

# Portfolio Additional Estimates Statements 2020-21

Social Services Portfolio

Explanations of Additional Estimates 2020-21

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**Senator the Hon Anne Ruston**

**Minister for Families and Social Services  
Senator for South Australia  
Manager of Government Business in the Senate**



**The Hon Stuart Robert MP**

**Minister for the National Disability Insurance  
Scheme  
Minister for Government Services**

PARLIAMENT HOUSE  
CANBERRA 2600

President of the Senate  
Australian Senate  
Parliament House  
CANBERRA ACT 2600

Speaker  
House of Representatives  
Parliament House  
CANBERRA ACT 2600

Dear Mr President  
Dear Mr Speaker

We hereby submit Portfolio Additional Estimates Statements in support of the 2020-21 Additional Estimates for the Social Services Portfolio.

These statements have been developed, and are submitted to the Parliament, as a statement on the funding requirements being sought for the Portfolio.

We present these statements by virtue of our ministerial responsibility for accountability to the Parliament and, through it, the public.

Yours sincerely

Senator the Hon Anne Ruston

The Hon Stuart Robert MP

## ABBREVIATIONS AND CONVENTIONS

The following notations may be used:

NEC/nec	not elsewhere classified
-	nil
..	not zero, but rounded to zero
na	not applicable (unless otherwise specified)
nfp	not for publication
\$m	\$ million
\$b	\$ billion

Figures in tables and in the text may be rounded. Figures in text are generally rounded to one decimal place, whereas figures in tables are generally rounded to the nearest thousand. Discrepancies in tables between totals and sums of components are due to rounding.

### Enquiries

Should you have any enquiries regarding this publication, please contact Andrew Harvey, Chief Finance Officer, in the Department of Social Services on 1300 653 227.

Links to Portfolio Budget Statements (including Portfolio Additional Estimates Statements and Portfolio Supplementary Additional Estimates Statements) can be found on the Australian Government Budget website at [www.budget.gov.au](http://www.budget.gov.au).

**USER GUIDE  
TO THE  
PORTFOLIO ADDITIONAL  
ESTIMATE STATEMENTS**



## USER GUIDE

The purpose of the *2020-21 Portfolio Additional Estimates Statements* (PAES), like that of the Portfolio Budget Statements, is to inform Senators and Members of Parliament of the proposed allocation of resources to Government outcomes by entities within the portfolio. The focus of the PAES differs from the Portfolio Budget Statements in one important aspect. While the PAES include an Entity Resource Statement to inform Parliament of the revised estimate of the total resources available to an entity, the focus of the PAES is on explaining the changes in resourcing by outcome(s) since the Budget. As such, the PAES provides information on new measures and their impact on the financial and/or non-financial planned performance of programs supporting those outcomes.

The PAES facilitate understanding of the proposed appropriations in Appropriation Bills (Nos. 3 and 4) and Appropriation (Parliamentary Departments) Bill (No. 2) 2020-2021. In this sense, the PAES is declared by the Additional Estimates Appropriation Bills to be a 'relevant document' to the interpretation of the Bills according to section 15AB of the *Acts Interpretation Act 1901*.

Whereas the *Mid-Year Economic and Fiscal Outlook (MYEFO) 2020-21* is a mid-year budget report which provides updated information to allow the assessment of the Government's fiscal performance against its fiscal strategy, the PAES update the most recent budget appropriations for entities within the portfolio.

## Structure of the Portfolio Additional Estimates Statements

The PAES are presented in three parts with subsections.

### User guide

Provides a brief introduction explaining the purpose of the PAES.

### Portfolio Overview

Provides an overview of the portfolio, including a chart that outlines the outcomes for entities in the portfolio.

### Entity Additional Estimates Statements

A statement (under the name of the entity) for each entity affected by Additional Estimates.

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<b>Section 1: Entity overview and resources</b>	This section details the changes in total resources available to an entity, the impact of any measures since Budget, and impact on Appropriation Bills No. 3 and 4.
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<b>Section 2: Revisions to outcomes and planned performance</b>	This section details <b>changes</b> to Government outcomes and/or <b>changes</b> to the planned performance of entity programs.
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<b>Section 3: Special account flows and budgeted financial statements</b>	This section contains updated explanatory tables on special account flows and staffing levels and revisions to the budgeted financial statements.
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### Portfolio glossary

Explains key terms and acronyms relevant to the portfolio.

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# **PORTFOLIO OVERVIEW**



## SOCIAL SERVICES PORTFOLIO OVERVIEW

This document provides information about the changes within the Social Services Portfolio since the publication of the 2020-21 Portfolio Budget Statements.

### Ministers and portfolio responsibilities

The Hon Michael Sukkar MP was sworn in as the Minister for Homelessness, Social and Community Housing on 22 December 2020. The Ministers and Assistant Ministers responsible for the Social Services portfolio and its entities are:

- Senator the Hon Anne Ruston, Minister for Families and Social Services
- The Hon Stuart Robert MP, Minister for the National Disability Insurance Scheme and Minister for Government Services
- The Hon Michael Sukkar MP, Minister for Homelessness, Social and Community Housing
- The Hon Michelle Landry MP, Assistant Minister for Children and Families

### Overview of additional estimates sought for the portfolio

Additional appropriations of \$147 million are being sought through Appropriation Bill (No. 3) 2020-2021 and \$22 million through Appropriation Bill (No. 4) 2020-2021 as a result of new measures and variations. In addition, these statements reflect increased estimates of \$3,237 million for the portfolio's special appropriations.

### Structure of the portfolio

Under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), the portfolio comprises five non-corporate Commonwealth entities (one Department of State and four listed entities) and two corporate Commonwealth entities. Refer to Figure 1 for further information on the portfolio's structure.

## **DEPARTMENT OF SOCIAL SERVICES**

The Department of Social Services was formed in September 2013 and is subject to the PGPA Act. The Department of Social Services' mission is to improve the wellbeing of individuals and families in Australian communities. The Department of Social Services works in partnership with government and non-government organisations to achieve this mission through the effective development, management and delivery of payments, policies, programs, and services.

The Department of Social Services is a non-corporate Commonwealth entity under the PGPA Act.

## **AUSTRALIAN INSTITUTE OF FAMILY STUDIES**

The Australian Institute of Family Studies is a statutory body established under the *Family Law Act 1975*. The Australian Institute of Family Studies' role is to increase understanding of factors affecting how Australian families function by conducting research and disseminating findings. The Australian Institute of Family Studies' work provides an evidence base for developing policy and practice relating to the wellbeing of families in Australia.

The Australian Institute of Family Studies is a non-corporate Commonwealth entity under the PGPA Act.

## **DIGITAL TRANSFORMATION AGENCY**

The Digital Transformation Agency's mission is to accelerate the government's digital transformation agenda by helping agencies move more services online, deliver a better user experience and ensure the best use of government's Information and Communication Technology (ICT) spend.

The Digital Transformation Agency is a non-corporate Commonwealth entity under the PGPA Act.

## **NATIONAL DISABILITY INSURANCE AGENCY**

The National Disability Insurance Agency is a statutory authority established under the *National Disability Insurance Scheme Act 2013* to deliver the National Disability Insurance Scheme (NDIS). It provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, and the social and economic participation of eligible people with disability, their families and carers. The National Disability Insurance Agency also plays a key role in building community awareness and understanding of disability matters to reduce the barriers to community inclusion for people with disability, their families and carers.

The National Disability Insurance Agency is a corporate Commonwealth entity under the PGPA Act.

## **NDIS QUALITY AND SAFEGUARDS COMMISSION**

The NDIS Quality and Safeguards Commission is an independent Commonwealth statutory body established under the *National Disability Insurance Scheme Amendment (Quality and Safeguards and Other Measures) Act 2017*. The NDIS Quality and Safeguards Commission commenced operations on 1 July 2018 in New South Wales and South Australia; expanded its operations on 1 July 2019 to include the Australian Capital Territory, the Northern Territory, Queensland, Victoria and Tasmania; and on 1 December 2020 to include Western Australia.

The NDIS Quality and Safeguards Commission registers providers and manages quality standards, supports the resolution of complaints, receives and analyses reportable incident notifications, provides leadership to reduce and eliminate restrictive practices and leads collaboration with states and territories with regard to nationally consistent NDIS worker screening.

The NDIS Quality and Safeguards Commission is a non-corporate Commonwealth entity under the PGPA Act.

## **SERVICES AUSTRALIA**

Services Australia became an Executive Agency in the Social Services portfolio on 1 February 2020, with responsibility for supporting Australians by efficiently delivering high quality, accessible services and payments on behalf of government.

Services Australia delivers a range of government and other payments and services to almost every Australian, through its three main programs:

- **Social Security and Welfare** – Centrelink payments and services for retirees, the unemployed, families, carers, parents, students, people with disability, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people living overseas. Some of these payments and services are provided at times of major change, including after natural disasters and other emergencies, and payments for services funded under the *Aged Care Act 1997*, including residential care, home care and flexible care services.
- **Health** – payments and services that support Australians such as Medicare, the Pharmaceutical Benefits Scheme, Private Health Insurance Rebate, the Australian Immunisation Register, the National Bowel Cancer Screening Register, the Australian Organ Donor Register, and related services for eligible veterans, their spouses and dependants.

### *Portfolio Overview*

- **Child Support** – services for separated parents to provide the financial support necessary for their children’s wellbeing.

Services Australia also collaborates with other agencies, providers and businesses to deliver convenient, accessible and efficient services to individuals, families and communities including whole of government services such as myGov.

Services Australia is a non-corporate Commonwealth entity under the PGPA Act.

### **HEARING AUSTRALIA**

Hearing Australia’s mission is to provide world leading research and hearing services for the wellbeing of all Australians. Hearing Australia is a public non-financial corporation (trading) entity established under the *Australian Hearing Services Act 1991*. Accordingly, Hearing Australia is not reported in the Portfolio Budget Statements or Portfolio Additional Estimates Statements.

Hearing Australia is a corporate Commonwealth entity under the PGPA Act and is governed by a board that is appointed by the Minister for Government Services.



**Figure 1: Social Services portfolio structure and outcomes**

<p style="text-align: center;"><b>Minister for Families and Social Services</b> Senator the Hon Anne Ruston</p> <p style="text-align: center;"><b>Minister for the National Disability Insurance Scheme</b> <b>Minister for Government Services</b> The Hon Stuart Robert MP</p> <p style="text-align: center;"><b>Minister for Homelessness, Social and Community Housing</b> The Hon Michael Sukkar MP</p> <p style="text-align: center;"><b>Assistant Minister for Children and Families</b> The Hon Michelle Landry MP</p>
<p style="text-align: center;"><b>Department of Social Services</b> Secretary: Ms Kathryn Campbell AO CSC</p> <p><b>Outcome 1: Social Security</b> Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.</p> <p><b>Outcome 2: Families and Communities</b> Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.</p> <p><b>Outcome 3: Disability and Carers</b> Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.</p> <p><b>Outcome 4: Housing</b> Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.</p>
<p style="text-align: center;"><b>Australian Institute of Family Studies</b> A/g Director: Mr Andrew Whitecross</p> <p><b>Outcome 1:</b> Increased understanding of factors affecting how families function by conducting research and communicating findings to policy-makers, service providers and the broader community.</p>
<p style="text-align: center;"><b>Digital Transformation Agency</b> Chief Executive Officer: Mr Randall Brugeaud</p> <p><b>Outcome 1:</b> To improve the user experience for all Australians accessing government information and services by leading the design, development and continual enhancement of whole-of-government service delivery policies and standards, platforms and joined up services.</p>

*Portfolio Overview*

**National Disability Insurance Agency**

Chief Executive Officer: Mr Martin Hoffman

**Outcome 1:**

To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities.

**NDIS Quality and Safeguards Commission**

Commissioner: Mr Graeme Head AO

**Outcome 1:**

Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education.

**Services Australia**

Chief Executive Officer: Ms Rebecca Skinner

**Outcome 1:**

Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery.

**Hearing Australia**

Managing Director: Mr Kim Terrell

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**DEPARTMENT OF  
SOCIAL SERVICES**

**ENTITY ADDITIONAL ESTIMATES  
STATEMENTS**



## DEPARTMENT OF SOCIAL SERVICES

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# DEPARTMENT OF SOCIAL SERVICES

## Section 1: Entity overview and resources

### 1.1 STRATEGIC DIRECTION STATEMENT

The following outlines key updates to policy priorities in the strategic direction statement since the publication of the 2020-21 Social Services Portfolio Budget Statements. For full details of the statement refer to pages 17-20 of the Portfolio Budget Statements 2020-21, Budget Related Paper No. 1.12, Social Services Portfolio.

#### **Key updates to policy priorities since the 2020-21 Budget**

The Department of Social Services (DSS) continues to work with the Australian Government to support Australians to get ahead and build a better life for themselves and their families, while supporting economic recovery and financial independence during the COVID-19 pandemic.

The Government will provide \$3.2 billion over five years from 2020-21 to temporarily extend the Coronavirus Supplement and current eligibility exemptions for income support payments for new and existing recipients as a result of the COVID-19 pandemic. This will continue to provide elevated levels of income support.

From 1 January 2021, existing and new working age payment recipients will be paid a \$150 Coronavirus Supplement on top of their base rate of payment until 31 March 2021. Job seekers will continue to benefit from an extension of the boosted income free area allowing them to earn up to \$300 per fortnight before their social security payments are reduced.

Expanded eligibility criteria for the JobSeeker Payment and for Youth Allowance will continue until 31 March 2021. This will allow people who meet the income and asset tests and have been stood down, are sole traders or self-employed, or are in isolation or caring for someone affected by Coronavirus, to continue to access these payments.

The Government will also continue to allow a more generous Partner Income Test taper rate so that Australians will continue to be able to access payment where their partner earns less than \$80,000. The Ordinary Waiting Period, Newly Arrived Resident's Waiting Period and the Seasonal Work Preclusion Period will continue to be waived until 31 March 2021.

This builds on the \$16.8 billion already announced by way of a Coronavirus Supplement to eligible income support recipients whose employment has been affected by the COVID-19 pandemic since 27 April 2020.

## 1.2 ENTITY RESOURCE STATEMENT

The Entity Resource Statement details the resourcing for DSS at Additional Estimates. Table 1.1 outlines the total resourcing available from all sources for the 2020-21 Budget year, including variations through Appropriation Bills No. 3 and No. 4, Special Appropriations and Special Accounts.

