the NDIS Quality and Safeguards Commission, on ways to build a more responsive, supportive and sustainable market and workforce for provision of supports to NDIS participants.

The role of other agencies and entities in the NDIS

The NDIA is responsible for:

- ▶ providing support and education to current and potential providers to ensure supply in the NDIS Market
- ▶ monitoring local market trends and risks in demand and supply (including provider issues and barriers) and escalate identified trends and issues to the department, the NDIS Quality and Safeguards Commission and states and territories when a policy or regulatory response is required.

The states and territories' role in governing and implementing the NDIS includes:

- ▶ ensuring state funded and/or regulated services make reasonable adjustments to support people with disability whether they are NDIS participants or not.

The NDIS Quality and Safeguards Commission's role includes:

- ▶ market engagement and oversight, by intervening in the market to drive quality and ensure safeguarding to achieve thriving, diverse markets.

Program Analysis

For 2023-24, the department is providing a qualitative update about the market pilots and trials that were included in the 2023-24 Budget to inform future approaches that improve market effectiveness and the sustainability of the NDIS. The department's role in the provision of advice on developing the NDIS Market, the following initiatives have been commenced or completed in 2023-24:

- ▶ with the NDIA, commenced working with participants and providers to trial blended payments to increase incentives for providers to innovate in service delivery and achieve outcomes for participants
- ▶ with the NDIA, commenced partnering with communities to pilot alternative commissioning to improve access to supports in remote and First Nations communities
- ▶ DoHAC, DSS, NDIA and the DVA are jointly trialling integrated services and joint commissioning in up to 10 locations to understand how to improve the provision of, and access to, primary care and support services in thin markets
- ▶ in 2023-24 DSS developed the new Care Sector Demand Map (the Map) in a joint initiative between DSS (the lead agency), DoHAC and the NDIA.
 - › the Map is a geospatial tool that will provide local data about supply and demand for NDIS and aged care services across Australia
 - › the Map is searchable by local government area, postcode or ABS statistical area and will include the number of active providers.

The department previously had responsibility for the Jobs and Market Fund (JMF) which was intended to support the growth of the NDIS provider market and workforce. The funding for the JMF ceased 30 June 2024.

| Development of the NDIS market | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|--|----------------|----------------|---------------|---------------|
| Value and number of Jobs and Market Fund projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme | \$10.36m | \$8.76m | \$1.71m | \$0.46m |
| | 22 Projects | 17 Projects | 8 Projects | 3 Projects |

Data Categorisation

The data source for this measure is:

| Categorisation of data source | Data source |
|---|---|
| <p data-bbox="202 415 438 472">Primary source</p> <p data-bbox="451 415 563 472">Tier 1</p> | <p data-bbox="612 415 1132 472">The department's Electronic Documents and Records Management System, ARC.</p> |

Program 3.2 National Disability Insurance Scheme

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: 3.2.3 NDIS Participant Plans

The National Disability Insurance Scheme (NDIS) is Australia's first national scheme for people with disability. It supports the independence and social and economic participation of people with disability. The NDIS provides funding directly to people with disability, moving away from the previous system of providing block funding to agencies and community organisations.

Performance Measure

3.2.3-1 – National Disability Insurance Scheme cost growth is sustainable

Target

- ◆ 3.2.3-1A Annual growth in the total costs of the Scheme of no more than 8 per cent by 1 July 2026, with further moderation of growth as the Scheme matures.*

| 2023-24 Target | 2023-24 Actual result | Outcome |
|--|-----------------------|---------|
| Annual growth in the total costs of the Scheme of no more than 8% by 1 July 2026 | N/A | Ongoing |

Source: Corporate Plan 2023-24 page 64.

* Reporting for this target will commence from 2026-27. In 2024-25 and 2025-26 the department will report against projected scheme costs for 2026-27 and subsequent years as reported in the Portfolio Budget Statements. A link to the department's 2024-25 Portfolio Budget Statements is provided [Portfolio Budget Statements 2024-25 Budget Related Paper | Department of Social Services, Australian Government \(dss.gov.au\)](#).

Program Analysis

In Budget 2024-25, NDIS legislative reforms are projected to moderate the growth in NDIS expenses by \$14.4 billion in payment terms over 4 years from 2024-25, once the 8 per cent annual growth target is accounted for. The NDIS remains a demand driven and needs based scheme.

The National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 (Bill No.1) is the first tranche in a program of ongoing legislative and systemic reform of the NDIS. These changes are required to directly support the moderation of Scheme growth and improve the experience of participants.

Subject to the passage of Bill No.1 and complementary subordinate legislation receiving approval of the Parliament, the proposed changes will support initial moderation in scheme growth. The department will continue to monitor and review the fiscal impact of the legislative changes and the relevant NDIS Review recommendations supported by government.

Performance Measure

3.2.3-2 – Legislative amendments developed for government

Target

- ◆ 3.2.3-2 Progress towards legislative amendments being developed for government.

| 2023-24 Target | 2023-24 Actual result | Outcome |
|---|-----------------------|---------|
| Criterion is met if at least 3 of 3 progress milestones are delivered | 100% | Met |

Program Analysis

Between June 2023 and July 2024, the department has continued to support the Australian Government's election commitment of getting the NDIS back on track and restoring it to its original intent. The government committed in April 2022 to a comprehensive review of the NDIS. The NDIS Review was finalised, and the Final Report was publicly released on 7 December 2023.

Following the public release of the NDIS Review, National Cabinet agreed the Commonwealth would work with state and territory governments to implement legislative and other changes as a priority for introduction to Parliament in the first half of 2024. Consistent with that agreement, and as a first response to several recommendations of the NDIS Review, the department supported by the National Disability Insurance Agency (NDIA) and NDIS Quality and Safeguards Commission (NDIS Commission), introduced the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 (Bill No.1).

Bill No.1 includes amendments to the *National Disability Insurance Scheme Act 2013* (NDIS Act), which set up a framework for broader changes to the operation of the NDIS. These changes are necessary to ensure participants are put back at the centre of the scheme, and importantly to ensure the scheme remains sustainable and available for future generations of Australians.

Many of the amendments proposed by Bill No.1 will not become fully operational until a suite of new legislative instruments and NDIS rules are made and existing Rules are amended. The design and implementation of these new and amended instruments will require extensive consultation and collaboration with the disability community and impacted stakeholders.

Most notably, Bill No.1 sets up a framework for a new budget-based planning model.

To support the development and introduction of Bill No.1, the department has consulted with states and territories and the disability community. The department recognises the existing performance measure will iteratively evolve and extend across 2024–25, with re-defined milestones reflecting how the reform program is anticipated to evolve.

Across 2024-25, legislative reform will be centred on the development of the legislative instruments and rules to operationalise key policy changes included in Bill No.1 including, supporting changes to access pathways, plan management settings, budget-setting and needs assessment and permanent category A rules on what the NDIS will and will not fund.

Target 3.2.3-1 Rationale

This is a long-term effectiveness measure. The Commonwealth and states and territories, through National Cabinet, have committed to an annual growth target in the total costs of the Scheme of no more than 8 per cent by 1 July 2026, with further moderation of growth as the scheme matures.

Ensuring scheme cost growth does not exceed 8 per cent per annum will provide a sustainable growth trajectory and enable the NDIS to continue to provide life-changing outcomes for future generations of Australians with disability.

Sustainability initiatives included in the 2023-24 Budget and being managed by the NDIA, include:

- ▶ implementing preferred provider arrangements to leverage the buying power of NDIS participants
- ▶ investing in better decision-making processes and planner capability for participants with specialised needs
- ▶ moving to less frequent plan reviews where it makes sense and committing to participants that not spending budgets will not affect future plans
- ▶ improving a lifetime planning approach to ensure plans are more transparent and flexible for life events. This includes flexibility where participants do not need as much support at a stage of life but know they can receive support as their circumstances change
- ▶ better supporting participants to manage their plan within budget, including assistance from NDIA during the year and holding plan managers, support coordinators and providers to account
- ▶ strengthening guidelines for planners on support volumes and intensity, and providing clear minimum standards of evidence for assistance with daily living
- ▶ cracking down on fraud and non-compliance by funding, in addition to the Fraud Fusion Taskforce, 200 staff for 2 years and developing a business case for a new system to detect, prevent and reduce non-compliant payments.

National Cabinet has committed to an annual growth target of no more than 8 per cent for the Scheme by 1 July 2026. The department will be responsible for policy advice to government on scheme sustainability and consideration of the findings from the NDIS Review and the Disability Royal Commission, and the work of the Care and Support Economy Taskforce. The department will also support the NDIA to implement any agreed sustainability initiatives.

Target 3.2.3-1 Methodology

In 2024–25 and 2025–26 the department will report against projected scheme costs for 2026–27 and subsequent years as reported in the Portfolio Budget Statements. Tracking projected scheme costs for 2026–27 and subsequent years across the years will show if the 8 per cent target is still expected to be met.

Target 3.2.3-2 Rationale

This output measure was chosen as an interim way to reflect the department's progress towards the initial work to address findings from the NDIS Review and the Disability Royal Commission.

The nature of the legislative change will also contribute towards longer-term achievement of the 8 per cent growth target and moderation over time.

Additional outputs will be considered as the department navigates through policy solutions through mainstream systems and simplified pathways for future reporting years.

Milestones for performance measure 3.2.3-2 in 2024-25 have been updated to reflect the progress of initial legislative reforms introduced to support National Cabinet's agreement of December 2023 to introduce legislative reforms in the first half of 2024. The department will continue to support government across 2024-25 following the anticipated commencement of the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 and development and amendment of existing or new NDIS Rules and legislative instruments to support systemic reform of the NDIS and moderation of scheme growth to 8 per cent annual growth by 2026-27.

Target 3.2.3-2 Methodology

Criterion is considered met if all 3 of the 3 progress milestones are delivered, these milestones contribute to the passage of legislation.

Milestones:

1. develop policy advice and drafting instructions to support the Office of Parliamentary Counsel prepare a parliamentary bill
2. engagement with stakeholders (state and territory jurisdictions on legislation)
3. develop supplementary materials to accompany the bill for introduction.

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---------------------------------------|
| Primary source | Tier 1 | Generated from within the department. |

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

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---------|---------|---------|---------|
| 3.1.1 – Disability Employment Services | | | | |
| Number of DES participants ^a | 315,926 | 296,485 | 268,980 | 257,876 |
| 3.2.1 – NDIS Transition | | | | |
| Number of NDIS participants | 466,619 | 534,655 | 610,502 | 661,267 |

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

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---------|---------|---------|---------|
| 3.1.1 – Disability Employment Services | | | | |
| Disability Employment Services ^b | 109 | 104 | 93 | 86 |
| 3.1.2 Disability and Carer Support | | | | |
| Support for Carers | 13 | 13 | 13 | 13 |

Table 3.3: Number of individuals assisted

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---|---------|---------|---------|---------|
| 3.1.2 Disability and Carer Support | | | | |
| Number of carers assisted ^c | 62,131 | 91,523 | 123,568 | 135,029 |

Disclosures

a) The number of DES participants on the caseload as at 30 June each financial year.

b) The number of DES providers (distinct count) as at 30 June each financial year.

c) The figure for 2023-24: Number of carers assisted refers to the number of carers supported through the Integrated Carer Support Service and reported within the Data Exchange for 2023-24, 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.

Table 3.4: NDIS Transition: Scheme Agreements

| 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

Purpose

Supporting access to safe and secure housing for individuals, including social housing, and providing targeted supports for preventing and addressing homelessness.

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 | |
|---|---|
| Supporting access to safe and secure housing for individuals, including social housing, and providing targeted supports for preventing and addressing homelessness. | |
| Program 4.1 Housing and Homelessness | Program 4.2 Affordable Housing |
| Key activities 4.1.1 – National Housing and Homelessness Agreement | Key activities 4.2.1 – National Rental Affordability Scheme |

Summary and key achievements

In 2023-24, 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 improved housing outcomes by working with The Treasury and state and territory housing departments, including through Housing and Homelessness Ministerial Council, which reports to National Cabinet. The department focuses on social housing, rent assistance and homelessness while The Treasury focuses on housing supply and affordability.

In 2023-24 the department administered the *National Housing and Homelessness Agreement* (NHHA) and developed its replacement the *National Agreement on Social Housing and Homelessness* (NASHH).

Under the NHHA, the Australian Government provided around \$1.7 billion to the states and territories in 2023-24 to contribute to improving access to affordable, safe and sustainable housing, including to prevent and address homelessness and to support social and economic participation.

On 31 May 2024, Housing and Homelessness Ministers signed the new 5-year NASHH to provide \$9.3 billion to the states and territories to help people who are experiencing, or at risk of, homelessness and support the effective operation of Australia's social housing and homelessness services sectors.

Legislation was passed, enabling the government to commit to provide \$100 million towards the Crisis and Transitional Accommodation Program for women and children experiencing family and domestic violence and older women at risk of homelessness.

The department 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 with almost 26,500 total allocations receiving an incentive for the NRAS year.

The Safe Places⁴ program is a capital works program funding the building, renovation or purchase of emergency accommodation for women and children experiencing family and domestic violence. It is reported as one of the eight initiatives under the Women's Safety key activity. This year, a total of 11 projects have been successfully completed and are now operational, creating an additional 248 Safe Places for women and children experiencing family and domestic violence, bringing the total number of Safe Places delivered at 30 June 2024 to 499.

⁴ The Safe Places Emergency Accommodation program is funded under Outcome 4, however, is an initiative under the Women's Safety key activity and is reported under Outcome 2.

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 |

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 (NHHA)

The 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, and were extended to 30 June 2024. The extension provided states and territories approximately \$1.7 billion in 2023-24, including an additional \$67.5 million to assist the sector to address the homelessness challenges revealed in the 2021 Census.

On 31 May 2024, Housing and Homelessness Ministers signed a new 5-year NASHH to provide \$9.3 billion to the states and territories to help people who are experiencing, or at risk of, homelessness and support the effective operation of Australia's social housing and homelessness services sectors.

For further information on this key activity, please see 2023-24 Corporate Plan page 69.

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

- ◆ 4.1.1-1A 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:
 - ▶ having a publicly available housing strategy^a
 - ▶ having a publicly available homelessness strategy^a
 - ▶ contributing to the ongoing collection and transparent reporting of agreed data^b
 - ▶ providing annual statement of assurance reports outlining their housing and homelessness expenditure.^c

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| 100% | 100% | 100% | 100% | Met |

Source: PBS 2023-24 page 73 and Corporate Plan 2023-24 page 69.

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

4.1.1-2A States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|--|--|--|------------------------------|---------|
| States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered | Refer output to tables in 2021-22 Annual report Page 120-121 (Met) | Refer output to tables in 2022-23 Annual Report Page 100 (Met) | Refer output to tables below | Met |

Source: PBS 2023-24 page 73 and Corporate Plan 2023-24 page 69.

Program Outputs

Number of social housing dwellings by category as at 30 June 2023^d

| Social housing category | NSW | VIC | QLD | WA | SA | TAS | ACT | NT | AUS |
|--|--------|--------|--------|--------|--------|-------|--------|-------|---------|
| Public housing dwellings | 95,765 | 64,720 | 53,010 | 32,694 | 31,577 | 4,997 | 10,827 | 4,814 | 298,404 |
| State owned and managed Indigenous housing dwellings | 3,737 | .. | 3,226 | .. | 1,315 | 164 | .. | 5,586 | 14,028 |
| Community housing tenancy units | 53,913 | 16,363 | 11,665 | 7,978 | 12,333 | 9,715 | 1,695 | 488 | 114,150 |
| Indigenous community housing (funded and unfunded) | 6,485 | 1,763 | 5,477 | 2,692 | 683 | 96 | .. | 1,844 | 19,040 |
| Indigenous community housing (funded) | 4,978 | 1,763 | 5,477 | 2,692 | 683 | 96 | .. | 1,844 | 17,533 |

Source: Australian Institute of Health and Welfare, Housing Assistance in Australia 2024 (Table DWELLINGS.2)

| Clients of specialist homelessness services, 2022-23 ^e | | | | | | | | | |
|---|--------|--------|--------|-------|-------|-------|-------|-------|-----------------------|
| Priority Cohorts | NSW | VIC | QLD | WA | SA | TAS | ACT | NT | NATIONAL ^f |
| Aboriginal and Torres Strait Islander clients | 16,987 | 10,107 | 12,625 | 9,748 | 3,660 | 982 | 603 | 6,316 | 59,868 |
| Young people (15-24 presenting alone) | 12,994 | 11,234 | 5,729 | 2,522 | 3,036 | 1,433 | 682 | 1,207 | 38,307 |
| Clients who return to homelessness after achieving housing ^g | 4,217 | 5,136 | 2,610 | 1,208 | 1,186 | 577 | 265 | 451 | 14,873 |
| Older clients | 5,944 | 11,065 | 3,896 | 2,820 | 1,515 | 957 | 361 | 985 | 27,305 |
| Clients who have experienced family and domestic violence | 19,709 | 32,719 | 10,773 | 7,972 | 4,248 | 1,494 | 1,203 | 3,762 | 80,395 |
| Clients exiting custodial arrangements | 1,833 | 5,145 | 744 | 363 | 622 | 210 | 130 | 149 | 9,130 |

Source: Australian Institute of Health and Welfare, Specialist homelessness services 2022–23 (Tables Clients.47 and H_Return)

Program Analysis

Under the NHHA, the Australian Government provided around \$1.7 billion to the states and territories in 2023-24 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.^h The PC 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 considered the Productivity Commission's recommendations during negotiations on the new agreement during 2023-24.

Annual Statements of Assurance from each state and territory is a proxy indicator for the effectiveness of the NHHA's contribution to the housing and homelessness outputs. It includes information about how states and territories spend the funding provided under the NHHA. Statements of Assurance are supplemented by data from the Australian Institute of Health and Welfare (AIHW) and the Productivity Commission.

The number of social housing dwellings increased from 30 June 2022 to 30 June 2023 by about 3,000 dwellings across the four social housing categories.

Specialist homelessness services agencies supported 273,648 clients in 2022-23, a slight increase compared to 272,694 clients in 2021-22. There were nearly 300 unassisted requests per day in 2022-23, or about 70,314 for the year. This was about 1,600 less than in 2021-22 (71,962).ⁱ

Disclosures

- a) All state and territories had publicly available housing and homelessness strategies at 30 June 2024.
- b) All states and territories collect and report agreed data for the NHHA performance indicators. Data for 2023-24 was not available for the department's 2023-24 annual report. The result for this measure is based on data for 2022-23.
- c) The statements of assurance for 2023-24 will be published on the Federal Financial Relations website at: [The National Housing and Homelessness Agreement | Federal Financial Relations www.federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0](https://www.federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0). Under the NHHA, statements of assurance for 2023-24 are not required until 31 October 2024 (or a later date as agreed). The result for this measure is based on data for 2022-23. The quality of statements of assurance (which are key NHHA reporting mechanisms) vary between states and territories.

- d) Results for 2023-24 reported at 30 June 2023 as AIHW data for 30 June 2024 was not available in time for the 2023-24 annual report.
- e) Results reported for 2022-23 as AIHW data for 2023-24 was not available in time for the 2023-24 annual report.
- f) Clients may access services in more than one state or territory. Therefore the national total will be less than the sum of jurisdictions.
- g) 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.
- h) Housing and Homelessness Agreement review – www.pc.gov.au/inquiries/completed/housing-homelessness/report.
- i) An ‘unassisted request for service’ is an instance where a person who approaches an agency is unable to be provided with any assistance.

Data Quality Statements for Specialist Homelessness Services Collection, 2022–23; Quality Statement (aihw.gov.au). Data on the number of social housing dwellings is from the AIHW Housing Assistance in Australia. The data quality statements and explanatory notes for this collection can be found as follows: Public Housing Data Collection, 2022–23; Quality Statement (aihw.gov.au) State Owned and Managed Indigenous Housing Data Collection, 2022–23; Quality Statement (aihw.gov.au) Community Housing Data Collection, 2022–23; Quality Statement (aihw.gov.au) Indigenous Community Housing Collection, 2022–23; Quality Statement (aihw.gov.au)

Target 4.1.1-1 Rationale

Measuring the standard of delivery by states and territories is in accordance with the terms and conditions of agreements with the Commonwealth, will demonstrate the department has effectively:

- ▶ conducted monitoring and compliance
- ▶ conducted payment assurance
- ▶ reviewed annual statements of assurance
- ▶ engaged with states and territories.

Target 4.1.1-1 Methodology

The per cent of states and territories meet their requirements is based on the number of state and territories that have:

- ▶ published a housing strategy
- ▶ published a homelessness strategy
- ▶ transparent reporting of agreed data
- ▶ annual statement of assurance reports outlining jurisdictional housing and homelessness expenditure.

Target 4.1.1-2 Rationale

As a requirement under the NHHA, states and territories report on the number of social housing dwellings and the number of specialist homelessness services delivered.

The output target represents a strong demonstration of outputs achieved under the measure and complements the effectiveness measure under this key activity (4.1.1-1 Standard of delivery by states and territories is in accordance with the terms and conditions of agreements with the Commonwealth).

The target demonstrates the measurable result for the financial year as part of the larger strategy towards improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.

Target 4.1.1-2 Methodology

The number of social housing dwellings by category is from the AIHW's Housing Assistance in Australia 2023.

The number of specialist homelessness services clients by cohort is from the AIHW's Specialist homelessness services 2022-23 and specialist homelessness services 2022-23 - National Performance Indicators for the National Housing and Homelessness Agreement.

Data Categorisation

Target 4.1.1-1

The data sources for this measure are:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Secondary source | Tier 1 | Productivity Commission's Report on Government Services 2024. |
| Secondary source | Tier 1 | Australian Institute of Health and Welfare's Specialist homelessness services 2022-23 - National Performance Indicators for the National Housing and Homelessness Agreement (NHHA). |
| Secondary source | Tier 2 | NHHA statements of assurance, submitted by the relevant state or territory minister. |
| Secondary source | Tier 1 | Relevant state and territory government departmental websites where housing and homelessness strategies are published. |

Target 4.1.1-2

The data sources for this measure are:

| Categorisation of data source | | Data source |
|-------------------------------|--------|---|
| Secondary source | Tier 1 | Australian Institute of Health and Welfare's Specialist Homelessness Services 2022-23 - National Performance Indicators for the National Housing and Homelessness Agreement (NHHA). |
| Secondary source | Tier 1 | Australian Institute of Health and Welfare's Specialist Homelessness Services 2022-23. |

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.

For further information on this key activity, please see 2023-24 Corporate Plan page 72.

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.

| 2023-24 Target | 2021-22 Actual result* | 2022-23 Actual result* | 2023-24 Actual result* | Outcome |
|-------------------|---------------------------|---------------------------|---------------------------|---------|
| ≥ 90% | 98.4% | 94.1% | 96.8% | Met |

Source: PBS 2023-24 page 75 and Corporate Plan 2023-24 page 72.

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.

| 2023-24 Target | 2021-22 Actual result* | 2022-23 Actual result* | 2023-24 Actual result* | Outcome |
|----------------|------------------------|------------------------|------------------------|---------|
| ≥ 90% | 93.6% | 94.5% | 96.4% | Met |

Source: PBS 2023-24 page 75 and Corporate Plan 2023-24 page 73.

| Calculation | 2021-22 ^a | 2022-23 ^b | 2023-24 ^c |
|--|----------------------|----------------------|----------------------|
| Total allocations receiving a payment in NRAS year | 32,454 | 30,630 | 26,436 |
| Maximum allocations available for NRAS year | 34,657 | 32,417 | 27,422 |
| Percentage target | 93.6% | 94.5% | 96.4% |

Program Outputs

Output data for NRAS quarterly summary

| NRAS Quarterly Summary | Jun Qtr 2022 | Sep Qtr 2022 | Dec Qtr 2022 | Mar Qtr 2023 | June Qtr 2023 |
|-------------------------|---------------|---------------|---------------|---------------|---------------|
| Active allocations | 27,012 | 25,342 | 24,038 | 22,427 | 20,860 |
| Provisional allocations | 410 | 364 | 348 | 321 | 275 |
| Total | 27,422 | 25,706 | 24,386 | 22,772 | 21,135 |

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
- ▶ the majority of approved participants are complying with the regulatory requirements of the Scheme, including leasing dwellings to low to moderate income earners
- ▶ the department publishes a report on the NRAS tenant demographics, which includes household composition and income brackets www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme/national-rental-affordability-scheme-performance-reporting

Disclosures

* Results for each financial year reflect the actual result for the prior year, as full payment data is not available at the time of publication. The NRAS reporting year is from 1 May through to 30 April.

Target 4.2.1-1 Rationale

Measuring that delivery complies with relevant legislation to ensure incentives are issued accurately to approved participants, will demonstrate the department has effectively:

- ▶ administered the NRAS legislative framework
- ▶ processed statements of compliance for rental dwellings and calculated and communicated financial incentives

- ▶ made decisions on the transfer of NRAS dwellings between approved participants or to another rental dwelling and
- ▶ published and maintained guidelines for NRAS stakeholders.

Targeting 90 per cent of statements of compliance are processed within 60 business days demonstrates the efficient achievement of a key output by showing that the department, in its role as the administrator of the Scheme, provided timely incentives for approved participants who rent dwellings to eligible tenants at a rate at least 20 per cent below market rent.

Target 4.2.1-1 Methodology

The per cent 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.

Target 4.2.1-2 Rationale

Measuring the allocations that received an incentive payment within the framework of the Scheme aims to demonstrate the department is improving the supply of affordable rental housing to low and moderate income households.

While the department does not control whether an approved participant of the Scheme will act in accordance with the regulations to receive an incentive payment, the department seeks to maximise the proportion of active allocations and payments issued to maximise the supply of affordable rental housing to low and moderate income households. Targeting 90 per cent of allocations set under the Scheme being active and receiving an incentive payment demonstrates the achievement of the key outcome of the Scheme, within the legislative allocation cap set by Parliament.

Target 4.2.1-2 Methodology

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.

Data Categorisation

The data sources for measure 4.2.1-1 are:

| Categorisation of data source | Data source |
|-------------------------------|---|
| Primary source Tier 1 | Department of Social Services' Grants Payments System. |
| Tertiary source Tier 1 | Date of notification email from the approved participant. |

The data source for measure 4.2.1-2 is:

| Categorisation of data source | Data source |
|-------------------------------|--|
| Primary source Tier 1 | Department of Social Services' Grants Payments 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 |
|--|---------|---------|---------|---------|
| 4.2.1 National Rental Affordability Scheme | | | | |
| Cash | 12,244 | 11,531 | 10,444 | 8,579 |
| RTO | 22,829 | 22,586 | 22,190 | 19,446 |
| Total | 35,073 | 34,117 | 32,634 | 28,025 |

Disclosures

- Results for each financial year reflect the actual result for the prior year, as full payment data is not available at the time of publication. The NRAS reporting year is from 1 May through to 30 April.

Cross Outcome – Program Support

Key Activity - Advice and Support to Ministers

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

For further information on this key activity, please see 2023-24 Corporate Plan page 75.

Performance Measure

C01-1 Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the 4 outcomes.

Target

C01-1A – At least 95% of ministerial briefs and correspondence across the 4 outcomes are provided on time.

| 2023-24 Target | 2021-22 Actual result | 2022-23 Actual result | 2023-24 Actual result | Outcome |
|----------------|-----------------------|-----------------------|-----------------------|---------|
| ≥ 95% | 79% | 71% | 72% | Not Met |

Source: Corporate Plan 2023-24 page 75.

Program Analysis

There was some improvement of timeliness of advice provided to the Ministers' offices from 2022-23, while the number of briefs provided rose by 18 per cent. 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

Measuring timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers aims to demonstrate timely advice and support in order to allow Ministers and Assistant Ministers to make decisions that support the department to achieve its objectives.

This measure demonstrates the **efficiency** of the Program Support in achieving an objective of the key activity: Timely advice and support Ministers and Assistant Ministers.

Methodology

A report filters records not relevant to the evaluation of the performance measure. The number of records provided on time is based on the associated due to the Ministerial Office date.

Data Categorisation

The **data source** for this measure is:

| Categorisation of data source | Data source |
|---|--|
| <p data-bbox="202 649 439 710">Primary source</p> <p data-bbox="448 649 565 710">Tier 1</p> | <p data-bbox="611 649 1135 710">Department of Social Services' Parliamentary Document Management System.</p> |

Addendum 6: Cross outcome – Supporting information

Table 5.1 Number of briefs requested by Ministers or Assistant Ministers

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|------------------------|---------|---------|---------|---------|
| Total on Time | 583 | 234 | 515 | 626 |
| Total Sent to MO | 799 | 342 | 748 | 887 |
| Percentage on Time (%) | 73 | 68 | 69 | 71 |

Table 5.2 Number of correspondence for Ministers or Assistant Minister Signature

| | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|------------------------|---------|---------|---------|---------|
| Total on Time | 1,090 | 841 | 1,441 | 884 |
| Total Sent to MO | 1,259 | 1,024 | 2,023 | 1,201 |
| Percentage on Time (%) | 87 | 82 | 71 | 74 |

Grants administration


In 2023-24 the Community Grants 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 2024.

| | 2022-23 | 2023-24 |
|--------------------------------|----------------|----------------|
| Total Number of Grants Managed | 31,282 | 43,893 |
| Total Value of Grants | \$10.6 billion | \$11.5 billion |

3

National Redress Scheme

| | |
|-------------------------------------|------------|
| <u>How the Scheme operates</u> | <u>143</u> |
| <u>Summary of Scheme operations</u> | <u>144</u> |



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 sixth year of operation (from 1 July 2023 to 30 June 2024) 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 Australia⁵ 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.