**Table 1.1: Department of Social Services resource statement – Additional Estimates for 2020-21 as at February 2021**

	<i>Actual available appropriation</i>	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
<b>Departmental</b>				
Annual appropriations – ordinary annual services (a)				
Prior year appropriations available (b)	90,970	71,660	–	71,660
Departmental appropriation	397,766	379,499	5,497	384,996
s74 External Revenue (c)	51,796	26,776	1,203	27,979
Departmental capital budget (d)	2,664	4,414	(876)	3,538
Annual appropriations – other services – non-operating (e)				
Equity injection	5,764	–	–	–
<b>Total departmental annual appropriations</b>	<b>548,960</b>	<b>482,349</b>	<b>5,824</b>	<b>488,173</b>
<b>Total departmental resourcing</b>	<b>548,960</b>	<b>482,349</b>	<b>5,824</b>	<b>488,173</b>
<b>Administered</b>				
Annual appropriations – ordinary annual services (a)				
Outcome 1	53,329	20,857	–	20,857
Outcome 2	739,576	803,112	2,033	805,145
Outcome 3 (f)	8,702,300	12,815,515	–	12,815,515
Outcome 4	148,013	162,816	(13,801)	149,015
Payments to corporate entities (g)	1,413,257	1,213,499	(4,621)	1,208,878
<b>Total administered annual appropriations</b>	<b>11,056,475</b>	<b>15,015,799</b>	<b>(16,389)</b>	<b>14,999,410</b>
Special appropriations				
<i>Social Security (Administration) Act 1999</i>	106,241,124	127,962,253	3,232,272	131,194,525
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>	18,055,842	19,417,682	(4,372)	19,413,310
<i>Paid Parental Leave Act 2010</i>	2,414,060	2,277,082	–	2,277,082
<i>Student Assistance Act 1973</i>	420,016	400,355	9,480	409,835
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (h)</i>	205,307	nfp	nfp	nfp
<i>Public Governance, Performance and Accountability Act 2013</i>	119	200	–	200
<b>Total administered special appropriations</b>	<b>127,336,468</b>	<b>150,057,572</b>	<b>3,237,380</b>	<b>153,294,952</b>

**Table 1.1: Department of Social Services resource statement – Additional Estimates for 2020-21 as at February 2021 (continued)**

	<i>Actual available appropriation</i>	<i>Estimate as at Budget</i>	<i>Proposed Additional Estimates</i>	<i>Total estimate at Additional Estimates</i>
	<i>2019-20</i>	<i>2020-21</i>	<i>2020-21</i>	<i>2020-21</i>
	<i>\$'000</i>	<i>\$'000</i>	<i>\$'000</i>	<i>\$'000</i>
Special accounts (i)				
Opening balance	402,363	507,155	–	507,155
Appropriation receipts (j)	509,900	576,464	–	576,464
Non-appropriation receipts	11,694	10,434	–	10,434
<i>Total special accounts receipts</i>	<i>923,957</i>	<i>1,094,053</i>	<i>–</i>	<i>1,094,053</i>
<i>less payments to corporate entities from annual/special appropriations</i>	<i>8,482,457</i>	<i>12,483,796</i>	<i>(111,828)</i>	<i>12,371,968</i>
<b>Total administered resourcing</b>	<b>130,834,443</b>	<b>153,683,628</b>	<b>3,332,819</b>	<b>157,016,447</b>
<b>Total resourcing for DSS</b>	<b>131,383,403</b>	<b>154,165,977</b>	<b>3,338,643</b>	<b>157,504,620</b>

	<i>Actual</i>	<i>2020-21</i>
	<i>2019-20</i>	<i>2020-21</i>
<b>Average staffing level (number)</b>	<b>2,099</b>	<b>1,887</b>

Prepared on a resourcing (i.e. appropriations available) basis.

All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

- (a) *Appropriation Act (No. 1) 2020-2021* and *Appropriation Bill (No. 3) 2020-2021*.
- (b) Estimated adjusted balance carried forward from previous year for annual appropriations.
- (c) Estimated External Revenue receipts under section 74 of the PGPA Act.
- (d) Departmental capital budgets (DCB) are not separately identified in *Appropriation Act (No. 1) 2020-2021*, or *Appropriation Bill (No. 3) 2020-2021* and form part of ordinary annual services items. Please refer to Table 3.6 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.
- (e) *Appropriation Act (No. 2) 2020-2021* and *Appropriation Bill (No. 4) 2020-2021*.
- (f) Includes Commonwealth cash contributions to the National Disability Insurance Agency for reasonable and necessary support for participants and community inclusion.
- (g) 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.
- (h) The payments relating to the National Redress Scheme for Survivors of Institutional Child Sexual Abuse are not for publication (nfp) due to ongoing negotiations with other organisations.
- (i) Excludes trust moneys held in Services for Other Entities and Trust Moneys (SOETM) and other special accounts. For further information on special accounts (excluding amounts held on trust), please see Table 3.1: Special Account Flows.
- (j) Includes amounts credited to the special accounts from DSS annual and special appropriations.

**Table 1.1: Department of Social Services resource statement – Additional Estimates for 2020-21 as at February 2021 (continued)**

**Third-party payments from and on behalf of other entities**

	Actual available appropriation	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
Payments made by Services Australia on behalf of DSS:				
Special appropriations – <i>Social Security (Administration) Act 1999</i>	106,585,802	128,309,148	3,561,329	131,870,477
Special appropriations – <i>A New Tax System (Family Assistance) (Administration) Act 1999</i>	18,325,592	19,481,901	(4,960)	19,476,941
Special appropriations – <i>Paid Parental Leave Act 2010</i>	2,421,693	2,271,068	–	2,271,068
Special appropriations – <i>Student Assistance Act 1973</i>	423,167	405,676	9,480	415,156
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (a)</i>	205,251	nfp	nfp	nfp
Annual administered appropriations	3,335	7,363	–	7,363
Payments made by the Department of Veterans' Affairs on behalf of DSS:				
Special appropriations – <i>Social Security (Administration) Act 1999</i>	43,057	41,461	2,596	44,057
Payments made to other entities for the provision of services:				
Department of Veterans' Affairs	164	156	10	166
Payments made to corporate entities within the Portfolio:				
National Disability Insurance Agency (b)	8,302,528	12,234,205	(111,828)	12,122,377
National Disability Insurance Agency (Special Accounts)	179,929	249,591	–	249,591
Receipts received from other entities for the provision of services:				
Department of Health	10,973	999	–	999
Department of the Prime Minister and Cabinet	6,893	–	–	–
Department of Education, Skills and Employment	7,449	4,942	–	4,942
Department of Agriculture, Water and the Environment	5,308	5,869	–	5,869
National Disability Insurance Agency	4,587	4,147	–	4,147
Department of Veterans' Affairs	1,638	2,300	–	2,300
NDIS Quality and Safeguards Commission	9,256	674	–	674
National Indigenous Australians Agency	–	2,949	–	2,949
Department of Home Affairs	2,104	1,485	–	1,485
Other	3,588	3,411	1,205	4,616

Note: All figures are GST exclusive.

- (a) The payments relating to the National Redress Scheme for Survivors of Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.
- (b) The National Disability Insurance Agency is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to DSS, as the responsible non-corporate Commonwealth entity, which are then paid to the National Disability Insurance Agency.

### 1.3 ENTITY MEASURES

Table 1.2 summarises new Government measures taken since the 2020-21 Budget. The table is split into receipt and payment measures, with the affected program identified.

**Table 1.2: Department of Social Services 2020-21 measures since Budget**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Payment measures</b>					
COVID-19 Response Package – Extend Coronavirus Supplement and Temporary Access and Eligibility	1.1, 1.3, 1.10, 1.11				
Administered payments		2,796,773	905	28	–
Departmental payments		–	–	–	–
<b>Total</b>		<b>2,796,773</b>	<b>905</b>	<b>28</b>	<b>–</b>
Mobility Allowance Program – extension	1.8				
Administered payments		431	–	–	–
Departmental payments		–	–	–	–
<b>Total</b>		<b>431</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total payment measures</b>					
Administered		2,797,204	905	28	–
Departmental		–	–	–	–
<b>Total</b>		<b>2,797,204</b>	<b>905</b>	<b>28</b>	<b>–</b>

Prepared on a Government Financial Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

## 1.4 ADDITIONAL ESTIMATES, RESOURCING AND VARIATIONS TO OUTCOMES

The following tables detail the changes to the resourcing for DSS at Additional Estimates, by outcome. Table 1.3 details the Additional Estimates resulting from new measures and other variations since the 2020-21 Budget in Appropriation Bill No. 3.

**Table 1.3: Additional estimates and other variations to outcomes since 2020-21 Budget**

	Program impacted	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Outcome 1</b>					
<b>Administered</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net increase)	1.4	–	2	2	2
<b>Net impact on appropriations for Outcome 1 (administered)</b>		<b>–</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Departmental</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net decrease)	1.12	–	–	(82)	–
<b>Other Variations</b>					
(net decrease)	1.12	(228)	(228)	(228)	(228)
<b>Net impact on appropriations for Outcome 1 (departmental)</b>		<b>(228)</b>	<b>(228)</b>	<b>(310)</b>	<b>(228)</b>
<b>Total net impact on appropriations for Outcome 1</b>		<b>(228)</b>	<b>(226)</b>	<b>(308)</b>	<b>(226)</b>

Entity Additional Estimates Statements – Department of Social Services

**Table 1.3: Additional estimates and other variations to outcomes since 2020-21 Budget (continued)**

	Program impacted	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Outcome 2</b>					
<b>Administered</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net increase)	2.1	2,033	774	792	889
(net decrease)	2.1	–	(62)	(391)	(127)
<b>Other Variations</b>					
(net increase)	2.1	–	215	218	221
<b>Net impact on appropriations for Outcome 2 (administered)</b>		<b>2,033</b>	<b>927</b>	<b>619</b>	<b>983</b>
<b>Departmental</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net decrease)	2.4	–	–	(141)	(1)
<b>Other Variations</b>					
(net decrease)	2.4	(376)	(376)	(376)	(376)
<b>Net impact on appropriations for Outcome 2 (departmental)</b>		<b>(376)</b>	<b>(376)</b>	<b>(517)</b>	<b>(377)</b>
<b>Total net impact on appropriations for Outcome 2</b>		<b>1,657</b>	<b>551</b>	<b>102</b>	<b>606</b>

Entity Additional Estimates Statements – Department of Social Services

**Table 1.3: Additional estimates and other variations to outcomes since 2020-21 Budget (continued)**

	Program impacted	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Outcome 3</b>					
<b>Administered</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net decrease)	3.1, 3.2	–	(2,090)	(4,282)	(4,238)
<b>Other Variations</b>					
(net decrease)	3.1	–	(215)	(218)	(221)
<b>Net impact on appropriations for Outcome 3 (administered)</b>		<b>–</b>	<b>(2,305)</b>	<b>(4,500)</b>	<b>(4,459)</b>
<b>Departmental</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net decrease)	3.3	–	–	(82)	–
<b>Other Variations</b>					
(net increase)	3.3	5,497	8,797	8,796	8,835
(net decrease)	3.3	(228)	(228)	(228)	(228)
<b>Net impact on appropriations for Outcome 3 (departmental)</b>		<b>5,269</b>	<b>8,569</b>	<b>8,486</b>	<b>8,607</b>
<b>Total net impact on appropriations for Outcome 3</b>		<b>5,269</b>	<b>6,264</b>	<b>3,986</b>	<b>4,148</b>



Entity Additional Estimates Statements – Department of Social Services

**Table 1.3: Additional estimates and other variations to outcomes since 2020-21 Budget (continued)**

	Program impacted	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Outcome 4</b>					
<b>Administered</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net decrease)	4.1, 4.2	(167)	(1,012)	(1,111)	(961)
<b>Movement of Funds</b>					
(net increase)	4.1	–	4,104	9,530	–
(net decrease)	4.1	(13,634)	–	–	–
<b>Net impact on appropriations for Outcome 4 (administered)</b>		<b>(13,801)</b>	<b>3,092</b>	<b>8,419</b>	<b>(961)</b>
<b>Departmental</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net decrease)	4.3	–	–	(16)	–
<b>Other Variations</b>					
(net decrease)	4.3	(44)	(44)	(44)	(44)
<b>Net impact on appropriations for Outcome 4 (departmental)</b>		<b>(44)</b>	<b>(44)</b>	<b>(60)</b>	<b>(44)</b>
<b>Total net impact on appropriations for Outcome 4</b>		<b>(13,845)</b>	<b>3,048</b>	<b>8,359</b>	<b>(1,005)</b>

## 1.5 BREAKDOWN OF ADDITIONAL ESTIMATES BY APPROPRIATION BILL

The following table details the Additional Estimates sought for DSS through Appropriation Bill No. 3.

**Table 1.4: Appropriation Bill (No. 3) 2020-2021**

	2019-20 Available \$'000	2020-21 Budget \$'000	2020-21 Revised \$'000	Additional Estimates \$'000	Reduced Estimates \$'000
<b>Administered items</b>					
<b>Outcome 1</b> – Social Security	53,329	20,857	20,857	–	–
<b>Outcome 2</b> – Families and Communities	739,576	803,112	805,145	2,033	–
<b>Outcome 3</b> – Disability and Carers	8,702,300	12,815,515	12,815,515	–	–
<b>Outcome 4</b> – Housing	148,013	162,816	149,015	–	(13,801)
<b>Total administered</b>	<b>9,643,218</b>	<b>13,802,300</b>	<b>13,790,532</b>	<b>2,033</b>	<b>(13,801)</b>
<b>Departmental programs</b>					
<b>Outcome 1</b> – Social Security	104,052	95,046	94,818	–	(228)
<b>Outcome 2</b> – Families and Communities	180,644	175,736	175,360	–	(376)
<b>Outcome 3</b> – Disability and Carers	109,857	94,922	100,191	5,497	(228)
<b>Outcome 4</b> – Housing	20,056	18,209	18,165	–	(44)
<b>Total departmental</b>	<b>414,609</b>	<b>383,913</b>	<b>388,534</b>	<b>5,497</b>	<b>(876)</b>
<b>Total administered and departmental</b>	<b>10,057,827</b>	<b>14,186,213</b>	<b>14,179,066</b>	<b>7,530</b>	<b>(14,677)</b>

## Section 2: Revisions to outcomes and planned performance

### 2.1 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 1

<p><b>Outcome 1: Social Security</b>  <b>Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.</b></p>
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#### Linked programs

<p><b>Department of Education, Skills and Employment</b></p> <hr/> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 2.4 – Higher Education Loan Program</li> <li>• Program 4.1 – Employment Services</li> </ul>
<p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>The Department of Education, Skills and Employment is linked to Outcome 1 as the Higher Education Loan program contains eligibility requirements in connection with some of the payments and concessions that fall under this Outcome. Mutual obligation requirements and compliance frameworks for various payments under this Outcome are also stipulated in the Employment Services program.</p>
<p><b>Department of Health</b></p> <hr/> <p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 5.3 – Immunisation</li> </ul>
<p><b>Contribution to Outcome 1 made by linked program</b></p> <p>The Department of Health has policy responsibility for the National Immunisation Program. Eligibility for Family Tax Benefit Part A is contingent on satisfying requirements for age-related immunisation requirements contained in this Outcome.</p>
<p><b>Services Australia</b></p> <hr/> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Services to the Community – Social Security and Welfare</li> <li>• Program 1.3 – Child Support</li> </ul>
<p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>Various payments, concessions and the Child Support Scheme under this Outcome are delivered through the above linked programs administered by Services Australia.</p>

**Linked programs (continued)**

<p><b>National Indigenous Australians Agency</b></p> <hr/> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Indigenous Advancement – Jobs, Land and the Economy</li> <li>• Program 1.2 – Indigenous Advancement – Children and Schooling</li> </ul> <hr/> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>Mutual exclusion provisions are shared between scholarships administered by the National Indigenous Australian Agency and scholarships administered under this Outcome. Mutual obligation requirements for various payments are linked under this Outcome.</p>
<p><b>Department of Veterans’ Affairs</b></p> <hr/> <p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Veterans’ Income Support and Allowances</li> </ul> <hr/> <p><b>Contribution to Outcome 1 made by linked program</b></p> <p>Various payments and concessions under this Outcome are delivered through the above linked program administered by the Department of Veterans’ Affairs.</p>
<p><b>The Treasury</b></p> <hr/> <p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.9 – National Partnership Payments to the States</li> </ul> <hr/> <p><b>Contribution to Outcome 1 made by linked program</b></p> <p>The Treasury, on behalf of DSS, makes National Partnership payments to the states for Social Impact Investment.</p>