⁵ The figures represent a snapshot of the Scheme operations between 1 July 2023 and 30 June 2024. These figures include outcomes provided to people who applied for redress in previous years of the Scheme's operation

Summary of Scheme operations

In its sixth 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 2023 to 30 June 2024:

- ▶ 16,324 people applied to the Scheme for redress⁶
- ▶ 5,170 determinations were made, and of these:
 - › 3,913 were eligible for redress
 - › 1,257 were deemed ineligible
- ▶ 3,569 people accepted an offer of redress
- ▶ 73 people declined an offer of redress
- ▶ 1,975 institutions were found responsible for abuse
- ▶ 4,044 applications were finalised, including 3,654 redress payments ranging from less than \$10,000 to \$150,000, with an average payment of \$91,137 the total value of redress monetary payments was \$333,015,477
- ▶ 2,717 people accepted the offer of counselling and psychological care services as part of their redress outcome:
 - › 299 people accessed a total of 5,477.83 hours of counselling and psychological care services nationally,
 - › with an average of around 12 hours provided per person
- ▶ 2,078 people accepted the offer of a DPR from an institution⁷:
 - › 170 people completed their DPR with or in respect of 227 institutions⁸
 - › 204 people made contact with 290 institutions to begin the process to receive their DPR
- ▶ 51 per cent of applications named more than one institution in their application and 7 per cent of applications named 4 or more institutions.

6 This period represents the number of new applications received between 1 July 2023 and 30 June 2024. Some of these applications are currently being assessed by the Scheme.

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

8 DPR completions and in progress data may be incomplete due to changes in the way DPR data was collected from participating institutions from 2021–22.

Institutions joining the Scheme

As at 30 June 2024, all Commonwealth and state and territory government institutions, and 540 non-government institutions, or groups of institutions, were participating in the Scheme. This figure includes 55 non-government institutions that joined the Scheme during 1 July 2023 to 30 June 2024 and reflects 153 institutions which were revoked in that period, primarily related to 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.

In the period of 1 July 2023 and 20 June 2024, 48 institutions⁹ were declared under the funder of last resort (FOLR) arrangements as set out in the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act) across all states, territories and the Commonwealth. Of these:

- ▶ 13 institutions have been declared under the original FOLR arrangements as set out in section 164 of the Act – Institution is Defunct and a participating government institution is equally responsible
- ▶ 33 institutions declared under the expanded FOLR arrangements as set out in section 164A of the Act - Institution is Defunct and no participating government institution is equally responsible State or Territory has agreed to provide Funder of Last Resort
- ▶ 2 institutions declared under the expanded FOLR arrangements as set out in section 164B of the Act – Institution does not meet financial requirements to join the scheme, has agreed to partly participate and a State or Territory has agreed to provide Funder of Last Resort arrangements

Of the 48 institutions counted above, there are only 27 unique institutions. This is because an institution can be assessed under both 164 and 164A. From the start of the Scheme to 20 June 2024, 133 individual institutions have been declared under the FOLR arrangements. Of these:

- ▶ 91 institutions are declared under the original FOLR arrangements
- ▶ 112 are declared under the expanded FOLR arrangement, including 4 partly-participating institutions, and
- ▶ 70 institutions are declared under both FOLR arrangements.

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

- ▶ The original 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.

⁹ As at 30 June 2024, 45 institutions were declared under FOLA. This is because 3 of the 48 institutions had been revoked during 2024.

- ▶ 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 may change during a financial year.

As at 30 June 2024, 6 institutions have been publicly named by the Scheme by virtue of having been named in the Royal Commission **and/or** in an application made to the Scheme, **and** failed to join the Scheme. They are:

- ▶ CYMS Basketball Association, VIC
- ▶ De La Salle Caringbah Junior Rugby League Football Club, NSW
- ▶ Devonport Community Church, TAS
- ▶ Forrest Tennis Club, ACT
- ▶ Kenja Communication, NSW
- ▶ Woodlands Golf Club, VIC.

Applications finalised

From 1 July 2023 to 30 June 2024, the Scheme finalised a total of 4,044 applications, with an average of 337 per month over the period. This is compared to 3,862 applications, with an average of 322 finalised per month in 2022–23. A total of 5,170 determinations were made, with outcomes advised to applicants, who have up to 6 months to accept or decline their outcome, or to seek a review of the determination.

The Scheme is continually seeking to implement efficiencies in its operations to address the large number of applications received (16,324 applications in 2023-24), while maintaining its survivor-focused approach and ensuring procedural fairness is offered to survivors and institutions. The Australian Government provided funding in the 2024–25 Budget for new and expanded services to assist applicants to submit ‘more complete’ applications, and to receive independent legal advice from know more Legal Services. Additionally, the Scheme will recruit additional Independent Decision Makers to increase the timeliness of providing outcomes to applicants.

Second anniversary review

The Final Australian Government Response (Response) to the Second Year Review of the Scheme was released on 4 May 2023.

The Response outlines positions or actions for all recommendations of the Review, and where relevant, reflects the positions of all governments as partners in the Scheme.

The *National Redress Scheme for Institutional Child Sexual Abuse Amendment Act 2024* (the Amending Act) was passed by the Parliament on 20 March 2024 and received Royal Assent on 28 March 2024.

With the exception of the reassessments measure, all other measures in the Amending Act commenced on 4 April 2024 being:

- ▶ removing the restriction on people applying from gaol
- ▶ refining the special assessment process for serious criminal convictions
- ▶ allowing applicants to provide additional information with a request for review of their redress offer
- ▶ additional authorisations for sharing protected information, including for the purposes of sharing information about non-participating institutions with applicants.

The opportunity for applicants to have their application reassessed if a relevant non-participating institution subsequently joins the Scheme will commence up to 6 months after Royal Assent, being no later than 29 September 2024.

- ▶ Further improvements through changes to other parts of the Scheme's legislative framework include:
 - › combining the impact of sexual abuse payment with the recognition for sexual abuse payment through amendments to the Assessment Framework (anticipated to be made in 2024)
 - › enabling certain former child migrants who are not Australian citizens or permanent residents to apply. The *National Redress Scheme for Institutional Child Sexual Abuse Amendment (Eligibility for Redress of Former Child Migrants) Rules 2018* commenced on 29 November 2023 to enact this change.
- ▶ A range of other Scheme improvements that did not require legislative amendment have already been implemented, including:
 - › making forms and letters more accessible – a new redress application form and Redress Application Guidebook was published on 3 December 2023.
- ▶ Formalising the voice of survivors in the Scheme's Inter-governmental Agreement – was published in February 2023.

Direct Personal Response

Under the National Redress Scheme, a DPR is a survivor-led process involving a person who experienced abuse within an institution and a representative of that institution, where that representative recognises and acknowledges the person's experience and provides 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 2023-24, there were 715 referrals to the service.

Redress Support Services

Cumulative figures to the end of June 2024 show that approximately 18 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 12 per cent were supported by a Redress Support Service and approximately 6 per cent were supported by knowmore Legal Services. knowmore Legal Services assists survivors with free legal advice and a range of support services.

Key statistics for 2023-24

Figure 5: Applications received by gender and age for the period: 1 June 2023 to 30 June 2024

| Age Group | Male | Female | Indeterminate/ Intersex/ Unspecified |
|-----------|-------|--------|--------------------------------------|
| 21-30 | 1,808 | 1,332 | 38 |
| 31-40 | 3,302 | 1,962 | 47 |
| 41-50 | 2,521 | 1,400 | 21 |
| 51-60 | 1,367 | 918 | 14 |
| 61-70 | 551 | 398 | 7 |
| 71-80 | 150 | 127 | 0 |
| 81-90 | 21 | 17 | 2 |
| 91+ | 3 | 2 | 0 |
| <=20 | 156 | 148 | 9 |
| Missed | 1 | 2 | 0 |

Figure 6: First Nations applications received for the period for the period: 1 June 2023 to 30 June 2024

| First Nations applications received | Non-First Nations applications received |
|-------------------------------------|---|
| 5,298 | 11,026 |

1 out of 3 applicants identified as Aboriginal and/or Torres Strait Islander



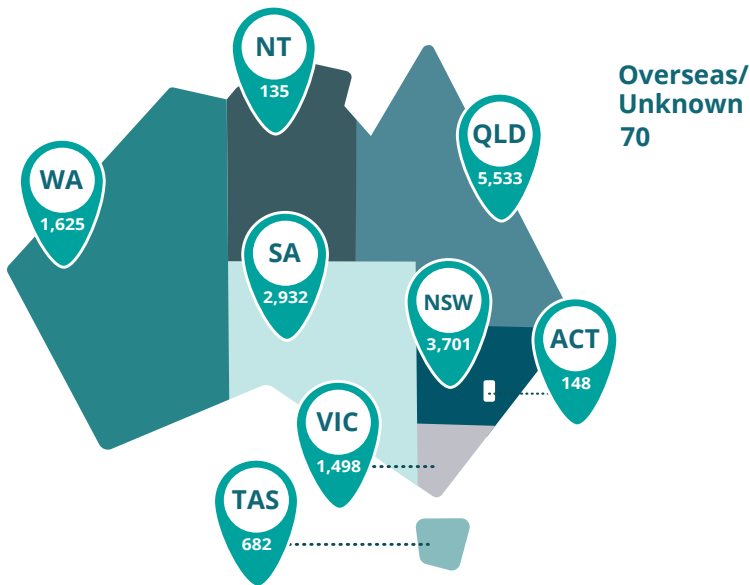
**Figure 7: Male applications received for the period for the period:
1 June 2023 to 30 June 2024**

| Male applications received | Non-Male applications received |
|----------------------------|--------------------------------|
| 9,880 | 6,444 |

Around 3 out of 5 applicants identified as Male.



**Figure 8: Applications received by State/Territory for the period:
1 June 2023 to 30 June 2024**





4

Management and Accountability

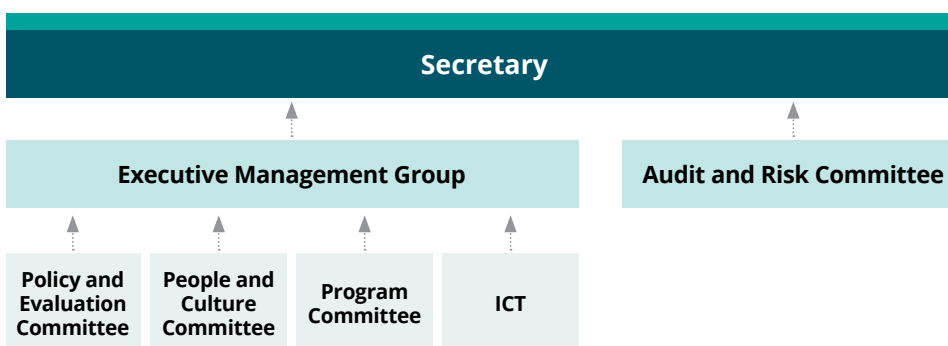
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Chapter 4.1 Governance structure

Committees supporting our business

At 30 June 2024, 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.

Figure 9: Our governance structure as at 30 June 2024



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 with observer status, all 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 www.dss.gov.au/publications-articles-corporate-publications/audit-and-risk-committee.

Table 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. | 6 of 6 | \$27,270 |
| Mr Ian McPhee AO PSM | Bachelor of Business, Bachelor of Arts. Financial management and budget experience, Department of Finance. Fellow and Life Member of CPA Australia and fellow of the Institute of Public Administration Australia. Financial statement and performance audit experience with the Australian National Audit Office. | 6 of 6 | \$22,045 |
| Ms Cath Ingram | 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. | 5 of 6 | \$18,371 |
| Mr Darren Box | Bachelor of Business (Accounting). Fellow of CPA, Public sector experience as a Chief Operating Officer with the Australian Federal Police (AFP) and Chief Financial Officer with the AFP and Services Australia. | 6 of 6 | \$22,045 |

Committees reporting to the Executive Management Group

Policy and Evaluation Committee

The Policy and Evaluation 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

The People and Culture 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.

Program Committee

The Program Committee provides guidance and strategic advice on risks, challenges and opportunities for efficient and effective implementation and delivery of departmental priorities. The Committee's deliberations continuously improve the department's overall program management maturity and capabilities. 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.

ICT Committee

The ICT 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 (COO) chairs the committee.

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 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 2023-24, as part of our commitment to enhancing our risk culture, we facilitated department-wide information sessions to educate staff at all levels on risk management and their requirements as departmental officials.

Risks are managed in the context of achieving organisational goals and objectives. While all staff contribute to managing risks, Senior Executives are accountable for ensuring controls are effective in managing risk within acceptable levels. The Secretary's Instructions (Part 1 – Corporate Governance), operationalised through the Risk Management Framework, require the escalation of significant risks and issues to Senior Executive and the Secretary.

The COO holds the title of Chief Risk Officer, having oversight of the department's 6 Risk Stewards and their respective Strategic Risks. The COO is also the department's Chief Sustainability Officer. The Executive Management Group reviews recommendations on risk management from the Audit and Risk Committee and other assurance and review activities and provide oversight on improvements as required.

Business continuity management

We continue to refine our business continuity framework to support the delivery of critical outcomes during a business disruption. In 2023-24, 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 2023-24 Internal Audit Work Plan considered our risk profile and was approved by the Secretary following consideration by the Audit and Risk Committee. In 2023-24, 12 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 2023-24 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 compliance period for grantees with child safe clauses in their agreements is by calendar year (2023).

The department extends its commitment to child safety through:

- ▶ requiring third-party organisations to provide us with a statement of child safe compliance
- ▶ undertaking assurance activities including asking a sample of grantees (particularly those rated extreme or high risk) to describe how they have implemented their child safe measures
- ▶ requesting staff working for providers to present their Working with Children cards when department staff conduct site visits
- ▶ 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, and
- ▶ 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. During the 2023-2024 financial year, 16,324 applications, representing all applications received, were screened against Child Safe Reporting protocols, with 290 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 and corruption risks
- ▶ making our employees aware of their fraud and corruption control responsibilities
- ▶ integrating fraud and corruption prevention, detection and investigation arrangements, and using data analysis to identify trends and issues
- ▶ ensuring fraud and corruption reporting is transparent and accountable.

The *Fraud and Corruption Control Plan 2024–26* reflects our current business activities and meets expanded requirements under the new *Commonwealth Fraud and Corruption Control Framework (2024)*. Regular and ongoing assessments of fraud and corruption risks are undertaken to improve understanding of our exposure to internal and external fraud and corruption. These fraud and corruption risk assessments involve identifying areas where fraud and corruption could be committed, identifying controls in place, evaluating existing risk mitigation strategies, and identifying possible new or emerging risks that may require treatment. The fraud and corruption risk assessments form an integral part of our overall risk assessment framework.

Fraud and compliance awareness

In 2023-24, fraud awareness training was mandatory for all staff. Fraud and corruption awareness training strengthens our staff's ability to identify fraud and corruption. The training enhances staff members' understanding of their responsibilities in relation to fraud and corruption risk management, including what to do if they suspect fraud and how to report it.

Training includes communicating definitions of fraud and corruption, why people might commit fraud and corruption, what fraud and corruption 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 corruption.

Fraud investigation

In 2023-24, the department assessed 85 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 85 assessments, 12 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 2023-24, 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.

Agreement 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 and a Pro-Integrity Culture

Our ethical standards and focus on building a pro-integrity culture have been promoted and reinforced in the department through a variety of measures. To ensure this culture is fostered and embedded, we:

- ▶ established a set of expected behaviours (the 4Cs) which build upon the APS Values and enable an adaptive workplace culture. The 4Cs are demonstrated by:
 - › being **curious**
 - › **contesting** ideas respectfully
 - › working **collaboratively**, both internally and with our stakeholders and partners
 - › having the **courage** to call out what needs to be called out, including poor behaviour.
- ▶ mandated annual training for employees such as APS Values and Behaviours, Integrity in the APS and Bullying and Harassment
- ▶ established a dedicated Integrity Unit to provide education, advice and support to staff and liaison with the National Anti-Corruption Commission
- ▶ developed a standalone Sexual Harassment and Sex-Based Harassment Policy to further educate employees on their shared responsibilities for contributing to safe and respectful workplace

- ▶ incorporated the APS Values and APS Code of Conduct into each employee's Individual Performance and Development Agreement
- ▶ developed an integrity strategy and framework for 2024–2026
- ▶ refreshed the department's cohort of dedicated Harassment Contact Officers
- ▶ introduced categories for the Secretary's Excellence Awards that represent integrity in the essence of our work: Curiosity, Contestability, Collaboration and Courage.

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 2023-24, the department received 976 formal complaints through our Feedback Management System. The top 3 areas of complaints were about:

- ▶ National Redress Scheme
- ▶ Child Support Policy
- ▶ Disability and Carer Support Services.

Freedom of information

As part of our obligations under the Information Publication Scheme (IPS) in Part 2 of the *Freedom of Information Act 1982* we are required to publish certain information on our website. The department's IPS plan, which outlines this information, is available at www.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 www.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 DES 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 assess those notifications to ensure the proper process has been followed and 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 2023-24, we registered 362 internal incidents and were notified of 80 third-party organisation incidents. We finalised 167 internal incidents and 78 third-party organisation incidents.

Compared to 2022-23, we registered an extra 154 incidents. There was no increase in the total number of 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, reported by staff and action is 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.

Overview of privacy incident outcomes finalised in 2023-24

| | 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 | 112 | 53 | 2 | 167 |
| Third-party organisation | 57 | 16 | 5 | 78 |
| Total | 169 | 69 | 7 | 245 |

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 10 Privacy Impact Assessments in 2023-24. Details of these assessments are available on our website at the Privacy Impact Assessment Register; go to 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 2023-24, we received one internal complaint and one external complaint (to the OAIC) about our handling of personal information. Both complaints related to the handling of redress applications and were resolved during the financial year.

The Office of the Australian Information Commissioner

During 2023-24, the Office of the Australian Information Commissioner (OAIC) finalised two preliminary inquiries with the department made under section 42(2) of the Privacy Act, on the basis that the OAIC intended to take no further action at that time.

The OAIC did not issue any privacy determinations about us during 2023-24, 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.

Case Study – William - Employment Assistance Fund

This is William who is a highly regarded member of Adelaide's Deaf community, a DES participant and a curator of art.

William was needing support in his workplace, after speaking to his DES provider he found out about JobAccess, an Australian Government funded service that provides a national hub for workplace and employment information for employers, people with disability and employment services providers. William learnt that Employment Assistance Fund (EAF) provides financial support to buy workplace equipment and other supports which help remove disability specific barriers.

“The impact that EAF has on my ability to adjust into the workplace is tremendous. It has become a catalyst of my professional development and relationship with other colleagues. Without it, I would not be able to communicate my ideas efficiently and promptly enough to be heard and seen as an equal. It is unfortunate that with disability comes barriers of the society itself that proves harder for deaf people to gain employment - Not of their own skills but of the employer's ability to see value in their contribution to the workplace. EAF provides a space to allow the employer to see what we are capable of when given the right access to language. The EAF proves to be extremely helpful, the more we can access the world of employment through our EAF, the more we are able to gain success. I hope that in the future, the increase of EAF funding will correlate with more success in workplaces that was previously inaccessible.”

William's DES provider 'See Differently' has given him a structure and ease of access to interpreting services without added stress to his work. The services they provide also assist with the deaf awareness training to the workplace, workplace modification and a regular check on his well-being.

William has exhibited his curated art 'Yucky' at the Adelaide Contemporary Experimental, which explores the personal and political complexities that exist as part of the disabled experience. In 2023, William was awarded Deaf Volunteer of the Year by Deaf Australia, recognising his ongoing advocacy for the Deaf community nationally.

Chapter 4.2 External scrutiny

Reports by the Australian National Audit Office (ANAO)

In 2023-24, the ANAO tabled 6 performance audit reports that specifically related to the department and our programs or included us as a participating entity.

The 6 ANAO performance audits were:

- ▶ Transitional Arrangements for the Cashless Debit Card
- ▶ Management of Cyber Security Incidents
- ▶ Compliance with Corporate Credit Card Requirements in the National Disability Insurance Agency
- ▶ Management of Complaints by the National Disability Insurance Agency
- ▶ Timeliness of Welfare Payments
- ▶ Effectiveness of the National Disability Insurance Agency's Management of Assistance with Daily Life Supports.

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

Reports by the Commonwealth Ombudsman

In 2023-24, the Commonwealth Ombudsman released 2 significant reports addressing the historic practice of income apportionment.

Published in August 2023: *Lessons in lawfulness: own motion investigation into Services Australia's and the Department of Social Services' response to the question of the lawfulness of income apportionment before 7 December 2020.*

Published in December 2023: *Accountability in Action: identifying, owning and fixing errors. Services Australia and the Department of Social Services' response to addressing the impacts of unlawful income apportionment.*

These reports highlight ongoing legal and policy efforts to address the implications of this discontinued practice.

For further information, go to www.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 7 July 2023, the Royal Commission into the Robodebt Scheme delivered its report, finding that the Robodebt Scheme failed the public interest in a myriad of ways and that it was neither fair nor legal. On 13 November 2023, the government tabled the response to the Royal Commission into the Robodebt Scheme agreeing, or agreeing in principle, to all 56 recommendations. The implementation of the government's response is led by Department of the Prime Minister and Cabinet.

The department and Services Australia are working collaboratively to implement recommendations from the Royal Commission into the Robodebt Scheme, particularly on payment assurance and debt reforms. As at 30 June 2024, the department has implemented 10 of the 13 recommendations it has responsibility for.

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

The *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability* (DRC) undertook an expansive examination of the matters affecting the lives and experiences of Australians with disability. The DRC's final report was tabled in Parliament and publicly released on 29 September 2023.

At that time the Government announced the establishment of the Commonwealth DRC Taskforce, a work unit within the department, that included secondees from the Department of Health and Aged Care, Department of Education, Attorney-General's Department, National Indigenous Australians Agency and the National Disability Insurance Agency.

The DRC Taskforce coordinated consideration of the DRC final report across Commonwealth departments and agencies; supported engagement and consultation with people disability, their families, carers, representative organisations, service providers, unions, employers and the broader community to inform Government decision-making; and worked with state and territory officials to consider recommendations of joint Commonwealth, state and territory responsibility and develop the Australian Government Response to the DRC.

Reports by parliamentary committees

The Senate Standing Committees on Community Affairs

These committees cover the Health and Social Services Portfolios. Its work is divided between 2 committees – the Legislation Committee and References Committee. During 2023-24, we had the following engagement with the Legislation and References Committees.

The Legislation Committee on:

- ▶ 5 July 2023, we provided a submission; and on 18 July 2023, we attended a hearing for the *Inquiry into the Social Services and Other Legislation Amendment (Strengthening the Safety Net) Bill 2023*
- ▶ 13 July 2023, we tabled the government response for the *Inquiry into the National Disability Insurance Scheme Amendment (Participant Service Guarantee and Other Measures) Bill 2021*
- ▶ 20 July 2023, we tabled the *Government response for the Inquiry into the Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Bill 2022*
- ▶ 29 September 2023, we provided a submission; and on 9 October 2023, we attended a hearing for the *Inquiry into the Disability Services and Inclusions Bill 2023 [Provisions] and Disability Services and Inclusion (Consequential Amendments and Transitional Provisions) Bill 2023 [Provisions]*
- ▶ 3 November 2023, we provided a submission; and on 10 November 2023, we attended a hearing for the *Inquiry into the Economic Inclusion Advisory Committee Bill 2023*
- ▶ 16 November 2023, we provided a submission; and on 23 January 2024, we attended a hearing for the *Inquiry into the Paid Parental Leave Amendment (More Support for Working Families) Bill 2023 [Provisions]*
- ▶ 19 March 2024, we provided a submission; and on 27 March 2024, we attended a hearing for the *Inquiry into the Social Services and Other Legislation Amendment (Military Invalidity Payments Means Testing) Bill 2024*
- ▶ 17 May 2024, we provided a submission; on 6 June 2024, we provided a supplementary submission; and on 22 May 2024 and 14 June 2024, we attended hearings for the *Inquiry into the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill 2024 [Provisions]*.

The References Committee on:

- ▶ 15 August 2023, we attended a hearing for the *Inquiry into the extent and nature of poverty in Australia*
- ▶ 27 September 2023, we attended a hearing for the *Inquiry into the worsening rental crisis in Australia*
- ▶ 16 November 2023 and 16 January 2024, we provided submissions; on 22 January 2024, we attended a hearing; and on 2 May 2024, we tabled the government response for the *Inquiry into the Review of legislative instruments made under Part 3AA or Part 3B of the Social Security (Administration) Act 1999 (the Act) – Review 1*
- ▶ 1 March 2024, we provided a submission to the update of recommendations for the *Inquiry into Grandparents who take primary responsibility for raising their grandchildren*.

The Senate Select Committee into the Provision of and Access to Dental Services in Australia

On 8 March 2023, the Senate resolved that this committee be established. During 2023-24, we had the following engagement with the committee on:

- ▶ 10 July 2023, we provided a submission; and on 20 September 2023 and 20 October 2023, we attended hearings for the *Inquiry into the Provision of and Access to Dental Services in Australia*.

The Senate Standing Committees on Education and Employment

These committees cover the Education, and Employment and Workplace Relations portfolios. Its work is divided between 2 committees – the Legislation Committee and References Committee. During 2023-24, we had the following engagement with the References Committee on:

- ▶ 14 August 2023, we attended a hearing for the *Inquiry into the potential impacts of the Commonwealth Paid Parental Leave Scheme on small businesses and their employees*.

The Senate Standing Committees on Finance and Public Administration

These committees cover the Finance, and the Prime Minister and Cabinet portfolios. The committee also maintains oversight over 3 parliamentary departments: the Department of the Senate, Department of Parliamentary Services and Parliamentary Budget Office. Its work is divided between 2 committees – the Legislation Committee and References Committee. During 2023-24, we had the following engagement with the References Committee on:

- ▶ 25 September 2023, we provided a submission for the *Inquiry into the management and assurance of integrity by consulting services*.

The Senate Standing Committees on Legal and Constitutional Affairs

These committees cover the Attorney-General and Home Affairs portfolios. Its work is divided between 2 committees – the Legislation Committee and References Committee. During 2023-24, we had the following engagement with the References and Legislation committees.

The References Committee on:

- ▶ 25 July 2023, we attended a hearing for the *Inquiry into current and proposed sexual consent laws in Australia*.

The Legislation Committee on:

- ▶ 26 April 2024, we attended a public hearing for the *Inquiry into the Administrative Review Tribunal Bill 2023 [Provisions] and related bills*.

The House of Representatives Standing Committee on Social Policy and Legal Affairs

This committee 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 2023-24, we had the following engagement with the committee on:

- ▶ 10 August 2023, we provided a submission; on 1 August 2023, we attended a private hearing; and on 24 October 2023, we attended a public hearing for the *Inquiry into recognition of unpaid carers*
- ▶ 29 November 2023, we held a private briefing on the Disability Royal Commission for this committee.

The House Select Committee on Workforce Australia Employment Services

This committee 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 2023-24, the department had the following engagement with the committee on:

- ▶ 8 November 2023, we attended a private briefing for the *Inquiry into Workforce Australia Employment Services*.

The Joint Standing Committee on the National Disability Insurance Scheme (NDIS)

This committee initiates inquiries into various aspects of the NDIS, including its operation and performance. Either House of Parliament can refer these inquiries. During 2023-24, we had the following engagement with the committee on:

- ▶ 29 November 2023, we held a private briefing on the *Disability Royal Commission* for this committee
- ▶ 23 February 2024, we provided a submission for the *Inquiry into the NDIS participant experience in rural, regional and remote Australia*
- ▶ 20 March 2024, we tabled the government response for the *Inquiry into the Capability and Culture of the National Disability Insurance Agency (NDIA)*
- ▶ 3 June 2024, we tabled the government response for the *Inquiry into the NDIS workforce*.

The Joint Select Committee on Implementation of the National Redress Scheme

This committee was appointed by resolution of the House of Representatives on 26 July 2022 and resolution of the Senate on 27 July 2022. During 2023-24, the department had the following engagement with the committee on:

- ▶ 27 July 2023, we tabled the government response for the *Inquiry into the Implementation of the National Redress Scheme*
- ▶ 20 October 2023, we attended a public hearing; and on 8 April 2024, we attended a private hearing for the *Inquiry into the Implementation of the National Redress Scheme*
- ▶ 11 December 2023, we met with newly appointed committee member, Ms Maria Vamvakinou MP

- ▶ 13 May 2024 and 26 June 2024, we attended private briefings with this committee regarding the Redress Scheme's Assessment Framework Policy Guidelines
- ▶ 26 June 2024, we attended a private briefing for the Implementation of the National Redress Scheme - Redress Scheme's Assessment Framework Policy Guidelines.

The Joint Select Committee of Public Accounts and Audit

This 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 2023-24, the department had the following engagement with the committee on:

- ▶ 28 July 2023, we attended a hearing for the *Inquiry into the Annual Performance Statements 2021-22*
- ▶ 25 March 2024, we provided a submission; and on 24 April 2024, we attended a hearing for the *Inquiry into Commonwealth Financial Statements 2022-23*.

The Joint Committee on Corporations and Financial Services

This committee monitors and reviews activities of Australian Securities and Investments Commission and the operation of the corporations legislation. During 2023-24, the department had the following engagement with the committee on:

- ▶ 18 October 2023 and 30 November 2023, we provided submissions for the *Inquiry into Ethics and Professional Accountability: Structural Challenges in the Audit, Assurance and Consultancy Industry*
- ▶ 25 June 2024, we provided a submission; and on 28 June 2024, we attended a hearing for the *Inquiry into financial services regulatory framework in relation to financial abuse*.

The Joint Standing Committee on Treaties

This committee was appointed by the Commonwealth Parliament to review and report on all treaty actions proposed by the government before action which binds Australia to the terms of the treaty is taken. The committee was first established in 1996 as part of a package of reforms to improve the openness and transparency of the treaty-making process in Australia. During 2023-24, the department had the following engagement with the committee on:

- ▶ 6 July 2023, we attended a hearing for the *Inquiry into the Agreement between Australia and the Republic of Serbia on Social Security*.

The Joint Committee on Human Rights

This committee was established in 2012. Its main function is to examine all bills and legislative instruments for compatibility with human rights, and to report to both Houses of Parliament on its findings (see the *Human Rights (Parliamentary Scrutiny) Act 2011*). During 2023-24, the department had the following engagement with the committee on:

- ▶ 6 May 2024, we provided a submission for the *Inquiry into compulsory income management*.

Other Parliamentary Committee Inquiries

- ▶ 22 December 2023, we provided a submission for the independent *Inquiry into Australia's response to the COVID-19 pandemic*
- ▶ 4 August 2023, we provided a submission for the Western Australian Community Development and Justice Standing Committee *Inquiry into the options available to survivors of institutional child sexual abuse in Western Australia who are seeking justice*
- ▶ 13 June 2024, the department's Secretary, Mr Ray Griggs AO CSC, wrote to the Victorian Legislative Assembly Legal and Social Issues Committee Chair regarding their *Inquiry into the mechanisms for capturing data on the profile and volume of perpetrators of family violence in Victoria and barriers to achieving a full understanding of this cohort*.