**Budgeted expenses for Outcome 1**

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.1.1: Budgeted expenses for Outcome 1**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 1: Social Security</b>					
<b>Program 1.1 - Family Tax Benefit</b>					
Administered expenses					
Special appropriations					
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>	18,621,625	19,400,921	18,224,879	18,028,615	18,219,318
<b>Administered Total</b>	<b>18,621,625</b>	<b>19,400,921</b>	<b>18,224,879</b>	<b>18,028,615</b>	<b>18,219,318</b>
<b>Total expenses for Program 1.1</b>	<b>18,621,625</b>	<b>19,400,921</b>	<b>18,224,879</b>	<b>18,028,615</b>	<b>18,219,318</b>
<b>Program 1.2 - Child Payments</b>					
Administered expenses					
Special appropriations					
<i>Social Security (Administration) Act 1999</i>	3,173	3,188	3,042	3,097	3,241
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>	19,296	12,389	10,029	8,154	8,639
<i>Student Assistance Act 1973</i>	82,689	80,867	82,712	84,440	86,170
<b>Administered Total</b>	<b>105,158</b>	<b>96,444</b>	<b>95,783</b>	<b>95,691</b>	<b>98,050</b>
<b>Total expenses for Program 1.2</b>	<b>105,158</b>	<b>96,444</b>	<b>95,783</b>	<b>95,691</b>	<b>98,050</b>
<b>Program 1.3 - Income Support for Vulnerable People</b>					
Administered expenses					
Special appropriations					
<i>Social Security (Administration) Act 1999</i>	151,117	238,248	133,606	139,564	147,661
<b>Administered Total</b>	<b>151,117</b>	<b>238,248</b>	<b>133,606</b>	<b>139,564</b>	<b>147,661</b>
<b>Total expenses for Program 1.3</b>	<b>151,117</b>	<b>238,248</b>	<b>133,606</b>	<b>139,564</b>	<b>147,661</b>
<b>Program 1.4 - Income Support for People in Special Circumstances</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	667	1,363	1,369	1,373	1,379
Special appropriations					
<i>Social Security (Administration) Act 1999</i>	3,063	–	–	–	–
<b>Administered Total</b>	<b>3,730</b>	<b>1,363</b>	<b>1,369</b>	<b>1,373</b>	<b>1,379</b>
<b>Total expenses for Program 1.4</b>	<b>3,730</b>	<b>1,363</b>	<b>1,369</b>	<b>1,373</b>	<b>1,379</b>

Entity Additional Estimates Statements – Department of Social Services

**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 1: Social Security</b>					
<b>Program 1.5 - Supplementary Payments and Support for Income Support Recipients</b>					
Administered expenses					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	25,359	23,115	22,266	22,190	23,477
<b>Administered Total</b>	<b>25,359</b>	<b>23,115</b>	<b>22,266</b>	<b>22,190</b>	<b>23,477</b>
<b>Total expenses for Program 1.5</b>	<b>25,359</b>	<b>23,115</b>	<b>22,266</b>	<b>22,190</b>	<b>23,477</b>
<b>Program 1.6 - Income Support for Seniors</b>					
Administered expenses					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	50,133,912	53,536,388	51,486,925	53,267,906	55,197,074
<b>Administered Total</b>	<b>50,133,912</b>	<b>53,536,388</b>	<b>51,486,925</b>	<b>53,267,906</b>	<b>55,197,074</b>
<b>Total expenses for Program 1.6</b>	<b>50,133,912</b>	<b>53,536,388</b>	<b>51,486,925</b>	<b>53,267,906</b>	<b>55,197,074</b>
<b>Program 1.7 - Allowances and Concessions for Seniors</b>					
Administered expenses					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	378,734	569,969	79,075	74,438	70,075
<b>Administered Total</b>	<b>378,734</b>	<b>569,969</b>	<b>79,075</b>	<b>74,438</b>	<b>70,075</b>
<b>Total expenses for Program 1.7</b>	<b>378,734</b>	<b>569,969</b>	<b>79,075</b>	<b>74,438</b>	<b>70,075</b>
<b>Program 1.8 - Income Support for People with Disability</b>					
Administered expenses					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	17,781,051	18,525,527	17,365,607	17,383,654	18,007,062
<b>Administered Total</b>	<b>17,781,051</b>	<b>18,525,527</b>	<b>17,365,607</b>	<b>17,383,654</b>	<b>18,007,062</b>
<b>Total expenses for Program 1.8</b>	<b>17,781,051</b>	<b>18,525,527</b>	<b>17,365,607</b>	<b>17,383,654</b>	<b>18,007,062</b>
<b>Program 1.9 - Income Support for Carers</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	1,406	2,800	2,800	2,800	2,800
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	9,375,816	10,107,854	9,795,789	10,177,140	10,669,070
<b>Administered Total</b>	<b>9,377,222</b>	<b>10,110,654</b>	<b>9,798,589</b>	<b>10,179,940</b>	<b>10,671,870</b>
<b>Total expenses for Program 1.9</b>	<b>9,377,222</b>	<b>10,110,654</b>	<b>9,798,589</b>	<b>10,179,940</b>	<b>10,671,870</b>

Entity Additional Estimates Statements – Department of Social Services

**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 1: Social Security</b>					
<b>Program 1.10 - Working Age Payments</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	36,013	33,664	7,378	5,998	3,027
Special appropriations <i>Social Security   (Administration) Act 1999</i>	26,836,280	43,941,509	22,524,470	19,351,454	18,378,979
<b>Administered Total</b>	<b>26,872,293</b>	<b>43,975,173</b>	<b>22,531,848</b>	<b>19,357,452</b>	<b>18,382,006</b>
<b>Total expenses for Program 1.10</b>	<b>26,872,293</b>	<b>43,975,173</b>	<b>22,531,848</b>	<b>19,357,452</b>	<b>18,382,006</b>
<b>Program 1.11 - Student Payments</b>					
Administered expenses					
Special appropriations <i>Social Security   (Administration) Act 1999</i>	3,294,916	4,107,389	2,586,416	2,388,909	2,340,252
<i>Student Assistance Act 1973</i>	322,461	327,114	263,992	269,918	269,021
<b>Administered Total</b>	<b>3,617,377</b>	<b>4,434,503</b>	<b>2,850,408</b>	<b>2,658,827</b>	<b>2,609,273</b>
<b>Total expenses for Program 1.11</b>	<b>3,617,377</b>	<b>4,434,503</b>	<b>2,850,408</b>	<b>2,658,827</b>	<b>2,609,273</b>
<b>Program 1.12 - Program Support for Outcome 1</b>					
Departmental expenses					
Departmental appropriation	114,205	97,875	92,421	86,905	85,448
s74 External Revenue (a)	1,554	6,702	5,868	5,868	5,868
Expenses not requiring appropriation in the Budget year (b)	9,730	2,261	2,052	1,789	1,749
<b>Departmental Total</b>	<b>125,489</b>	<b>106,838</b>	<b>100,341</b>	<b>94,562</b>	<b>93,065</b>
<b>Total expenses for Program 1.12</b>	<b>125,489</b>	<b>106,838</b>	<b>100,341</b>	<b>94,562</b>	<b>93,065</b>

Entity Additional Estimates Statements – Department of Social Services

**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 1: Social Security</b>					
<b>Outcome 1 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	38,086	37,827	11,547	10,171	7,206
Special appropriations	127,029,492	150,874,478	122,578,808	121,199,479	123,420,039
<b>Administered Total</b>	<b>127,067,578</b>	<b>150,912,305</b>	<b>122,590,355</b>	<b>121,209,650</b>	<b>123,427,245</b>
Departmental expenses					
Departmental appropriation	114,205	97,875	92,421	86,905	85,448
s74 External Revenue (a)	1,554	6,702	5,868	5,868	5,868
Expenses not requiring appropriation in the Budget year (b)	9,730	2,261	2,052	1,789	1,749
<b>Departmental Total</b>	<b>125,489</b>	<b>106,838</b>	<b>100,341</b>	<b>94,562</b>	<b>93,065</b>
<b>Total expenses for Outcome 1</b>	<b>127,193,067</b>	<b>151,019,143</b>	<b>122,690,696</b>	<b>121,304,212</b>	<b>123,520,310</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as government priorities change.

(a) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(b) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation and audit fees.



Entity Additional Estimates Statements – Department of Social Services

**Table 2.1.2: Program component expenses for Outcome 1**

<b>Program 1.1 - Family Tax Benefit</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.1.1 - Component 1 (Family Tax Benefit Part A)</b>					
Special appropriations					
<i>A New Tax System     (Family Assistance)     (Administration) Act 1999</i>	14,567,418	15,300,088	14,085,325	13,920,632	14,050,199
<b>Total component 1 expenses</b>	<b>14,567,418</b>	<b>15,300,088</b>	<b>14,085,325</b>	<b>13,920,632</b>	<b>14,050,199</b>
<b>1.1.2 - Component 2 (Family Tax Benefit Part B)</b>					
Special appropriations					
<i>A New Tax System     (Family Assistance)     (Administration) Act 1999</i>	4,054,208	4,100,833	4,139,554	4,107,983	4,169,119
<b>Total component 2 expenses</b>	<b>4,054,208</b>	<b>4,100,833</b>	<b>4,139,554</b>	<b>4,107,983</b>	<b>4,169,119</b>
<b>Total Program expenses</b>	<b>18,621,626</b>	<b>19,400,921</b>	<b>18,224,879</b>	<b>18,028,615</b>	<b>18,219,318</b>

Entity Additional Estimates Statements – Department of Social Services

**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.2 - Child Payments</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.2.1 - Component 1 (Single Income Family Supplement)</b>					
Special appropriations					
A New Tax System (Family Assistance) (Administration) Act 1999 (a)	17,513	9,956	6,974	5,030	5,454
Total component 1 expenses	17,513	9,956	6,974	5,030	5,454
<b>1.2.2 - Component 2 (Stillborn Baby Payment)</b>					
Special appropriations					
A New Tax System (Family Assistance) (Administration) Act 1999	1,783	2,433	3,055	3,124	3,185
Total component 2 expenses	1,783	2,433	3,055	3,124	3,185
<b>1.2.3 - Component 3 (Double Orphan Pension)</b>					
Special appropriations					
Social Security (Administration) Act 1999	3,173	3,188	3,042	3,097	3,241
Total component 3 expenses	3,173	3,188	3,042	3,097	3,241
<b>1.2.4 - Component 4 (Assistance for Isolated Children)</b>					
Special appropriations					
Student Assistance Act 1973	82,689	80,867	82,712	84,440	86,170
Total component 4 expenses	82,689	80,867	82,712	84,440	86,170
<b>Total Program expenses</b>	<b>105,158</b>	<b>96,444</b>	<b>95,783</b>	<b>95,691</b>	<b>98,050</b>

(a) The Single Income Family Supplement was closed to new recipients from 1 July 2017. Grandfathering arrangements will permit eligible recipients with entitlements to Single Income Family Supplement at 30 June 2017 to continue to receive this payment as long as they remain eligible.

Entity Additional Estimates Statements – Department of Social Services

**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.3 - Income Support for Vulnerable People</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>1.3.1 - Component 1 (Special Benefit)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	151,117	238,248	133,606	139,564	147,661
Total component 1 expenses	151,117	238,248	133,606	139,564	147,661
<b>Total Program expenses</b>	<b>151,117</b>	<b>238,248</b>	<b>133,606</b>	<b>139,564</b>	<b>147,661</b>
<b>Program 1.4 - Income Support for People in Special Circumstances</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>1.4.1 - Component 1 (Payments under Special Circumstances)</b>					
Annual administered expenses					
Ordinary annual services					
(Appropriation Act No. 1					
and Bill No. 3)	667	1,363	1,369	1,373	1,379
Total component 1 expenses	667	1,363	1,369	1,373	1,379
<b>1.4.2 - Component 2 (Bereavement Allowance)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999 (a)</i>	3,063	–	–	–	–
Total component 2 expenses	3,063	–	–	–	–
<b>Total Program expenses</b>	<b>3,730</b>	<b>1,363</b>	<b>1,369</b>	<b>1,373</b>	<b>1,379</b>

(a) This payment ceased from 20 March 2020. This change is a result of the 2017-18 Budget measure: *Working Age Payments Reforms*.

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**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.5 - Supplementary Payments and Support for Income Support Recipients</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.5.1 - Component 1 (Essential Medical Equipment Payment)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	7,909	8,407	8,660	8,974	9,413
<b>Total component 1 expenses</b>	<b>7,909</b>	<b>8,407</b>	<b>8,660</b>	<b>8,974</b>	<b>9,413</b>
<b>1.5.2 - Component 2 (Utilities Allowance)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	17,450	14,708	13,606	13,216	14,064
<b>Total component 2 expenses</b>	<b>17,450</b>	<b>14,708</b>	<b>13,606</b>	<b>13,216</b>	<b>14,064</b>
<b>Total Program expenses</b>	<b>25,359</b>	<b>23,115</b>	<b>22,266</b>	<b>22,190</b>	<b>23,477</b>
<b>Program 1.6 - Income Support for Seniors</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.6.1 - Component 1 (Age Pension)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	50,077,908	53,536,388	51,486,925	53,267,906	55,197,074
<b>Total component 1 expenses</b>	<b>50,077,908</b>	<b>53,536,388</b>	<b>51,486,925</b>	<b>53,267,906</b>	<b>55,197,074</b>
<b>1.6.2 - Component 2 (Widow B Pension)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999 (a)</i>	4,031	–	–	–	–
<b>Total component 2 expenses</b>	<b>4,031</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>1.6.3 - Component 3 (Wife Pension (Age))</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999 (a)</i>	51,973	–	–	–	–
<b>Total component 3 expenses</b>	<b>51,973</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total Program expenses</b>	<b>50,133,912</b>	<b>53,536,388</b>	<b>51,486,925</b>	<b>53,267,906</b>	<b>55,197,074</b>

(a) This payment ceased from 20 March 2020. This change is a result of the 2017-18 Budget measure: *Working Age Payments Reforms*.

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**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.7 - Allowances and Concessions for Seniors</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
		expenses			
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>1.7.1 - Component 1 (Energy Supplement for Commonwealth Seniors Health Card holders)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	378,734	569,969	79,075	74,438	70,075
Total component 1 expenses	378,734	569,969	79,075	74,438	70,075
<b>Total Program expenses</b>	<b>378,734</b>	<b>569,969</b>	<b>79,075</b>	<b>74,438</b>	<b>70,075</b>
<b>Program 1.8 - Income Support for People with Disability</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
		expenses			
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>1.8.1 - Component 1 (Disability Support Pension)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	17,739,316	18,481,238	17,325,866	17,347,577	17,975,036
Total component 1 expenses	17,739,316	18,481,238	17,325,866	17,347,577	17,975,036
<b>1.8.2 - Component 2 (Mobility Allowance)</b>					
Special appropriations					
<i>Social Security</i>					
<i>(Administration) Act 1999</i>	41,735	44,289	39,741	36,077	32,026
Total component 2 expenses	41,735	44,289	39,741	36,077	32,026
<b>Total Program expenses</b>	<b>17,781,051</b>	<b>18,525,527</b>	<b>17,365,607</b>	<b>17,383,654</b>	<b>18,007,062</b>

**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.9 - Income Support for Carers</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.9.1 - Component 1 (Ex-Gratia Payments to Unsuccessful Applicants of Carer Payment (Child))</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	1,406	2,800	2,800	2,800	2,800
Total component 1 expenses	1,406	2,800	2,800	2,800	2,800
<b>1.9.2 - Component 2 (Carer Allowance (Adult))</b>					
Special appropriations					
Social Security (Administration) Act 1999	1,783,407	1,920,796	1,761,519	1,818,510	1,898,985
Total component 2 expenses	1,783,407	1,920,796	1,761,519	1,818,510	1,898,985
<b>1.9.3 - Component 3 (Carer Allowance (Child))</b>					
Special appropriations					
Social Security (Administration) Act 1999	631,127	667,312	689,425	720,040	761,140
Total component 3 expenses	631,127	667,312	689,425	720,040	761,140
<b>1.9.4 - Component 4 (Carer Payment)</b>					
Special appropriations					
Social Security (Administration) Act 1999	6,144,296	6,718,861	6,528,410	6,803,293	7,153,140
Total component 4 expenses	6,144,296	6,718,861	6,528,410	6,803,293	7,153,140
<b>1.9.5 - Component 5 (Carer Supplement)</b>					
Special appropriations					
Social Security (Administration) Act 1999	587,333	609,626	620,431	633,695	647,860
Total component 5 expenses	587,333	609,626	620,431	633,695	647,860
<b>1.9.6 - Component 6 (Child Disability Assistance Payment)</b>					
Special appropriations					
Social Security (Administration) Act 1999	181,814	191,259	196,004	201,602	207,945
Total component 6 expenses	181,814	191,259	196,004	201,602	207,945
<b>1.9.7 - Component 7 (Wife Pension (Disability Support Pension))</b>					
Special appropriations					
Social Security (Administration) Act 1999 (a)	47,839	–	–	–	–
Total component 7 expenses	47,839	–	–	–	–
<b>Total Program expenses</b>	<b>9,377,222</b>	<b>10,110,654</b>	<b>9,798,589</b>	<b>10,179,940</b>	<b>10,671,870</b>

(a) This payment ceased from 20 March 2020. This change is a result of the 2017-18 Budget measure: Working Age Payments Reforms.