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

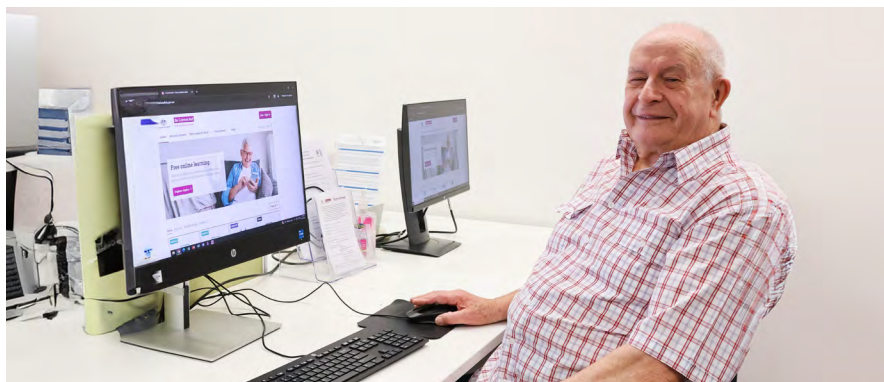
Case study - Be Connected learner

When 86-year-old Mike Garth retired over 2 decades ago, he assumed he would never need to touch a computer again. But to be involved in modern life, access government services, contact family overseas and buy tickets for social events, Mike needed online skills. So he went to Tea Tree Gully Library in North-East Adelaide for help and enrolled in a seniors' computer course offered through the national Be Connected program.

Mike explains the technology support group runs once a month. Each session members bring their digital skills questions to the group. Attendees have conversations, help each other, and ask for support from a dedicated digital mentor. "We are all still learning digital skills. Sometimes at meetings, we talk about scams and what we can do to feel safer online. Recently, we spoke about artificial intelligence. We never stop learning as there's so much to know and technology is constantly changing."

Mike is grateful for having joined the meet-up group. Over the years, he's updated his knowledge and felt more socially connected as a result. "Online apps, like WhatsApp, have made a big difference to my life. Before I used them, I felt so distant from my friends and family living overseas. But now, I feel like I am right there with them." Mike says.

Today, Mike encourages everyone who lacks digital confidence to attend a digital skills class. Once you gain basic online skills, he says, you'll gain access to a new world of information and social connections. "I feel more connected to other people and more independent than ever before. Digital skills really have changed my life" Mike Garth emphasises.



Chapter 4.3 Supporting our people

Overview

During 2023-24, 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:

- ▶ designing and developing an employee value proposition
- ▶ supporting Aboriginal and Torres Strait Islander employees to participate in specialist programs to increase career opportunities
- ▶ increasing mental health initiatives and supports
- ▶ improving retention rates for employees participating in the Graduate Development Program
- ▶ delivering new employee support programs
- ▶ continuing to provide training to support recruitment selection panels
- ▶ developing and implementing support tools for recruitment processes
- ▶ initiating a range of activities in response to the 2023 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

We made significant progress in enhancing our employee experience and engagement. The key accomplishments include, extensive consultation across the department to design and develop the department's employee value proposition (the proposition). The proposition is aligned to APS Reforms around being a model employer and is reflected in the core themes of the department being a place where your work matters, your growth is supported, and your contribution valued.

Continued implementation of the Staff Engagement Action Plan, in response to the 2023 APS Employee Census results, also remained a priority during 2023-24. The key areas of focus for the 2023 Staff Engagement Action Plan included:

- ▶ clarifying team priorities
- ▶ empowering middle managers
- ▶ managing risk.

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

During 2023-24, the department demonstrated its continued focus and commitment to capability development by increasing the investment and opportunities provided to employees. This increased support was provided in a number of ways, including through an increase in the amount of Study Assistance available to employees via the *Department of Social Services Enterprise Agreement 2024-2027*. A rise in the number of courses delivered centrally was also seen during this period, including new programs designed to foster APS craft, mental health essentials and leadership capability.

The department remained steadfast in its commitment to building highly capable future ready APS leaders during 2023-24. In support of this, the department extended the number of leadership programs delivered, increasing the participation of Executive Level employees. The department also offered a range of resources and courses to build capability in managing a flexible workforce.

The department saw an increase in the participation of employees across a range of learning pathways during 2023-24. Various specialised learning opportunities were completed by 108 employees such as the Diploma of Government, the Public Sector Management Program, the Indigenous Development and Employment Program and the Garma Festival and Jawun APS Secondment Program. The department also welcomed the return to service of one Sir Roland Wilson and one Sir Roland Wilson Pat Turner scholar.

During 2023-24, 4 Aboriginal and Torres Strait Islander employees completed a Graduate Certificate in Management and one employee completed the Indigenous Development and Employment Program, with 5 employees completing the pilot program, Institute of Public Administration Australia (IPAA) ACT First Nations Emerging Leader's Program. These programs are all focused on building critical skills for their futures in the APS.

During 2023-24, employees attended 9,441 live learning training activities and completed 60,362 eLearning courses. Employees also accessed over 72,709 training videos on a range of topics focused on increasing skills and knowledge. The annual mandatory training program included 11 eLearning modules on a range of topics and legislative matters.

During 2023-24, Senior Executive Service officers (SES) attended mandatory development programs including the APS Academy SES Integrity Masterclass Series, SES Orientation, SES Band 1 Leadership, SES Band 2 Leadership and Appearing before Parliamentary Committees programs. Additionally, a number of SES have undertaken Australian and New Zealand School of Government and McKinsey and Company leadership programs.

The Footprints Program remained a key priority throughout 2023-24. 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.

The department remained committed to building the cross-cultural awareness of employees during the 2023-24 period. Within the mandatory training program, employees were required to complete the Core Cultural Learning program in support of the department's ongoing commitment to building cultural capability.

Graduate Development Program

In 2023, 79 graduates participated in the Graduate Development Program. Graduates undertook a curated learning and development program to build the foundational skills necessary to become high performing APS contributors, improving the wellbeing of people and families in Australia. This program focused on building departmental skills while undertaking learning events to foster interdepartmental networking and nurture APS knowledge building. Four former graduates were supported to participate in the 2023 Parliament of Australia Graduate Program.

The department demonstrated its ongoing support for the Graduate Development Program by commencing in the Australian Public Service Graduate Development Program in 2024, delivered through the APS Academy. This program is specifically designed for new graduate employees within the APS. The program is focused on developing graduate's sense of identity as a public servant, building foundational skills, behaviours, mindsets and networks in the craft required to make a significant contribution in the APS. The APS Graduate Development Program brings graduates together from across the service to build their understanding of the broader APS and foster peer networking and cross-agency collaboration. The program is delivered for a geographically dispersed cohort who can access it through the social learning platform anywhere, any time.

In 2024, 55 graduates commenced in the department and have since been exposed to a number of different learning and development courses, events, applied learning activities, individual coaching sessions and internal departmental events which are aligned to the APS Continuous Learning Model.

Diversity in our workplace

Throughout 2023-24, we continued to engage with employees and work areas on a range of initiatives to enable and support inclusion of all employees and foster a diverse workforce that is empowered to utilise their unique experience and background in ensuring our department's programs, policies and initiatives meet the needs of the diverse Australian community.

| Diversity Stats | DSS | APS |
|-----------------|-------------|-------|
| Disability | 6.3% (214) | 5.2% |
| Female SES | 66.3% (57) | 54.4% |
| LGBTIQA+ | 10.5% (247) | 8.7% |
| Indigenous | 4.4% (149) | 3.5% |
| Over 55 | 17.7% (604) | 19.0% |
| NESB | 6.3% (213) | 16.0% |

DSS figures are as at 30 June 2024. APS figures are as at 31 December 2023 (sourced from the APS Employment Database) LGBTIQA+ DSS and APS figures are from 2024 Census.

Diversity committees

Diversity committees remained active throughout 2023-24, regularly collaborating to ensure inclusion and representation of all employees, including those who experience intersectional diversity. Diversity Champion roles were held by SES employees 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:

- ▶ National Indigenous Committee
- ▶ Culturally and Linguistically Diverse Committee
- ▶ Disability and Carers Committee
- ▶ Gender Equality Committee
- ▶ Pride Committee (LGBTIQA+).

Employment of Aboriginal and Torres Strait Islander peoples

The department actively engages the lived 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 2024, 149 (4.4%) employees identified as being Aboriginal and/or Torres Strait Islander.

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 employees during 2023-24, through advocacy and engagement and by providing advice on issues that impact employees. The Aboriginal and Torres Strait Islander Staff National Committee provided input into all relevant strategies and action plans.

In June 2024, the department held its biennial national Indigenous staff conference, inviting all employees within the department who identify as Aboriginal and/or Torres Strait Islander to gather in Canberra over 2 days to share learnings, hear from guest speakers, and help guide the department's approach to engaging with and supporting First Nations people. The conference also included an open discussion on the department's approach to meeting our Reconciliation goals into the future.

Employment of people from Culturally and Linguistically Diverse backgrounds

As at 30 June 2024, 213 (6.3%) of employees 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 2023-24 the committee was proactive in identifying ways to support CALD staff, raise awareness of CALD issues and days of significance, and actively contributed to the development of the APS CALD strategy that was launched in June 2024. The committee is working closely with the department's corporate area to develop the department's implementation plan.

Employment of people with disability

The department is committed to increasing employment outcomes for people with disability. As at 30 June 2024, 214 (6.3%) of our employees identified as a person with disability.

In 2023-24 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 employees 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. In 2023-24, the department welcomed 10 participants who are due to graduate in August 2024. Upon successful completion participants will progress to the APS4 work level classification. Successful candidates not placed within the department are placed in a merit pool which is made available to other APS agencies.

A range of supports and guidance were provided to employees with disability and their managers throughout 2023-24. These supports included fostering a safe workplace culture, engaging a dedicated Disability Liaison Officer, and providing reasonable adjustment for employees and specialised training for employees 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 and represents the department at relevant external events such as the Australian Network on Disability Champions Roundtable.

Throughout 2023-24, the department's Disability and Carers Committee represented the interests, perspectives and concerns of employees 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

The department has a Gender Equality Committee to represent the interests, perspectives and concerns of all employees, 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 Group Manager level, drove workforce initiatives throughout 2023-24 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+ employees

In the 2023 APS Employee Census, 247 (10.5%) of the department's respondents identified LGBTIQ+. The department's Pride Committee, Pride Network, Pride Champion support LGBTIQ+ employees and their allies at work.

The Pride Committee strives 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 employees, including allies of LGBTIQ+ employees. It receives regular information about issues relevant to gender and sexual orientation and provides input to the committee on the views of employees.

Workplace arrangements

Enterprise Agreement

The department is committed to improving employment conditions and embracing change in the workplace. The department's Enterprise Agreement 2024–2027 (the Agreement) commenced operation on 19 March 2024. The Agreement sets out remuneration and employment conditions for non-Senior Executive Service employees as determined through APS-wide and agency level bargaining negotiations. The Agreement offers a range of benefits to employees such as access to flexible work arrangements, leave entitlements, study assistance and learning and development opportunities. With the support of the new Enterprise Agreement the department has adapted and embraced flexibility. The department is in the process of formulating policies to complement the new Enterprise Agreement. In addition, the Workplace Consultative Forum (WCF) discusses workplace matters for employees covered by the department's 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 employees, to recognise highly valued skills and critical roles.

As at 30 June 2024, the department had 40 Individual Flexibility Arrangements in place. This number does not include all the flexible work provisions available to our employees.

Performance pay

There were no performance payments made to departmental employees during the 2023-24 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 2024, 72 SES employees were remunerated through a section 24(1) determination. This number includes SES employees on temporary transfer to the department, secondment out of the department or on leave.

Common law contracts

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

Non-salary benefits to employees

Our Enterprise Agreement 2024–2027 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*.

In 2023-24, the department implemented various systemic improvements to increase safety risk management capabilities, and provide increased training and awareness of physical and psychological hazards in the workplace. This work has involved developing new guidance to ensure the safety of persons working away from the office, undertaking travel and off-site work. New change management training, advice and resources were also implemented.

The department has continued to focus on proactively identifying psychosocial hazards at work, consulting with different employee cohorts about their needs and providing meaningful advice, appropriate training and resources. For example, additional training and resources were implemented to ensure employees in contact officer roles are adequately supported when handling critical incidents both during the event and after-care supports offered such as professional debriefing. New reporting mechanisms were also established to build useful data relating to the psychosocial health and wellbeing of our workforce.

The department continues to develop mental health and wellbeing maturity, through the implementation of the *APS Mental Health Capability Framework*. Considerable progress is being made on a range of planned activities including embedding governance to strengthen existing initiatives. Our Mental Health Champion and Mental Health Advisor play an integral role in communicating expectations and building a positive health and wellbeing culture within the department.

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 2023-24 to ensure the health, safety and welfare of our people 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 employees in accessing workstation assessments and equipment to enable them to work safely
- ▶ improving knowledge and capability around identifying and responding to psychosocial hazards
- ▶ implementing various corrective actions resulting from previous audits on the rehabilitation management and work health and safety systems, confirming policies and processes continue to support employees and provide for a safe workplace

- ▶ working towards achieving work health safety targets and rehabilitation case management key performance indicators, to ensure legislative compliance and we maintain a high level of service
- ▶ promoting and encouraging employees to access the services of our Employee Assistance Program (EAP), supporting positive physical and mental health and wellbeing
- ▶ continuing to embed the Mental Health First Aid Officer network for employees and managers to connect with a trained responder, also Family and Domestic Violence contact officers
- ▶ continuing to improve mandatory training provided to employees, to ensure worker and officer safety responsibilities are clearly understood by all
- ▶ inviting employees to participate in the annual influenza vaccination program, also encouraged to be vaccinated against COVID-19
- ▶ continuing the work to protect employees from COVID-19 within the workplace.

Notifiable incidents

In 2023-24, 5 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 2023-24, the department reported a departmental surplus of \$11.2 million and administered \$172.3 billion of expenses on behalf of the government. Personal benefits expenses increased from 2022-23 by \$11.2 billion to \$137.0 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 \$32.3 billion from \$25.1 billion in 2022-23, which relates to an increase in participant plan payments.

Further information on the department's 2023-24 financial performance, position and cash flows is available in Part 5 Financial Statements.

Table 4.4.1: Trends in departmental finances

| | 2023-24 \$ million | 2022-23 \$ million | Change \$ million |
|---|-----------------------|-----------------------|----------------------|
| Revenue from the Australian Government | 520.0 | 442.9 | 77.1 |
| Other revenue | 99.7 | 92.2 | 7.5 |
| Total income | 619.7 | 535.1 | 84.6 |
| Employee benefits | 390.8 | 344.3 | 46.5 |
| Suppliers | 174.7 | 168.4 | 6.3 |
| Other expenses | 60.5 | 48.5 | 12.0 |
| Total expenses | 626.0 | 561.2 | 64.8 |
| Deficit attributed to the Australian Government | (6.3) | (26.1) | 19.8 |
| Add back non-appropriated depreciation and amortisation expense | 39.3 | 39.3 | 0 |
| Less principal repayments – leased assets | (21.7) | (20.3) | (1.4) |
| Surplus/(Deficit) attributed to the department | 11.3 | (7.1) | 18.4 |
| Financial assets A | 146.0 | 103.4 | 42.6 |
| Non-financial assets B | 514.2 | 540.6 | (26.4) |
| Liabilities C | (675.8) | (663.4) | (12.4) |
| Net assets (A+B+C) | (15.6) | (19.4) | 3.8 |

Table 4.4.2: Trends in administered finances

| | 2023-24 \$ million | 2022-23 \$ million | Change \$ million |
|--|-----------------------|-----------------------|----------------------|
| Recoveries | 354.8 | 307.6 | 47.2 |
| Interest | 111.2 | 50.0 | 61.2 |
| Other revenue | 67.2 | 90.3 | (23.1) |
| Total income | 533.2 | 447.9 | 85.3 |
| Suppliers | 203.3 | 196.7 | 6.6 |
| Subsidies | 67.1 | 68.2 | (1.1) |
| Personal benefits | 136,962.1 | 125,808.9 | 11,153.2 |
| Grants | 2,556.4 | 2,541.9 | 14.5 |
| Payments to National Disability Insurance Agency | 32,312.9 | 25,080.5 | 7,232.4 |
| Other expenses | 160.0 | 342.4 | (182.4) |
| Total expenses | 172,261.8 | 154,038.6 | 18,223.2 |
| Financial assets | 7,894.6 | 6,827.5 | 1,067.1 |
| Liabilities | 7,424.7 | 6,444.8 | 979.9 |

Consultants

During 2023-24, 59 new reportable consultancy contracts were entered into involving total actual expenditure of \$8.3 million. In addition 54 reportable ongoing consultancy contracts were active during the period, involving total actual expenditure of \$13.5 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 expenditure 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 4.4.3 and 4.4.4.

**Table 4.4.3: Expenditure on reportable Consultancy Contracts
2022-23 to 2023-24**

| | 2022-23 | | 2023-24 | |
|---|------------|---|------------|---|
| | Number | Expenditure (\$ million, GST incl.) | Number | Expenditure (\$ million, GST incl.) |
| New contracts entered into during the reporting period | 36 | 2.5 | 59 | 8.3 |
| Ongoing contracts entered into during a previous reporting period | 73 | 9.5 | 54 | 13.5 |
| Total | 109 | 12.0 | 113 | 21.8 |

Table 4.4.4: Top consultants in 2023-24

| Organisations receiving a share of reportable consultancy contract expenditure 2023-24 | Total expenditure (\$ million, GST incl.) | Proportion of 2023-24 total expenditure (%) |
|--|--|---|
| Nous Group Pty Ltd | 2.5 | 11.5 |
| The Trustee for the BMF Unit Trust | 2.5 | 11.4 |
| Department of the Treasury | 2.3 | 10.4 |
| University of New South Wales | 1.5 | 7.0 |
| Hall & Partners Pty Ltd | 1.4 | 6.3 |
| Whereto Research Based Consulting Pty Ltd | 1.2 | 5.5 |
| Ernst & Young | 1.1 | 5.2 |
| Total of the Largest Shares | 12.5 | 57.3 |

Non-consultancy contracts

During 2023-24, 355 new reportable non-consultancy contracts were entered into with a total expenditure of \$42.6 million (GST inclusive). In addition, 325 reportable non-consultancy contracts were ongoing from a previous period with a total actual expenditure of \$186.4 million (GST inclusive).

Annual reports contain information about actual expenditure 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 4.4.5 and 4.4.6.

Table 4.4.5: Non-consultancy contracts in 2023-24

| | Number | Expenditure (\$ million, GST incl.) |
|---|------------|---|
| New contracts entered into during the reporting period | 355 | 42.6 |
| Ongoing contracts entered into during a previous reporting period | 325 | 186.4 |
| Total | 680 | 229.0 |

Table 4.4.6: Top non-consultancy contracts in 2023-24

| Organisations receiving a share of reportable non-consultancy contract expenditure 2023-24 | Total expenditure (\$ million, GST incl.) | Proportion of 2023-24 total expenditure (%) |
|--|--|---|
| Telstra Health Pty Ltd | 45.6 | 19.9 |
| Jones Lang LaSalle (ACT) Pty Ltd | 43.9 | 19.1 |
| The University of Melbourne | 12.2 | 5.3 |
| CatholicCare Sydney Ltd | 7.9 | 3.5 |
| Karlka Recruiting Group Pty Ltd | 7.8 | 3.4 |
| Total of the Largest Shares | 117.4 | 51.2 |

Australian National Audit Office access clauses

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

Exempt contracts

In 2023-24, no contracts were exempted from reporting on www.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 2023-24, 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

The department of Social Services supports small business in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) participation statistics is available on the Department of Finance's website. To view SME and Small Enterprise participation statistics, go to www.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 www.treasury.gov.au.

Grants administration

As an established shared service provider since 2016, the Community Grants Hub continues to provide best practice grants administration and management services across many sectors of government. Our focus is to deliver on policy and program outcomes, through robust user-centered grant opportunities in partnership with our 11 client agencies.

Our continued work and investment in digital solutions, process improvement, assurance and best practice grant design has driven innovation in the way the Community Grants Hub engages with grant applicants, grantees, and our policy partners. Through increased partnerships and an uplift in capability the Community Grants Hub has delivered a number of grant opportunities aligned with the priority reforms under the *National Agreement on Closing the Gap, Australia's Disability Strategy 2021–2031*, and the *National Plan to End Violence against Women and Children 2022–2032*.

In 2023-24, the Community Grants Hub managed 43,893 grants for the department and client agencies totaling \$11.5 billion in value for the financial year, including fee-for-service arrangements and reimbursement payments. The total number of grants managed for the department was 8,855 with a total value for the financial year of \$2.6 billion. Information on grants awarded by the Department of Social Services during 2023-24 is available at www.grants.gov.au.

Case Study – Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women’s Council

The department funds the Indigenous Community Advocates (ICA) pilot program, as part the National Disability Advocacy Program (NDAP), which provides targeted advocacy supports for First Nations people with disability.

An ICA, in collaboration with the NDAP advocate supported the mother of a client with disability to put in an application to become a member of an advisory committee in the Northern Territory. This application was successful and the mother has been participating in the committee meetings with support from the ICA and NDAP. The NDAP advocate has been able to help with preparation for each meeting, such as helping to read through meeting papers and agendas.

The ICA advocate has built trust with this mother and that has led to her disclosing family violence and being referred to the NPY Women’s Council for domestic and family violence services. She also spoke to the ICA Advocate about financial hardship and was supported to access the Emergency Relief Fund and to work with Centrelink, to ensure that she is receiving all of her entitlements. The support provided to address these other issues has meant that she is able to continue to participate in the committee.

The ICA and the NDAP advocate, working together, can provide comprehensive advocacy support by combining understanding of Indigenous language; family networks; and knowledge and expertise around navigating mainstream systems.

Chapter 4.5 Cross government policy initiatives

Australia's Disability Strategy 2021–2031

Australia's Disability Strategy 2021–2031 (ADS) is Australia's national disability policy framework that provides national leadership towards an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community.

Agreed by all levels of government, ADS recognises that all levels of government and all portfolios are jointly responsible for supporting this vision, working closely with the disability community, business, the non-government and services sectors to drive positive change.

Government has agreed to use ADS Guiding Principles based on Article 3 of the *United Nations Convention on the Rights of Persons with Disabilities* (UN CRPD), when developing policies, programs, services and systems affecting people with disability, their families and carers.

The department plays a key role in the coordination of the Commonwealth's whole-of-government efforts to uphold the rights and support the inclusion and participation of the one in 5 people with disability in Australia. This includes coordinating implementation of ADS, in partnership with Commonwealth agencies, and state, territory and local governments.

The department also supports disability community engagement, and it takes a leadership role with regard to fulfilling reporting requirements under ADS Outcomes Framework. ADS establishes clear policy objectives across 7 outcome areas covering all aspects of life.

The department has a specific role in implementing key actions and reporting as part of the Associated Plans, Targeted Action Plans and 2 yearly Implementation Reports under ADS.

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

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

Reporting on outcomes and targeted actions

During 2023-24, the department:

- ▶ continued to report against the ADS Outcomes Framework through quarterly reporting in July 2023, October 2023, January 2024, and April 2024, on the accessible and interactive Outcomes Framework webpages and the second annual report in January 2024
- ▶ published for the first time, data and findings on community attitudes towards people with disability and the experience of people with disability interacting with key sectors, employers and the community in October 2023
- ▶ published the first ADS Implementation Report on 1 December 2023 outlining progress made against disability initiatives at all levels of government. It includes the voice of people with disability and the broader community
- ▶ coordinated and published the second annual report in January 2024 on the progress of activities under the 5 initial ADS Targeted Action Plans for 1 July 2022 to 30 June 2023.

Governance

During 2023-24, the department provided:

- ▶ 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, and meet 4-5 times per year (over 2023-24, they met in June, August and November 2023, and March and June 2024)
- ▶ policy and secretariat support to the National Disability Data Asset Council who met 3 times in 2023-24 and advisory panels that support the Council, including the Disability Indicators Panel who met 2 times in 2023-24
- ▶ secretariat support for multiple other ADS governance arrangements within the Commonwealth and between the Commonwealth and state and territory officials, and Disability Representative Organisations (DROs).

Engagement

Governments are committed to people with disability taking a central and active role in ADS. The Engagement Plan under ADS sets out how people with disability are engaged in the delivery of ADS, including through ADS Advisory Council and yearly public forums. Feedback on the issues that matter to people with disability is informing the department's approach to its work going forward.

Under ADS, governments are committed to reviewing ADS upon the release of the *Final Report of the Royal Commission into Violence, Abuse, Neglect and Exploitation of*

People with Disability. For a Review of ADS, the department has undertaken targeted engagement across government and key stakeholders throughout 2024, including with DROs, ADS Advisory Council, and other ADS governance groups. In June 2024, the department held 5 workshops with DROs and 4 with ADS Advisory Council members. ADS Advisory Council has served as a sounding board, and their advice has been central to the Review.

The department has developed *Good Practice Guidelines for Engaging with People with Disability*. Released in October 2023, the guide aims to support governments, businesses, and the community in engaging with people with disability.

In addition, the department has maintained connection with the disability community and representative organisations through a dedicated DROs ADS Implementation Forum, with 4 meetings in 2022–23 and a range of ad hoc meetings and other consultation forums convened on specific issues.

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 is the policy lead for the *National Disability Data Asset* (NDDA), which is a key initiative under ADS. The NDDA will be Australia's most comprehensive disability data asset, connecting existing de-identified information on all Australians from different government agencies and providing a more complete picture of the programs and services used by people with disability. During 2023–24, 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.

Work has progressed throughout 2023–24 on data sharing agreements to support the first release of data from the asset. The *2023 Privacy Impact Assessment* (PIA) reports were published on the NDDA website, and the project obtained formal ethics approval from the AIHW Ethics Committee.

Co-governance arrangements with the disability community were formalised through the establishment of the NDDA Council and advisory panels and Disability Reform Ministerial Council endorsement of the NDDA Charter.

Capacity building across the Commonwealth

During 2023-24, the department continued raising awareness of ADS with 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 ADS, its guiding principles and how it applies to individual departments and agencies
- ▶ engaging with disability champions across the APS
- ▶ encouraging other Government agencies to proactively engage with the disability community and representative organisations around the design of, and reform to, policies, programs and services.

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.

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).

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.

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 March 2024, all Community Services Ministers and the Aboriginal and Torres Strait Islander Leadership Group came together for the first time in a new forum, the Shared Decision-Making Committee, 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

Delivery of Budget measures

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 an Aboriginal and Torres Strait Islander Centre for Excellence in Child and Family Support – work to progress this measure is underway with SNAICC
- ▶ develop a National Child and Family Investment Strategy and trial the principles through an Innovation Fund grant opportunity – SNAICC is also progressing work on this measure
- ▶ establish a National Advocate for Aboriginal and Torres Strait Islander Children and Young People – this measure has been superseded by the government’s February 2024 announcement of funding of \$5.9 million over 2-years to establish a National Commissioner for Aboriginal and Torres Strait Islander Children and Young People.
- ▶ targeted communication and support to improve parenting practices – a market research supplier was procured to undertake developmental research to inform communication to parents and carers. Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) has been funded to deliver a Cultural and Parenting Practices Framework and resources for how Aboriginal and Torres Strait Islanders parenting approaches and ways can be communicated to families and support service providers
- ▶ 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, with funding provided to the Tasmanian Government to upgrade its carers register.

Delivery of measures under the Closing the Gap Implementation Plan

In addition, the department is implementing 4 measures totalling \$98.5 million under 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
- ▶ 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.

Governance of Safe and Supported

In line with Priority Reform 1, the Safe and Supported Partnership Agreement between all governments and the Aboriginal and Torres Strait Islander Leadership Group, was launched in March 2024 and formalises shared decision-making in implementing Safe and Supported.

To support actions under the Safe and Supported First Action Plans, working groups are driving 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 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 while also laying the foundations for delivering the longer-term actions.

Voices of Young People in the delivery of Safe and Supported

During 2024, the department has continued to host meetings of the Safe and Supported Youth Advisory Group (YAG), after the successful initial engagement of the YAG in 2023. The Safe and Supported YAG is one of 6 groups that have been established by the Department of Education (Office for Youth), to give young people a voice on matters that directly affect them.

In 2024, the Safe and Supported YAG comprises 6 young Australians from diverse backgrounds who bring their important perspectives and experiences to help government better design and deliver policies and programs for young Australians in the context of Safe and Supported.

The Safe and Supported YAG is part of the Commonwealth's commitment under Action 4 of the Safe and Supported First Action Plan; Listening to Living Experience: Embed the voice of the child and living experience in program and policy design in the context of Safe and Supported implementation.

Monitoring and reporting on progress

Progress will be assessed through regular monitoring and reporting under the Monitoring and Evaluation Strategy (MES), which is expected to be delivered by early 2025. This will include tracking and publicly reporting progress against the outcomes set out in the Aboriginal and Torres Strait Islander Outcomes Framework and the National Outcomes Framework.

The MES comprises 2 parts – the National 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. The MES is part of the shared decision-making governance structure of Safe and Supported.

Delivery of Transition to Independent Living Allowance (TILA)

The department continues to administer 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 2023-24 was \$2.14 million, with a total of 1,699 payments made to 1,580 total unique recipients.

A review of the TILA payment is an activity under the Safe and Supported First Action Plan and will include possible different approaches for the funding and ways to improve access and utilisation.

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 holistic and 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 builds on the progress made and lessons learned from the previous *National Plan to Reduce Violence Against Women and their Children 2010–2022* (the first National Plan).

The National Plan's priority areas for action are evidence-based and span the continuum of prevention, early intervention, response and recovery and healing. The priorities are interconnected with each action reinforcing the effectiveness of others. The National Plan identifies focus areas for action under each of these domains.

The National Plan is being implemented through 2 supporting 5-year Action Plans and a dedicated Aboriginal and Torres Strait Islander Action Plan, which outline Commonwealth, state and territory governments' efforts towards achieving the vision of the National Plan.

A Theory of Change 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 were 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:

1. 25 per cent reduction of female intimate partner homicide
2. increased knowledge of behaviours that constitute family, domestic and sexual violence
3. 50 per cent reduction of the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children
4. increase in community attitudes that condemn violence against women
5. increase in community attitudes that reject gender inequality
6. increase in community attitudes that reject rejecting sexual violence.

These targets will be measured through the Performance Measurement Plan (PMP) where they will be linked to a set of indicators and measures. The PMP (published in May 2024), has identified a series of gaps where data sources either are not able to provide national baseline data, or where data sources are not available. A Data Development Plan has been developed to prioritise and identify potential mechanisms to address data gaps. The PMP is a living document that will be updated regularly.

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.

Closing the Gap

The department is strongly committed to implementing the *National Agreement on Closing the Gap* (National Agreement) to improve life outcomes for Aboriginal and Torres Strait Islander peoples.

Partnerships and co-design with First Nations communities and peoples is helping to shape how programs and policies are developed and implemented. Barriers to First Nations led organisations receiving funding are being identified and addressed. The data we collect is being shared at a local level to empower communities. All departmental staff are supported to increase their understanding of the issues affecting Aboriginal and Torres Strait Islander peoples. Aboriginal and Torres Strait Islander staff connect through a staff committee and network. A Closing the Gap Taskforce was also established to specifically support embedding improved ways of working within First Nations communities within the department, with a function dedicated to coordination, sharing and demonstration of good practice.

The department reports and monitors its contributions to the National Agreement through the Commonwealth Closing the Gap Annual Report and updates to the Commonwealth Implementation Plan and the Commonwealth partnership stocktake. All are published annually on the National Indigenous Australians Agency's website.

The Productivity Commission's Closing the Gap Information Repository captures information on the status of each socio-economic target.

The department has a strong focus on embedding the National Agreement's 4 Priority Reforms:

- ▶ formal partnership and shared decision-making
- ▶ building the community-controlled sector
- ▶ transforming government organisations
- ▶ shared access to data and information at a regional level.

Key actions supporting the Priority Reforms include:

- ▶ establishing the Closing the Gap Taskforce
- ▶ 7 formal partnership arrangements
- ▶ more than 100 First Nations-led organisations delivering grants
- ▶ grants administration reform addressing barriers faced by Aboriginal and Torres Strait Islander owned organisations and communities in accessing community grants
- ▶ a Social Services Portfolio Transformation Strategy under development
- ▶ all SES positions 'Identified'
- ▶ an SES departmental Indigenous Champion
- ▶ a National Indigenous Committee and Network, including the National Indigenous Committee 'Nourishing Prosperity' Staff Conference
- ▶ social services data provided to support the establishment of local community portals in 6 community data sites.

The department leads the Commonwealth response to the following targets:

- ▶ 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
- ▶ It also leads the Commonwealth's commitment to the cross-cutting disability outcome and contributes to Target 4 (children thrive in their early years).

Key actions in support of the socio-economic outcomes include:

- ▶ the new National Agreement on Social Housing and Homelessness will achieve improved governance and shared decision-making for Aboriginal and Torres Strait Islander people. The agreement reinforces the commitment to the National Agreement, including the Priority Reforms
- ▶ continuing to implement *Safe and Supported: Aboriginal and Torres Strait Islander First Action Plan 2023-2026* to protect Australia's children in partnership with the Safe and Supported Aboriginal and Torres Strait Islander Leadership Group, including establishing a National Commissioner for Aboriginal and Torres Strait Islander Children and Young People
- ▶ working with the First Nations National Plan Steering Committee, established in January 2024, to deliver the first standalone *First Nations National Plan for Family Safety*
- ▶ working with the Aboriginal and Torres Strait Islander Advisory Council, other Commonwealth and state and territory departments on the implementation of the first dedicated *Aboriginal and Torres Strait Islander Action Plan*
- ▶ working with state and territory governments and First Nations advocates to consider recommendations of the *Disability Royal Commission* and *National Disability Insurance Scheme Review* on improving supports for First Nations people with disability
- ▶ Implementation of the *Disability Sector Strengthening Plan (DSSP)* to build the community-controlled disability sector.

Targeting Entrenched Disadvantage

The department, in partnership with the Treasury and the Australian Bureau of Statistics, is leading the design and implementation of key measures under the *Targeting Entrenched Disadvantaged (TED)* package that was announced as part of the 2023-24 Budget and enhanced through the 2024-25 Budget.

The TED package commits government to working differently, focusing on working in partnership to address entrenched intergenerational disadvantage and will facilitate this through:

- ▶ supporting the social impact investing market
- ▶ the Investment Dialogue for Australia's Children partnership with philanthropy
- ▶ enhanced community-led partnership approaches
- ▶ the development and implementation of a whole-of-government *Framework to Address Community Disadvantage*.

Social Enterprise Development Initiative and Outcomes Fund

The department is delivering the Social Enterprise Development Initiative (SEDI), which supports 'for purpose' organisations to build their capability access capital and support improved outcomes. The department has engaged Impact Investing Australia as the SEDI Grants Administrator and Social Enterprise Australia (SEA) as the SEDI Education and Mentoring Coordinator. SEDI capability building grants opened for application in May 2024 and on 30 June 2024, SEA launched www.understorey.org.au.

The department will deliver the \$100 million Outcomes Fund over 10 years from July 2024. The Minister for Social Services released the first Expression of Interest for Outcomes Fund projects in May 2024.

The design of the Outcomes Fund, led by Treasury, was completed in 2023-24 and has 3 areas of focus; supporting positive outcomes for *families and children* to prevent cycles of intergenerational disadvantage; overcoming barriers to employment and broadening opportunities to support people, and communities, facing concentrated *unemployment through inclusive employment models*; and supporting people facing or experiencing homelessness through improved access to prevention and early intervention services.

Investment Dialogue for Australia's Children

The inaugural Investment Dialogue for Australia's Children (IDAC) Roundtable was held in Canberra on 4 December 2023. It brought together leaders from Government and philanthropy to discuss and commit to new ways of working together and with communities to improve the wellbeing of children, young people and their families to reduce intergenerational disadvantage in Australia. Priorities under the 10 year collaboration commitment from IDAC members will focus on 4 domains: projects and programs, place, policy and system level reforms and data and evaluation.

Community and First Nations Leadership Councils have been established to elevate community and First Nations voices and to guide the Investment Dialogue process. Four IDAC working groups are developing recommendations for action in the areas of Data, Place, Integration and Investment Flows and Evaluation and Learning with further roundtables to be held in 2024–25 to progress the shared agenda to improve outcomes for children, families and communities.

Whole-of-government Framework to Address Community Disadvantage

The department has undertaken the key first phases of the development of a whole-of-government *Framework to Address Community Disadvantage* (the Framework), which will support a more integrated, coordinated and evidence-based approach to policy and funding to address entrenched and concentrated disadvantage and increase opportunities for disadvantaged Australians to participate economically and socially in society.

The department, along with The Treasury, completed 30 consultations across 12 Commonwealth agencies to inform a stocktake of Commonwealth place-based programs. This stocktake identified that there are 48 specific place-based activities across 300 locations.

As part of the Framework, the department is working with Geoscience Australia to map current Commonwealth investments to geographic boundaries as part of the Digital Atlas of Australia. The Digital Atlas is a government initiative that brings together, curates and connects trusted national datasets from across government into an interactive, secure and easy to use online platform. The Digital Atlas provides a basis to improve visibility of investment flows from the Commonwealth to communities, as well as States and Territories – opening up new opportunities for informed co-design and shared decision-making.

Place-based Partnerships – Stronger Places, Stronger People

The department is working in partnership with state and territory governments and 10 communities experiencing entrenched disadvantage under the *Stronger Places, Stronger People* (SPSP) initiative to demonstrate that community-led change is creating better outcomes for children, their families and communities. Through the TED package, the SPSP initiative was extended for a further 5 years to 2028–29 and enhanced to enable shared decision-making between governments and communities and support the implementation of locally designed and led solutions that meet local community needs.

The department is working closely with SPSP partner communities on the development of shared decision-making and the design and implementation of local solutions, which align with key government priorities such as the Early Years

Strategy and Safe and Supported. Learnings from the partnerships continue to inform the development of the Framework and strategies to address community disadvantage.

Strengthening Families and Communities Partnership

The department is partnering with NIAA and the Central Australia Plan Aboriginal Leadership Group to implement the \$30 million Strengthening Families and Communities Partnership. Over four years, the partnership will support family safety initiatives in the Central Australia Region of the Northern Territory that relate to Target 13 and Priority Reforms One and Four under the National Agreement. The department is engaging with communities across the region to ensure the partnership builds on the strengths of those communities and that responses align with community priorities.

A stronger more diverse and independent community sector

In response to the government's 2022 election commitment for a stronger, more diverse and independent community sector, the government announced, as part of the 2024–25 Budget, the development of a *Community Sector Partnership Framework*.

This announcement was informed by public consultations conducted by the department in late 2023, as well as ongoing engagement with community sector organisations. A summary report of the consultation was published on the department's engage website in May 2024.

The commitment seeks to restore respect to the sector through influencing grant funding reforms across government agencies that reflect the real cost of delivering quality services and supporting sustainability through longer grant agreements, that ultimately results in better outcomes for the Australian community.

This work will build upon, and support learnings from, broader Australian Public Service reforms, frameworks and agreements, including the *Targeted Entrenched Disadvantage whole-of-government Framework* to address community disadvantage, and the *National Agreement on Closing the Gap Priority Reforms*.

Early Years Strategy 2024–2034

About the Strategy

On 7 May 2024, the government released the *Early Years Strategy 2024–2034* (Early Years Strategy), which sets out the government’s vision to best support Australia’s children and their families in the early years.

Recognising how critical the early years are for children’s development and continued success over their lifetime, the Early Years Strategy articulates how the government will prioritise and support child-centred policy development, and target investment in early years supports and services over the next 10 years.

The Early Years Strategy is available on the department’s website, along with a Strategy snapshot, an evidence summary and a whole-of-Commonwealth progress update of measures to date which support children and families in the early years.

Governance

The Minister for Social Services, the Hon Amanda Rishworth MP, and the Minister for Early Childhood Education and Minister for Youth, the Hon Dr Anne Aly MP, jointly led the development of the Strategy in consultation with other relevant Ministers.

A cross-departmental Steering Committee was established to oversee the development of the Early Years Strategy. An Advisory Panel was also appointed to provide independent advice to government to help inform the Strategy.

Consultation activities

The department, supported by the Department of Education, led a comprehensive consultation process over 18 months across 2 phases to help inform the development of the Strategy. The final Strategy reflects what was heard from parents, carers, children, communities and services during these consultation processes.

Launch and implementation of the Strategy

At the launch of the Strategy, Minister Rishworth announced the establishment of a new Parents and Carers Reference Group to drive implementation of the Strategy. The Group delivers on the Strategy's first Priority Focus Area of valuing the early years, and empowering parents, caregivers and families, and will provide a forum to hear from parents and caregivers on future reform activities and new policies and programs for families with children aged 0-12 years.

As part of the Targeting Entrenched Disadvantage package announced in the 2023-24 Budget, \$100 million was committed to establish the Commonwealth Outcomes Fund. At the launch of the Early Years Strategy, Minister Rishworth announced that one of the 3 focus areas under the Outcomes Fund will support positive outcomes for families and children to prevent cycles of intergenerational and community disadvantage. The Outcomes Fund will make payments to states and service providers based on delivering agreed, measurable outcomes encouraging service providers to adapt and innovate their services to the needs of families, children and communities.

Next steps

Over the 10-year life of the Strategy, the government will develop 3 action plans and measure the impacts of the Strategy through an Outcomes Framework.

The Outcomes Framework is being developed throughout 2024, in consultation with data and sector experts. It will provide measurable indicators to track the progress and success of the actions taken under the Strategy and monitor progress against the outcomes.

The 3 action plans will outline the practical steps the government is taking in line with the Strategy's priorities. The First Action Plan is expected to be released in 2024. The views, perspectives, expert advice and evidence collected during the development of the Strategy will inform the First Action Plan.

Case Study - Reconnect

Partnership - a critical ingredient used by Brisbane North Reconnect and local school staff to wrap support around vulnerable young people and stop the trajectory of youth homelessness.

School Guidance Officers like Jocelyn Pearce are often first to know when a young person's housing circumstance becomes unstable. Jocelyn assists young people to connect with Brisbane North Reconnect.

In Semester 2, 2023, Jocelyn invited Brisbane North Reconnect to Wavell State High School to run weekly sessions, known as the 'Connection Group', with young people at risk of homelessness (e.g. isolation, family conflict, economic and social stressors) as well as with student leaders with motivation to help others. At these sessions, Reconnect Workers listened to young people's experiences of communication, relationships, dealing with stress, identity and reaching out for help. Young people said co-designing weekly activities gave them a say, increasing safety to speak up about concerns and learn skills to respond differently. Four months later, saying yes to an early referral for individual support with Brisbane North Reconnect was made easier for one participant because they had met the workers at the group. Normalising help-seeking and giving young people time to understand what's important to them helps improve family relationships, participation at school and mental health. The Connection Group sessions are an example of how creative responses foster early intervention outcomes.

"The Reconnect team has been collaborating with our school for several years. They focus on empowering young people by promoting agency, fostering independence through skill development, and, most crucially, providing a safe environment and human connection to reduce homelessness. Young people often seek help through relationships and would never know about services like Reconnect if the team didn't build a relationship with our support team and have an ongoing presence in the school community. We're thankful for our partnership with Reconnect, allowing us to offer support to young people when needed in their lives."
Jocelyn Pearce – Wavell State High School



5

Annual 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 2024:

- (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 2024 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 2024 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 material accounting policy information 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 their 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.

Emphasis of matter - basis of accounting

I draw attention to Note 7.1 of the financial statements, which describes the unquantified contingent liability and the uncertainties with respect to the timing and amount of future outflows in respect of income apportionment.

My opinion is not modified in respect of this matter.

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38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

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.

| 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 2024 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 \$11.2 billion from the previous year to \$136.9 billion for the year ended 30 June 2024 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 |

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 2024 the provisions totalled \$3.9 billion and the receivables totalled \$5.5 billion.

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;

- 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.

Other information

The Accountable Authority is responsible for the other information. The other information comprises the information included in the annual report for the year ended 30 June 2024 but does not include the financial statements and my auditor's report thereon.

My opinion on the financial statements does not cover the other information, and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

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

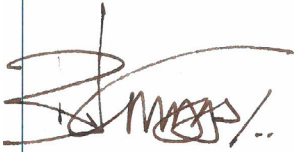
22 October 2024

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Department of Social Services
Statement by the Secretary and Chief Finance Officer

In our opinion, the financial statements for the year ended 30 June 2024 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

22 October 2024



Andrew Harvey
Chief Finance Officer

22 October 2024

Department of Social Services

Statement of comprehensive income

for the period ended 30 June 2024

| | | 2024 | 2023 | Original Budget 2024 |
|---|-------|------------------|------------------|----------------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| NET COST OF SERVICES | | | | |
| Expenses | | | | |
| Employee benefits | 1.1A | 390,849 | 344,348 | 366,877 |
| Suppliers | 1.1B | 174,691 | 168,435 | 166,264 |
| Depreciation and amortisation | 3.2A | 39,275 | 39,271 | 39,322 |
| Finance costs | 1.1C | 8,253 | 8,550 | 8,184 |
| Impairment loss on financial instruments | | 11 | 22 | - |
| Write-down and impairment of other assets | 3.2A | 46 | 88 | - |
| Contributions ¹ | | 840 | 250 | - |
| Other expenses | 1.1D | 12,081 | 295 | - |
| Total expenses | | 626,046 | 561,259 | 580,647 |
| Own-Source Income | | | | |
| Own-source revenue | | | | |
| Revenue from contracts with customers | 1.2A | 41,975 | 31,461 | 20,145 |
| Resources received free of charge | 1.2B | 56,119 | 57,653 | 54,337 |
| Rental income | 1.2C | 1,504 | 3,027 | 1,270 |
| Other revenue | | 9 | 7 | - |
| Total own-source revenue | | 99,607 | 92,148 | 75,752 |
| Gains | | | | |
| Gains from sale of assets | | 95 | 37 | - |
| Total gains | | 95 | 37 | - |
| Total own-source income | | 99,702 | 92,185 | 75,752 |
| Net cost of services | | (526,344) | (469,074) | (504,895) |
| Revenue from Government | | 519,981 | 442,905 | 489,986 |
| (Deficit) for the period | | (6,363) | (26,169) | (14,909) |
| OTHER COMPREHENSIVE INCOME | | | | |
| Items not subject to subsequent reclassification to net cost of services | | | | |
| Changes in asset revaluation reserve ² | | 6,371 | (122) | - |
| Total other comprehensive income | | 6,371 | (122) | - |
| Total comprehensive income / (loss) | 5.3 | 8 | (26,291) | (14,909) |

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.

² Includes an increase in the make good provision.

Department of Social Services

Statement of financial position

as at 30 June 2024

| | Notes | 2024 \$'000 | 2023 \$'000 | Original Budget 2024 \$'000 |
|---|-------|-----------------|-----------------|--------------------------------------|
| ASSETS | | | | |
| Financial Assets | | | | |
| Cash and cash equivalents | | 6,091 | 5,630 | 7,953 |
| Trade and other receivables | 3.1A | 139,878 | 97,783 | 95,878 |
| Total financial assets | | 145,969 | 103,413 | 103,831 |
| Non-Financial Assets | | | | |
| Buildings and leasehold improvements ¹ | 3.2A | 509,394 | 537,314 | 503,072 |
| Plant and equipment ¹ | 3.2A | 3,060 | 1,648 | 1,956 |
| Computer software | 3.2A | 7 | 110 | - |
| Prepayments | | 1,704 | 1,491 | 973 |
| Total non-financial assets | | 514,165 | 540,563 | 506,001 |
| Total assets | | 660,134 | 643,976 | 609,832 |
| LIABILITIES | | | | |
| Payables | | | | |
| Suppliers | 3.3A | 16,673 | 13,515 | 15,222 |
| Other payables | 3.3B | 17,054 | 12,829 | 10,941 |
| Total payables | | 33,727 | 26,344 | 26,163 |
| Interest Bearing Liabilities | | | | |
| Leases | 3.4A | 517,968 | 538,470 | 507,360 |
| Provisions | | | | |
| Employee provisions | 6.1A | 111,654 | 98,039 | 94,182 |
| Other provisions | 3.5A | 12,459 | 566 | 443 |
| Total provisions | | 124,113 | 98,605 | 94,625 |
| Total liabilities | | 675,808 | 663,419 | 628,148 |
| Net assets | | (15,674) | (19,443) | (18,316) |
| EQUITY | | | | |
| Contributed equity | | 344,526 | 340,765 | 345,935 |
| Asset revaluation reserve | | 96,853 | 90,482 | 90,604 |
| Accumulated deficit | | (457,053) | (450,690) | (454,855) |
| Total equity | | (15,674) | (19,443) | (18,316) |

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 Includes right-of-use assets.

Department of Social Services

Statement of changes in equity

for the period ended 30 June 2024

| | 2024 | 2023 | Original Budget 2024 |
|--|------------------|------------------|----------------------------|
| Notes | \$'000 | \$'000 | \$'000 |
| CONTRIBUTED EQUITY | | | |
| Opening balance | | | |
| Balance carried forward from previous period | 340,765 | 338,461 | 342,174 |
| Transactions with owners | | | |
| Contributions by owners | | | |
| Equity injection - Appropriations ¹ | - | (1,409) | - |
| Departmental capital budget | 3,761 | 3,713 | 3,761 |
| Total transactions with owners | 3,761 | 2,304 | 3,761 |
| Closing balance as at 30 June | 344,526 | 340,765 | 345,935 |
| ASSET REVALUATION RESERVE | | | |
| Opening balance | | | |
| Balance carried forward from previous period | 90,482 | 90,604 | 90,604 |
| Comprehensive income | | | |
| Other comprehensive income ² | 6,371 | (122) | - |
| Total comprehensive income | 6,371 | (122) | - |
| Closing balance as at 30 June | 96,853 | 90,482 | 90,604 |
| ACCUMULATED DEFICIT | | | |
| Opening balance | | | |
| Balance carried forward from previous period | (450,690) | (424,521) | (439,946) |
| Comprehensive income / loss | | | |
| (Deficit) for the period | (6,363) | (26,169) | (14,909) |
| Total comprehensive (loss) | (6,363) | (26,169) | (14,909) |
| Closing balance as at 30 June | (457,053) | (450,690) | (454,855) |
| TOTAL EQUITY | | | |
| Opening balance | | | |
| Balance carried forward from the previous period | (19,443) | 4,544 | (7,168) |
| Comprehensive income / (loss) for the period | 8 | (26,291) | (14,909) |
| Transactions with owners | 3,761 | 2,304 | 3,761 |
| Closing balance as at 30 June | (15,674) | (19,443) | (18,316) |

¹ Relates to repealed appropriation acts. Refer to Note 5.1A.

² Includes an 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 2024

| | Notes | 2024 \$'000 | 2023 \$'000 | Original Budget 2024 \$'000 |
|---|-------|-----------------|-----------------|--------------------------------------|
| OPERATING ACTIVITIES | | | | |
| Cash received | | | | |
| Appropriations | | 536,837 | 493,257 | 511,169 |
| Rendering of services | | 40,759 | 35,432 | 21,541 |
| GST received | | 12,085 | 11,828 | 8,788 |
| Employee leave liability | | 8,958 | 9,097 | - |
| Other | | 7,980 | 5,645 | - |
| Total cash received | | 606,619 | 555,259 | 541,498 |
| Cash used | | | | |
| Employees | | 383,713 | 347,776 | 366,877 |
| Suppliers | | 133,952 | 128,485 | 120,841 |
| Section 74 receipts transferred to Official Public Account | | 57,620 | 50,042 | 21,183 |
| Interest payments on lease liabilities | | 8,231 | 8,550 | 8,184 |
| Contributions ¹ | | 840 | 250 | - |
| Other | | 215 | 293 | - |
| Total cash used | | 584,571 | 535,396 | 517,085 |
| Net cash from operating activities | | 22,048 | 19,863 | 24,413 |
| INVESTING ACTIVITIES | | | | |
| Cash received | | | | |
| Proceeds from sales of plant and equipment | | 95 | 37 | - |
| Total cash received | | 95 | 37 | - |
| Cash used | | | | |
| Purchase of leasehold property | | 3,780 | 345 | 3,161 |
| Purchase of plant and equipment | | 1,370 | 912 | 600 |
| Purchase of computer software | | 7 | - | - |
| Total cash used | | 5,157 | 1,257 | 3,761 |
| Net cash used by investing activities | | (5,062) | (1,220) | (3,761) |
| FINANCING ACTIVITIES | | | | |
| Cash received | | | | |
| Contributed equity - Appropriations - Departmental capital budget | | 5,157 | 1,305 | 3,761 |
| Total cash received | | 5,157 | 1,305 | 3,761 |
| Cash used | | | | |
| Principal payments of lease liabilities | | 21,682 | 20,297 | 24,413 |
| Total cash used | | 21,682 | 20,297 | 24,413 |
| Net cash used by financing activities | | (16,525) | (18,992) | (20,652) |
| Net increase / (decrease) in cash held | | 461 | (349) | - |

¹ Contributions include payments to Commonwealth and State entities.

Department of Social Services

Cash flow statement

for the period ended 30 June 2024

| | 2024 | 2023 | Original Budget 2024 |
|---|---------------------|---------------------|----------------------------|
| Notes | \$'000 | \$'000 | \$'000 |
| Cash and cash equivalents at the beginning of the reporting period | <u>5,630</u> | <u>5,979</u> | <u>7,953</u> |
| Cash and cash equivalents at the end of the reporting period | <u>6,091</u> | <u>5,630</u> | <u>7,953</u> |

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 2024

| | | 2024 | 2023 | Original Budget 2024 |
|--|-------|----------------------|----------------------|----------------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| NET COST OF SERVICES | | | | |
| Expenses | | | | |
| Suppliers | 2.1A | 203,321 | 196,687 | 214,173 |
| Subsidies | | 67,078 | 68,155 | 62,497 |
| Grants | 2.1B | 2,556,359 | 2,541,872 | 2,781,794 |
| Personal benefits | 2.1C | 136,962,126 | 125,808,946 | 138,247,149 |
| Write-down and impairment of financial assets | 2.1D | 121,611 | 282,772 | 63,842 |
| Payments to National Disability Insurance Agency | 2.1E | 32,312,855 | 25,080,473 | 29,858,703 |
| Fair value losses | 2.1F | 9,557 | 56,490 | 22,799 |
| Other expenses | 2.1G | 28,902 | 3,163 | - |
| Total expenses | | 172,261,809 | 154,038,558 | 171,250,957 |
| Income | | | | |
| Revenue | | | | |
| Non-taxation revenue | | | | |
| Recoveries ¹ | 2.2A | 354,752 | 307,621 | 546,938 |
| Interest | | 111,244 | 49,994 | 45,341 |
| Revenue from contracts with customers ¹ | | 26,635 | 23,622 | 23,622 |
| Special accounts revenue | | 25,297 | 3,903 | 3,903 |
| Competitive neutrality revenue | | 7,994 | 7,149 | 7,294 |
| Other revenue ¹ | | 3,737 | 3,194 | 10,613 |
| Total non-taxation revenue | | 529,659 | 395,483 | 637,711 |
| Total revenue | | 529,659 | 395,483 | 637,711 |
| Gains | | | | |
| Reversal of write-downs and impairments | | - | 243 | - |
| Fair value gains | 2.2B | 3,567 | 52,185 | - |
| Total gains | | 3,567 | 52,428 | - |
| Total income | | 533,226 | 447,911 | 637,711 |
| Net cost of services | | (171,728,583) | (153,590,647) | (170,613,246) |
| (Deficit) for the period | | (171,728,583) | (153,590,647) | (170,613,246) |

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 2024

| | 2024 | 2023 | Original Budget 2023 |
|---|----------------------|----------------------|----------------------------|
| Notes | \$'000 | \$'000 | \$'000 |
| OTHER COMPREHENSIVE LOSS | | | |
| Items not subject to subsequent reclassification to net cost of services | | | |
| Changes in asset revaluation reserve | 1,002,726 | 28,385 | - |
| Total other comprehensive loss | 1,002,726 | 28,385 | - |
| Total comprehensive loss | (170,725,857) | (153,562,262) | (170,613,246) |

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.

Department of Social Services Administered schedule of assets and liabilities

as at 30 June 2024

| | | 2024 | 2023 | Original Budget 2024 |
|---|-------|------------------|------------------|----------------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| ASSETS | | | | |
| Financial Assets | | | | |
| Cash and cash equivalents | 4.1A | 29,188 | 18,071 | 16,041 |
| Receivables | 4.1B | 5,497,990 | 5,444,703 | 5,731,188 |
| Investments | 4.1C | 2,367,448 | 1,364,722 | 1,509,566 |
| Total financial assets | | 7,894,626 | 6,827,496 | 7,256,795 |
| Total assets administered on behalf of Government | | 7,894,626 | 6,827,496 | 7,256,795 |
| LIABILITIES | | | | |
| Payables | | | | |
| Personal benefits | 4.2A | 3,332,949 | 2,335,571 | 3,273,928 |
| Suppliers | | 75,523 | 45,171 | 44,110 |
| Subsidies | | 55,761 | 74,270 | 68,258 |
| Grants | 4.2B | 29,506 | 4,370 | 20,023 |
| Other payables | | 6,045 | 4,221 | 6,260 |
| Total payables | | 3,499,784 | 2,463,603 | 3,412,579 |
| Provisions | | | | |
| Personal benefits and other provisions | 4.3A | 3,924,957 | 3,981,237 | 3,860,842 |
| Total provisions | | 3,924,957 | 3,981,237 | 3,860,842 |
| Total liabilities administered on behalf of Government | | 7,424,741 | 6,444,840 | 7,273,421 |
| Net assets | | 469,885 | 382,656 | (16,626) |

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 2024

| | Notes | 2024 \$'000 | 2023 \$'000 |
|--|-------|----------------------|----------------|
| Opening assets less liabilities as at 1 July | | 382,656 | 377,904 |
| Net cost of services | | | |
| Income | | 533,226 | 447,911 |
| Expenses | | | |
| Payments to entities other than corporate Commonwealth entities | | (139,948,954) | (128,958,085) |
| Payments to corporate Commonwealth entities | 2.1E | (32,312,855) | (25,080,473) |
| Other comprehensive income | | | |
| Revaluations transferred to reserves | | 1,002,726 | 28,385 |
| Transfers (to) / from the Australian Government | | | |
| Appropriation transfers from Official Public Account | | | |
| Annual appropriations | | | |
| Payments to entities other than corporate Commonwealth entities | | 3,090,050 | 3,107,761 |
| Payments to National Disability Insurance Agency | | 2,032,420 | 1,445,361 |
| Payments to National Disability Insurance Agency for reimbursement of goods and services | | 30,280,435 | 23,635,112 |
| Special appropriations | | | |
| Payments to individuals and entities other than corporate Commonwealth entities | 5.1B | 136,966,001 | 126,926,712 |
| Appropriation transfers to Official Public Account | | | |
| Transfers to Official Public Account | | (1,433,178) | (1,451,644) |
| Net withholdings of personal benefit overpayments through equity | | (122,642) | (96,288) |
| Closing assets less liabilities as at 30 June | | 469,885 | 382,656 |

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 2024

| | Notes | 2024 \$'000 | 2023 \$'000 |
|---|-------|----------------------|----------------------|
| OPERATING ACTIVITIES | | | |
| Cash received | | | |
| Interest | | 4,969 | 3,259 |
| Special accounts | | 25,297 | 3,903 |
| GST received | | 267,055 | 271,017 |
| Personal benefits recoveries | | 683,308 | 742,963 |
| National Redress Scheme | | 323,425 | 297,217 |
| Rendering of services | | 26,635 | 23,622 |
| Other | | 21,901 | 20,203 |
| Total cash received | | 1,352,590 | 1,362,184 |
| Cash used | | | |
| Grants | | 2,778,840 | 2,806,832 |
| Subsidies | | 85,587 | 80,425 |
| Personal benefits | | 136,719,720 | 126,700,929 |
| Suppliers | | 197,956 | 218,229 |
| Payments to National Disability Insurance Agency | | 32,312,855 | 25,080,473 |
| Other | | 24,635 | 2,004 |
| Total cash used | | 172,119,593 | 154,888,892 |
| Net cash used by operating activities | | (170,767,003) | (153,526,708) |
| INVESTING ACTIVITIES | | | |
| Cash received | | | |
| Repayments of advances and loans | | 105,249 | 97,678 |
| Total cash received | | 105,249 | 97,678 |
| Cash used | | | |
| Advances and loans made | | 262,857 | 237,553 |
| Total cash used | | 262,857 | 237,553 |
| Net cash used by investing activities | | (157,608) | (139,875) |
| Cash from Official Public Account: | | | |
| Appropriations | | 172,368,906 | 155,114,946 |
| Total cash from Official Public Account | | 172,368,906 | 155,114,946 |
| Cash to Official Public Account: | | | |
| Appropriations | | (1,433,178) | (1,451,644) |
| Total cash to Official Public Account | | (1,433,178) | (1,451,644) |
| Net cash from Official Public Account | | 170,935,728 | 153,663,302 |
| Net increase / (decrease) in cash held | | 11,117 | (3,281) |
| Cash and cash equivalents at the beginning of the reporting period | | 18,071 | 21,352 |
| Cash and cash equivalents at the end of the reporting period | 4.1A | 29,188 | 18,071 |

The above schedule should be read in conjunction with the accompanying notes.