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**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.10 - Working Age Payments</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.10.1 - Component 1 (Compensation and Debt Relief)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	–	198	198	198	198
Total component 1 expenses	–	198	198	198	198
<b>1.10.2 - Component 2 (Investment Approach to Welfare - Evaluation)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	32,267	21,003	200	200	200
Total component 2 expenses	32,267	21,003	200	200	200
<b>1.10.3 - Component 3 (Newstart Allowance)</b>					
Special appropriations					
Social Security (Administration) Act 1999 (a)	8,507,377	–	–	–	–
Total component 3 expenses	8,507,377	–	–	–	–
<b>1.10.4 - Component 4 (Parenting Payment Partnered)</b>					
Special appropriations					
Social Security (Administration) Act 1999	1,113,983	1,549,596	821,486	787,688	808,921
Total component 4 expenses	1,113,983	1,549,596	821,486	787,688	808,921
<b>1.10.5 - Component 5 (Parenting Payment Single)</b>					
Special appropriations					
Social Security (Administration) Act 1999	5,183,559	6,048,474	4,405,707	4,437,584	4,500,933
Total component 5 expenses	5,183,559	6,048,474	4,405,707	4,437,584	4,500,933
<b>1.10.6 - Component 6 (Pensioner Education Supplement)</b>					
Special appropriations					
Social Security (Administration) Act 1999	37,430	25,826	20,046	19,678	20,273
Total component 6 expenses	37,430	25,826	20,046	19,678	20,273
<b>1.10.7 - Component 7 (Sickness Allowance)</b>					
Special appropriations					
Social Security (Administration) Act 1999 (b)	93,518	33,906	–	–	–
Total component 7 expenses	93,518	33,906	–	–	–
<b>1.10.8 - Component 8 (Widow Allowance)</b>					
Special appropriations					
Social Security (Administration) Act 1999	138,408	81,056	8,019	–	–
Total component 8 expenses	138,408	81,056	8,019	–	–

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**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.10 - Working Age Payments (continued)</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>1.10.9 - Component 9 (Youth Allowance (Other))</b>					
Special appropriations					
Social Security					
(Administration) Act 1999	1,726,716	2,997,051	1,475,109	1,209,398	1,107,873
Total component 9 expenses	1,726,716	2,997,051	1,475,109	1,209,398	1,107,873
<b>1.10.10 - Component 10 (Partner Allowance)</b>					
Special appropriations					
Social Security					
(Administration) Act 1999	14,579	8,674	188	–	–
Total component 10 expenses	14,579	8,674	188	–	–
<b>1.10.11 - Component 11 (JobSeeker Payment)</b>					
Special appropriations					
Social Security					
(Administration) Act 1999	10,020,710	33,196,926	15,793,915	12,897,106	11,940,979
Total component 11 expenses	10,020,710	33,196,926	15,793,915	12,897,106	11,940,979
<b>1.10.12 - Component 12 (Social Impact Investment)</b>					
Annual administered expenses					
Ordinary annual services					
(Appropriation Act No. 1					
and Bill No. 3)	3,746	7,974	5,858	5,600	2,629
Total component 12 expenses	3,746	7,974	5,858	5,600	2,629
<b>1.10.13 - Component 13 (Drug Testing Trial - Treatment Fund)</b>					
Annual administered expenses					
Ordinary annual services					
(Appropriation Act No. 1					
and Bill No. 3)	–	4,489	1,122	–	–
Total component 13 expenses	–	4,489	1,122	–	–
<b>Total Program expenses</b>	<b>26,872,293</b>	<b>43,975,173</b>	<b>22,531,848</b>	<b>19,357,452</b>	<b>18,382,006</b>

(a) Newstart Allowance ceased from 20 March 2020 when the new JobSeeker Payment was introduced. This change is a result of the 2017-18 Budget measure: *Working Age Payments Reforms*.

(b) Sickness Allowance closed to new entrants from 20 March 2020 when the new JobSeeker Payment was introduced, and ceased on 20 September 2020. This change is a result of the 2017-18 Budget measure: *Working Age Payments Reforms*.



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**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.11 - Student Payments</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.11.1 - Component 1 (ABSTUDY - Secondary)</b>					
Special appropriations					
<i>Student Assistance Act 1973</i>	178,631	153,153	151,049	154,734	152,932
Total component 1 expenses	178,631	153,153	151,049	154,734	152,932
<b>1.11.2 - Component 2 (ABSTUDY - Tertiary)</b>					
Special appropriations					
<i>Student Assistance Act 1973</i>	143,830	171,832	110,697	112,814	113,584
Total component 2 expenses	143,830	171,832	110,697	112,814	113,584
<b>1.11.3 - Component 3 (Austudy)</b>					
Special appropriations					
<i>Social Security (Administration) Act 1999</i>	609,149	728,167	434,282	438,151	449,945
Total component 3 expenses	609,149	728,167	434,282	438,151	449,945
<b>1.11.4 - Component 4 (Youth Allowance (student))</b>					
Special appropriations					
<i>Social Security (Administration) Act 1999</i>	2,685,767	3,272,398	2,039,329	1,831,737	1,765,081
Total component 4 expenses	2,685,767	3,272,398	2,039,329	1,831,737	1,765,081
<b>1.11.5 - Component 5 (Student Start-up Loan - ABSTUDY)</b>					
Special appropriations					
<i>Student Assistance Act 1973</i>	–	2,129	2,246	2,370	2,505
Total component 5 expenses	–	2,129	2,246	2,370	2,505
<b>1.11.6 - Component 6 (Student Start-up Loan)</b>					
Special appropriations					
<i>Social Security (Administration) Act 1999</i>	–	106,824	112,805	119,021	125,226
Total component 6 expenses	–	106,824	112,805	119,021	125,226
<b>Total Program expenses</b>	<b>3,617,377</b>	<b>4,434,503</b>	<b>2,850,408</b>	<b>2,658,827</b>	<b>2,609,273</b>

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**Table 2.1.2: Program component expenses for Outcome 1 (continued)**

<b>Program 1.12 - Program Support for Outcome 1</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>1.12.1 - Component 1 (Departmental DSS - Outcome 1)</b>					
Annual departmental expenses					
Departmental appropriation	114,205	97,875	92,421	86,905	85,448
s74 External Revenue (a)	1,554	6,702	5,868	5,868	5,868
Expenses not requiring appropriation in the Budget year (b)	9,730	2,261	2,052	1,789	1,749
Total component 1 expenses	125,489	106,838	100,341	94,562	93,065
<b>Total Program expenses</b>	<b>125,489</b>	<b>106,838</b>	<b>100,341</b>	<b>94,562</b>	<b>93,065</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as government priorities change.

(a) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(b) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation expenses and audit fees.

**Table 2.1.3: Performance criteria for Outcome 1**

Table 2.1.3 below details the performance criteria for each program associated with Outcome 1. It is to be used by entities to describe the results they plan to achieve with the resources provided for new programs, or materially changed existing programs resulting from decisions made since the 2020-21 Budget.

<b>Outcome 1 – Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.</b>		
<b>Program 1.1 – Family Tax Benefit – To make payments to assist low and medium income families with the direct and indirect costs of raising dependent children.</b>		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of the family assistance law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit.	Payment targeted to low income families (67 per cent of support received by families under the Family Tax Benefit lower income free area).
	Extent to which separated parents in the child support system are supporting their children.	At least 85 per cent of Family Tax Benefit children of separated parents meet the maintenance action test requirements.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Number of children</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.1: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.2 – Child Payments</b> – To make payments to families in certain circumstances to assist with the costs of children.		
<b>Delivery</b>	<p>DSS administers the program as part of the social security system.</p> <p>Single Income Family Supplement is paid through Services Australia to eligible families under the provisions of the family assistance law.</p> <p>Stillborn Baby Payment is made through Services Australia to eligible claimants under the provisions of the family assistance law.</p> <p>Double Orphan Pension is paid through Services Australia to eligible claimants under the provisions of social security law.</p> <p>Assistance for Isolated Children is paid through Services Australia to eligible families. The appropriation for payments is in the <i>Student Assistance Act 1973</i>.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Proportion of stillbirths for which the Stillborn Baby Payment of Parental Leave Pay is paid.	100 per cent of eligible families receive assistance through Stillborn Baby Payment or Parental Leave Pay.
	<p>Outputs:</p> <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Number of children</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.2: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.3 – Income Support for Vulnerable People</b> – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which payments are made to recipients who are unable to fully support themselves or access another payment.	The average duration of recipients on Special Benefit remains below 130 weeks.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.3: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.4 – Income Support for People in Special Circumstances</b> – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support. To make payments to Australians in circumstances beyond their control to support them in overcoming those circumstances and maintaining their financial wellbeing.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments under Special Circumstances are made to eligible claimants under the provisions of social security law and the PGPA Act. Bereavement Allowance payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Agreements are in place (where relevant) with providers to ensure Payments under Special Circumstances are made in accordance with relevant legislation, policy, guidelines and contractual arrangements.  Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	100 per cent of payments are made in accordance with the individual agreements.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.4: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.5 – Supplementary Payments and Support for Income Support Recipients</b> – To make payments and subsidise services to certain income support recipients and low income households to assist them financially and to help them continue to participate economically and socially.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Essential Medical Equipment Payment and Utilities Allowance are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which payments are made to, or with respect to, people unable to fully support themselves.	Changes in Utilities Allowance recipient numbers align with movements in the total number of people receiving Partner Allowance, Widow Allowance and Disability Support Pension (who are younger than 21 with no dependent children).
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.5: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.6 – Income Support for Seniors</b> – To make payments to senior Australians to assist them financially in a manner that encourages them to productively manage resources and life transitions.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support.  Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	75 per cent or below of people of age pension age are supported by the Age Pension or other income support.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.6: Nil.</b>		



**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.7 – Allowances and Concessions for Seniors</b> – To make payments and provide services to senior Australians to assist with household expenses, enabling them to maintain their standard of living.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	To provide financial support to eligible senior Australians to assist with their household expenses.	100 per cent of eligible Commonwealth Health Card holders receive the Energy Supplement each year.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.7: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.8 – Income Support for People with Disability</b> – To make payments to eligible people with disability who are unable to support themselves to achieve financial independence.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which people of working age with a profound or severe disability are paid Disability Support Pension.	90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.8: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.9 – Income Support for Carers</b> – To make payments and allowances to financially assist eligible carers of people with disability or a severe medical condition.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law. Ex-gratia payments to unsuccessful applicants of Carer Payment (Child) (Carer Adjustment Payment) are paid under the provisions of the PGPA Act.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which payments are made to, or with respect to, carers unable to fully support themselves.  Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	70 per cent of primary carers in Australia are supported by Carer Payment and Carer Allowance.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.9: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.10 – Working Age Payments</b> – To assist people who are temporarily unable to support themselves through work or have a limited capacity to work due to disability or caring responsibilities for young children.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which payments are made to, or with respect to, people unable to fully support themselves.  Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	Changes in recipient numbers align with movements in the unemployment rate.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.10: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.11 – Student Payments</b> – To achieve growth in skills, qualifications and productivity through providing income support and other financial assistance to students to assist them to undertake further education and training. To increase access and participation by Indigenous Australian students in school education, vocational education and training and higher education and accelerate their educational outcomes.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments and other financial assistance are made through Services Australia to eligible claimants under the provisions of social security and student assistance law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which payment recipients have improved financial self-reliance.	The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments align with movements in the unemployment rate.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.11: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Program 1.12 – Program Support for Outcome 1</b> – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives.		
<b>Delivery</b>	Departmental funding.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Cross-Outcome departmental expenditure.	Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS' Outcomes.
	Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes.	At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.12: Nil.</b>		

**Table 2.1.3: Performance criteria for Outcome 1 (continued)**

<b>Cross-Program – Rent Assistance</b> – To make payments to low and moderate income Australians receiving income support or Family Tax Benefit Part A to assist with the costs of renting private and community housing.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Rent Assistance payments are made through Services Australia to eligible claimants under the provisions of the social security law and family assistance law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which income support or family payment recipients are assisted with the costs of renting private and community housing.	Of the individuals and families renting and receiving Rent Assistance, the proportion experiencing rental stress after receipt of Rent Assistance is at least 25 percentage points lower than it would be without Rent Assistance.
	Output: • Number of Commonwealth Rent Assistance income units	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purposes</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Cross-Program – Rent Assistance: Nil.</b>		

## 2.2 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 2

**Outcome 2: Families and Communities**  
**Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.**

### Linked programs

<b>Attorney-General’s Department</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Attorney-General’s Department Operating Expenses – Civil Justice and Legal Services</li> <li>• Program 1.4 – Justice Services</li> <li>• Program 1.5 – Family Relationships</li> </ul>
<p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>The Attorney-General’s Department has policy responsibility for Commonwealth legal assistance and for family matters, including Family Law Services and Family Violence and Elder Abuse measures. These linked programs provide payments for services to support this responsibility, and are administered by DSS under this Outcome.</p>
<b>Services Australia</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Services to the Community – Social Security and Welfare</li> </ul>
<p><b>Contribution to Outcome 2 made by linked program</b></p> <p>The administrative aspects of Income Management and Cashless Debit Card and payments under the Paid Parental Leave Scheme and the Transition to Independent Living Allowance that fall under this Outcome are delivered by Services Australia through the above linked program.</p>



**Linked programs (continued)**

<p><b>National Indigenous Australians Agency</b></p>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.2 – Indigenous Advancement – Children and Schooling</li> <li>• Program 1.3 – Indigenous Advancement – Safety and Wellbeing</li> <li>• Program 1.5 – Indigenous Advancement – Remote Australia Strategies</li> </ul>
<p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>These linked programs support Government efforts to ensure: Aboriginal and Torres Strait Islander children receive a healthy and safe start to life; and families and communities can access responsive, connected and fit-for-purpose services. These linked programs also contribute to this Outcome by supporting remote strategic investments.</p>
<p><b>The Treasury</b></p>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.9 – National Partnership Payments to the States</li> </ul>
<p><b>Contribution to Outcome 2 made by linked program</b></p> <p>The Treasury, on behalf of DSS, makes National Partnership payments to the states for the Social and Community Services Sector and other agreements.</p>

**Budgeted expenses for Outcome 2**

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.2.1: Budgeted expenses for Outcome 2**