Department of Social Services

Notes to and forming part of the financial statements

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Department of Social Services

Notes to and forming part of the financial statements

Overview

The department is a not-for-profit entity controlled by the Australian Government. It is located in Canberra, ACT and its purpose is to enhance the economic and social wellbeing of individuals, families, and vulnerable members of Australian communities. To achieve its objectives, the department implements various government policies, programs, services, and payments. The department operates through four main outcomes: Social Security, Families and Communities, Disability and Carers, and Housing and Homelessness

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*
- 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 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 Goods and Services Tax (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.

New Accounting Standards

The department has not identified any new accounting standards that impact the 2024 financial statements.

Events After the Reporting Period

On 28 August 2024, the Presidential bench of the Administrative Appeals Tribunal (AAT) handed down its decision in the matter of Secretary, Department of Social Services and FTXB, which has implications on the Income Apportionment matter disclosed in Note 7.1 Contingent Assets and Liabilities. The decision, in part, relates to the interpretation of first earned, derived, or received for the purposes of assessing income under the *Social Security Act 1991* section 1067G-H23 (and associated provisions). The matter has been appealed to the Full Federal Court by the respondent.

The decision was issued after the reporting period but before the financial statements have been signed. It relates to the contingent liability disclosed at Note 7.1, which continues to be unquantifiable following this decision.

Department of Social Services

Notes to and forming part of the financial statements

1. Financial Performance

1.1 Expenses

| | 2024 | 2023 |
|-------------------------------------|----------------|----------------|
| | \$'000 | \$'000 |
| Note 1.1A: Employee Benefits | | |
| Wages and salaries | 276,305 | 239,455 |
| Leave and other entitlements | 60,060 | 53,361 |
| Superannuation: | | |
| Defined contribution plans | 33,836 | 29,135 |
| Defined benefit plans | 19,487 | 22,030 |
| Separation and redundancies | 1,161 | 367 |
| Total employee benefits | 390,849 | 344,348 |

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 | 75,284 | 79,386 |
| Consultants and contractors | 51,446 | 47,621 |
| Legal expenses | 8,507 | 10,205 |
| Building expenses | 7,537 | 7,473 |
| Independent assessors ² | 6,428 | 5,725 |
| Travel and accommodation | 6,352 | 4,472 |
| Training | 5,564 | 3,638 |
| Recruitment | 1,407 | 1,149 |
| Other | 7,767 | 6,465 |
| Total goods and services supplied or rendered | 170,292 | 166,134 |
| Goods supplied | 3,829 | 2,889 |
| Services rendered | 166,463 | 163,245 |
| Total goods and services supplied or rendered | 170,292 | 166,134 |
| Other suppliers | | |
| Workers' compensation expenses | 4,399 | 2,301 |
| Total other suppliers | 4,399 | 2,301 |
| Total suppliers | 174,691 | 168,435 |

The department has no short-term lease commitments as at 30 June 2024 (2023: nil).

¹: IT and communications includes the IT services provided by Services Australia to the department.

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 | | |
| <i>Short-term leases and leases of low-value assets</i> | | |
| 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. | | |

| | | |
|---------------------------------|---------------|--------|
| | 2024 | 2023 |
| | \$'000 | \$'000 |
| Note 1.1C: Finance Costs | | |
| Interest on lease liabilities | 8,231 | 8,550 |
| Unwinding of discount | 22 | - |
| Total finance costs | 8,253 | 8,550 |

The above disclosure should be read in conjunction with the accompanying Note 3.5A.

| | | |
|---|--|--|
| Accounting Policy | | |
| All borrowing costs are expensed as incurred. | | |

| | | |
|-----------------------------------|---------------|-----|
| Note 1.1D: Other Expenses | | |
| Payments for resolution of claims | 11,866 | - |
| Payments for services delivery | 205 | 203 |
| Other | 10 | 92 |
| Total other expenses | 12,081 | 295 |

The above disclosure should be read in conjunction with the accompanying Note 3.5A.

1.2 Own-Source Income

Own-Source Revenue

Note 1.2A: Revenue from Contracts with Customers

| | | |
|--|---------------|--------|
| Rendering of services | 41,975 | 31,461 |
| Total revenue from contracts with customers | 41,975 | 31,461 |

Disaggregation of revenue from contracts with customers

| | | |
|--|---------------|--------|
| Type of customer: | | |
| Australian Government entities (related parties) | 41,413 | 30,889 |
| Non-government entities | 562 | 572 |
| | 41,975 | 31,461 |

| | | |
|---|--|--|
| 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 <i>Revenue from Contracts with Customers</i> principles to determine the appropriate revenue recognition. If these criteria are not met, the department considers whether AASB 1058 <i>Income for not-for-profits</i> 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)

| | 2024 | 2023 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Note 1.2B: Resources Received Free of Charge | | |
| IT services provided by Services Australia | 54,552 | 56,075 |
| Remuneration of auditors | 1,470 | 1,470 |
| Other | 97 | 108 |
| Total resources received free of charge | 56,119 | 57,653 |

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 | 1,504 | 3,027 |
| Total rental income | 1,504 | 3,027 |

The department, in its capacity as lessor, has one sub-lease arrangement (2023: one arrangement) and fixed memorandum of understanding agreements with Commonwealth agencies in eight tenancies (2023: seven tenancies). Due to the nature of these arrangements, the risk associated with any rights the department retains in the underlying assets is low.

The above disclosure should be read in conjunction with the accompanying notes 1.1C, 3.1A and 3.4A.

Maturity analysis of operating lease income receivables:

| | | |
|---|--------------|--------------|
| Within one year | 1,099 | 1,559 |
| One to two years | 494 | 569 |
| Two to three years | 513 | 195 |
| Three to four years | 534 | 204 |
| Four to five years | 418 | 214 |
| More than five years | 330 | 72 |
| Total undiscounted lease payments receivable | 3,388 | 2,813 |

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 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

| | 2024 | 2023 |
|--|------------------|------------------|
| | \$'000 | \$'000 |
| Note 2.1A: Suppliers | | |
| Goods and services supplied or rendered | | |
| Consultants and contractors | 98,745 | 90,100 |
| Research services | 32,620 | 27,807 |
| Disability employment services | 24,104 | 21,475 |
| IT and data services | 20,692 | 19,003 |
| Program support | 11,757 | 8,994 |
| Advertising, legal and marketing costs | 8,733 | 24,794 |
| Other | 6,670 | 4,514 |
| Total goods and services supplied or rendered | 203,321 | 196,687 |
| Goods supplied | 1,333 | 2,935 |
| Services rendered | 201,988 | 193,752 |
| Total goods and services supplied or rendered | 203,321 | 196,687 |
| Total suppliers | 203,321 | 196,687 |
| Note 2.1B: Grants | | |
| Public sector: | | |
| Local Governments | 12,601 | 4,840 |
| Australian Government entities | 548 | 2,552 |
| Private sector: | | |
| Non-profit organisations | 1,989,789 | 1,925,730 |
| Other entities | 553,421 | 608,750 |
| Total grants | 2,556,359 | 2,541,872 |

The above disclosure should be read in conjunction with the accompanying Note 4.2B.

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.

Department of Social Services

Notes to and forming part of the financial statements

2.1 Administered – Expenses (continued)

Note 2.1C: Personal Benefits

Direct:

| | | |
|---|--------------------|-------------|
| Income Support for Seniors | 59,098,160 | 54,619,328 |
| Working Age Payments | 22,101,211 | 19,710,198 |
| Income Support for People with Disability | 21,505,974 | 19,423,124 |
| Family Tax Benefit | 17,088,732 | 15,934,351 |
| Income Support for Carers | 11,167,242 | 10,322,489 |
| Paid Parental Leave | 2,832,454 | 2,708,203 |
| Student Payments | 2,463,823 | 2,392,219 |
| National Redress Scheme for Survivors of Institutional Child Sexual Abuse | 343,039 | 311,086 |
| Income Support for Vulnerable People | 140,130 | 169,263 |
| Child Payments | 113,622 | 103,899 |
| Allowances and Concessions for Seniors | 69,494 | 76,530 |
| Other | 35,536 | 34,811 |
| Indirect ¹ | 2,709 | 3,445 |
| Total personal benefits | 136,962,126 | 125,808,946 |

¹. These payments are for counselling and psychological care services relating to the National Redress Scheme for Survivors of Institutional Child Sexual Abuse.

The above disclosure should be read in conjunction with the accompanying notes 4.1B, 4.2A and 4.3A.

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*
- *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.

| | 2024 | 2023 |
|---|-------------------|-------------------|
| | \$'000 | \$'000 |
| Note 2.1D: Write-Down and Impairment of Financial Assets | | |
| Impairment of personal benefits receivable | 118,743 | 282,772 |
| Other | 2,868 | - |
| Total write-down and impairment of financial assets | 121,611 | 282,772 |
| Note 2.1E: Payments to National Disability Insurance Agency | | |
| Reimbursement for goods and services | 30,280,435 | 23,635,112 |
| Operational funding | 2,032,420 | 1,445,361 |
| Total payments to National Disability Insurance Agency¹ | 32,312,855 | 25,080,473 |
| Note 2.1F: Fair Value Losses | | |
| Student Financial Supplement Scheme | 8,418 | - |
| Student Start-up Loan | 1,139 | 56,490 |
| Total fair value losses | 9,557 | 56,490 |

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, and are then paid to the NDIA.

Department of Social Services

Notes to and forming part of the financial statements

2.1 Administered – Expenses (continued)

| | 2024 | 2023 |
|----------------------------------|---------------|--------------|
| | \$'000 | \$'000 |
| Note 2.1G: Other Expenses | | |
| Special accounts expense | 23,394 | 2,000 |
| Contributions ¹ | 1,240 | - |
| Other | 4,268 | 1,163 |
| Total other expenses | 28,902 | 3,163 |

¹ Contributions relate to the National Capital Authority and the Safe and Supported Youth Advisory Group.

2.2 Administered – Income

Revenue

Non-Taxation Revenue

Note 2.2A: Recoveries

| | | |
|------------------------------|----------------|----------------|
| National Redress Scheme | 344,264 | 299,974 |
| Personal benefits recoveries | 230 | 146 |
| Other | 10,258 | 7,501 |
| Total recoveries | 354,752 | 307,621 |

Note 2.2B: Fair Value Gains

| | | |
|-------------------------------------|--------------|---------------|
| Home Equity Access Scheme | 3,567 | 4,427 |
| Student Financial Supplement Scheme | - | 47,758 |
| Total fair value gains | 3,567 | 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 those 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

| | 2024 | 2023 |
|--|----------------|---------------|
| | \$'000 | \$'000 |
| Note 3.1A: Trade and Other Receivables | | |
| Goods and services receivables: | | |
| Goods and services | 3,116 | 720 |
| Contract assets from contracts with customers | <u>2,685</u> | <u>2,152</u> |
| Total goods and services receivables | <u>5,801</u> | <u>2,872</u> |
| Appropriations receivables: | | |
| For ordinary annual appropriation | 129,349 | 88,585 |
| For departmental capital budget | <u>3,499</u> | <u>4,895</u> |
| Total appropriations receivables | <u>132,848</u> | <u>93,480</u> |
| Other receivables: | | |
| GST receivable from the Australian Taxation Office | 1,223 | 948 |
| Other | <u>11</u> | <u>491</u> |
| Total other receivables | <u>1,234</u> | <u>1,439</u> |
| Total trade and other receivables (gross) | <u>139,883</u> | <u>97,791</u> |
| Less expected credit loss allowance | <u>(5)</u> | <u>(8)</u> |
| Total trade and other receivables (net) | <u>139,878</u> | <u>97,783</u> |

During the 2024 financial year, credit terms for goods and services were within 30 days (2023: 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 the Opening and Closing Balances of Non-Financial Assets

| | Buildings and leasehold improvements | Plant & equipment | Computer software | Total |
|---|--|----------------------|----------------------|----------------|
| | \$'000 | \$'000 | \$'000 | \$'000 |
| As at 1 July 2023 | | | | |
| 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 1 July 2023 | 537,314 | 1,648 | 110 | 539,072 |
| Additions: | | | | |
| Purchase or internally developed | 3,780 | 1,370 | 7 | 5,157 |
| Right-of-use assets | 303 | 567 | - | 870 |
| Revaluations and impairments recognised in other comprehensive income | 6,435 | (59) | - | 6,376 |
| Impairments recognised in net cost of services | (42) | (4) | - | (46) |
| Depreciation on right-of-use assets | (31,977) | (197) | - | (32,174) |
| Other depreciation and amortisation | (6,726) | (265) | (110) | (7,101) |
| Re-measurements of right-of-use assets | 307 | - | - | 307 |
| Disposals with proceeds ¹ | - | - | - | - |
| Net book value as at 30 June 2024 | 509,394 | 3,060 | 7 | 512,461 |
| Net book value as at 30 June 2024 represented by: | | | | |
| Gross book value | 653,263 | 3,369 | 1,106 | 657,738 |
| Accumulated depreciation, amortisation and impairment | (143,869) | (309) | (1,099) | (145,277) |
| Net book value as at 30 June 2024 | 509,394 | 3,060 | 7 | 512,461 |
| Carrying amount of right-of-use assets | 458,648 | 558 | - | 459,206 |

¹ The amount disclosed is the net book value of leased motor vehicles, which was nil. The department received a share of profit from the sale of those vehicles during the 2024 financial year. The sale of leased motor vehicles with expired contracts is expected within the next 12 months (2023: nil).

| | 2024 | 2023 |
|---|------------|--------------|
| | \$'000 | \$'000 |
| Contractual commitments for the acquisition of plant and equipment and computer software are payable as follows (GST inclusive): | | |
| Within one year | 774 | 2,655 |
| Total plant and equipment and computer software commitments | 774 | 2,655 |

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 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.

Computer software comprise purchased and internally developed software for internal use. Computer software is 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, 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 2024, excluding ROU assets. This annual assessment is undertaken to determine whether the carrying amount of the assets is materially different from their fair value. Computer software is 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.
- Leasehold improvement assets - the consumed economic benefit/asset obsolescence deduction is determined on the basis of the associated lease term.

Depreciation

Depreciable 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.

Computer software is 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:

| | 2024 | 2023 |
|--------------------------------------|---------------|---------------|
| Buildings and leasehold improvements | Lease term | Lease term |
| Plant and equipment | 3 to 10 years | 3 to 10 years |
| Computer software | 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 2024 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 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

| | 2024 | 2023 |
|------------------------------|---------------|---------------|
| | \$'000 | \$'000 |
| Note 3.3A: Suppliers | | |
| Trade creditors and accruals | <u>16,673</u> | <u>13,515</u> |
| Total suppliers | <u>16,673</u> | <u>13,515</u> |

During the 2024 financial year, settlement was 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 | 8,730 | 6,918 |
| Leave transfers | 3,934 | 2,965 |
| Superannuation | 1,544 | 1,270 |
| Separations and redundancies | 698 | 192 |
| Unearned income | 153 | 102 |
| Other | <u>1,995</u> | <u>1,382</u> |
| Total other payables | <u>17,054</u> | <u>12,829</u> |

3.4 Interest Bearing Liabilities

Note 3.4A: Leases

| | | |
|---------------------|----------------|----------------|
| Lease liabilities | <u>517,968</u> | <u>538,470</u> |
| Total leases | <u>517,968</u> | <u>538,470</u> |

Total cash outflow for leases for the year ended 30 June 2024 was \$29.913 million (2023: \$28.847 million).

Maturity analysis - contractual undiscounted cash flows

| | | |
|---------------------------|----------------|----------------|
| Within one year | 29,192 | 29,576 |
| Between one to five years | 119,508 | 116,982 |
| More than five years | <u>446,511</u> | <u>477,887</u> |
| Total leases | <u>595,211</u> | <u>624,445</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 department's property leases are typically long term and contain both extension options and escalation clauses or regular increases in rent, usually on the anniversary of the commencement date, for either a fixed amount or based on a market review as required by the contract.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1C, 1.2C, 3.1A 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.

3.5 Other Provisions

Note 3.5A: Other Provisions

| | Resolution of claims ¹ \$'000 | Property make good ² \$'000 | Total \$'000 |
|---|--|--|-----------------|
| Carrying amount as at 1 July 2023 | - | 566 | 566 |
| Provisions made | 11,866 | - | 11,866 |
| Unwinding of provision | - | 22 | 22 |
| Revaluation | - | 5 | 5 |
| Closing balance as at 30 June 2024 | 11,866 | 593 | 12,459 |

¹ The department has recognised provision for claims made in connection with its programs. The nature of these claims is not disclosed on the grounds that disclosure may prejudice the outcome of potential litigation.

² The provision for make good includes a revaluation for existing arrangements which resulted in a decrease to the asset revaluation reserve.

Accounting Policy

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.

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

| | 2024 | 2023 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Note 4.1A: Cash and Cash Equivalents | | |
| Cash at bank | 22,200 | 16,893 |
| Cash in special accounts | 6,988 | 1,178 |
| Total cash and cash equivalents | 29,188 | 18,071 |

Accounting Policy

Cash

Cash is recognised at its nominal amount. Cash and cash equivalents includes cash at bank and cash in special accounts (refer to Note 5.2).

Note 4.1B: Receivables

Personal benefits:

| | | |
|---|------------------|------------------|
| Family Tax Benefit | 2,783,438 | 2,867,875 |
| Working Age Payments | 1,408,367 | 1,429,337 |
| Income Support for Seniors | 427,837 | 369,162 |
| Student Payments | 379,426 | 379,164 |
| Income Support for People with Disability | 295,758 | 287,340 |
| Income Support for Carers | 258,955 | 255,745 |
| Other | 36,160 | 33,937 |
| Total personal benefits | 5,589,941 | 5,622,560 |

Advances and loans:

| | | |
|--|------------------|------------------|
| Student Start-up Loan | 820,600 | 733,800 |
| Advance payments for personal benefits | 520,668 | 501,114 |
| Home Equity Access Scheme | 371,500 | 238,100 |
| Student Financial Supplement Scheme | 163,900 | 220,400 |
| Total advances and loans | 1,876,668 | 1,693,414 |

Other receivables:

| | | |
|--|----------------|----------------|
| National Redress Scheme ¹ | 106,431 | 86,849 |
| Revenue from contracts with customers ¹ | 6,049 | 4,791 |
| GST receivable from the Australian Taxation Office | 18,333 | 18,095 |
| Other receivables | 5,851 | 3,958 |
| Total other receivables (gross) | 136,664 | 113,693 |

Total receivables (gross)

| | |
|------------------|------------------|
| 7,603,273 | 7,429,667 |
|------------------|------------------|

Less impairment loss allowance:

| | | |
|-------------------|-------------|-------------|
| Personal benefits | (2,099,659) | (1,980,916) |
| Other | (5,624) | (4,048) |

Total impairment loss allowance

| | |
|--------------------|--------------------|
| (2,105,283) | (1,984,964) |
|--------------------|--------------------|

Total receivables (net)

| | |
|------------------|------------------|
| 5,497,990 | 5,444,703 |
|------------------|------------------|

¹ Administrative charges for the National Redress Scheme are reported under Revenue from contracts with customers.

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 Benefit (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 Australian Government Actuary (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.

There are uncertainties related to future tax lodgements and payments of FTB debts. These uncertainties stem from factors like recent pauses and resumptions in debt raising, a volatile economic environment with high inflation, changes in tax policy, and changes in FTB policies and procedures. To account for the potential impact of these risks, the AGA conducted sensitivity testing on key assumptions in the model. This included changing the assumed outcomes for non-lodger debts, the proportion of doubtful debts for reconciliation debts, and the assumed average size of reconciliation debts. These assumptions were varied to simulate a range of conceivable scenarios, and the impact on the estimates was calculated. In the scenarios chosen by the AGA, there were varied impacts on the net receivable, with the largest impact being a change in the assumed doubtful debt percentages, which led to a change in the estimated net receivable of $\pm 5.5\%$.

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 2024.

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. 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 2024.

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 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 2024.

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 7.6 years (2023: 7.2 years).

| | 2024 | 2023 |
|--|------------------|------------------|
| | \$'000 | \$'000 |
| Note 4.1C: Investments | | |
| National Disability Insurance Agency | 2,296,481 | 1,276,257 |
| Hearing Australia | 69,510 | 87,008 |
| Total investments in Commonwealth entities – equity accounted | 2,365,991 | 1,363,265 |
| Other interests: | | |
| Unison Housing Limited | 1,457 | 1,457 |
| Total other interests | 1,457 | 1,457 |
| Total investments | 2,367,448 | 1,364,722 |

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 2024. 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

| | 2024 | 2023 |
|---|------------------|------------------|
| | \$'000 | \$'000 |
| Note 4.2A: Personal Benefits | | |
| Direct: | | |
| Income Support for Seniors | 1,492,324 | 1,097,933 |
| Income Support for People with Disability | 551,204 | 389,051 |
| Working Age Payments | 550,356 | 349,769 |
| Family Tax Benefit | 318,513 | 219,299 |
| Income Support for Carers | 253,784 | 176,591 |
| Paid Parental Leave | 78,691 | 43,614 |
| Student Payments | 72,423 | 47,129 |
| National Redress Scheme for Survivors of Institutional Child Sexual Abuse | 9,080 | 6,341 |
| Other | 6,497 | 5,793 |
| Indirect ¹ | 77 | 51 |
| Total personal benefits | 3,332,949 | 2,335,571 |

¹ These payables are for counselling and psychological care services relating to the National Redress Scheme for Survivors of Institutional Child Sexual Abuse.

Note 4.2B: Grants

| | | |
|--------------------------|---------------|--------------|
| Private sector: | | |
| Non-profit organisations | 22,668 | 4,100 |
| Other grants | 6,838 | 270 |
| Total grants | 29,506 | 4,370 |

Settlement of grant payables is made according to the terms and conditions of each grant.

During the 2024 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 2023 | 3,502,000 | 386,298 | 50,654 | 37,300 | 4,985 | 3,981,237 |
| Provisions made | 3,360,600 | 263,007 | 42,495 | - | 26,026 | 3,692,128 |
| Provisions expired or settled | (3,431,200) | (386,298) | (40,135) | (11,800) | (1,475) | (3,870,908) |
| Other changes in provision | 120,000 | - | - | 2,500 | - | 122,500 |
| Closing balance as at 30 June 2024 | 3,551,400 | 263,007 | 53,014 | 28,000 | 29,536 | 3,924,957 |

¹. Single Income Family Supplement, Schoolkids Bonus and Disability Support Pension are included in Other provisions. The Single Income Family Supplement and Schoolkids Bonus 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 2024 financial year, based on the behaviour of recipients up to 31 December 2023, 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 2023 \$'000 | Amount appropriated in 2023-24 | | | Appropriation applied in 2023-24 ¹ | | Repealed appropriation \$'000 | Total unspent 30 June 2024 \$'000 |
|---|---|---|----------------------------------|---|---|----------------|-------------------------------------|---|
| | | Current year appropriation \$'000 | Section 74 receipts \$'000 | Total appropriation ¹ \$'000 | Current and prior years \$'000 | | | |
| Departmental - Ordinary Annual Services | | | | | | | | |
| Supply Act (No. 1) 2020-2021 - Capital Budget (DCB) - Non Operating ² | 876 | - | - | - | - | (876) | - | - |
| Appropriation Act (No. 1) 2021-2022 - Capital Budget (DCB) - Non Operating ³ | 1,182 | - | - | - | (1,182) | - | - | - |
| Supply Act (No. 1) 2022-2023 - Capital Budget (DCB) - Non Operating ³ | 126 | - | - | - | (126) | - | - | - |
| Supply Act (No. 1) 2022-2023 - Capital Budget (DCB) - Non Operating ³ | 1,546 | - | - | - | (1,546) | - | - | - |
| Supply Act (No. 3) 2022-2023 ⁴ | 90,114 | - | - | - | (88,459) | - | 1,655 | - |
| Supply Act (No. 3) 2022-2023 - Capital Budget (DCB) - Non Operating ³ | 2,167 | - | - | - | (2,167) | - | - | - |
| Appropriation Act (No. 1) 2023-2024 ⁵ | - | 489,986 | 27,296 | 517,282 | (438,410) | - | 78,872 | - |
| Appropriation Act (No. 1) 2023-2024 - Capital Budget (DCB) - Non-Operating ³ | - | 3,761 | - | 3,761 | (262) | - | 3,499 | - |
| Appropriation Act (No. 3) 2023-2024 | - | 30,483 | 30,324 | 60,807 | (9,842) | - | 50,965 | - |
| Cash and cash equivalents | 5,630 | - | - | - | 461 | - | 6,091 | - |
| Total ordinary annual services | 101,641 | 524,230 | 57,620 | 581,850 | (541,533) | (876) | 141,082 | |
| Departmental - Other Services | | | | | | | | |
| Supply Act (No. 2) 2020-2021 - Equity Injections ⁶ | 165 | - | - | - | - | (165) | - | - |
| Total other services | 165 | - | - | - | - | (165) | - | |
| Total Departmental | 101,806 | 524,230 | 57,620 | 581,850 | (541,533) | (1,041) | 141,082 | |

¹ The variance in the current financial year of \$40.317 million between the total amount appropriated of \$581.850 million less the amount applied of \$541.533 million relates to the movement in cash and appropriation receivable between current and prior financial year.

² 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 was repealed on 1 July 2023.

³ The DCB appropriated is not separately identified in these acts.

⁴ 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.

Department of Social Services Notes to and forming part of the financial statements

5. *Appropriation Act (No. 1) 2023-2024* includes \$0.488 million withheld under section 51 of the PGPA Act relating to the National Disability Insurance Scheme – Getting the NDIS back on track measure.
6. *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 was repealed 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 2022 \$'000 | Amount appropriated in 2022-23 | | | Total appropriation ¹ \$'000 | Appropriation applied in 2022-23 ¹ Current and prior years \$'000 | Repealed appropriation \$'000 | Total unspent 30 June 2023 \$'000 |
|--|---|---|--|----------------------------------|---|---|-------------------------------------|---|
| | | Current year appropriation \$'000 | Section 75 transfers ² \$'000 | Section 74 receipts \$'000 | | | | |
| Departmental - Ordinary Annual Services Supply Act (No. 1) 2020-2021 - Capital Budget (DCB) - Non Operating ³ | 876 | - | - | - | - | - | 876 | |
| Appropriation Act (No. 1) - 2021-2022 Appropriation Act (No. 1) 2021-2022 - Capital Budget (DCB) - Non Operating | 85,012 | - | - | - | (85,012) | - | - | |
| Appropriation Act (No. 3) 2021-2022 | 2,487 | - | - | - | (1,305) | - | 1,182 | |
| Supply Act (No. 1) 2022-2023 | 3,883 | - | - | - | (3,883) | - | - | |
| Supply Act (No. 1) 2022-2023 - Capital Budget (DCB) - Non Operating ⁴ | - | 173,108 | (2,523) | 25,919 | 196,504 | (196,504) | - | |
| Supply Act (No. 3) 2022-2023 ⁵ | - | 1,546 | - | - | 1,546 | - | 1,546 | |
| Supply Act (No. 3) 2022-2023 - Capital Budget (DCB) - Non Operating ⁴ | - | 242,270 | - | 24,123 | 266,393 | (176,279) | 90,114 | |
| Appropriation Act (No. 1) 2022-2023 | - | 2,167 | - | - | 2,167 | - | 2,167 | |
| Appropriation Act (No. 3) 2022-2023 | - | 32,670 | (1,000) | - | 31,670 | (31,544) | 126 | |
| Cash and cash equivalents | 5,979 | 35 | - | - | 35 | (35) | - | |
| Total ordinary annual services | 98,237 | 451,796 | (3,523) | 50,042 | 498,315 | (494,911) | 101,641 | |
| Departmental - Other Services Supply Act (No. 2) 2019-2020 - Non Operating - Equity Injection ⁶ | 136 | - | - | - | - | - | (136) | |
| Appropriation Act (No. 2) 2019-2020 - Non Operating - Equity Injection ⁶ | 1,273 | - | - | - | - | - | (1,273) | |
| Supply Act (No. 2) 2020-2021 - Equity Injections ⁷ | 165 | - | - | - | - | - | 165 | |
| Total other services | 1,574 | - | - | - | - | (1,409) | 165 | |
| Total Departmental | 99,811 | 451,796 | (3,523) | 50,042 | 498,315 | (1,409) | 101,806 | |

1. The variance in the previous financial year of \$3,404 million between the total amount appropriated of \$498,315 million less the amount applied of \$494,911 million related to the movement in cash and appropriation receivable between previous 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 (DFSVC).

Department of Social Services

Notes to and forming part of the financial statements

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 2023 \$'000 | Amount appropriated in 2023-24 | | | Appropriation applied in 2023-24 ¹ | | Repealed appropriation ² \$'000 | Total unspent 30 June 2024 \$'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) 2020-2021 ² | 23,603 | - | - | - | - | (23,603) | - | - |
| Appropriation Act (No.1) 2020-2021 ² | 477,417 | - | - | - | - | (477,417) | - | - |
| Appropriation Act (No.3) 2020-2021 ² | 2,033 | - | - | - | - | (2,033) | - | - |
| Appropriation Act (No.1) 2021-2022 ^{3, 4} | 163,138 | - | - | - | (85,560) | - | 77,578 | - |
| Appropriation Act (No.3) 2021-2022 ³ | 25,616 | - | - | - | (13,864) | - | 11,752 | - |
| Supply Act (No. 1) 2022-2023 ⁵ | 172,001 | - | - | - | (3,381) | - | 168,620 | - |
| Supply Act (No. 3) 2022-2023 | 46,124 | - | - | - | (5,117) | - | 41,007 | - |
| Appropriation Act (No.1) 2022-2023 ⁵ | 124,826 | - | - | - | (29,208) | - | 95,618 | - |
| Appropriation Act (No.1) 2023-2024 ⁷ | - | 30,831,804 | 2,815 | 30,834,619 | (30,577,996) | - | 256,623 | - |
| Appropriation Act (No.3) 2023-2024 | - | 1,406,903 | - | 1,406,903 | (1,369,238) | - | 37,665 | - |
| Appropriation Act (No.5) 2023-2024 | - | 1,053,522 | - | 1,053,522 | (1,020,905) | - | 32,617 | - |
| Appropriation Act (No.1) 2023-2024 - National Disability Insurance Scheme Launch Transition Agency | - | 1,984,176 | - | 1,984,176 | (1,984,176) | - | - | - |
| Appropriation Act (No.3) 2023-2024 - National Disability Insurance Scheme Launch Transition Agency | - | 24,466 | - | 24,466 | (24,466) | - | - | - |
| Appropriation Act (No.5) 2023-2024 - National Disability Insurance Scheme Launch Transition Agency | - | 23,778 | - | 23,778 | (23,778) | - | - | - |
| Total Administered | 1,034,758 | 35,324,649 | 2,815 | 35,327,464 | (35,137,689) | (503,053) | 721,480 | |

1. The variance in the current financial year of \$189,775 million (\$35,327,464 million less \$35,137,689 million) consists of \$137,130 million for the payment of prior year expenses offset by \$326,905 million that represents unspent 2024 appropriations available as at 30 June 2024 for administered items.

2. These balances lapsed on 1 July 2023 in accordance with the repeal date of the underlying Appropriation Acts.

3. These balances lapsed on 1 July 2024 when the underlying Appropriation Acts were repealed.

4. 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.

5. 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.

Department of Social Services Notes to and forming part of the financial statements

6. *Appropriation Act (No. 1) 2022-2023* includes \$47,251 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.

7. *Appropriation Act (No. 1) 2023-2024* includes \$6,900 million quarantined for administrative purposes and \$92,031 million withheld under section 51 of the PGPA Act relating to reallocation; reclassification and movement of funds.

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 | - | - | - | (62,502) | - | - | 2,033 | |
| Appropriation Act (No. 1) 2021-2022 ⁶ | 225,640 | - | - | - | (17,664) | - | - | 163,138 | |
| Appropriation Act (No. 3) 2021-2022 | 43,280 | - | 270 | 25,294,259 | (25,122,528) | - | - | 25,616 | |
| Supply Act (No. 1) 2022-2023 ⁷ | - | - | - | - | - | - | - | 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 previous 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 represented unspent 2024 appropriations available as at 30 June 2024 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 2025 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 5.1B: Special Appropriations ('Recoverable GST exclusive')

| Authority | Type | Purpose | Appropriation applied | |
|---|------------------|---|-----------------------|----------------|
| | | | 2024 \$'000 | 2023 \$'000 |
| <i>Social Security (Administration) Act 1999, Administered</i> ^{1,2} | Unlimited Amount | To enable the payment of income support payments. Most of the amount relates to payments for Age Pension and Disability Support Pension. | 115,972,255 | 106,874,045 |
| <i>A New Tax System (Family Assistance) (Administration) Act 1999, Administered</i> ² | 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. | 17,273,031 | 16,625,522 |
| <i>Paid Parental Leave Act 2010, Administered</i> ⁶ | Unlimited Amount | To enable payments to working parents to enhance maternal and child health and shared caring responsibilities. | 2,918,593 | 2,679,631 |
| <i>Student Assistance Act 1973 - Section 55A (Administered)</i> ² | Unlimited Amount | To enable payment of student assistance benefits for Isolated Children and the Aboriginal Study Assistance Scheme. | 461,498 | 425,815 |
| <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. | 340,622 | 320,968 |
| <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. | 2 | 731 |
| <i>Business Services Wage Assessment Tool Payment Scheme Act 2015 -- Section 99, Administered</i> | Unlimited 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 <i>Privacy Act 1988</i> . | - | - |
| <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. | - | - |
| <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. | - | - |

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 | |
|---|---------|---|-----------------------|--------------------|
| | | | 2024 \$'000 | 2023 \$'000 |
| Family Assistance Legislation Amendment (More Help for Families—One-off Payments) Act 2004 | One-off | An Act to provide for one-off payments to families, and for related purposes. | - | - |
| Social Security and Veterans' Affairs Legislation Amendment (One-off Payments and Other 2007 Budget Measures) Act 2007 | One-off | An Act to amend the law relating to social security and veterans' affairs, and for other purposes. | - | - |
| Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments and Other Budget Measures) Act 2008 | One-off | An Act to amend the law relating to social security and veterans' entitlements, and for other purposes. | - | - |
| Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments to Increase Assistance for Older Australians and Carers and Other Measures) Act 2006 | One-off | An Act to amend the law relating to social security and veterans' affairs, and for other purposes. | - | - |
| Social Security Legislation Amendment (One-off Payments for Carers) Act 2005 | One-off | An Act to provide for one-off payments to carers, and for related purposes. | - | - |
| Total special appropriations applied | | | 136,966,001 | 126,926,712 |

¹. The Department of Veterans' Affairs spent money from the Consolidated Revenue Fund 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 PGFA 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 | |
|--|-----------------|
| 2024 | \$'000 |
| Total receipts | 16,957 |
| Total payments | (16,957) |
| Department of Veterans' Affairs | |
| 2023 | \$'000 |
| Total receipts | 24,149 |
| Total payments | (24,149) |

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 | |
|---|---|---------|
| | 2024 | 2023 |
| | \$'000 | \$'000 |
| Balance brought forward from previous period | 1,178 | 6,132 |
| Increases: | | |
| Contributions | 25,297 | 3,903 |
| Total increases | 25,297 | 3,903 |
| Available for payments | 26,475 | 10,035 |
| Decreases: | | |
| Payments made | (19,487) | (8,857) |
| Total decreases | (19,487) | (8,857) |
| Total balance carried to the next period¹ | 6,988 | 1,178 |

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

| | 2024 \$'000 | 2023 \$'000 |
|--|------------------------|-----------------|
| Total comprehensive income / (loss) - as per the Statement of Comprehensive Income | 8 | (26,291) |
| Plus: depreciation / amortisation of assets funded through appropriations (departmental capital budget funding and / or equity injections) | 7,101 | 7,197 |
| Plus: depreciation of right-of-use assets | 32,174 | 32,074 |
| Less: lease principal repayments | <u>(21,682)</u> | <u>(20,297)</u> |
| Net Cash Operating Surplus / (Deficit) | <u>17,601</u> | <u>(7,317)</u> |
| Changes in asset revaluation reserve | <u>(6,371)</u> | 122 |
| Net Cash Operating Income / (Loss) | <u>11,230</u> | <u>(7,195)</u> |

From the 2011 financial year, the Australian Government introduced net cash appropriation arrangements where revenue appropriations for depreciation and 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 expenses related to ROU leased assets and the lease liability principal repayment amount reflects the cash impact on implementation of AASB 16 *Leases*, which does not directly reflect a change in appropriation arrangements.

Department of Social Services

Notes to and forming part of the financial statements

6. People

6.1 Employee Provisions

| | 2024 | 2023 |
|---------------------------------------|----------------|---------------|
| | \$'000 | \$'000 |
| Note 6.1A: Employee Provisions | | |
| Leave and other entitlements | <u>111,654</u> | <u>98,039</u> |
| Total employee provisions | <u>111,654</u> | <u>98,039</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 2024, 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 2024 financial year, the department fully provided for and expensed voluntary redundancies of \$1.161 million (2023: \$0.367 million). The amount of obligation for termination benefits as at 30 June 2024 was \$0.698 million (2023: \$0.192 million).

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 those payments were contributions to defined contribution plans.

The liability for superannuation recognised at 30 June 2024 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:

| | 2024 | 2023 |
|---|------------------|------------------|
| | \$ | \$ |
| Short-term employee benefits | 2,488,790 | 2,656,812 |
| Post-employment benefits | 318,122 | 346,870 |
| Other long-term employee benefits | 94,790 | 85,945 |
| Total key management personnel remuneration expenses | 2,901,702 | 3,089,627 |

The total number of key management personnel (KMP) included in the above table is five, being four substantive officers who held the position for the full year; and one officer who was acting for part of the year and became substantive during the year (2023: nine KMP, being three full year, three part-year, and three acting for part of the year).

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.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period, the department has determined there are no related party transactions that require separate disclosure.

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 2024, the department has no quantifiable contingent assets or liabilities with a possible likelihood of progression (2023: nil).

Unquantifiable Contingencies

The department has a number of 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.

Administered Contingencies

| | National Redress Scheme | |
|---------------------------------------|-------------------------|----------------|
| | 2024 | 2023 |
| | \$'000 | \$'000 |
| Contingent assets | | |
| Balance from previous period | 223,302 | 126,097 |
| New contingent assets recognised | 410,191 | 223,302 |
| Assets realised | (187,296) | (126,097) |
| Total contingent assets | 446,197 | 223,302 |
| Contingent liabilities | | |
| Balance from previous period | 156,784 | 54,160 |
| New contingent liabilities recognised | 264,189 | 156,784 |
| Liabilities realised | (139,564) | (54,160) |
| Total contingent liabilities | 281,409 | 156,784 |

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 2024, the department has an administered quantifiable contingent liability of \$281.409 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 2024, the department has an administered quantifiable contingent asset of \$446.197 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 provides instructions on litigation in the Administrative Review Tribunal (ART) and courts, and separately identifies possible issues for investigation through internal processes relating to income support payments under the social security legislation. This includes income apportionment and other benefit determination matters.

Regarding income apportionment, this is a practice that related to debts incurred from the early 1990s to 7 December 2020. The incorrect and unlawful practice involved apportioning employment income across more than one Centrelink instalment period. It arose due to the department and Services Australia (and their previous entities) genuinely holding an incorrect understanding of relevant legislative provisions. The department places great importance on the resolution of this issue and has been progressively working through recommendations made by the Commonwealth Ombudsman. As part of this work, the department carefully considered the complex issues and took appropriate steps to form a position on the correct interpretation of the legislation. However, while there continues to be consensus this practice was unlawful, a recent decision by the (former) Administrative Appeals Tribunal regarding income apportionment (*Secretary, Department of Social Services and FTXB*) reached a different position on the interpretation of the legislation and this matter has been appealed to the Full Federal Court by the respondent (refer to Events After the Reporting Period).

To gain a better understanding of how this issue impacts individuals, sampling exercises have been conducted as desktop reviews, based on the legal advice we have received. These did not involve seeking further information from individuals or third parties as this might cause concern or confusion for an issue we are still working through. The sampling exercise has limitations, but the results are assisting the department in developing options for the Australian Government on the overall approach to resolving the income apportionment issue. Due to the complexity of the income apportionment matter, it is not possible to estimate in any meaningful sense the quantum of liability or otherwise that may result from the resolution of this issue. In line with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* further information is not disclosed on the grounds that it may significantly prejudice consideration of this matter by Government.

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

| | 2024 | 2023 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Note 7.2A: Categories of Financial Instruments | | |
| Financial Assets | | |
| Financial assets measured at amortised cost | | |
| Cash and cash equivalents | 6,091 | 5,630 |
| Trade and other receivables | 5,801 | 2,872 |
| Total financial assets measured at amortised cost | 11,892 | 8,502 |
| Total financial assets | 11,892 | 8,502 |
| Financial Liabilities | | |
| Financial liabilities measured at amortised cost | | |
| Trade creditors | 16,673 | 13,515 |
| Total financial liabilities measured at amortised cost | 16,673 | 13,515 |
| Total financial liabilities | 16,673 | 13,515 |

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
- 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
- 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 | 2024 | 2023 |
|---|------------------|------------------|
| | \$'000 | \$'000 |
| <u>Note 7.3A: Categories of Financial Instruments</u> | | |
| Financial Assets | | |
| Financial assets at amortised cost | | |
| Cash and cash equivalents | 29,188 | 18,071 |
| Other receivables | 3,206 | 743 |
| Total financial assets at amortised cost | 32,394 | 18,814 |
| Financial assets at fair value through other comprehensive income | | |
| Investments in Commonwealth entities and other interests | 2,367,448 | 1,364,722 |
| Total financial assets at fair value through other comprehensive income | 2,367,448 | 1,364,722 |
| Financial assets at fair value through profit or loss (designated) | | |
| Student Start-up Loan | 820,600 | 733,800 |
| Home Equity Access Scheme | 371,500 | 238,100 |
| Student Financial Supplement Scheme | 163,900 | 220,400 |
| Total financial assets at fair value through profit or loss (designated) | 1,356,000 | 1,192,300 |
| Total financial assets | 3,755,842 | 2,575,836 |
| Financial Liabilities | | |
| Financial liabilities measured at amortised cost | | |
| Suppliers | 75,523 | 45,171 |
| Grants and subsidies | 85,267 | 78,640 |
| Total financial liabilities measured at amortised cost | 160,790 | 123,811 |
| Total financial liabilities | 160,790 | 123,811 |
| <u>Note 7.3B: Net Gains or Losses on Financial Assets</u> | | |
| Financial assets at amortised cost | | |
| Reversal of impairment | 569 | 534 |
| Net gains financial assets at amortised cost | 569 | 534 |
| Financial assets at fair value through profit or loss (designated) | | |
| Change in fair value | (5,990) | (4,305) |
| Net (losses) on financial assets at fair value through profit or loss (designated) | (5,990) | (4,305) |
| Net (losses) on financial assets | (5,421) | (3,771) |

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

| | 2024 | 2023 |
|---|----------------|----------------|
| | \$'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 | 6,091 | 5,630 |
| Trade and other receivables | 139,878 | 97,783 |
| Prepayments | 1,591 | 1,463 |
| Total no more than 12 months | 147,560 | 104,876 |
| More than 12 months | | |
| Building and leasehold improvements | 509,394 | 537,314 |
| Plant and equipment | 3,060 | 1,648 |
| Computer software | 7 | 110 |
| Prepayments | 113 | 28 |
| Total more than 12 months | 512,574 | 539,100 |
| Total assets | 660,134 | 643,976 |
| Liabilities expected to be settled in: | | |
| No more than 12 months | | |
| Suppliers | 16,673 | 13,515 |
| Other payables | 17,054 | 12,829 |
| Leases | 21,308 | 21,386 |
| Employee provisions | 46,189 | 39,575 |
| Other provisions | 11,866 | - |
| Total no more than 12 months | 113,090 | 87,305 |
| More than 12 months | | |
| Leases | 496,660 | 517,084 |
| Employee provisions | 65,465 | 58,464 |
| Other provisions | 593 | 566 |
| Total more than 12 months | 562,718 | 576,114 |
| Total liabilities | 675,808 | 663,419 |

Department of Social Services

Notes to and forming part of the financial statements

8.1 Current/Non-Current Distinction for Assets and Liabilities (continued)

| | 2024 | 2023 |
|---|------------------|------------------|
| | \$'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 | 29,188 | 18,071 |
| Receivables | 4,267,120 | 4,352,783 |
| Total no more than 12 months | 4,296,308 | 4,370,854 |
| More than 12 months | | |
| Receivables | 1,230,870 | 1,091,920 |
| Investments | 2,367,448 | 1,364,722 |
| Total more than 12 months | 3,598,318 | 2,456,642 |
| Total assets | 7,894,626 | 6,827,496 |
| Liabilities expected to be settled in: | | |
| No more than 12 months | | |
| Personal benefits | 3,332,949 | 2,335,571 |
| Suppliers | 75,523 | 45,171 |
| Subsidies | 55,761 | 74,270 |
| Grants | 29,506 | 4,370 |
| Other payables | 6,045 | 4,221 |
| Personal benefits and other provisions | 3,703,003 | 3,747,146 |
| Total no more than 12 months | 7,202,787 | 6,210,749 |
| More than 12 months | | |
| Personal benefits and other provisions | 221,954 | 234,091 |
| Total more than 12 months | 221,954 | 234,091 |
| Total liabilities | 7,424,741 | 6,444,840 |

Department of Social Services

Notes to and forming part of the financial statements

8.2 Restructuring

Note 8.2A: Departmental Restructuring

There were no departmental funding transfers during the 2024 financial year.

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.

Note 8.2B: Administered Restructuring

There were no administered funding transfers during either the 2024 or 2023 financial years.

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 Constitution of the Commonwealth of Australia provides that no amount shall be drawn from the Treasury of the Commonwealth except under an appropriation made by law.

In the 2024 financial year, there were eight instances of adjustments from administered to departmental appropriation within *Appropriation Act (No. 1) 2023-24* to the value of \$0.027 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 \$0.008 million.

Services Australia has a long-standing practice of refunding some debt amounts which have been repaid where recovery action has resulted in financial hardship for the debtor, provided the debtor enters a repayment plan with Services Australia. During the 2024 financial year it was identified that this beneficial practice could, in certain circumstances, give rise to section 83 breaches. Over the 2024 financial year, Services Australia identified around 7,900 refunds, representing a total of \$5.637 million, that may constitute a breach of section 83. The approach for refunding recovered amounts to people in financial hardship has since been reviewed and changed to avoid potential future section 83 breaches.

The department is conducting a review of the sources of constitutional and legislative authority for spending activities. Legal advice is being sought about whether section 83 breaches have occurred. The review is ongoing and as at reporting date no breaches have been identified. Where appropriate to do so, the department will consider responses to mitigate any risks identified through this review in accordance with whole-of-government guidance.

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 2024 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*, \$1,282.402 million; *Social Security (Administration) Act 1999*, \$457.175 million; *Paid Parental Leave Act 2010*, \$21.492 million; and *Student Assistance Act 1973*, \$13.762 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 2023-24 Portfolio Budget Statements and the 2024 financial statements are presented in accordance with Australian Accounting Standards. The 2023-24 Portfolio Budget Statements contain the original financial statements' budget estimates presented to Parliament in respect of the 2024 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
- The Budget is not audited.

Note 8.4A: Departmental Major Budget Variances for 2024

| Explanations of major variances | Affected line items |
|--|---------------------------------------|
| Total net cost of services was \$21.449 million higher than Budget as a result of: | |
| - higher workforce costs to support measures funded through the 2023-24 Portfolio Additional Estimates Statements (PAES) | Employee benefits |
| - higher supplier expenses across the department to assist in delivering the 2023-24 PAES measures. | Suppliers |
| Offset by: | |
| - higher revenue from contracts with customers to support the Grants Hub services. | Revenue from contracts with customers |
| Total assets were \$50.302 million higher than Budget mainly due to: | |
| - higher annual appropriation receivables mainly attributable to the net cash surplus and an increase in provisions and payables | Trade and Other Receivables |
| - higher fair value of lease hold improvements. | Buildings and leasehold improvements |
| Total liabilities were \$47.660 million higher than the Budget mainly due to: | |
| - higher employee provisions due to bond rate movements and an increase in the average staffing levels | Employee Provisions |
| - higher other provisions relating to resolution of claims | Other Provisions |
| - higher lease liabilities reflecting lower than budgeted payments. | Leases |
| Equity is \$2.642 million higher than Budget mainly as a result off: | |
| - movement in the asset revaluation reserve not anticipated during Budget preparation. | Asset Revaluation Reserve |
| Offset by: | |
| - accumulated deficit being less than estimated in the Budget. | Equity |

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 2024

| Explanations of major variances | Affected line items |
|--|--|
| <p>Total administered expenses were \$1.011 billion higher than budget as a result of:</p> <ul style="list-style-type: none"> - higher than budgeted payments to the National Disability Insurance Agency (NDIA) of \$2.454 billion relating to higher NDIS participants and average package costs than budgeted. | Payments to the National Disability Insurance Agency |
| <p>Offset by:</p> <ul style="list-style-type: none"> - personal benefit expenses were \$1.285 billion lower than Budget reflecting economic activity and the labour market remaining being more resilient than budgeted for most payments. Family Tax Benefit demand has been subdued as family incomes continue to grow. This was partially offset by Jobseeker Income Support payments being higher than originally budgeted. | Personal benefit expense |
| <ul style="list-style-type: none"> - grants expenses were lower than Budget by \$0.225 billion primarily due to demand for Disability Employment Services being lower than budgeted and some expenditure expected to be deferred to the subsequent year. | Grants |
| <p>Administered income was \$0.104 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. | Recoveries |
| <p>Offset by:</p> <ul style="list-style-type: none"> - increased interest charged on personal benefit debts due to the lifting of debt pauses where recovery is now required. | Interest |
| <p>Administered assets were \$0.638 billion higher than Budget as a result of:</p> <ul style="list-style-type: none"> - an increase in the fair value of the net assets in the NDIA. | Investments |
| <p>Offset by:</p> <ul style="list-style-type: none"> - a decrease in the value of personal benefits receivable reflecting debt recoveries being processed faster than originally budgeted. | Personal benefit receivable |
| <p>Administered liabilities were \$0.151 billion higher than the Budget as a result of:</p> <ul style="list-style-type: none"> - personal benefits payables and provisions being higher than budgeted as the timing of the related payments were lower than budgeted. | Personal benefit payable Personal benefits and other provisions |

Case study – Safe Places

Open Support's new crisis accommodation service for women and children, The Cottage, opened in October 2023 as part of the Safe Places Emergency Accommodation Program, with the aim of increasing new and appropriate emergency accommodation places across Australia.

Consisting of 8 purpose-built, self-contained units, the new service can accommodate up to 32 families or 102 individuals per year. Adopting a 'core and cluster model', self-contained accommodation is located next to a 'core', which provides access to services such as counselling, legal assistance, education, and employment support.

The Cottage supports clients for up to 3 months in crisis accommodation and then up to a further 2 years through transitional and outreach programs, where women and children are supported in their own private rental homes.

With a focus on supporting women and children from culturally and linguistically diverse (CALD) backgrounds, 100 per cent of the families that have been supported at The Cottage to date have identified as being a part of the CALD community. One client that has benefited from the wrap around service provided by Open Support is Samantha*.



Samantha had endured ongoing domestic violence beginning one week after her wedding. She would be hit with whatever happened to be next to the perpetrator at the time, including items such as brooms, toys and belts.

Samantha had a break from the abuse when she became pregnant but then after the baby was a few months old, the abuse started again. She was not allowed to work outside of the home. Samantha was not allowed to have friends. She was only allowed to go to the shops for food and was otherwise restricted to her home.

Samantha was able to escape her situation when her husband had to leave for work and no one else was home. She was referred to Open Support via the NSW Domestic Violence Line. A unit had just become available at The Cottage and a taxi was sent over to pick her up straight away.

Since leaving Open Support, Samantha is enjoying being part of a community, has a job that she loves and is living a safe, peaceful life.

“It is inspirational to be here with you to see what actually that money means in terms of very real outcomes,” Assistant Minister Elliott commented when addressing the attendees of the opening of The Cottage.

* Pseudonym name used - Any identifying information has been deidentified



Appendices

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Appendix A – Entity Resource Statements

Table A-1: Agency resource statement 2023-24

| | Current available appropriation for 2023-24 \$'000 | Payments made 2023-24 \$'000 | Balance remaining 2023-24 \$'000 |
|---|--|------------------------------|----------------------------------|
| | (a) | (b) | (a)-(b) |
| Ordinary Annual Services¹ | | | |
| Prior year appropriations available - ordinary annual services ² | 100,765 | | |
| Departmental appropriation ³ | 581,850 | 541,533 | 141,082 |
| Total | 682,615 | 541,533 | 141,082 |
| Administered expenses | | | |
| Outcome 1 | 17,850 | 7,675 | |
| Outcome 2 | 1,243,458 | 1,079,406 | |
| Outcome 3 | 32,368,162 | 31,934,098 | |
| Outcome 4 | 197,279 | 84,090 | |
| Payments to corporate Commonwealth entities ⁴ | 2,032,420 | 2,032,420 | |
| Total | 35,859,169 | 35,137,689 | 721,480 |
| Total available annual appropriations and payments | A 36,541,784 | 35,679,222 | 862,562 |
| Special appropriations | | | |
| <i>Social Security (Administration) Act 1999, Administered</i> | | 115,972,255 | |
| <i>A New Tax System (Family Assistance) (Administration) Act 1999, Administered</i> | | 17,273,031 | |

| | Current available appropriation for 2023-24 \$'000 | Payments made 2023-24 \$'000 | Balance remaining 2023-24 \$'000 |
|--|--|------------------------------|----------------------------------|
| | (a) | (b) | (a)-(b) |
| <i>Paid Parental Leave Act 2010, Administered</i> | | 2,918,593 | |
| <i>Student Assistance Act 1973 – Section 55A (Administered)</i> | | 461,498 | |
| <i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i> | | 340,622 | |
| <i>Public Governance, Performance and Accountability Act 2013 – Section 77, Administered</i> | | 2 | |
| Total special appropriations | B | 136,966,001 | |

| | Actual available appropriation for 2023-24 \$'000 | Payments made 2023-24 \$'000 | Balance remaining 2023-24 \$'000 |
|--|---|------------------------------|----------------------------------|
| | (a) | (b) | (a)-(b) |
| Special Accounts | | | |
| Opening balance | 1,178 | | |
| Appropriation receipts | - | | |
| Non-appropriation receipts to Special Accounts | 25,297 | | |
| Payments made | | 19,487 | |
| Total special accounts | C | 26,475 | 6,988 |
| Total resourcing and payments A+B+C | 36,568,259 | 172,664,710 | |

| | Actual available appropriation for 2023-24 \$'000 | Payments made 2023-24 \$'000 | Balance remaining 2023-24 \$'000 |
|--|---|------------------------------|----------------------------------|
| | (a) | (b) | (a)-(b) |
| less payments to corporate entities from annual/special appropriations | 32,312,855 | 32,312,855 | |
| less administered appropriations drawn from annual/special appropriations and credited to special accounts | 23,394 | 23,394 | |
| Total net resourcing and payments for the department⁵ | 4,232,010 | 140,328,461 | |

| | 2023-24 | 2022-23 |
|-----------------------------|---------|---------|
| Staffing resources (number) | 2,836 | 2,625 |

1 Appropriation Act (No. 1) 2023-24 and Appropriation Act (No. 3) 2023-24. This may also include prior year departmental appropriation, section 74 retained revenue receipts, section 75 transfers and repealed appropriations.

2 Includes amounts quarantined under section 51 of the PGPA Act 2013.

3 This item includes an amount of \$3.761 million in 2023-24 for the departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.

4 Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the Public Governance, Performance and Accountability Act 2013.

5 The actual available appropriation for 2023-24 does not include total special appropriations.

Table A-2: Expenses and resources for Outcome 1: Social Security

| EXPENSES FOR OUTCOME 1 | | | |
|--|--|---|---|
| Outcome 1: Social Security | Budget^a 2023-24 \$'000 | Actual expenses 2023-24 \$'000 | Variation 2023-24 \$'000 |
| | (a) | (b) | (a) - (b) |
| Program 1.1 Support for Families | | | |
| Administered expenses | | | |
| Special Appropriations | 16,599,155 | 17,093,094 | (493,939) |
| Total for Program 1.1 | 16,599,155 | 17,093,094 | (493,939) |
| Program 1.2: Paid Parental Leave | | | |
| Administered expenses | | | |
| Special Appropriations | 2,983,159 | 2,834,808 | 148,351 |
| Total for Program 1.2 | 2,983,159 | 2,834,808 | 148,351 |
| Program 1.3: Support for Seniors | | | |
| Administered expenses | | | |
| Special Appropriations | 59,159,242 | 59,205,482 | (46,240) |
| Total for Program 1.3 | 59,159,242 | 59,205,482 | (46,240) |
| Program 1.4: Financial Support for People with Disability | | | |
| Administered expenses | | | |
| Special Appropriations | 21,175,466 | 21,519,604 | (344,138) |
| Total for Program 1.4 | 21,175,466 | 21,519,604 | (344,138) |
| Program 1.5: Financial Support for Carers | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Act No. 1 and No. 3) | 2,800 | 1,995 | 805 |
| Special Appropriations | 11,146,625 | 11,167,705 | (21,080) |
| Total for Program 1.5 | 11,149,425 | 11,169,700 | (20,275) |

| EXPENSES FOR OUTCOME 1 | | | |
|--|--|---|---|
| Outcome 1: Social Security | Budget^a 2023-24 \$'000 | Actual expenses 2023-24 \$'000 | Variation 2023-24 \$'000 |
| | (a) | (b) | (a) - (b) |
| Program 1.6: Working Age Payments | | | |
| Administered expenses | | | |
| Ordinary Annual Services <i>(Appropriation Act No. 1 and No. 3)</i> | 10,272 | 5,374 | 4,898 |
| Special Appropriations | 22,136,784 | 22,310,774 | (173,990) |
| Total for Program 1.6 | 22,147,056 | 22,316,148 | (169,092) |
| Program 1.7: Student Payments | | | |
| Administered expenses | | | |
| Special Appropriations | 2,786,714 | 2,603,984 | 182,730 |
| Total for Program 1.7 | 2,786,714 | 2,603,984 | 182,730 |
| Outcome 1 Totals by appropriation type | | | |
| Administered expenses | | | |
| Ordinary Annual Services <i>(Appropriation Act No. 1 and No. 3)</i> | 13,072 | 7,369 | 5,703 |
| Special Appropriations | 135,987,145 | 136,735,451 | (748,306) |
| Administered Total | 136,000,217 | 136,742,820 | (742,603) |
| Departmental expenses | | | |
| Departmental appropriation ^(b) | 101,515 | 99,420 | 2,095 |
| Expenses not requiring appropriation in the Budget year | 12,099 | 13,268 | (1,169) |
| Departmental Total | 113,614 | 112,688 | 926 |
| Total expenses for Outcome 1 | 136,113,831 | 136,855,508 | (741,677) |

^a Represents estimated actual expenses for the 2023-24 financial year reported in the 2024-25 Portfolio Budget Statements.