<b>Outcome 2: Families and Communities</b>	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 2.1 - Families and Communities</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	692,330	855,420	655,725	604,484	613,765
Special appropriations					
<i>Social Security (Administration) Act 1999</i>	(640)	8	8	–	–
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (a)</i>	255,917	nfp	nfp	nfp	nfp
Special Accounts					
Other Services - Services for Other Entities and Trust Moneys	5,689	15,274	3,400	–	–
<b>Administered Total</b>	<b>953,296</b>	<b>870,702</b>	<b>659,133</b>	<b>604,484</b>	<b>613,765</b>
<b>Total expenses for Program 2.1</b>	<b>953,296</b>	<b>870,702</b>	<b>659,133</b>	<b>604,484</b>	<b>613,765</b>
<b>Program 2.2 - Paid Parental Leave</b>					
Administered expenses					
Special appropriations					
<i>Paid Parental Leave Act 2010</i>	2,399,563	2,277,082	2,282,322	2,409,538	2,527,094
<b>Administered Total</b>	<b>2,399,563</b>	<b>2,277,082</b>	<b>2,282,322</b>	<b>2,409,538</b>	<b>2,527,094</b>
<b>Total expenses for Program 2.2</b>	<b>2,399,563</b>	<b>2,277,082</b>	<b>2,282,322</b>	<b>2,409,538</b>	<b>2,527,094</b>
<b>Program 2.3 - Social and Community Services</b>					
Administered expenses					
Special Accounts					
Social and Community Services Pay Equity Special Account	411,920	547,108	–	–	–
<b>Administered Total</b>	<b>411,920</b>	<b>547,108</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total expenses for Program 2.3</b>	<b>411,920</b>	<b>547,108</b>	<b>–</b>	<b>–</b>	<b>–</b>

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**Table 2.2.1: Budgeted expenses for Outcome 2 (continued)**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 2: Families and Communities</b>					
<b>Program 2.4 - Program Support for Outcome 2</b>					
Departmental expenses					
Departmental appropriation	170,935	178,271	155,818	146,851	144,956
s74 External Revenue (b)	46,099	13,092	13,215	13,215	13,215
Expenses not requiring appropriation in the Budget year (c)	18,243	3,748	3,386	2,959	2,891
<b>Departmental Total</b>	<b>235,277</b>	<b>195,111</b>	<b>172,419</b>	<b>163,025</b>	<b>161,062</b>
<b>Outcome 2 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	692,330	855,420	655,725	604,484	613,765
Special appropriations	2,654,840	2,277,090	2,282,330	2,409,538	2,527,094
Special accounts	417,609	562,382	3,400	–	–
<b>Administered Total</b>	<b>3,764,779</b>	<b>3,694,892</b>	<b>2,941,455</b>	<b>3,014,022</b>	<b>3,140,859</b>
Departmental expenses					
Departmental appropriation	170,935	178,271	155,818	146,851	144,956
s74 External Revenue (b)	46,099	13,092	13,215	13,215	13,215
Expenses not requiring appropriation in the Budget year (c)	18,243	3,748	3,386	2,959	2,891
<b>Departmental Total</b>	<b>235,277</b>	<b>195,111</b>	<b>172,419</b>	<b>163,025</b>	<b>161,062</b>
<b>Total expenses for Outcome 2</b>	<b>4,000,056</b>	<b>3,890,003</b>	<b>3,113,874</b>	<b>3,177,047</b>	<b>3,301,921</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

- (a) The payments relating to the National Redress Scheme for Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.
- (b) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
- (c) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation expenses and audit fees.

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**Table 2.2.2: Program component expenses for Outcome 2**

<b>Program 2.1 - Families and Communities</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.1.1 - Component 1 (Civil Society)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	221	1,126	1,281	1,290	1,307
<b>Total component 1 expenses</b>	<b>221</b>	<b>1,126</b>	<b>1,281</b>	<b>1,290</b>	<b>1,307</b>
<b>2.1.2 - Component 2 (Families and Children)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	290,986	295,724	320,435	319,720	325,095
<b>Total component 2 expenses</b>	<b>290,986</b>	<b>295,724</b>	<b>320,435</b>	<b>319,720</b>	<b>325,095</b>
<b>2.1.3 - Component 3 (Families and Communities Services Improvement)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	2,728	2,667	2,877	2,880	2,895
<b>Total component 3 expenses</b>	<b>2,728</b>	<b>2,667</b>	<b>2,877</b>	<b>2,880</b>	<b>2,895</b>
<b>2.1.4 - Component 4 (Financial Wellbeing and Capability)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	218,420	338,434	160,404	147,096	147,871
<b>Total component 4 expenses</b>	<b>218,420</b>	<b>338,434</b>	<b>160,404</b>	<b>147,096</b>	<b>147,871</b>
<b>2.1.5 - Component 5 (National Initiatives)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	102,756	139,502	106,556	68,882	71,604
<b>Total component 5 expenses</b>	<b>102,756</b>	<b>139,502</b>	<b>106,556</b>	<b>68,882</b>	<b>71,604</b>
<b>2.1.6 - Component 6 (Strong and Resilient Communities)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	57,454	58,380	44,056	44,438	44,705
<b>Total component 6 expenses</b>	<b>57,454</b>	<b>58,380</b>	<b>44,056</b>	<b>44,438</b>	<b>44,705</b>

**Table 2.2.2: Program component expenses for Outcome 2 (continued)**

<b>Program 2.1 - Families and Communities (continued)</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>2.1.7 - Component 7 (Transition to Independent Living Allowance)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	1,836	3,512	3,512	3,512	3,512
<b>Total component 7 expenses</b>	<b>1,836</b>	<b>3,512</b>	<b>3,512</b>	<b>3,512</b>	<b>3,512</b>
<b>2.1.8 - Component 8 (Income Management Balancing Appropriation)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	(640)	8	8	–	–
<b>Total component 8 expenses</b>	<b>(640)</b>	<b>8</b>	<b>8</b>	<b>–</b>	<b>–</b>
<b>2.1.9 - Component 9 (Other Services - Services for Other Entities and Trust Moneys)</b>					
Special Account expenses					
Other Services - Services for Other Entities and Trust Moneys	5,689	15,274	3,400	–	–
<b>Total component 9 expenses</b>	<b>5,689</b>	<b>15,274</b>	<b>3,400</b>	<b>–</b>	<b>–</b>
<b>2.1.10 - Component 10 (National Redress Scheme for Institutional Child Sexual Abuse - Redress payment)</b>					
Special appropriations					
<i>National Redress Scheme for     Institutional Child Sexual     Abuse Act 2018 (a)</i>	253,567	nfp	nfp	nfp	nfp
<b>Total component 10 expenses</b>	<b>253,567</b>	<b>nfp</b>	<b>nfp</b>	<b>nfp</b>	<b>nfp</b>
<b>2.1.11 - Component 11 (National Redress Scheme for Institutional Child Sexual Abuse - Psychological Support payment)</b>					
Special appropriations					
<i>National Redress Scheme for     Institutional Child Sexual     Abuse Act 2018 (a)</i>	2,350	nfp	nfp	nfp	nfp
<b>Total component 11 expenses</b>	<b>2,350</b>	<b>nfp</b>	<b>nfp</b>	<b>nfp</b>	<b>nfp</b>
<b>2.1.12 - Component 12 (Volunteer Management)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	5,539	6,075	6,604	6,666	6,776
<b>Total component 12 expenses</b>	<b>5,539</b>	<b>6,075</b>	<b>6,604</b>	<b>6,666</b>	<b>6,776</b>
<b>2.1.13 - Component 13 (Volunteer Grants)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	12,390	10,000	10,000	10,000	10,000
<b>Total component 13 expenses</b>	<b>12,390</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>
<b>Total Program expenses</b>	<b>953,296</b>	<b>870,702</b>	<b>659,133</b>	<b>604,484</b>	<b>613,765</b>

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**Table 2.2.2: Program component expenses for Outcome 2 (continued)**

<b>Program 2.2 - Paid Parental Leave</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.2.1 - Component 1 (Dad and Partner Pay)</b>					
Special appropriations					
<i>Paid Parental Leave Act 2010</i>	129,681	146,088	144,643	146,840	150,050
Total component 1 expenses	129,681	146,088	144,643	146,840	150,050
<b>2.2.2 - Component 2 (Parental Leave Pay)</b>					
Special appropriations					
<i>Paid Parental Leave Act 2010</i>	2,269,882	2,130,994	2,137,679	2,262,698	2,377,044
Total component 2 expenses	2,269,882	2,130,994	2,137,679	2,262,698	2,377,044
<b>Total Program expenses</b>	<b>2,399,563</b>	<b>2,277,082</b>	<b>2,282,322</b>	<b>2,409,538</b>	<b>2,527,094</b>
<b>Program 2.3 - Social and Community Services</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.3.1 - Component 1 (Social and Community Services Pay Equity Special Account)</b>					
Special Account expenses					
Social and Community Services Pay Equity Special Account (b)	411,920	547,108	–	–	–
Total component 1 expenses	411,920	547,108	–	–	–
<b>Total Program expenses</b>	<b>411,920</b>	<b>547,108</b>	<b>–</b>	<b>–</b>	<b>–</b>

**Table 2.2.2: Program component expenses for Outcome 2 (continued)**

<b>Program 2.4 - Program Support for Outcome 2</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
		expenses			
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>2.4.1 - Component 1 (Departmental DSS - Outcome 2)</b>					
Annual departmental expenses					
Departmental appropriation	170,935	178,271	155,818	146,851	144,956
s74 external revenue (c)	46,099	13,092	13,215	13,215	13,215
Expenses not requiring appropriation in the Budget year (d)	18,243	3,748	3,386	2,959	2,891
Total component 1 expenses	235,277	195,111	172,419	163,025	161,062
<b>Total Program expenses</b>	<b>235,277</b>	<b>195,111</b>	<b>172,419</b>	<b>163,025</b>	<b>161,062</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as government priorities change.

- (a) The payments relating to the National Redress Scheme for Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.
- (b) The funding for the Social and Community Services Pay Equity Special Account is directly appropriated through the *Social and Community Services Pay Equity Special Account Act 2012*. This Act ceases to have effect on 30 June 2021.
- (c) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
- (d) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation expenses and audit fees.

**Table 2.2.3: Performance criteria for Outcome 2**

Table 2.2.3 below details the performance criteria for each program associated with Outcome 2. It is to be used by entities to describe the results they plan to achieve with the resources provided for new programs, or materially changed existing programs resulting from decisions made since the 2020-21 Budget.

<b>Outcome 2 – Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.</b>		
<b>Program 2.1 – Families and Communities</b> – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning.		
<b>Delivery</b>	Assist organisations through a program of grants, procurements and subsidies targeting families, children, young people, volunteers and other individuals with special circumstances.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which individuals have improved individual and family functioning.	At least 75 per cent of clients in reporting services have improved family functioning.
	Extent to which Families and Communities Service Improvement organisations support and drive continuous improvement of member organisations.	At least 90 per cent of members are satisfied with support received from funded service providers.
	Extent of contribution to a reduction in violence through successful implementation of the National Plan to Reduce Violence against Women and their Children 2010-2022.	Successful implementation of departmental actions to contribute towards a reduction in women experiencing family, domestic and sexual violence and a reduction in attitudes supportive of violence.
	Extent of contribution to creating and implementing a national children's strategy and related initiatives.	A new children's strategy is approved/adopted by Commonwealth, State and Territory First Ministers, by June 2021.
	Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock.	<ul style="list-style-type: none"> <li>At least a 20 per cent reduction in the number of people with multiple requests for emergency relief.</li> <li>At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.</li> </ul>
	Extent to which volunteer grant recipients are satisfied with the program.	80 per cent of surveyed grant recipients considered the grants assisted in meeting their objective.
	Extent to which participants are satisfied with the support received through the Be Connected program to develop their digital skills, confidence and online safety.	At least 85 per cent of participants report satisfaction with the quality of the Be Connected program supports.



**Table 2.2.3: Performance criteria for Outcome 2 (continued)**

<b>Program 2.1 – Families and Communities – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which participants (seniors connected) are satisfied with the support received through Friend Line to help address loneliness and social isolation.	At least 80 per cent of participants report satisfaction with the quality of Friend Line support.
	Extent to which the Cashless Debit Card supports a reduction in social harm in communities.	<ul style="list-style-type: none"> <li>Evaluation results show improvements in social outcomes.</li> </ul>
	Extent to which participants are using their Cashless Debit Card to direct income support payments to essential goods and services, including to support the wellbeing of the participant.	95 per cent of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items.
	Timely finalisation of the National Redress Scheme applications and offers made to survivors.	<ul style="list-style-type: none"> <li>At least 80 per cent of applications that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme.</li> <li>In the prior six month period at least 80 per cent of applications lodged in that period that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme.</li> </ul>
	Maximise engagement of institutions with the National Redress Scheme.	Engagement of newly named institutions continues, and current participation is maintained, with institutions on board to cover 90 per cent of applications received.

**Table 2.2.3: Performance criteria for Outcome 2 (continued)**

<b>Program 2.1 – Families and Communities – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of individuals assisted</li> <li>• Number of the National Redress Scheme recipients</li> <li>• Number of the National Redress Scheme applications received</li> <li>• Number of institutions that have joined the National Redress Scheme</li> <li>• Number of individuals engaged with Income Management and Cashless Debit Card</li> <li>• Number of organisations contracted or receiving grant funding to deliver services</li> <li>• Percentage of assisted individuals from priority groups</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.	
<b>Material changes to Program 2.1: Nil.</b>		

**Table 2.2.3: Performance criteria for Outcome 2 (continued)**

<b>Program 2.2 – Paid Parental Leave</b> – To provide financial support to parents to help them take time off work following the birth or adoption of a child.		
<b>Delivery</b>	<p>DSS administers the program as part of the social security system.</p> <p>Dad and Partner Pay is paid by Services Australia directly to eligible fathers or partners in accordance with the <i>Paid Parental Leave Act 2010</i>.</p> <p>Services Australia either funds employers to provide Parental Leave Pay to eligible employees, or provides Parental Leave Pay directly to eligible parents and other persons, according to the provisions of the <i>Paid Parental Leave Act 2010</i>.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which parents take Parental Leave Pay.	95 per cent of eligible Parental Leave Pay families access payment.
	Extent to which parents take Dad and Partner Pay.	95 per cent of eligible Dad and Partner Pay claimants access payment.
	<p>Outputs:</p> <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of individuals assisted</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.	
<b>Material changes to Program 2.2: Nil.</b>		

**Table 2.2.3: Performance criteria for Outcome 2 (continued)**

<b>Program 2.3 – Social and Community Services</b> – To set aside funding for the implementation period of Fair Work Australia's Social, Community and Disability Services Industry Equal Remuneration Order.		
<b>Delivery</b>	<p>Funds are issued to eligible service providers to meet the Australian Government's share of the pay increases.</p> <p>Funds are issued to other government agencies to meet the Australian Government's share of the pay increases for their eligible service providers.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	<p>Funds appropriated to DSS for the Social and Community Services pay equity order are issued to meet the Australian Government's share of the pay increases.</p> <p>Output:</p> <ul style="list-style-type: none"> <li>Administered outlays</li> </ul>	100 per cent of eligible grant recipients will receive the Social and Community Services Pay Equity Special Account payments as required by legislation by 30 June 2021.
2021-22 and beyond (a)	Not applicable.	Not applicable.
<b>Purpose</b>	Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.	
<b>Material changes to Program 2.3: Nil.</b>		

(a) Program 2.3 – Social and Community Services ceases on 30 June 2021.