^b Departmental appropriation includes section 74 retained revenue receipts.

Table A-3: Expenses and resources for Outcome 2: Families and Communities

| EXPENSES FOR OUTCOME 2 | | | |
|--|--|---|---|
| Outcome 2: Families and Communities | Budget^a 2023-24 \$'000 | Actual expenses 2023-24 \$'000 | Variation 2023-24 \$'000 |
| | (a) | (b) | (a) - (b) |
| Program 2.1 Families and Communities | | | |
| Administered expenses | | | |
| Ordinary annual services <i>(Appropriation Act No. 1 and No.3)</i> | 1,152,878 | 1,118,433 | 34,445 |
| Special Appropriations | 467,307 | 346,525 | 120,782 |
| Special Accounts | 4,203 | 4,138 | 65 |
| Total for Program 2.1 | 1,624,388 | 1,469,096 | 155,292 |
| Outcome 2 Totals by appropriation type | | | |
| Administered expenses | | | |
| Ordinary Annual Services <i>(Appropriation Act No. 1 and No. 3)</i> | 1,152,878 | 1,118,433 | 34,445 |
| Special Appropriations | 467,307 | 346,525 | 120,782 |
| Special Accounts | 4,203 | 4,138 | 65 |
| Administered Total | 1,624,388 | 1,469,096 | 155,292 |
| Departmental expenses | | | |
| Departmental appropriation ^(b) | 281,743 | 276,167 | 5,576 |
| Expenses not requiring appropriation in the Budget year | 37,556 | 36,856 | 700 |
| Departmental Total | 319,299 | 313,023 | 6,276 |
| Total expenses for Outcome 2 | 1,943,687 | 1,782,119 | 161,568 |

^a Represents estimated actual expenses for the 2023-24 financial year reported in the 2024-25 Portfolio Budget Statements.

^b Departmental appropriation includes section 74 retained revenue receipts.

Table A-4: Expenses and resources for Outcome 3: Disability and Carers

| EXPENSES FOR OUTCOME 3 | | | |
|--|--|---|---|
| Outcome 3: Disability and Carers | Budget^a 2023-24 \$'000 | Actual expenses 2023-24 \$'000 | Variation 2023-24 \$'000 |
| | (a) | (b) | (a) - (b) |
| Program 3.1: Disability and Carers | | | |
| Administered expenses | | | |
| Ordinary annual services <i>(Appropriation Act No. 1 and No.3)</i> | 1,593,020 | 1,560,500 | 32,520 |
| Special Accounts | 17,272 | 15,388 | 1,884 |
| Total for Program 3.1 | 1,610,292 | 1,575,888 | 34,404 |
| Program 3.2: National Disability Insurance Scheme | | | |
| Administered expenses | | | |
| Ordinary annual services <i>(Appropriation Act No. 1 and No.3)</i> | 30,451,929 | 30,377,027 | 74,902 |
| Payments to corporate entities | 2,032,420 | 2,032,420 | - |
| Total for Program 3.2 | 32,484,349 | 32,409,447 | 74,902 |
| Outcome 3 Totals by appropriation type | | | |
| Administered expenses | | | |
| Ordinary Annual Services <i>(Appropriation Act No. 1 and No. 3)</i> | 32,044,949 | 31,937,527 | 107,422 |
| Special Accounts | 17,272 | 15,388 | 1,884 |
| Payments to corporate entities | 2,032,420 | 2,032,420 | - |
| Administered Total | 34,094,641 | 33,985,335 | 109,306 |
| Departmental expenses | | | |
| Departmental appropriation ^(b) | 157,399 | 154,654 | 2,745 |
| Expenses not requiring appropriation in the Budget year | 21,339 | 20,639 | 700 |
| Departmental Total | 178,738 | 175,293 | 3,445 |
| Total expenses for Outcome 3 | 34,273,379 | 34,160,628 | 112,751 |

^a Represents estimated actual expenses for the 2023-24 financial year reported in the 2024-25 Portfolio Budget Statements.

^b Departmental appropriation includes section 74 retained revenue receipts.

Table A-5: Expenses and resources for Outcome 4: Housing

| EXPENSES FOR OUTCOME 4 | | | |
|--|--|---|---|
| Outcome 4: Housing | Budget^a 2023-24 \$'000 | Actual expenses 2023-24 \$'000 | Variation 2023-24 \$'000 |
| | (a) | (b) | (a) - (b) |
| Program 4.1: Housing and Homelessness | | | |
| Administered expenses | | | |
| Ordinary annual services <i>(Appropriation Act No. 1 and No.3)</i> | 29,265 | 18,285 | 10,980 |
| Total for Program 4.1 | 29,265 | 18,285 | 10,980 |
| Program 4.2: Affordable Housing | | | |
| Administered expenses | | | |
| Ordinary annual services <i>(Appropriation Act No. 1 and No.3)</i> | 57,977 | 46,269 | 11,708 |
| Total for Program 4.2 | 57,977 | 46,269 | 11,708 |
| Outcome 4 Totals by appropriation type | | | |
| Administered expenses | | | |
| Ordinary Annual Services <i>(Appropriation Act No. 1 and No. 3)</i> | 87,242 | 64,554 | 22,688 |
| Administered Total | 87,242 | 64,554 | 22,688 |
| Departmental expenses | | | |
| Departmental appropriation ^(b) | 22,556 | 22,094 | 462 |
| Expenses not requiring appropriation in the Budget year | 2,971 | 2,948 | 23 |
| Departmental Total | 25,527 | 25,042 | 485 |
| Total expenses for Outcome 4 | 112,769 | 89,596 | 23,173 |

^a Represents estimated actual expenses for the 2023-24 financial year reported in the 2024-25 Portfolio Budget Statements.

^b Departmental appropriation includes section 74 retained revenue receipts.

Table A-6: 2023-24 Annual Performance Statement

Program Outputs: Administered Outlays

| Outcome 1 | 2023-24 | 2022-23² |
|--|----------------|----------------------------|
| Support for Families | | |
| Family Tax Benefit A | \$13,188.79m | \$12,417.30m |
| Family Tax Benefit B | \$3,895.56m | \$3,602.24m |
| Single Income Family Supplement | \$3.28m | \$5.38m |
| Stillborn Baby Payment | \$3.34m | \$3.19m |
| Double Orphan Pension | \$2.11m | \$2.21m |
| Paid Parental Leave | | |
| Parental Leave Pay | \$2,834.81m | \$2,568.85m |
| Dad and Partner Pay ¹ | - | \$141.34m |
| Support for Seniors | | |
| Age Pension | \$59,135.85m | \$54,751.76m |
| Energy Supplement for Commonwealth Seniors Health Card holders | \$69.63m | \$76.65m |
| Financial Support for People with Disability | | |
| Disability Support Pension | \$21,476.39m | \$19,401.62m |
| Essential Medical Equipment Payment | \$9.34m | \$8.44m |
| Mobility Allowance | \$33.87m | \$33.49m |
| Financial Support for Carers | | |
| Carer Payment | \$7,537.69m | \$6,964.26m |
| Carer Allowance (Adult) | \$1,997.55m | \$1,845.71m |
| Carer Allowance (Child) | \$808.98m | \$727.25m |
| Carer Supplement | \$620.82m | \$605.86m |
| Child Disability Assistance Payment | \$202.67m | \$194.21m |
| Carer Adjustment Payment | \$2.00m | \$1.83m |

| Outcome 1 | 2023-24 | 2022-23 ² |
|--|--------------|----------------------|
| Working Age Payments | | |
| JobSeeker Payment | \$13,897.95m | \$13,191.52m |
| Youth Allowance (Other) | \$1,000.21m | \$849.08m |
| Parenting Payment (Single) | \$6,358.09m | \$4,808.00m |
| Parenting Payment (Partnered) | \$868.15m | \$834.74m |
| Special Benefit | \$140.85m | \$170.03m |
| Priority Investment Approach – Validation | \$0.20m | \$0.20m |
| Pensioner Education Supplement | \$26.55m | \$28.07m |
| Utilities Allowance | \$18.97m | \$16.74m |
| Payments under Special Circumstances | \$5.17m | \$7.71m |
| Student Payments | | |
| Youth Allowance (Student) ² | \$1,742.81m | \$1,673.86m |
| Austudy | \$378.27m | \$401.96m |
| ABSTUDY—Secondary | \$227.02m | \$197.25m |
| ABSTUDY—Tertiary | \$124.75m | \$121.96m |
| Student Start-up Loan – Youth Allowance ² | \$10.24m | \$83.15m |
| Student Start-up Loan – ABSTUDY | \$15.76m | \$2.19m |
| Assistance for Isolated Children | \$105.13m | \$93.91m |

¹ From 1 July 2023, the 2022-23 October Budget measure Boosting Parental Leave to Enhance Economic Security, Support and Flexibility for Australia's Families combines Dad and Partner Pay and Parental Leave Pay under the Paid Parental Leave Scheme.

² Where necessary, prior year information has been reclassified and presented on a consistent basis with the corresponding Appendix items.

| Outcome 2 | 2023-24 | 2022-23 |
|---|-----------|-----------|
| Families and Communities | | |
| Families and Children | \$449.43m | \$421.69m |
| Family Safety | \$322.66m | \$241.25m |
| Protecting Australia's Children | \$32.38m | \$17.38m |
| Sector Representation | \$4.06m | \$3.42m |
| Financial Wellbeing and Capability | \$205.25m | \$181.06m |
| Volunteering and Community Connectedness | \$90.11m | \$74.80m |
| National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Redress Payment | \$343.81m | \$311.08m |
| National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Psychological Support Payment | \$2.71m | \$3.45m |
| Special account to support the National Plan to End Violence against Women and Children | \$4.13m | \$6.45m |
| Transition to Independent Living Allowance | \$2.14m | \$2.11m |
| Social Impact Investing Initiatives | \$12.42m | \$5.85m |
| Income Management Balancing Appropriation | \$0.00m | \$0.01m |

| Outcome 3 | 2023-24 | 2022-23 |
|--|--------------|--------------|
| Disability and Carers | | |
| Employment Services | \$1,193.20m | \$1,266.38m |
| Disability and Carer Support | \$367.31m | \$364.03m |
| Special Account to Support the National Disability Data Asset | \$15.39m | - |
| National Disability Insurance Scheme | | |
| NDIS Transitioning Commonwealth Programs and Continuity of Support | \$5.72m | \$8.99m |
| Sector Development Fund and Jobs and Market Fund | \$3.74m | \$14.09m |
| National Disability Insurance Scheme Participant Plans | \$30,279.92m | \$23,635.07m |
| National Disability Insurance Scheme Information, Linkages and Capacity Building | \$87.64m | \$127.60m |
| Payments to Corporate Entity — NDIA agency costs | \$2,032.42m | \$1,445.36m |

| Outcome 4 | 2023-24 | 2022-23 |
|---|----------|----------|
| Housing and Homelessness | | |
| Housing and Homelessness Service Improvement and Sector Support | \$18.28m | \$24.87m |
| Affordable Housing | | |
| National Rental Affordability Scheme | \$46.28m | \$51.66m |

Appendix B – Advertising and Market Research

During 2023-24, the Department of Social Services conducted the following advertising campaigns:

- ▶ Stop it at the Start – the campaign aims to prevent gender-based violence by influencing attitudes and behaviours that support or condone gender-based violence.
- ▶ Carer Gateway – the campaign aims to increase awareness of Carer Gateway services and supports, and encourage unpaid carers to access support through the phone line and website.
- ▶ Consent Can't Wait - the campaign aims to reduce the incidence of sexual violence in Australia by improving community understanding and attitudes on consent and healthy sexual relationships.
- ▶ Volunteering Awareness – the campaign aims to increase awareness, interest and consideration of volunteering opportunities among young people 15-18 years old.

Further information on the advertising campaigns is available at www.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 which provides details of campaigns where expenditure was greater than \$250,000 (GST exclusive). Those reports are available on the Department of Finance's website, www.finance.gov.au.

Tables B-1 to B-4 list payments of \$16,300 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 2023-24

| Advertising agency name | Service provided | Amount paid \$GST incl. |
|---|--|-------------------------|
| 33 Creative Pty Ltd | First Nations communication services – Volunteering Awareness | 29,627 |
| Carbon Media Pty Ltd | First Nations communication services – Consent Can't Wait | 331,875 |
| Carbon Media Pty Ltd | First Nations communication services – Redress | 333,270 |
| Carbon Media Pty Ltd | First Nations communication services – Stop it at the Start, phase 5 | 442,970 |
| Cox Inall Change Pty Ltd | Public relations – Consent Can't Wait | 259,705 |
| Cox Inall Change Pty Ltd | Public relations – Stop it at the Start, phase 5 | 202,981 |
| Cox Inall Ridgeway Pty Ltd | First Nations communication services – Carer Gateway | 165,000 |
| Cultural Perspectives Pty Ltd | Stakeholder engagement – Safe Places | 52,786 |
| Cultural Perspectives Pty Ltd | Culturally and linguistically diverse communication services – Consent Can't Wait | 365,584 |
| Cultural Perspectives Pty Ltd | Culturally and linguistically diverse communication services – Stop it at the Start, phase 5 | 397,502 |
| Culture HQ Pty Ltd | Culturally and linguistically diverse communication services – Volunteering Awareness | 33,000 |
| Embrace Society Pty Ltd | Culturally and linguistically diverse communication services – Carer Gateway | 187,871 |
| Fenton Strategic Communications Pty Ltd | Public relations services – Redress | 100,623 |
| Horizon Communication Group Pty Limited | Public relations services – Carer Gateway | 723,420 |
| Nation Creative Pty Ltd | Graphic design services – Australia's Disability Strategy | 21,911 |

| Advertising agency name | Service provided | Amount paid \$GST incl. |
|------------------------------------|--|-------------------------|
| Ogilvy Australia Pty Ltd | Culturally and linguistically diverse communication services – Redress | 142,450 |
| The LOTE Agency Pty Ltd | Graphic design services – National Carer Strategy | 20,000 |
| The LOTE Agency Pty Ltd | Translation services – National Carer Strategy | 40,000 |
| The Monkeys Pty Limited | Creative talent licences – Carer Gateway | 44,957 |
| The Trustee for the BMF Unit Trust | Creative and website development – Stop it at the Start, phase 5 | 2,871,133 |
| The Trustee for the BMF Unit Trust | Creative and website development – Consent Can't Wait | 2,350,219 |
| Think HQ Pty Ltd | Public relations – Volunteering Awareness | 33,000 |
| Think HQ Pty Ltd | Website content and graphic design services – Disability Gateway | 950,421 |
| Total | | 10,100,305 |

Table B-2 Payments to market research and polling organisations in 2023-24

| Market research and polling organisation | Service provided | Amount paid \$GST incl. |
|---|--|--------------------------------|
| Hall & Partners Pty Ltd | Market research – Stop it at the Start, phase 4 | 26,134 |
| Hall & Partners Pty Ltd | Market research – Care and Support Workforce | 38,568 |
| Hall & Partners Pty Ltd | Internal review – Financial Wellbeing and Capability Activity Financial Resilience Program | 113,025 |
| Hall & Partners Pty Ltd | Market research – Carer Gateway | 118,812 |
| Hall & Partners Pty Ltd | Market research – Stop it at the Start, phase 5 | 231,071 |
| Hall & Partners Pty Ltd | Review and consultation – Financial Wellbeing and Capability Programs | 562,980 |
| Hall & Partners Pty Ltd | Market research – Consent Can't Wait | 242,624 |
| Kantar Public Australia Pty Ltd | Market research – Stop it at the Start, phase 5 | 643,775 |
| Kantar Public Australia Pty Ltd | Market research – Consent Can't Wait | 340,175 |
| McNair Yellowsquares Pty Ltd | Research and evaluation services – Early Years Strategy | 105,220 |
| Orima Research Pty Ltd | DSS Enterprise Agreement Ballot | 19,580 |
| Orima Research Pty Ltd | Review – 2023 APS Employee Census | 32,505 |
| Orima Research Pty Ltd | 2023 Stakeholder Survey – APS Employee Census | 50,171 |
| Orima Research Pty Ltd | Market research – Volunteering Awareness | 249,781 |
| Roy Morgan Research Ltd | Data services – Longitudinal Studies of Indigenous Children (LSIC) Waves 17-18 | 1,049,369 |

| Market research and polling organisation | Service provided | Amount paid \$GST incl. |
|--|--|-------------------------|
| Roy Morgan Research Ltd | Data services – Longitudinal Studies of Indigenous Children (LSIC) Waves 13-14 and Waves 15-16 | 140,906 |
| The trustee for JWS Research Unit Trust | Market research – Early Years Strategy | 67,815 |
| The trustee for JWS Research Unit Trust | Market research – Children youth and parenting services - Market research survey with parents and carers (playgroups) – Families and Children Activity Australian Longitudinal Studies | 30,800 |
| Urbis Ltd | Assessment and evaluation services – Seniors Connected Program Post-Implementation Review Evaluation | 165,000 |
| Urbis Ltd | Evaluation strategy – Safe and Supported | 187,638 |
| Urbis Ltd | Evaluation – Social Impact Investment | 48,400 |
| Where to Research Based Consulting Pty Ltd | Assessment and evaluation services – Escaping Violence Payment trial | 185,380 |
| Where to Research Based Consulting Pty Ltd | Assessment and evaluation services – Intercountry Adoptee and Family Support Service | 39,820 |
| Where to Research Based Consulting Pty Ltd | Survivor Survey – Redress | 25,630 |

| Market research and polling organisation | Service provided | Amount paid \$GST incl. |
|--|---|-------------------------|
| Where to Research Based Consulting Pty Ltd | Evaluation – No to Violence and Changing for Good Programs | 372,130 |
| Where to Research Based Consulting Pty Ltd | Evaluation – Closing the Gap Outcomes and Evidence Fund | 30,000 |
| Where to Research Based Consulting Pty Ltd | Market research – Improving Parenting Practices | 148,500 |
| Where to Research Based Consulting Pty Ltd | Concept testing research – National Redress Scheme | 52,965 |
| Where to Research Based Consulting Pty Ltd | Evaluation – National Partnership on Family Domestic and Sexual Violence Responses | 225,420 |
| Where to Research Based Consulting Pty Ltd | Consultation focus groups – Children youth and parenting services – Focus groups with parents and carers - Families and Children Activity | 246,195 |
| Where to Research Based Consulting Pty Ltd | Market research – Foundational Supports | 226,380 |
| Total | | 6,016,769 |

Table B-3: Payments to direct mail organisations in 2023-24

| Direct mail organisation | Service provided | Amount paid \$GST incl. |
|--------------------------------------|--|-------------------------|
| National Mailing & Marketing Pty Ltd | Distribution, warehousing and related services | 683,083 |
| Total | | 683,083 |

Table B-4: Payments to media advertising organisations in 2023-24

| Media advertising organisation | Service provided | Amount paid \$GST incl. |
|------------------------------------|---|-------------------------|
| Fairfax Media Publications Pty Ltd | Media subscription 2023-24 | 39,229 |
| Mediabrand Australia Pty Ltd | Advertising – Redress | 60,250 |
| Mediabrand Australia Pty Ltd | Advertising – Income Management Communication | 428,732 |
| Mediabrand Australia Pty Ltd | Advertising – Disability Gateway | 18,816 |
| Mediabrand Australia Pty Ltd | Advertising – Recruitment | 227,038 |
| Mediabrand Australia Pty Ltd | Advertising – Carer Gateway | 1,610,718 |
| Mediabrand Australia Pty Ltd | Advertising – Consent Can't Wait | 690,642 |
| Mediabrand Australia Pty Ltd | Advertising – Care and Support Workforce | 1,015,540 |
| Mediabrand Australia Pty Ltd | Advertising – Stop it at the Start, phase 4 | 1,563,243 |
| Total | | 5,654,208 |

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 4 categories of environmental impact:

- ▶ energy and buildings
- ▶ procurement
- ▶ fleet
- ▶ travel

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: Measures and monitoring mechanisms

| Measures taken | Mechanisms used |
|--|--|
| Energy and buildings | |
| <p>The following departmental offices have Green Lease Schedules in place:</p> <ul style="list-style-type: none"> ▶ 280 Elizabeth St (levels 8 and 9), Sydney ▶ Jacana House (levels 2 and 3), Darwin ▶ Enid Lyons Building, Greenway ▶ Aviation House (levels 5 – 7), Phillip ▶ 180 Lonsdale St (level 10 and part level 11), Melbourne. | <p>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.</p> |
| <p>Building Management Committee meetings are conducted as required under the Green Lease Schedule</p> | <p>Continue to conduct Building Management Committee meetings.</p> |
| <p>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</p> | <p>Consideration of fit-out design and building upgrades to improve energy efficiency.</p> |
| <p>Installation of EV charging stations</p> | <p>Continue to work with landlords to install charging stations within leased premises.</p> |
| <p>Participate in Earth Hour 2024</p> | <p>Continue to participate in Earth Hour each year.</p> |

| Measures taken | Mechanisms used |
|---|---|
| <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 the amount of waste going to landfill.</p> <p>Annual Check-up plus survey to the National Archives of Australia.</p> |
| Procurement | |
| Environmentally Sustainable Procurement | Consider the Department of Climate Change, Energy, the Environment and Water, Environmentally Sustainable Procurement Policy and the Sustainable Procurement Guide when undertaking procurement. |
| Fleet | |
| Reduce fleet emissions by transitioning to electric vehicles (EVs) | <p>Continue the replacement of departmental fleet vehicles with EVs when current leases are ready for renewal.</p> <p>The whole-of-government electric vehicle (EV) requirements have been embedded into our policies and procedures.</p> <p>We currently have 11 EVs in our fleet and 2 on order, due for delivery in 2024. All other passenger vehicles will be considered for replacement with an EV when their current leases expire.</p> |

| Measures taken | Mechanisms used |
|----------------------------|--|
| Travel | |
| Reduce the need for travel | <p>Continue to encourage staff to use online conferencing as an alternative to travelling. Where travel is required, delegates must consider:</p> <ul style="list-style-type: none"> ▶ choosing greener accommodation choices by reviewing NABERS Energy ratings displayed next to applicable hotels in the online booking tool when available ▶ review the requirement of flights and consider low-emission sources of transport, such as trains or other land-based transport. <p>When there is a requirement to hire a vehicle, ensure the use of low-emission vehicles where possible.</p> |

Table C-2: Environmental performance indicators

| Performance measure | Indicator | 2023-24 | 2022-23 |
|--|---|-----------|-----------|
| Energy and buildings | | | |
| Total consumption of energy in buildings | Electricity consumption (kWh) | 2,004,848 | 2,137,085 |
| Mixed paper and cardboard waste Enid Lyons Building, Greenway, ACT | Wastepaper to recycling facilities (tonnes) | 13.2 | 10.4 |
| Commingled recycling Enid Lyons Building, Greenway, ACT | Commingled waste to recycling facilities (tonnes) | 7.1 | 5.8 |
| Landfill Enid Lyons Building, Greenway, ACT | Landfill waste to ACT landfill (tonnes) | 47.5 | 54.7 |

| Performance measure | Indicator | 2023-24 | 2022-23 |
|--|--|------------|-----------|
| Organic waste Enid Lyons Building, Greenway, ACT | Organic waste to organic waste facilities (tonnes) | 1.1 | 1.3 |
| Fleet | | | |
| Total consumption of energy in vehicles | Diesel (L) | 5,191 | 3,975 |
| | Ethanol mix (L) | 1,277 | 710 |
| | Unleaded petrol (L) | 2,343 | 3,056 |
| Total vehicle distance travelled | Motor vehicle distance travelled (km) | 93,698 | 88,349 |
| Travel | | | |
| Total air travel distance | Air travel distance (km) | 12,253,245 | 8,681,464 |

Note: The comparative for 2022-23 energy and waste streams has been updated to reflect new data sources.

Not all data sources were available at the time of the report and amendments to data may be required in future reports. The quality of data is expected to improve over time as reporting matures.

Secured paper destruction data was reported in the 2022-23 Annual report, but has been removed from this reporting period due a lack of data availability.

Climate Disclosure

The Commonwealth Climate Disclosure is the government's policy for Commonwealth entities to publicly disclose their exposure to climate risks and opportunities, as well as their actions to manage them. This is our first Annual Report which includes climate-related disclosures in accordance with the criteria in the Department of Finance Commonwealth Climate Disclosure (CCD) Pilot Guidance.¹⁰

¹⁰ Department of Finance (19 June 2024), www.finance.gov.au/government/climate-action-government-operations/commonwealth-climate-disclosure-pilot#:~:text=Commonwealth%20Climate%20Disclosure%20Pilot%20Guidance%20-%20User%20Guide.%20The%20Commonwealth, Department of Finance, accessed 15 July 2024.

Climate governance and risk management

The department acknowledges that our climate risk governance, accountability and risk management arrangements will develop over time in response to our department's evolving risk profile (i.e. as climate-related risks and opportunities are identified in the future) and as internal climate capability builds.

The department's governance structure and risk management approach are outlined in Chapter 4.1.

Climate-related metrics

Climate Action in Government Operations and APS Net Zero 2030 emissions reporting

APS Net Zero 2030 is the government's policy for the APS to reduce its greenhouse gas emissions to net zero by 2030, and transparently report on its emissions. As part of the Net Zero in Government Operations Strategy¹¹, the department is required to report on its operational greenhouse gas emissions.

Emissions are required to be calculated in line with the APS Net Zero Emissions Reporting Framework provided by the Department of Finance, consistent with the whole-of-Australian-Government approach as part of the APS Net Zero by 2030 policy. For the emissions calculation method, please see the Department of Finance Pilot Metrics and Targets Factsheet¹².

The Greenhouse Gas Emissions Inventory presents greenhouse gas emissions over the 2023-24 period. Results are presented on the basis of Carbon Dioxide Equivalent (CO₂-e) emissions. Greenhouse gas emissions have been calculated in line with the APS Emissions Reporting Framework, consistent with the whole-of-Australian Government approach as part of the APS Net Zero 2030 policy. Not all data sources were available at the time of the report and amendments to data may be required in future reports. Reporting on refrigerants is optional for 2023-24 and will be phased in over time as emissions reporting matures. The department has not opted to report on refrigerants.

Amended 2022-23 Greenhouse Gas Emissions Inventory Tables¹³ can be found on the department's website. Enhancements to the amendments reporting process is being investigated for future reporting years.

11 Department of Finance (2023), www.finance.gov.au/government/climate-action-government-operations/aps-net-zero-emissions-2030

12 Department of Finance (2024), www.finance.gov.au/government/climate-action-government-operations/common-wealth-climate-disclosure-pilot

13 DSS (Department of Social Services) (2024), www.dss.gov.au/publications-articles-corporate-publications/2022-23-greenhouse-gas-emissions-inventory-tables-amended

Table C-3 2023-24 Greenhouse Gas Emissions Inventory – Location-based method

| Emission source | Scope 1 t CO₂-e | Scope 2 t CO₂-e | Scope 3 t CO₂-e | Total t CO₂-e |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|-------------------------------------|
| Electricity (Location-Based Approach) | N/A | 1,286.649 | 112.714 | 1,399.363 |
| Natural Gas | 0.000 | N/A | 0.000 | 0.000 |
| Solid Waste* | N/A | N/A | 76.880 | 76.880 |
| Refrigerants* † | 0.000 | N/A | N/A | 0.000 |
| Fleet and Other Vehicles | 19.176 | N/A | 4.771 | 23.947 |
| Domestic Commercial Flights | N/A | N/A | 1,086.937 | 1,086.937 |
| Domestic Hire Car* | N/A | N/A | 15.841 | 15.841 |
| Domestic Travel Accommodation* | N/A | N/A | 522.038 | 522.038 |
| Other Energy | 0.000 | N/A | 0.000 | 0.000 |
| Total t CO₂-e | 19.176 | 1,286.649 | 1,819.181 | 3,125.006 |

Note: The table above presents emissions related to electricity usage using the location-based accounting method. CO₂-e = Carbon Dioxide Equivalent.

* indicates emission sources collected for the first time in 2023-24. The quality of data is expected to improve over time as emissions reporting matures.

† indicates optional emission source for 2023-24 emissions reporting.

A portion of emissions from the Northern Territory Government's operations are included in the emissions reporting of Department of Social Services (DSS).

A portion of Domestic, Family and Sexual Violence Commission (DFSVC), Department of Employment and Workplace Relations (DEWR), National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission, Aged Care Quality and Safety Commission and Fair Work Ombudsman (FWO)'s electricity data was unable to be separated from DSS' data and has been included in DSS' annual report.

A portion of natural gas, electricity, renewables, stationary fuels, solid waste and refrigerants data was unable to be separated from Landlord data and has not been included.

Where the electricity and solid waste billing periods do not align with the end of the financial year, a daily average was used to determine the emissions for the financial year.

A portion of waste data was estimated based on industry average.

Due to the billing cycles not aligning with the end of the financial year, some electricity data was not available during the initial collection process in July-August 2024. Adjustments to the data may be required in future reports.

Emissions from electricity consumed by electric and plug-in hybrid vehicles has only been reported for electricity directly purchased by DSS. Emissions associated with electricity consumption from public charging stations has not been reported for 2023-24.

Emissions from hire cars for 2023-24 have been sourced from a third party and may be incomplete due to a lack of robust data. The quality of data is expected to improve over time as emissions reporting matures.

Table C-4 2023-24 Electricity Greenhouse Gas Emissions

| Emission Source | Scope 2 t CO₂-e | Scope 3 t CO₂-e | Total t CO₂-e | Percentage of electricity use |
|---|---------------------------------------|---------------------------------------|-------------------------------------|--|
| Location-based electricity emissions | 1,286.649 | 112.714 | 1,399.363 | 100.00% |
| Market-based electricity emissions | 360.380 | 44.491 | 404.871 | 22.19% |
| Total renewable electricity | - | - | - | 77.81% |
| <i>Mandatory renewables¹</i> | - | - | - | 18.72% |
| <i>Voluntary renewables²</i> | - | - | - | 59.09% |

Note: The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = Carbon Dioxide Equivalent.

¹ Mandatory renewables are the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.

² Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

Climate-related targets

APS Net Zero by 2030 target

The department is committed to the achievement of the government's APS Net Zero 2030 target. The department is following the APS Net Zero 2030 target in full, as per the Net Zero in Government Operations Strategy¹⁴. For the metrics used to set the target, please see the Department of Finance Pilot Metrics and Targets Factsheet¹⁵.

Emissions Reduction Plan

This year we began developing our first Emissions Reduction Plan. Our Emissions Reduction Plan will set out our priorities and actions to reduce emissions to net zero by 2030. The Emissions Reduction Plan is published on our website.

The Chief Sustainability Officer (CSO) will:

- ▶ champion the Net Zero in Government Operations Strategy and related initiatives that support climate action in government operations.
- ▶ represent the department in the Chief Sustainability Officer network.

14 Department of Finance (2023), www.finance.gov.au/government/climate-action-government-operations/aps-net-zero-emissions-2030,

15 Department of Finance (2024), Department of Finance (2024) [Fix broken link: www.finance.gov.au/government/climate-action-government-operations/commonwealth-climate-disclosure-pilot](http://www.finance.gov.au/government/climate-action-government-operations/commonwealth-climate-disclosure-pilot)

Appendix D - Compliance with the Carer Recognition Act

We recognise the significant contribution Australia's 3 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 DSS Enterprise Agreement 2024–27 includes carer's leave entitlements.

In addition to carer's leave, the department's Enterprise Agreement and human resources policies support staff to access flexible working arrangements, including:

- ▶ changes in hours and patterns of work
- ▶ part-time work
- ▶ compressed hours
- ▶ job sharing home-based work

We also uphold the requirements of the National Employment Standards under the *Fair Work Act 2009*, including entitlements for employees who are recognised carers.

Our staff have access to health and diversity facilities including dedicated rooms to help manage unforeseen caring responsibilities.

In addition, they can access free counselling arranged through the Employee Assistance Program and Beyond Blue's New Access Workplaces 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.

We 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) | www.guides.dss.gov.au/aicsg |
| Carer Gateway | www.carergateway.gov.au/ |
| DisabilityCare Australia Fund | www.finance.gov.au/government/australian-government-investment-funds/disabilitycare-australia-fund |
| Disability Employment Services Caseload and Commencements Data | DSS Disability Employment Services Caseload and Commencements Data (by ESA and Postcode) - biannual profile Datasets data.gov.au - beta |
| Disability Employment Services – department program information | www.dss.gov.au/disability-and-carers-programs-services/employment-services-for-people-with-disability |
| Disability Employment Services – information for participants | www.jobaccess.gov.au/people-with-disability |
| Disability Employment Services Monthly Data | www.data.gov.au/dataset/ds-dga-e258b678-eb6b-4ebb-92d8-0fe7c1122c42/details?q=Disability%20Employment%20Services |

| Webpage title | Webpage address |
|---|--|
| Disability Employment Services Outcome Rates by Disability Type | www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-service-providers/quality-strategy-for-disability-employment |
| Disability Employment Services Outcome Rates by Disability Type | www.data.gov.au/data/dataset/disability-employment-services-outcome-rates-by-disability-type |
| 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 | www.data.gov.au/dataset/ds-dga-8add31f4-fa25-4fc6-8ed5-16e27156f8f9/details |
| Disability Employment Services Targeted Compliance Framework | www.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 |
| Disability Reform Ministers' Meetings | 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 | www.engage.dss.gov.au/promoting-evidence-based-assistive-technology-and-supports |
| DSS Engagement - Working together to trial blended payments | www.engage.dss.gov.au/blended-payment-model-trials |
| Early Childhood Intervention Services and Supports | www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/overview-of-early-intervention-services-and-supports |

| Webpage title | Webpage address |
|--|--|
| Early Childhood Targeted Action Plan | www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/early-childhood-targeted-action-plan-early-childhood-tap |
| Early Days Workshops | 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 | www.envisage.community |
| Facebook page: Disability Gateway | www.facebook.com/DisabilityGateway |
| Family and carer outcomes report NDIS | www.data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report |
| Financial support for carers | www.servicesaustralia.gov.au/getting-support-if-youre-caring-for-someone?context=60097 |
| Financial support for people with disability | www.servicesaustralia.gov.au/financial-support-when-living-with-disability?context=60093 |
| For people with disability | www.dss.gov.au/our-responsibilities/disability-and-carers/program-services-for-people-with-disability |
| Supported Employment | www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/supported-employment |

| Webpage title | Webpage address |
|---|--|
| Information Linkages and Capacity Building (ILC) program | www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/information-linkages-and-capacity-building-ilc-program#:~:text=Information%20Linkages%20and%20Capacity%20Building%20%28ILC%29%20program%20ILC,all%20Australians%20with%20disability%2C%20their%20carers%20and%20families |
| Integrated Carer Support Service Model | www.dss.gov.au/disability-and-carers-carers/integrated-carer-support-service-model#:~:text=The%20Integrated%20Carer%20Support%20Service%20model%2C%20known%20as,their%20skills%20and%20reducing%20the%20stress%20of%20caring |
| Job Access | www.jobaccess.gov.au |
| National Carer Strategy | www.engage.dss.gov.au/national-carer-strategy |
| National Disability Conference Initiative | www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-conference-initiative |
| National Disability Data Asset Website | www.ndda.gov.au |
| National Disability Insurance Scheme | www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/national-disability-insurance-scheme |
| New specialist disability employment program – Consultation | www.engage.dss.gov.au/a-new-specialist-employment-disability-program-consultation |

| Webpage title | Webpage address |
|---|--|
| National Early Childhood Program for Children with Disability and Developmental Concerns (the NECP) | www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/overview-of-early-intervention-services-and-supports |
| NDIS Commission Activity Reports | www.ndiscommission.gov.au/resources/reports-policies-and-frameworks/ndis-commission-activity-reports |
| NDIS Demand Map | www.blcw.dss.gov.au/demandmap |
| Outcomes Framework reporting | www.aihw.gov.au/australias-disability-strategy |
| Participant outcomes report NDIS | www.data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report |
| PlayConnect+ | www.playconnectplus.com.au |
| PlayConnect Playgroups | 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.) | www.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 | www.raisingchildren.net.au/disability |
| Safe Places Emergency Accommodation (Safe Places) Program | www.dss.gov.au/housing-support/programmes-services/homelessness/domestic-and-family-violence |
| Supporting Carers | www.dss.gov.au/disability-and-carers/carers |

Appendix F – Digital reporting tool data – non-corporate Commonwealth entities

Table F-1 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 | | Long service leave ⁴ | Other long-term benefits | | |
| Raymond Griggs | Secretary | \$840,363 | 0 | \$2,183 | \$27,467 | \$25,007 | 0 | 0 | \$895,020 |
| Matthew Flavel | Deputy Secretary ⁵ | \$444,675 | 0 | \$2,183 | \$81,326 | \$21,272 | 0 | 0 | \$549,456 |
| Patrick Hetherington | Deputy Secretary | \$400,765 | 0 | \$2,183 | \$74,647 | \$19,758 | 0 | 0 | \$497,353 |
| Letitia Hope | Deputy Secretary | \$390,885 | 0 | \$2,183 | \$73,634 | \$15,294 | 0 | 0 | \$481,996 |
| Robyn Shannon | Deputy Secretary ⁶ | \$401,187 | 0 | \$2,183 | \$61,048 | \$13,459 | 0 | 0 | \$477,877 |
| Total | | \$2,477,875 | 0 | \$10,915 | \$318,122 | \$94,790 | 0 | 0 | \$2,901,702 |

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, comprising annual leave paid and the movement in the annual leave provision. Annual leave taken is paid from the provision not the expense, so higher leave taken results in lower base salary reported.
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. Base salary includes higher duties allowance, paid while acting in the Secretary position.
6. The officer was acting in the position for part of the year.

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 | 37 | \$82,410 | 0 | \$1,061 | \$14,736 | \$2,861 | 0 | 0 | 0 | \$101,068 |
| \$220,001- \$245,000 | 10 | \$191,880 | 0 | \$1,969 | \$32,223 | \$5,446 | 0 | 0 | 0 | \$231,518 |
| \$245,001- \$270,000 | 13 | \$213,905 | 0 | \$2,162 | \$36,490 | \$6,954 | 0 | 0 | 0 | \$259,511 |
| \$270,001- \$295,000 | 17 | \$224,244 | 0 | \$2,127 | \$41,070 | \$8,261 | 0 | \$7,015 | 0 | \$282,717 |
| \$295,001- \$320,000 | 8 | \$246,903 | 0 | \$2,168 | \$44,262 | \$14,714 | 0 | 0 | 0 | \$308,047 |
| \$320,001- \$345,000 | 4 | \$271,560 | 0 | \$2,183 | \$42,141 | \$17,600 | 0 | 0 | 0 | \$333,484 |
| \$345,001- \$370,000 | 8 | \$290,907 | 0 | \$2,171 | \$51,325 | \$10,914 | 0 | 0 | 0 | \$355,317 |
| \$370,001- \$395,000 | 3 | \$319,044 | 0 | \$2,183 | \$53,102 | \$13,204 | 0 | 0 | 0 | \$387,533 |
| \$395,001- \$420,000 | 2 | \$336,318 | 0 | \$2,183 | \$58,489 | \$10,306 | 0 | 0 | 0 | \$407,296 |
| \$420,001- \$445,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$445,001- \$470,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$470,001- \$495,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$495,001- ... | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

1. Includes 17 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 included for the period of secondment

Table F-3 17AD(da) information about remuneration for other highly paid staff

| 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 | |
| \$250,000- \$270,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$270,001- \$295,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$295,001- \$320,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$320,001- \$345,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$345,001- \$370,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$370,001- \$395,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$395,001- \$420,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$420,001- \$445,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$445,001- \$470,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$470,001- \$495,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$495,001- | 0 | 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 (2023-24)

| | | Period as the accountable authority or member within the reporting period | |
|-------------------------|------------------------------|---|-----------------------------------|
| Name | Position Title/Position held | Start Date (1 July 2023 or after) | End Date (30 June 2024 or before) |
| Mr Matthew Flavel | Acting Secretary | 1/7/2023 | 2/7/2023 |
| Mr Raymond Griggs | Secretary | 3/7/2023 | 19/9/2023 |
| Mr Matthew Flavel | Acting Secretary | 20/9/2023 | 9/10/2023 |
| Mr Raymond Griggs | Secretary | 10/10/2023 | 19/11/2023 |
| Mr Matthew Flavel | Acting Secretary | 20/11/2023 | 22/11/2023 |
| Mr Raymond Griggs | Secretary | 23/11/2023 | 1/1/2024 |
| Mr Matthew Flavel | Acting Secretary | 2/1/2024 | 16/1/2024 |
| Mr Raymond Griggs | Secretary | 17/1/2024 | 21/5/2024 |
| Mr Matthew Flavel | Acting Secretary | 22/5/2024 | 24/5/2024 |
| Mr Raymond Griggs | Secretary | 25/5/2024 | 21/6/2024 |
| Mr Patrick Hetherington | Acting Secretary | 22/6/2024 | 30/6/2024 |

Table F-5 17AG (4)(aa) – Management of Human Resources - All Ongoing Employees (2023-24)

| | 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 | 79 | 6 | 85 | 162 | 38 | 200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 285 |
| Qld | 36 | 2 | 38 | 87 | 24 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 149 |
| SA | 37 | 1 | 38 | 78 | 12 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| Tas | 21 | 2 | 23 | 53 | 23 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| Vic | 57 | 3 | 60 | 134 | 22 | 156 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 216 |
| WA | 10 | 3 | 13 | 49 | 12 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| ACT | 604 | 23 | 627 | 1,284 | 268 | 1,552 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2,179 |
| NT | 7 | 0 | 7 | 25 | 3 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 35 |
| 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 | 851 | 40 | 891 | 1,872 | 402 | 2,274 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,165 |

Table F-6 17AG (4)(aa) – 17AG(4)(aa) Management of Human Resources - All Non-Ongoing Employees (2023-24)

| | 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 | 11 | 0 | 11 | 23 | 5 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 39 |
| Qld | 2 | 0 | 2 | 7 | 2 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 |
| SA | 5 | 0 | 5 | 11 | 1 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 |
| Tas | 2 | 0 | 2 | 3 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Vic | 10 | 0 | 10 | 25 | 3 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38 |
| WA | 2 | 1 | 3 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| ACT | 31 | 9 | 40 | 56 | 25 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| NT | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 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 | 64 | 10 | 74 | 126 | 39 | 165 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 239 |

Table F-7 PGPA Rule Section 17AG(4)(b)(i) - (iv) Australian Public Sector (APS) Classification and Gender Australian Public Service Act Ongoing Employees (2023-24)

| | 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 | 10 | 0 | 10 | 9 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19 |
| SES 1 | 17 | 0 | 17 | 46 | 0 | 46 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 63 |
| EL 2 | 110 | 3 | 113 | 236 | 37 | 273 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 386 |
| EL 1 | 258 | 13 | 271 | 495 | 138 | 633 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 904 |
| APS 6 | 202 | 12 | 214 | 512 | 125 | 637 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 851 |
| APS 5 | 178 | 9 | 187 | 430 | 74 | 504 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 691 |
| APS 4 | 43 | 1 | 44 | 102 | 26 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 172 |
| APS 3 | 28 | 0 | 28 | 36 | 0 | 36 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| APS 2 | 2 | 0 | 2 | 4 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| 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 | 851 | 40 | 891 | 1,872 | 402 | 2,274 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,165 |

Table F-8 17AG(4)(b)(i)-(iv)- Australian Public Sector (APS) Classification and Gender - Australian Public Service Act Non-Ongoing Employees (2023-24)

| | 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 |
| SES2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SES1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EL2 | 0 | 1 | 1 | 5 | 4 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| EL1 | 9 | 5 | 14 | 17 | 5 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 36 |
| APS6 | 13 | 3 | 16 | 14 | 7 | 21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 37 |
| APS5 | 22 | 1 | 23 | 38 | 14 | 52 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 75 |
| APS4 | 18 | 0 | 18 | 52 | 9 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| APS3 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| APS2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| APS1 | 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 | 64 | 10 | 74 | 126 | 39 | 165 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 239 |

**Table F-9 17AG(4)(b)(i)-(iii) Employment type by Full time and Part time Status
Australian Public Service Act Employees by Full time and Part time Status
(2023-24)**

| | 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 | 19 | 0 | 19 | 0 | 0 | 0 | 19 |
| SES 1 | 63 | 0 | 63 | 0 | 0 | 0 | 63 |
| EL 2 | 346 | 40 | 386 | 5 | 5 | 10 | 396 |
| EL 1 | 753 | 151 | 904 | 26 | 10 | 36 | 940 |
| APS 6 | 714 | 137 | 851 | 27 | 10 | 37 | 888 |
| APS 5 | 608 | 83 | 691 | 60 | 15 | 75 | 766 |
| APS 4 | 145 | 27 | 172 | 70 | 9 | 79 | 251 |
| APS 3 | 64 | 0 | 64 | 2 | 0 | 2 | 66 |
| APS 2 | 6 | 0 | 6 | 0 | 0 | 0 | 6 |
| APS 1 | 0 | 4 | 4 | 0 | 0 | 0 | 4 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2,723 | 442 | 3,165 | 190 | 49 | 239 | 3,404 |

Table F-10 17AG(4)(b)(v) – Employment type by Location Australian Public Service Act Employment type by location (2023-24)

| | Ongoing | Non-Ongoing | Total |
|----------------------|--------------|-------------|--------------|
| NSW | 285 | 39 | 324 |
| Qld | 149 | 11 | 160 |
| SA | 128 | 17 | 145 |
| Tas | 99 | 7 | 106 |
| Vic | 216 | 38 | 254 |
| WA | 74 | 4 | 78 |
| ACT | 2,179 | 121 | 2,300 |
| NT | 35 | 2 | 37 |
| External Territories | 0 | 0 | 0 |
| Overseas | 0 | 0 | 0 |
| Total | 3,165 | 239 | 3,404 |

Table F-11 17AG(4)(b)(vi) Indigenous Employment Australian Public Service Act Indigenous Employment (2023-24)

| | Total |
|--------------|------------|
| Ongoing | 146 |
| Non-Ongoing | 3 |
| Total | 149 |

Table F-12 17AG(4)(c)(i) Employment Arrangements of SES and Non-SES employees Australian Public Service Act Employment arrangements (2023-24)

| | SES | Non-SES | Total |
|--|-----------|--------------|--------------|
| Department of Social Services Enterprise Agreement 2024 to 2027* | 0 | 3,292 | 3,292 |
| Individual Flexibility Arrangement | 0 | 40 | 40 |
| Section 24(1) Determinations | 72 | 0 | 72 |
| Total | 72 | 3,332 | 3,404 |

* Excludes the Secretary who is not employed under any of the identified employment arrangements above. Employees acting as SES on 30 June 2024 have been reported as covered by the Department of Social Services Enterprise Agreement 2024 to 2027 (Enterprise Agreement).

Staff on IFAs are still covered by the Enterprise Agreement.

Table F-13 17AG(4)(c)(ii) Salary Ranges by Classification level Australian Public Service Act Employment salary ranges by classification level (Minimum/Maximum) (2023-24)

| | Minimum Salary | Maximum Salary |
|-----------------------|----------------|----------------|
| SES 3 | 395,021 | 412,498 |
| SES 2 | 292,180 | 333,884 |
| SES 1 | 219,082 | 265,280 |
| EL 2 | 139,205 | 235,665 |
| EL 1 | 118,106 | 148,030 |
| APS 6 | 94,791 | 115,254 |
| APS 5 | 86,542 | 92,420 |
| APS 4 | 78,801 | 84,700 |
| APS 3 | 69,553 | 78,468 |
| APS 2 | 60,185 | 66,972 |
| APS 1 | 52,165 | 57,626 |
| Other | 0 | 0 |
| Minimum/Maximum range | 52,165 | 412,498 |

**Table F-14 17AG(4)(d) (iii)-(iv) Performance Pay by Classification level
Australian Public Service Act Employment Performance Pay by classification
level (2023-24)**

| | 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 17AG(7)(a)(i)-(iv) – Reportable Consultancy Contracts – Expenditure on Reportable Consultancy Contracts Current Report Period (2023-24)

| | Number | Expenditure \$'000 (GST inc.) |
|---|------------|-------------------------------------|
| New contracts entered into during the reporting period | 59 | 8,269 |
| Ongoing contracts entered into during a previous reporting period | 54 | 13,414 |
| Total | 113 | 21,683 |

Table F-16 17AG(7A)(a)(i)-(iv) – Reportable Non-Consultancy Contracts – Expenditure on Reportable Non-Consultancy Contracts Current Report Period (2023-24)

| | Number | Expenditure \$'000 (GST inc.) |
|---|------------|-------------------------------------|
| New contracts entered into during the reporting period | 355 | 42,633 |
| Ongoing contracts entered into during a previous reporting period | 325 | 186,463 |
| Total | 680 | 229,096 |

PGPA Rule Section 17AGA(2)-(3) – Additional information about organisations receiving amounts under reportable contracts or reportable non consultancy contract.

Table F-17 Organisations Receiving a Share of Reportable Consultancy Contract Expenditure Current Report Period (2023-24)

| Name of Organisation | Expenditure \$'000 (GST inc.) |
|--|--------------------------------------|
| Nous Group Pty Ltd (66 086 210 344) | 2,490 |
| The Trustee for the BMF Unit Trust (43 533 837 149) | 2,465 |
| Department of the Treasury (92 802 414 793) | 2,254 |
| University of New South Wales (57 195 873 179) | 1,514 |
| Hall & Partners Pty Ltd (28 130 990 288) | 1,374 |
| Whereto Research Based Consulting Pty Ltd (65 605 178 603) | 1,190 |
| Ernst & Young (75 288 172 749) | 1,125 |

Table F-18 Organisations Receiving a Share of Reportable Non-Consultancy Contract Expenditure Current Report Period (2023-24)

| Name of Organisation | Expenditure \$'000 (GST inc.) |
|---|--------------------------------------|
| Telstra Health Pty Ltd (38 163 077 236) | 45,635 |
| Jones Lang LaSalle (ACT) Pty Ltd (69 008 585 260) | 43,855 |
| The University of Melbourne (84 002 705 224) | 12,232 |
| CatholicCare Sydney Limited (38 841 427 747) | 7,949 |
| Karlka Recruiting Group Pty Ltd (78 167 536 978) | 7,788 |

Appendix G – Glossary of abbreviated terms 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 |
| EVP | Escaping Violence Payment |
| FaC | Families and Children |
| FCSI | Families and Communities Service Improvement |
| FOLR | Funder of last resort |
| FTB | Family Tax Benefit |
| FVOCI | Financial Assets at Fair Value Through Other Comprehensive Income |
| 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 |
| JSP | JobSeeker Payment |
| LGBTIQA+ | 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 | 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 |
| NESB | Non-English speaking background |
| 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 | Public Governance, Performance and Accountability Act 2013 |
| 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 |

Appendix H – Compliance Index

| PGPA Rule Reference | Part of Report | Description | Requirement |
|---------------------|--|--|---------------------------------|
| 17AD(g) | Letter of transmittal | | |
| 17AI | About this Report | 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) | About this Report | Table of contents (print only). | Mandatory |
| 17AJ(b) | Appendix I | Alphabetical index (print only). | Mandatory |
| 17AJ(c) | Appendix G | Glossary of abbreviations and acronyms. | Mandatory |
| 17AJ(d) | Appendix H | List of requirements. | Mandatory |
| 17AJ(e) | About this Report | Details of contact officer. | Mandatory |
| 17AJ(f) | About this Report | Entity's website address. | Mandatory |
| 17AJ(g) | About this Report | Electronic address of report. | Mandatory |
| 17AD(a) | Review by accountable authority | | |
| 17AD(a) | Secretary's Review | A review by the accountable authority of the entity. | Mandatory |
| 17AD(b) | Overview of the entity | | |
| 17AE(1)(a)(i) | Chapter 1.1 – Our Department | A description of the role and functions of the entity. | Mandatory |
| 17AE(1)(a)(ii) | Chapter 1.1 – Our Department | A description of the organisational structure of the entity. | Mandatory |
| 17AE(1)(a)(iii) | Outcome and Program Structure | A description of the outcomes and programmes administered by the entity. | Mandatory |
| 17AE(1)(a)(iv) | Chapter 1.1 – Our Department | A description of the purposes of the entity as included in corporate plan. | Mandatory |
| 17AE(1)(aa)(i) | Appendix F Table F–4 | Name of the accountable authority or each member of the accountable authority | Mandatory |
| 17AE(1)(aa)(ii) | Appendix F Table F–4 | Position title of the accountable authority or each member of the accountable authority | Mandatory |
| 17AE(1)(aa)(iii) | Appendix F Table F–4 | Period as the accountable authority or member of the accountable authority within the reporting period | Mandatory |
| 17AE(1)(b) | Chapter 1.2 – The portfolio | An outline of the structure of the portfolio of the entity. | Portfolio departments mandatory |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|--|---|---|---------------------------|
| 17AE(2) | N/A | 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 | Part 2 – Annual Performance Statements | Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule. | Mandatory |
| 17AD(c)(ii) Report on Financial Performance | | | |
| 17AF(1)(a) | Chapter 4.4 – Managing our Finances Part 5 – Annual Financial Statements | A discussion and analysis of the entity's financial performance. | Mandatory |
| 17AF(1)(b) | Part 5 – Annual Financial Statements | A table summarising the total resources and total payments of the entity. | Mandatory |
| 17AF(2) | N/A | If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: 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; and 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. |
| 17AD(d) Management and Accountability | | | |
| Corporate Governance | | | |
| 17AG(2)(a) | Chapter 4.1 – Governance Structure | Information on compliance with section 10 (fraud systems) | Mandatory |
| 17AG(2)(b)(i) | Letter of Transmittal – About this Report | A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared. | Mandatory |
| 17AG(2)(b)(ii) | Letter of Transmittal – About this Report | 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 |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|--------------------------|---|--|--------------------------|
| 17AG(2)(b)(iii) | Letter of Transmittal – About this Report | 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) | Chapter 4.1 – Governance Structure | An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance. | Mandatory |
| 17AG(2)(d) – (e) | N/A | A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy noncompliance. | If applicable, Mandatory |
| Audit Committee | | | |
| 17AG(2A)(a) | Chapter 4.1 – Governance Structure | A direct electronic address of the charter determining the functions of the entity's audit committee. | Mandatory |
| 17AG(2A)(b) | Chapter 4.1 – Governance Structure | The name of each member of the entity's audit committee. | Mandatory |
| 17AG(2A)(c) | Chapter 4.1 – Governance Structure | The qualifications, knowledge, skills or experience of each member of the entity's audit committee. | Mandatory |
| 17AG(2A)(d) | Chapter 4.1 – Governance Structure | Information about the attendance of each member of the entity's audit committee at committee meetings. | Mandatory |
| 17AG(2A)(e) | Chapter 4.1 – Governance Structure | The remuneration of each member of the entity's audit committee. | Mandatory |
| External Scrutiny | | | |
| 17AG(3) | Chapter 4.2 – External Scrutiny | Information on the most significant developments in external scrutiny and the entity's response to the scrutiny. | Mandatory |
| 17AG(3)(a) | Chapter 4.1 – Governance Structure Chapter 4.2 – External Scrutiny | 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) | Chapter 4.2 – External Scrutiny | 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) | Chapter 4.1 – Governance Structure | Information on any capability reviews on the entity that were released during the period. | If applicable, Mandatory |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|--------------------------------------|---|---|--------------------------|
| Management of Human Resources | | | |
| 17AG(4)(a) | Chapter 4.3 – Managing our People | An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives. | Mandatory |
| 17AG(4)(aa) | Appendix F – Digital Reporting Tool data | <ul style="list-style-type: none"> ▶ Statistics on the entity's employees on an ongoing and nonongoing basis, including the following: <ul style="list-style-type: none"> (a) statistics on fulltime employees (b) statistics on parttime employees (c) statistics on gender (d) statistics on staff location. | Mandatory |
| 17AG(4)(b) | Appendix F – Digital Reporting Tool data | <p>Statistics on the entity's APS employees on an ongoing and nonongoing basis; including the following:</p> <ul style="list-style-type: none"> ▶ Statistics on staffing classification level ▶ Statistics on fulltime employees ▶ Statistics on parttime employees ▶ Statistics on gender ▶ Statistics on staff location ▶ Statistics on employees who identify as Indigenous. | Mandatory |
| 17AG(4)(c) | Chapter 4.3 – Managing our People | 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 |
| 17AG(4)(c)(i) | Appendix F – Digital Reporting Tool data | Information on the number of SES and nonSES employees covered by agreements etc identified in paragraph 17AG(4)(c). | Mandatory |
| 17AG(4)(c)(ii) | Appendix F – Digital Reporting Tool data | The salary ranges available for APS employees by classification level. | Mandatory |
| 17AG(4)(c)(iii) | Chapter 4.3 – Managing our People | A description of nonsalary benefits provided to employees. | Mandatory |
| 17AG(4)(d)(i) | N/A | Information on the number of employees at each classification level who received performance pay. | If applicable, Mandatory |
| 17AG(4)(d)(ii) | N/A | Information on aggregate amounts of performance pay at each classification level. | If applicable, Mandatory |
| 17AG(4)(d)(iii) | N/A | Information on the average amount of performance payment, and range of such payments, at each classification level. | If applicable, Mandatory |
| 17AG(4)(d)(iv) | N/A | Information on aggregate amount of performance payments. | If applicable, Mandatory |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|---|--|---|--------------------------|
| Assets Management | | | |
| 17AG(5) | N/A | 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) | Chapter 4.4 – Managing our Finances | An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> . | Mandatory |
| Reportable consultancy contracts | | | |
| 17AG(7)(a) | Chapter 4.4 – Managing our Finances | 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 |
| 17AG(7)(b) | Chapter 4.4 – Managing our Finances | A statement that <i>“During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million].”</i> | Mandatory |
| 17AG(7)(c) | Chapter 4.4 – Managing our Finances | 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) | Chapter 4.4 – Managing our Finances | A statement that <i>“Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.”</i> | Mandatory |
| Reportable non-consultancy contracts | | | |
| 17AG(7A)(a) | Chapter 4.4 – Managing our Finances | 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) | Chapter 4.4 – Managing our Finances | A statement that <i>“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 |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|--|--|--|-----------------------------|
| 17AD(daa) Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts | | | |
| 17AGA | Appendix F – Digital Reporting Tool data | Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts. | Mandatory |
| Australian National Audit Office Access Clauses | | | |
| 17AG(8) | N/A | 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 AuditorGeneral 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) | N/A | 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) | Chapter 4.4 – Managing our Finances | 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.” | Mandatory |
| 17AG(10)(b) | Chapter 4.4 – Managing our Finances | An outline of the ways in which the procurement practices of the entity support small and medium enterprises. | Mandatory |
| 17AG(10)(c) | Chapter 4.4 – Managing our Finances | If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[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.” | If applicable, Mandatory |
| Financial Statements | | | |
| 17AD(e) | Part 5 – Annual Financial Statements | Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act. | Mandatory |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|--|--|---|-----------------------------|
| Executive Remuneration | | | |
| 17AD(da) | Appendix F – Digital Reporting Tool data | Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 23 of the Rule. | Mandatory |
| 17AD(f) Other Mandatory Information | | | |
| 17AH(1)(a)(i) | Appendix B – Advertising and Market Research | 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) | N/A | If the entity did not conduct advertising campaigns, a statement to that effect. | If applicable, Mandatory |
| 17AH(1)(b) | Chapter 4.4 – Managing our Finances | 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) | Appendix E – Disability Reporting | Outline of mechanisms of disability reporting, including reference to website for further information. | Mandatory |
| 17AH(1)(d) | Chapter 4.1 – Governance Structure | 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) | N/A | Correction of material errors in previous annual report | If applicable, mandatory |
| 17AH(2) | Part 3 – Redress Scheme Part 4 – Work Health and Safety, Commonwealth Child Safe Framework Appendix C – Ecological Sustainable Development and environmental performance Appendix D – Carer Recognition Act | Information required by other legislation | Mandatory |

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