**Table 2.2.3: Performance criteria for Outcome 2 (continued)**

<b>Program 2.4 – Program Support for Outcome 2</b> – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives.		
<b>Delivery</b>	Departmental funding.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Cross-Outcome departmental expenditure.	Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS' Outcomes.
	Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes.	At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.	
<b>Material changes to Program 2.4: Nil.</b>		

## 2.3 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 3

### Outcome 3: Disability and Carers

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

### Linked programs

<b>Department of Education, Skills and Employment</b>
<b>Program</b>
<ul style="list-style-type: none"> <li>Program 4.1 – Employment Services</li> </ul>
<b>Contribution to Outcome 3 made by linked program</b>
The Department of Education, Skills and Employment is responsible for the provision of employment programs that assist job seekers into work. This Outcome benefits from this linked program as it encourages job seekers receiving working age payments support to meet their mutual obligation requirements and aligns program activities with broader economic participation policy and compliance frameworks.
<b>Department of Health</b>
<b>Programs</b>
<ul style="list-style-type: none"> <li>Program 2.1 – Mental Health</li> <li>Program 6.1 – Access and Information</li> <li>Program 6.2 – Aged Care Services</li> <li>Program 6.3 – Aged Care Quality</li> </ul>
<b>Contribution to Outcome 3 made by linked programs</b>
This Outcome benefits from these linked programs as they also seek to improve the independence of, and participation by, people with disability and carers. In particular, the Department of Health manages programs that will have partial or full funding transition to the NDIS. The Department of Health also has policy responsibility for Medicare Benefits Schedule items in relation to disability and mental health.
<b>Services Australia</b>
<b>Program</b>
<ul style="list-style-type: none"> <li>Program 1.1 – Services to the Community – Social Security and Welfare</li> </ul>
<b>Contribution to Outcome 3 made by linked program</b>
Various payments and concessions under this Outcome are delivered through this linked program administered by Services Australia.

**Linked programs (continued)**

<p><b>National Disability Insurance Agency</b></p>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Reasonable and necessary support for participants</li> <li>• Program 1.2 – Community inclusion and capacity development grants</li> <li>• Program 1.3 – Agency Costs</li> </ul>
<p><b>Contribution to Outcome 3 made by linked programs</b></p> <p>These linked programs provide for the delivery of the NDIS.</p>
<p><b>NDIS Quality and Safeguards Commission</b></p>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration</li> </ul>
<p><b>Contribution to Outcome 3 made by linked program</b></p> <p>The NDIS Quality and Safeguards Commission supports NDIS participants to exercise choice and control, ensure appropriate safeguards are in place for NDIS supports, and establish expectations for providers and their staff to deliver quality support.</p>
<p><b>The Treasury</b></p>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.7 – Assistance to the State for Disability Services</li> <li>• Program 1.9 – National Partnership Payments to the States</li> </ul>
<p><b>Contribution to Outcome 3 made by linked programs</b></p> <p>The Treasury makes National Specific Purpose Payments to the states for disability services. It also makes National Partnership payments on behalf of DSS to the states on transition to the NDIS and other agreements.</p>

**Budgeted expenses for Outcome 3**

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.3.1: Budgeted expenses for Outcome 3**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 3: Disability and Carers</b>					
<b>Program 3.1 - Disability Mental Health and Carers</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	1,501,020	1,829,592	1,884,343	1,868,204	1,869,230
Special Accounts					
National Disability Research Special Account 2016	713	202	–	–	–
National Disability Research Special Account 2020	–	781	–	–	–
<b>Administered Total</b>	<b>1,501,733</b>	<b>1,830,575</b>	<b>1,884,343</b>	<b>1,868,204</b>	<b>1,869,230</b>
<b>Total expenses for Program 3.1</b>	<b>1,501,733</b>	<b>1,830,575</b>	<b>1,884,343</b>	<b>1,868,204</b>	<b>1,869,230</b>
<b>Program 3.2 - National Disability Insurance Scheme</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	7,100,732	11,120,406	12,962,531	12,658,283	12,373,899
Payments to corporate entities	1,413,257	1,208,878	1,232,613	1,366,504	1,251,220
<b>Administered Total</b>	<b>8,513,989</b>	<b>12,329,284</b>	<b>14,195,144</b>	<b>14,024,787</b>	<b>13,625,119</b>
<b>Total expenses for Program 3.2</b>	<b>8,513,989</b>	<b>12,329,284</b>	<b>14,195,144</b>	<b>14,024,787</b>	<b>13,625,119</b>
<b>Program 3.3 - Program Support for Outcome 3</b>					
Departmental expenses					
Departmental appropriations s74 External Revenue (a)	121,780	102,703	101,235	96,046	94,072
Expenses not requiring appropriation in the Budget year (b)	3,625	6,867	6,033	6,033	6,033
	10,541	2,261	2,052	1,789	1,749
<b>Departmental Total</b>	<b>135,946</b>	<b>111,831</b>	<b>109,320</b>	<b>103,868</b>	<b>101,854</b>
<b>Total expenses for Program 3.3</b>	<b>135,946</b>	<b>111,831</b>	<b>109,320</b>	<b>103,868</b>	<b>101,854</b>



Entity Additional Estimates Statements – Department of Social Services

**Table 2.3.1: Budgeted expenses for Outcome 3 (continued)**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 3: Disability and Carers</b>					
<b>Outcome 3 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	8,601,752	12,949,998	14,846,874	14,526,487	14,243,129
Payments to corporate entities	1,413,257	1,208,878	1,232,613	1,366,504	1,251,220
Special Accounts	713	983	–	–	–
<b>Administered Total</b>	<b>10,015,722</b>	<b>14,159,859</b>	<b>16,079,487</b>	<b>15,892,991</b>	<b>15,494,349</b>
Departmental expenses					
Departmental appropriation	121,780	102,703	101,235	96,046	94,072
s74 External Revenue (a)	3,625	6,867	6,033	6,033	6,033
Expenses not requiring appropriation in the Budget year (b)	10,541	2,261	2,052	1,789	1,749
<b>Departmental Total</b>	<b>135,946</b>	<b>111,831</b>	<b>109,320</b>	<b>103,868</b>	<b>101,854</b>
<b>Total expenses for Outcome 3</b>	<b>10,151,668</b>	<b>14,271,690</b>	<b>16,188,807</b>	<b>15,996,859</b>	<b>15,596,203</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

(a) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(b) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation expenses and audit fees.

Entity Additional Estimates Statements – Department of Social Services

**Table 2.3.2: Program component expenses for Outcome 3**

<b>Program 3.1: Disability Mental Health and Carers</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>3.1.1 - Component 1 (Community Mental Health)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	52,571	60,013	74,768	75,642	76,701
<b>Total component 1 expenses</b>	<b>52,571</b>	<b>60,013</b>	<b>74,768</b>	<b>75,642</b>	<b>76,701</b>
<b>3.1.2 - Component 2 (Disability and Carer Support)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	181,647	232,663	237,009	208,451	233,131
<b>Total component 2 expenses</b>	<b>181,647</b>	<b>232,663</b>	<b>237,009</b>	<b>208,451</b>	<b>233,131</b>
<b>3.1.3 - Component 3 (Disability Employment)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	1,231,407	1,417,532	1,513,297	1,526,922	1,511,004
<b>Total component 3 expenses</b>	<b>1,231,407</b>	<b>1,417,532</b>	<b>1,513,297</b>	<b>1,526,922</b>	<b>1,511,004</b>
<b>3.1.4 - Component 4 (Disability and Carer Service Improvement and Sector Support)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	35,395	119,384	59,269	57,189	48,394
<b>Total component 4 expenses</b>	<b>35,395</b>	<b>119,384</b>	<b>59,269</b>	<b>57,189</b>	<b>48,394</b>
<b>3.1.5 - Component 5 (National Disability Research Special Account 2016)</b>					
Special Account Expenses:					
National Disability Research Special Account 2016	713	202	-	-	-
<b>Total component 5 expenses</b>	<b>713</b>	<b>202</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>3.1.6 - Component 6 (National Disability Research Special Account 2020)</b>					
Special Account Expenses:					
National Disability Research Special Account 2020	-	781	-	-	-
<b>Total component 6 expenses</b>	<b>-</b>	<b>781</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Program expenses</b>	<b>1,501,733</b>	<b>1,830,575</b>	<b>1,884,343</b>	<b>1,868,204</b>	<b>1,869,230</b>

**Table 2.3.2: Program component expenses for Outcome 3 (continued)**

<b>Program 3.2: National Disability Insurance Scheme</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>3.2.1 - Component 1 (NDIS Transitioning Commonwealth Programs and Continuity of Support)</b>					
Annual administered expenses					
Ordinary annual services					
(Appropriation Act No. 1 and Bill No. 3)					
	190,147	56,737	43,238	45,810	23,124
Total component 1 expenses	190,147	56,737	43,238	45,810	23,124
<b>3.2.2 - Component 2 (Sector Development Fund and Jobs and Market Fund)</b>					
Annual administered expenses					
Ordinary annual services					
(Appropriation Act No. 1 and Bill No. 3)					
	21,314	42,963	28,863	–	–
Total component 2 expenses	21,314	42,963	28,863	–	–
<b>3.2.3 - Component 3 (National Disability Insurance Scheme Participant Plans)</b>					
Annual administered expenses					
Ordinary annual services					
(Appropriation Act No. 1 and Bill No. 3)					
	6,754,758	10,887,871	12,756,119	12,476,526	12,212,778
Total component 3 expenses	6,754,758	10,887,871	12,756,119	12,476,526	12,212,778
<b>3.2.4 - Component 4 (National Disability Insurance Scheme Information Linkages and Capacity Building)</b>					
Annual administered expenses					
Ordinary annual services					
(Appropriation Act No. 1 and Bill No. 3)					
	134,513	132,835	134,311	135,947	137,997
Total component 4 expenses	134,513	132,835	134,311	135,947	137,997
<b>3.2.5 - Component 5 (Payments to Corporate Entity - NDIA agency costs)</b>					
Annual administered expenses					
Payments to corporate entities					
	1,413,257	1,208,878	1,232,613	1,366,504	1,251,220
Total component 5 expenses	1,413,257	1,208,878	1,232,613	1,366,504	1,251,220
<b>Total Program expenses</b>	<b>8,513,989</b>	<b>12,329,284</b>	<b>14,195,144</b>	<b>14,024,787</b>	<b>13,625,119</b>

**Table 2.3.2: Program component expenses for Outcome 3 (continued)**

<b>Program 3.3 - Program Support for Outcome 3</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Actual	Revised	Forward	Forward	Forward
	expenses	estimated	estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>3.3.1 - Component 1 (Departmental DSS - Outcome 3)</b>					
Annual departmental expenses					
Departmental appropriation	121,780	102,703	101,235	96,046	94,072
s74 External Revenue (a)	3,625	6,867	6,033	6,033	6,033
Expenses not requiring appropriation in the Budget year (b)	10,541	2,261	2,052	1,789	1,749
Total component 1 expenses	135,946	111,831	109,320	103,868	101,854
<b>Total Program expenses</b>	<b>135,946</b>	<b>111,831</b>	<b>109,320</b>	<b>103,868</b>	<b>101,854</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as government priorities change.

(a) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(b) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation expenses and audit fees.

**Table 2.3.3: Performance criteria for Outcome 3**

Table 2.3.3 below details the performance criteria for each program associated with Outcome 3. It is to be used by entities to describe the results they plan to achieve with the resources provided for new programs, or materially changed existing programs resulting from decisions made since the 2020-21 Budget.

<b>Outcome 3</b> – Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.		
<b>Program 3.1 – Disability Mental Health and Carers</b> – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life.		
<b>Delivery</b>	Assist organisations through a program of grants, procurements and subsidies targeting support to people with disability, carers and people with, or at risk of, mental illness.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Extent to which people with a disability are supported to find and maintain employment through Disability Employment Services.	<ul style="list-style-type: none"> <li>At least 40 per cent of job placements sustained to 13 weeks.</li> <li>At least 30 per cent of job placements sustained to 26 weeks.</li> <li>At least 20 per cent of job placements sustained to 52 weeks.</li> </ul>
	Delivery by Disability Employment Services providers is in accordance with the specified requirements, including service level standards of the contracts and agreements between organisations and DSS.	At least 90 per cent of Disability Employment Services providers met service level standards of the contracts and agreements between organisations and DSS.
	Extent to which carers access information, supports and services.	At least 10 per cent annual increase in people accessing Carer Gateway (website and 1800 number).
	Number of people with disability provided with direct advocacy support through the National Disability Advocacy Program.	At least 75 per cent of people who accessed National Disability Advocacy Program reported improved choice and control to make their own decisions.
	Number of people with disability provided with direct advocacy support through the NDIS Appeals program.	Number of individual NDIS Appeals clients is less than one per cent of active NDIS participants.
	Extent of contribution to creating and implementing national disability policy and reform initiatives (Disability Strategy is a cross program activity, covering programs 3.1 and 3.2).	A new National Disability Strategy is finalised by the Commonwealth, State and Territory First Ministers by the end of 2021.

**Table 2.3.3: Performance criteria for Outcome 3 (continued)**

<b>Program 3.1 – Disability Mental Health and Carers – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of carers assisted</li> <li>• Number of Disability Employment Services participants</li> <li>• Number of Disability Employment Services providers</li> <li>• Number of people with disability provided with direct advocacy support</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.	
<b>Material changes to Program 3.1: Nil.</b>		

**Table 2.3.3: Performance criteria for Outcome 3 (continued)**

<p><b>Program 3.2 – National Disability Insurance Scheme (NDIS)</b> – 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 funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund.</p>		
<p><b>Delivery</b></p>	<p>Negotiate NDIS agreements, policy settings and financial arrangements with states and territories for the transition to full scheme.</p> <p>Through a program of grants for disability sector improvement, assist people with disability, people with severe mental illness, carers and service providers, to transition to the NDIS.</p>	
<p><b>Performance information</b></p>		
<p><b>Year</b></p>	<p><b>Performance criteria</b></p>	<p><b>Targets</b></p>
<p>2020-21</p>	<p>Number of people supported through the NDIS.</p>	<ul style="list-style-type: none"> <li>• 500,000 NDIS participants by 30 June 2023.</li> <li>• Complete the transition of DSS Commonwealth program clients to the NDIS by 31 December 2020.</li> </ul>
	<p>Market indicators signal that participants have improved opportunity to access services in the market.</p>	<ul style="list-style-type: none"> <li>• At least 75 per cent market utilisation rates by 30 June 2021.</li> <li>• At least 10 per cent improvement in NDIS market concentration in remote areas by 30 June 2021.</li> </ul>
	<p>Extent to which outcomes for children with disability more closely align with outcomes for all children.</p>	<ul style="list-style-type: none"> <li>• At least 60 per cent of NDIS participants aged school age to 14 attend school in a mainstream class.</li> <li>• At least 70 per cent of NDIS participants with disability aged 18-24 have completed secondary school.</li> </ul>
	<p>Extent to which NDIS participant outcomes are met.</p>	<ul style="list-style-type: none"> <li>• At least 80 per cent of NDIS participants report satisfaction with the scheme planning process.</li> <li>• At least 25 per cent of working age NDIS participants in paid employment.</li> <li>• At least 45 per cent of NDIS participants involved in community and social activities.</li> <li>• No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances.</li> </ul>

**Table 2.3.3: Performance criteria for Outcome 3 (continued)**

<b>Program 3.2 – National Disability Insurance Scheme (NDIS) – To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21		<ul style="list-style-type: none"> <li>No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances.</li> <li>No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances.</li> </ul>
	Outputs: <ul style="list-style-type: none"> <li>Administered outlays (NDIS; NDIS Transition; NDIS Participant Plans; Information, Linkages and Capacity Building; Establishment of the NDIS Quality and Safeguards Commission; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)</li> <li>Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the NDIS</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.	
<b>Material changes to Program 3.2: Nil.</b>		



**Table 2.3.3: Performance criteria for Outcome 3 (continued)**

<b>Program 3.3 – Program Support for Outcome 3</b> – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives.		
<b>Delivery</b>	Departmental funding.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Cross-Outcome departmental expenditure.	Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS' Outcomes.
	Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes.	At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.	
<b>Material changes to Program 3.3: Nil.</b>		

## 2.4 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 4

### Outcome 4: Housing

Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.

### Linked programs

#### The Treasury

#### Programs

- Program 1.8 – Assistance to the States for Affordable Housing
- Program 1.9 – National Partnership Payments to the States

#### Contribution to Outcome 4 made by linked programs

On behalf of DSS, the Treasury makes payments to the states for the National Housing and Homelessness Agreement. Annual incentives under the National Rental Affordability Scheme are issued by DSS as cash or refundable tax offset certificates. Refundable tax offset certificates are processed by the Australian Taxation Office.

**Budgeted expenses for Outcome 4**

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by administered and departmental funding sources.

**Table 2.4.1: Budgeted expenses for Outcome 4**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 4: Housing</b>					
<b>Program 4.1 - Housing and Homelessness</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	6,277	43,158	34,272	9,545	84
<b>Administered Total</b>	<b>6,277</b>	<b>43,158</b>	<b>34,272</b>	<b>9,545</b>	<b>84</b>
<b>Total expenses for Program 4.1</b>	<b>6,277</b>	<b>43,158</b>	<b>34,272</b>	<b>9,545</b>	<b>84</b>
<b>Program 4.2 - Affordable Housing</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	114,864	113,366	100,756	81,572	59,386
<b>Administered Total</b>	<b>114,864</b>	<b>113,366</b>	<b>100,756</b>	<b>81,572</b>	<b>59,386</b>
<b>Total expenses for Program 4.2</b>	<b>114,864</b>	<b>113,366</b>	<b>100,756</b>	<b>81,572</b>	<b>59,386</b>
<b>Program 4.3 - Program Support for Outcome 4</b>					
Departmental expenses					
Departmental appropriations	23,599	18,858	17,812	16,826	16,548
External Revenue (a)	518	1,318	1,158	1,158	1,158
Expenses not requiring appropriation in the Budget year (b)	2,029	435	395	346	337
<b>Departmental Total</b>	<b>26,146</b>	<b>20,611</b>	<b>19,365</b>	<b>18,330</b>	<b>18,043</b>
<b>Total expenses for Program 4.3</b>	<b>26,146</b>	<b>20,611</b>	<b>19,365</b>	<b>18,330</b>	<b>18,043</b>

Entity Additional Estimates Statements – Department of Social Services

**Table 2.4.1: Budgeted expenses for Outcome 4 (continued)**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 4: Housing</b>					
<b>Outcome 4 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	121,141	156,524	135,028	91,117	59,470
<b>Administered Total</b>	<b>121,141</b>	<b>156,524</b>	<b>135,028</b>	<b>91,117</b>	<b>59,470</b>
Departmental expenses					
Departmental appropriation	23,599	18,858	17,812	16,826	16,548
s74 External Revenue (a)	518	1,318	1,158	1,158	1,158
Expenses not requiring appropriation in the Budget year (b)	2,029	435	395	346	337
<b>Departmental Total</b>	<b>26,146</b>	<b>20,611</b>	<b>19,365</b>	<b>18,330</b>	<b>18,043</b>
<b>Total expenses for Outcome 4</b>	<b>147,287</b>	<b>177,135</b>	<b>154,393</b>	<b>109,447</b>	<b>77,513</b>
<b>Movement of administered funds between years (c)</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
Outcome 4:					
Program 4.1 - Housing and Homelessness	–	(13,634)	4,104	9,530	–
<b>Total movement of administered funds</b>	<b>–</b>	<b>(13,634)</b>	<b>4,104</b>	<b>9,530</b>	<b>–</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

(a) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(b) 'Expenses not requiring appropriation in the Budget year' are made up of depreciation, amortisation expenses and audit fees.

(c) Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Entity Additional Estimates Statements – Department of Social Services

**Table 2.4.2: Program component expenses for Outcome 4**

<b>Program 4.1 - Housing and Homelessness</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>4.1.1 - Component 1 (Housing and Homelessness Service Improvement and Sector Support)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	6,277	43,158	34,272	9,545	84
Total component 1 expenses	6,277	43,158	34,272	9,545	84
<b>Total Program expenses</b>	<b>6,277</b>	<b>43,158</b>	<b>34,272</b>	<b>9,545</b>	<b>84</b>
<b>Program 4.2 - Affordable Housing</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>4.2.1 - Component 1 (National Rental Affordability Scheme)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	114,864	113,366	100,756	81,572	59,386
Total component 1 expenses	114,864	113,366	100,756	81,572	59,386
<b>Total Program expenses</b>	<b>114,864</b>	<b>113,366</b>	<b>100,756</b>	<b>81,572</b>	<b>59,386</b>
<b>Program 4.3 - Program Support for Outcome 4</b>					
	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>4.3.1 - Component 1 (Departmental DSS - Outcome 4)</b>					
Annual departmental expenses					
Departmental appropriation	23,599	18,858	17,812	16,826	16,548
s74 External Revenue (a)	518	1,318	1,158	1,158	1,158
Expenses not requiring appropriation in the Budget year (b)	2,029	435	395	346	337
Total component 1 expenses	26,146	20,611	19,365	18,330	18,043
<b>Total Program expenses</b>	<b>26,146</b>	<b>20,611</b>	<b>19,365</b>	<b>18,330</b>	<b>18,043</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as government priorities change.

(a) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(b) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation expenses and audit fees.

**Table 2.4.3: Performance criteria for Outcome 4**

Table 2.4.3 below details the performance criteria for each program associated with Outcome 4. It is to be used by entities to describe the results they plan to achieve with the resources provided for new programs, or materially changed existing programs resulting from decisions made since the 2020-21 Budget.

<b>Outcome 4 – Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.</b>		
<b>Program 4.1 – Housing and Homelessness</b> – To provide support for affordable housing and homelessness prevention initiatives, including the design and implementation of innovative early stage projects.		
<b>Delivery</b>	Fund organisations to design and implement initiatives that improve the availability of affordable housing and prevent homelessness.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Standard of delivery by states and territories and organisations is in accordance with the terms and conditions of contracts and agreements with DSS.	100 per cent of states and territories meet their requirements under the National Housing and Homelessness Agreement by: <ul style="list-style-type: none"> <li>• having a publicly available housing strategy.</li> <li>• having a publicly available homelessness strategy.</li> <li>• contributing to the ongoing collection and transparent reporting of agreed data.</li> <li>• providing annual statement of assurance reports outlining their housing and homelessness expenditure.</li> </ul>
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.	
<b>Material changes to Program 4.1: Nil.</b>		

**Table 2.4.3: Performance criteria for Outcome 4 (continued)**

<b>Program 4.2 – Affordable Housing</b> – To improve the supply of affordable rental housing to low and moderate income households.		
<b>Delivery</b>	Provide National Rental Affordability Scheme incentives in accordance with statutory criteria to approved participants.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants.	90 per cent of statements of compliance are processed within 60 days.
	Outputs: <ul style="list-style-type: none"> <li>• Percentage of dwellings that were paid an incentive for the relevant National Rental Affordability Scheme year.</li> <li>• Number of National Rental Affordability Scheme incentives issued for the relevant National Rental Affordability Scheme year (Cash payments and Refundable Tax Offsets).</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.	
<b>Material changes to Program 4.2: Nil.</b>		

**Table 2.4.3: Performance criteria for Outcome 4 (continued)**

<b>Program 4.3 – Program Support for Outcome 4</b> – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives.		
<b>Delivery</b>	Departmental funding.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2020-21	Cross-Outcome Departmental expenditure.	Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS' Outcomes.
	Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes.	At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.	
<b>Material changes to Program 4.3: Nil.</b>		



## Section 3: Special account flows and budgeted financial statements

### 3.1 SPECIAL ACCOUNT FLOWS

#### Estimates of special account flows

Special accounts provide a means to set aside and record amounts used for specified purposes. Table 3.1 shows the expected additions (receipts) and reductions (payments) for each account used by DSS.

**Table 3.1: Estimates of special account flows and balances**

	Outcome	Opening balance	Receipts	Payments	Adjustments	Closing balance
		\$'000	\$'000	\$'000	\$'000	\$'000
Other Services – Services for Other Entities and Trust Moneys (A)	2.1					
<b>2020-21</b>		<b>5,152</b>	<b>10,434</b>	<b>(15,274)</b>	<b>–</b>	<b>312</b>
2019-20		397	10,444	(5,689)	–	5,152
Social and Community Services Pay Equity Special Account (A)	2.3					
<b>2020-21</b>		<b>501,020</b>	<b>576,464</b>	<b>(547,108)</b>	<b>(530,376)</b>	<b>–</b>
2019-20		400,407	511,150	(410,537)	–	501,020
National Disability Research Special Account 2016 (A)	3.1					
<b>2020-21</b>		<b>983</b>	<b>–</b>	<b>(202)</b>	<b>(781)</b>	<b>–</b>
2019-20		1,559	–	(576)	–	983
National Disability Research Special Account 2020 (A)	3.1					
<b>2020-21</b>		<b>–</b>	<b>–</b>	<b>(781)</b>	<b>781</b>	<b>–</b>
2019-20		–	–	–	–	–
<b>Total special accounts 2020-21 Budget estimate</b>		<b>507,155</b>	<b>586,898</b>	<b>(563,365)</b>	<b>(530,376)</b>	<b>312</b>
<i>Total special accounts 2019-20 actual</i>		<i>402,363</i>	<i>521,594</i>	<i>(416,802)</i>	<i>–</i>	<i>507,155</i>

(A) = Administered

## **3.2 BUDGETED FINANCIAL STATEMENTS**

### **3.2.1 Analysis of budgeted financial statements**

Budgeted statements of income and expenditure, assets and liabilities, and cash flows have been included for the financial years 2019-20 to 2023-24. These statements are prepared in accordance with the requirements of the Australian Government's financial budget and reporting framework.

Amounts in these statements are rounded to the nearest thousand dollars.

#### **Departmental and Administered Items**

Departmental revenues, expenses, assets and liabilities are those which are controlled by DSS. Departmental expenses include employee and supplier expenses and other administrative costs which are incurred by DSS in providing its goods and services.

Administered items are revenues, expenses, assets and liabilities which are managed by DSS on behalf of the Government, according to set government directions. Administered expenses include subsidies, grants, personal benefit payments and suppliers.

## **Commentary – Financial Statements**

### **Departmental**

#### **Income and expenses**

DSS is budgeting for a balanced operating result in 2020-21 before allowing for unfunded items. Under net cash funding arrangements, asset replacement is funded through capital appropriations.

Revenue from the government for 2020-21 is estimated at \$385.0 million, lower than in 2019-20. Expenditure for 2020-21 is estimated to be \$434.4 million (inclusive of \$42.1 million of unfunded depreciation), lower than in 2019-20. These decreases are due to the transfer of the IT function to Services Australia through a Machinery of Government change.

#### **Balance sheet**

DSS' budgeted net liability position for 2020-21 is expected to be \$10.0 million, reflecting the accounting treatment of property leases under AASB 16 Leases.

### **Administered**

#### **Income and expenses**

DSS will administer the collection of non-taxation revenue estimated at \$470.9 million in 2020-21, higher than 2019-20 mainly due to recoveries of the National Redress Scheme for Institutional Child Sexual Abuse payments made on behalf of other governments and organisations.

DSS expenses administered on behalf of the Australian Government will total \$169.2 billion in 2020-21, significantly higher than in 2019-20 due to the ongoing effects of the COVID-19 pandemic.

#### **Balance sheet**

Total assets administered on behalf of the Australian Government are expected to be \$4.8 billion. The reduction when compared to 2019-20 is primarily due to a decrease in receivables.

Total liabilities administered on behalf of the Australian Government are expected to be \$7.5 billion. The reduction when compared to 2019-20 is primarily due to a decrease in personal benefits payable.

### 3.2.2 Budgeted financial statements

**Table 3.2: Comprehensive income statement (showing net cost of services) for the period ended 30 June**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
Employee benefits	288,486	242,761	250,592	252,727	257,332
Suppliers	146,343	141,304	103,959	84,251	74,329
Depreciation and amortisation	73,225	42,114	38,958	35,139	34,982
Other expenses	6,317	–	–	–	–
Other financing costs	8,487	8,212	7,936	7,668	7,381
<b>Total expenses</b>	<b>522,858</b>	<b>434,391</b>	<b>401,445</b>	<b>379,785</b>	<b>374,024</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Sale of goods and rendering of services	49,598	25,273	25,018	25,018	25,018
Rental income	2,198	2,706	1,256	1,256	1,256
Other revenue	1,713	1,470	1,470	1,470	1,470
<b>Total own-source revenue</b>	<b>53,509</b>	<b>29,449</b>	<b>27,744</b>	<b>27,744</b>	<b>27,744</b>
<b>Gains</b>					
Other gains	699	–	–	–	–
<b>Total gains</b>	<b>699</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total own-source income</b>	<b>54,208</b>	<b>29,449</b>	<b>27,744</b>	<b>27,744</b>	<b>27,744</b>
<b>Net (cost of)/contribution by services</b>	<b>(468,650)</b>	<b>(404,942)</b>	<b>(373,701)</b>	<b>(352,041)</b>	<b>(346,280)</b>
Revenue from Government	411,945	384,996	357,718	341,315	335,711
<b>Surplus/(deficit) attributable to the Australian Government</b>	<b>(56,705)</b>	<b>(19,946)</b>	<b>(15,983)</b>	<b>(10,726)</b>	<b>(10,569)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in asset revaluation reserves	(8)	–	–	–	–
<b>Total other comprehensive income</b>	<b>(8)</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total comprehensive income/(loss)</b>	<b>(56,713)</b>	<b>(19,946)</b>	<b>(15,983)</b>	<b>(10,726)</b>	<b>(10,569)</b>
<b>Total comprehensive income/(loss) attributable to the Australian Government</b>	<b>(56,713)</b>	<b>(19,946)</b>	<b>(15,983)</b>	<b>(10,726)</b>	<b>(10,569)</b>

**Table 3.2: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)**

**Note: Impact of net cash appropriation arrangements**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Total comprehensive income/(loss) excluding depreciation/amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>(4,276)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
less depreciation/amortisation expenses previously funded through revenue appropriations (a)	38,931	7,235	6,415	5,413	5,256
less depreciation/amortisation expenses for ROU assets (b)	34,294	34,879	32,543	29,726	29,726
plus principal repayments on leased assets (b)	20,788	22,168	22,975	24,413	24,413
<b>Total comprehensive income/(loss) – as per the statement of comprehensive income</b>	<b>(56,713)</b>	<b>(19,946)</b>	<b>(15,983)</b>	<b>(10,726)</b>	<b>(10,569)</b>

Prepared on Australian Accounting Standard basis.

(a) From 2010-11, the Government introduced net cash appropriation arrangements where Appropriation Act (No.1) and Bill (No. 3) revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget, or DCB) provided through Appropriation Act (No.1) and Bill (No. 3) equity appropriations. For information regarding DCBs, please refer to Table 3.6 Departmental Capital Budget Statement.

(b) Applies to leases under AASB 16 Leases.

**Table 3.3: Budgeted departmental balance sheet (as at 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	5,334	5,334	5,334	5,334	5,334
Trade and other receivables	85,636	78,723	76,978	76,466	76,466
<b>Total financial assets</b>	<b>90,970</b>	<b>84,057</b>	<b>82,312</b>	<b>81,800</b>	<b>81,800</b>
<b>Non-financial assets</b>					
Leasehold improvements	581,359	544,198	538,004	504,392	470,642
Property, plant and equipment	1,485	3,313	5,368	7,819	10,206
Intangibles	62	–	–	–	–
Prepayments	1,042	1,042	1,042	1,042	1,042
<b>Total non-financial assets</b>	<b>583,948</b>	<b>548,553</b>	<b>544,414</b>	<b>513,253</b>	<b>481,890</b>
<b>Total assets</b>	<b>674,918</b>	<b>632,610</b>	<b>626,726</b>	<b>595,053</b>	<b>563,690</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	20,406	15,754	14,392	14,164	14,164
Other payables	7,255	7,255	7,255	7,255	7,255
<b>Total payables</b>	<b>27,661</b>	<b>23,009</b>	<b>21,647</b>	<b>21,419</b>	<b>21,419</b>
<b>Interest bearing liabilities</b>					
Leases	548,847	527,682	533,659	507,434	483,021
<b>Total interest bearing Liabilities</b>	<b>548,847</b>	<b>527,682</b>	<b>533,659</b>	<b>507,434</b>	<b>483,021</b>
<b>Provisions</b>					
Employee provisions	91,691	91,608	93,345	95,182	95,182
Other provisions	273	273	273	273	273
<b>Total provisions</b>	<b>91,964</b>	<b>91,881</b>	<b>93,618</b>	<b>95,455</b>	<b>95,455</b>
<b>Total liabilities</b>	<b>668,472</b>	<b>642,572</b>	<b>648,924</b>	<b>624,308</b>	<b>599,895</b>
<b>Net assets</b>	<b>6,446</b>	<b>(9,962)</b>	<b>(22,198)</b>	<b>(29,255)</b>	<b>(36,205)</b>
<b>EQUITY*</b>					
<b>Parent entity interest</b>					
Contributed equity	331,165	334,703	338,450	342,119	345,738
Reserves	75,605	75,605	75,605	75,605	75,605
Retained surpluses/ (accumulated deficit)	(400,324)	(420,270)	(436,253)	(446,979)	(457,548)
<b>Total parent entity interest</b>	<b>6,446</b>	<b>(9,962)</b>	<b>(22,198)</b>	<b>(29,255)</b>	<b>(36,205)</b>
<b>Total Equity</b>	<b>6,446</b>	<b>(9,962)</b>	<b>(22,198)</b>	<b>(29,255)</b>	<b>(36,205)</b>

Prepared on Australian Accounting Standard basis.

\* Equity is the residual interest in assets after deduction of liabilities.

**Table 3.4: Departmental statement of changes in equity – summary of movement (2020-21 Budget Year)**

	Retained earnings	Asset revaluation reserve	Contributed equity/capital	Total equity
	\$'000	\$'000	\$'000	\$'000
<b>Opening balance as at 1 July 2020</b>				
Balance carried forward from previous period	(400,324)	75,605	331,165	6,446
<b>Adjusted opening balance</b>	<b>(400,324)</b>	<b>75,605</b>	<b>331,165</b>	<b>6,446</b>
<b>Comprehensive income</b>				
Surplus/(deficit) for the period	(19,946)	–	–	(19,946)
<b>Total comprehensive income</b>	<b>(19,946)</b>	<b>–</b>	<b>–</b>	<b>(19,946)</b>
of which:				
Attributable to the Australian Government	(19,946)	–	–	(19,946)
<b>Transactions with owners</b>				
<b>Contributions by owners</b>				
Equity Injection – Appropriation	–	–	–	–
Departmental Capital Budget (DCB)	–	–	3,538	3,538
<b>Subtotal transactions with owners</b>	<b>–</b>	<b>–</b>	<b>3,538</b>	<b>3,538</b>
<b>Estimated closing balance as at 30 June 2021</b>	<b>(420,270)</b>	<b>75,605</b>	<b>334,703</b>	<b>(9,962)</b>
<b>Closing balance attributable to the Australian Government</b>	<b>(420,270)</b>	<b>75,605</b>	<b>334,703</b>	<b>(9,962)</b>

Prepared on Australian Accounting Standard basis.

**Table 3.5: Budgeted departmental statement of cash flows (for the period ended 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	469,833	392,560	359,525	341,756	335,479
Goods and services	54,527	27,979	26,274	26,274	26,274
GST received	18,136	15,051	10,830	8,553	7,314
Other	11,976	–	–	–	–
<b>Total cash received</b>	<b>554,472</b>	<b>435,590</b>	<b>396,629</b>	<b>376,583</b>	<b>369,067</b>
<b>Cash used</b>					
Employees	292,953	242,844	248,855	250,890	257,332
Suppliers	147,444	146,664	106,033	85,059	72,627
GST payments to suppliers	16,168	15,051	10,830	8,553	7,314
Cash to the OPA	70,578	651	–	–	–
Lease liability – interest payments	8,484	8,212	7,936	7,668	7,381
Other	152	–	–	–	–
<b>Total cash used</b>	<b>535,779</b>	<b>413,422</b>	<b>373,654</b>	<b>352,170</b>	<b>344,654</b>
<b>Net cash from/(used by) operating activities</b>	<b>18,693</b>	<b>22,168</b>	<b>22,975</b>	<b>24,413</b>	<b>24,413</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sales of property, plant and equipment	3	–	–	–	–
<b>Total cash received</b>	<b>3</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Cash used</b>					
Purchase of property, plant, equipment and intangibles	12,357	3,538	3,747	3,669	3,619
<b>Total cash used</b>	<b>12,357</b>	<b>3,538</b>	<b>3,747</b>	<b>3,669</b>	<b>3,619</b>
<b>Net cash from/(used by) investing activities</b>	<b>(12,354)</b>	<b>(3,538)</b>	<b>(3,747)</b>	<b>(3,669)</b>	<b>(3,619)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations – contributed equity	10,470	3,538	3,747	3,669	3,619
<b>Total cash received</b>	<b>10,470</b>	<b>3,538</b>	<b>3,747</b>	<b>3,669</b>	<b>3,619</b>
<b>Cash used</b>					
Principal payments of lease liability	20,788	22,168	22,975	24,413	24,413
<b>Total cash used</b>	<b>20,788</b>	<b>22,168</b>	<b>22,975</b>	<b>24,413</b>	<b>24,413</b>
<b>Net cash from/(used by) financing activities</b>	<b>(10,318)</b>	<b>(18,630)</b>	<b>(19,228)</b>	<b>(20,744)</b>	<b>(20,794)</b>
<b>Net increase/(decrease) in cash held</b>	<b>(3,979)</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Cash and cash equivalents at the beginning of the reporting period	9,313	5,334	5,334	5,334	5,334
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>5,334</b>	<b>5,334</b>	<b>5,334</b>	<b>5,334</b>	<b>5,334</b>

Prepared on Australian Accounting Standard basis.



Entity Additional Estimates Statements – Department of Social Services

**Table 3.6: Departmental capital budget statement (for the period ended 30 June)**

	2019-20 Actual	2020-21 Revised Budget	2021-22 Forward estimate	2022-23 Forward estimate	2023-24 Forward estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>NEW CAPITAL APPROPRIATIONS</b>					
Capital Budget – Act No. 1 (DCB)	2,664	3,538	3,747	3,669	3,619
Equity Injections – Act No. 2	5,764	–	–	–	–
<b>Total new capital appropriations</b>	<b>8,428</b>	<b>3,538</b>	<b>3,747</b>	<b>3,669</b>	<b>3,619</b>
<i>Provided for:</i>					
<i>Purchase of non-financial assets</i>	8,428	3,538	3,747	3,669	3,619
<b>Total Items</b>	<b>8,428</b>	<b>3,538</b>	<b>3,747</b>	<b>3,669</b>	<b>3,619</b>
<b>PURCHASE OF NON-FINANCIAL ASSETS</b>					
Funded by capital appropriations (a)	7,304	–	–	–	–
Funded by capital appropriations – DCB (b)	3,653	3,538	3,747	3,669	3,619
Funded internally from departmental resources	1,400	–	–	–	–
<b>TOTAL</b>	<b>12,357</b>	<b>3,538</b>	<b>3,747</b>	<b>3,669</b>	<b>3,619</b>
<b>RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE</b>					
Total purchases	12,357	3,538	3,747	3,669	3,619
<b>Total cash used to acquire assets</b>	<b>12,357</b>	<b>3,538</b>	<b>3,747</b>	<b>3,669</b>	<b>3,619</b>

Prepared on Australian Accounting Standard basis.

(a) Includes current and prior Appropriation Bill (No. 4) and prior Appropriation Act No. 2/4/6 appropriations.

(b) Does not include annual finance lease costs. Includes purchases from current and previous years' DCB.

**Table 3.7: Statement of asset movements (2020-21 Budget Year)**

	Buildings	Other property, plant and equipment	Computer software and intangibles	Other	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>As at 1 July 2020</b>					
Gross book value	52,341	1,305	889	1,042	55,577
Gross book value - ROU asset	568,290	498	–	–	568,788
Accumulated depreciation/ amortisation and impairment	(7,068)	(125)	(827)	–	(8,020)
Accumulated depreciation/ amortisation and impairment – ROU assets	(32,204)	(193)	–	–	(32,397)
<b>Opening net book balance</b>	<b>581,359</b>	<b>1,485</b>	<b>62</b>	<b>1,042</b>	<b>583,948</b>
<b>CAPITAL ASSET ADDITIONS</b>					
<b>Estimated expenditure on new or replacement assets</b>					
By purchase – appropriation ordinary annual services (a)	1,618	1,920	–	–	3,538
By purchase – appropriation ordinary annual services – ROU assets	2,875	306	–	–	3,181
<b>Total additions</b>	<b>4,493</b>	<b>2,226</b>	<b>–</b>	<b>–</b>	<b>6,719</b>
<b>Other movements</b>					
Depreciation/amortisation expense	(6,985)	(188)	(62)	–	(7,235)
Depreciation/amortisation on ROU assets	(34,669)	(210)	–	–	(34,879)
<b>Total other movements</b>	<b>(41,654)</b>	<b>(398)</b>	<b>(62)</b>	<b>–</b>	<b>(42,114)</b>
<b>As at 30 June 2021</b>					
Gross book value	53,959	3,225	889	1,042	59,115
Gross book value - ROU assets	571,165	804	–	–	571,969
Accumulated depreciation/ amortisation and impairment	(14,053)	(313)	–	–	(14,366)
Accumulated depreciation/ amortisation and impairment – ROU assets	(66,873)	(403)	(889)	–	(68,165)
<b>Closing net book balance</b>	<b>544,198</b>	<b>3,313</b>	<b>–</b>	<b>1,042</b>	<b>548,553</b>

Prepared on Australian Accounting Standard basis.

(a) 'Appropriation ordinary annual services' refers to funding provided through *Appropriation Act (No. 1) 2020-2021* and *Appropriation Bill (No. 3) 2020-2021* for depreciation/amortisation expenses, DCB or other operational expenses.

Entity Additional Estimates Statements – Department of Social Services

**Table 3.8: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
Suppliers	128,156	430,916	369,219	316,204	312,463
Subsidies	118,229	113,366	100,756	81,572	59,386
Grants	2,543,708	2,802,281	2,378,203	2,342,664	2,323,605
Personal benefits	129,688,417	153,372,812	125,098,428	123,851,009	126,198,175
Finance costs	–	108,953	115,051	121,391	127,731
Payments to corporate entities	8,482,457	12,371,968	13,988,732	13,843,030	13,463,998
Other	8,546	43,405	32,995	–	–
<b>Total expenses administered on behalf of Government</b>	<b>140,969,513</b>	<b>169,243,701</b>	<b>142,083,384</b>	<b>140,555,870</b>	<b>142,485,358</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
<b>Non-taxation revenue</b>					
Interest	53,454	82,158	77,344	77,528	84,131
Dividends	3,775	1,007	1,010	1,007	1,007
Sales of Goods and rendering of Services	255,058	344,434	366,151	377,914	394,243
Other sources of non-taxation revenues	43,569	43,251	35,895	26,512	21,879
<b>Total non-taxation revenue</b>	<b>355,856</b>	<b>470,850</b>	<b>480,400</b>	<b>482,961</b>	<b>501,260</b>
<b>Total own-source revenue administered on behalf of Government</b>	<b>355,856</b>	<b>470,850</b>	<b>480,400</b>	<b>482,961</b>	<b>501,260</b>
<b>Gains</b>					
Other gains	220,670	–	–	–	–
<b>Total gains administered on behalf of government</b>	<b>220,670</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total own-source income administered on behalf of Government</b>	<b>576,526</b>	<b>470,850</b>	<b>480,400</b>	<b>482,961</b>	<b>501,260</b>
<b>Net cost of services</b>	<b>140,392,987</b>	<b>168,772,851</b>	<b>141,602,984</b>	<b>140,072,909</b>	<b>141,984,098</b>
<b>Surplus/(deficit)</b>	<b>(140,392,987)</b>	<b>(168,772,851)</b>	<b>(141,602,984)</b>	<b>(140,072,909)</b>	<b>(141,984,098)</b>
<b>Total comprehensive income/(loss)</b>	<b>(140,392,987)</b>	<b>(168,772,851)</b>	<b>(141,602,984)</b>	<b>(140,072,909)</b>	<b>(141,984,098)</b>

Prepared on Australian Accounting Standard basis.

**Table 3.9: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	518,528	11,685	15,680	15,680	15,680
Receivables	4,706,346	3,906,112	3,966,496	3,906,638	3,884,944
Investments	1,173,527	878,813	642,845	560,843	556,360
<b>Total financial assets</b>	<b>6,398,401</b>	<b>4,796,610</b>	<b>4,625,021</b>	<b>4,483,161</b>	<b>4,456,984</b>
<b>Total assets administered on behalf of Government</b>	<b>6,398,401</b>	<b>4,796,610</b>	<b>4,625,021</b>	<b>4,483,161</b>	<b>4,456,984</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	98,706	98,670	98,637	98,637	98,637
Subsidies	88,621	87,831	81,182	71,067	59,369
Personal benefits payable	3,886,824	2,514,541	2,366,523	2,265,299	2,884,729
Grants	53,174	53,174	53,174	53,174	53,174
Other payables	6,000	6,000	6,000	6,000	6,000
<b>Total payables</b>	<b>4,133,325</b>	<b>2,760,216</b>	<b>2,605,516</b>	<b>2,494,177</b>	<b>3,101,909</b>
<b>Provisions</b>					
Personal benefits provision	4,732,782	4,761,669	4,693,666	4,684,193	4,687,097
<b>Total provisions</b>	<b>4,732,782</b>	<b>4,761,669</b>	<b>4,693,666</b>	<b>4,684,193</b>	<b>4,687,097</b>
<b>Total liabilities administered on behalf of Government</b>	<b>8,866,107</b>	<b>7,521,885</b>	<b>7,299,182</b>	<b>7,178,370</b>	<b>7,789,006</b>
<b>Net assets/(liabilities)</b>	<b>(2,467,706)</b>	<b>(2,725,275)</b>	<b>(2,674,161)</b>	<b>(2,695,209)</b>	<b>(3,332,022)</b>

Prepared on Australian Accounting Standard basis.

Entity Additional Estimates Statements – Department of Social Services

**Table 3.10: Schedule of budgeted administered cash flows (for the period ended 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Goods and services	121,372	337,067	373,959	378,974	395,638
Interest	2,562	92,169	81,043	44,891	44,891
Dividends	3,775	1,009	1,009	1,008	1,007
Net GST received	237,231	199,472	184,706	182,480	183,431
Other	738,442	516,449	664,554	795,383	806,118
<b>Total cash received</b>	<b>1,103,382</b>	<b>1,146,166</b>	<b>1,305,271</b>	<b>1,402,736</b>	<b>1,431,085</b>
<b>Cash used</b>					
Grant payments	2,932,726	2,932,534	2,560,381	2,524,830	2,506,699
Subsidies paid	116,120	114,156	107,405	91,687	71,084
Personal benefits	127,825,558	154,370,602	125,876,831	124,597,400	126,250,634
Supplier	146,968	443,718	379,630	324,367	320,688
Payments to corporate entities	8,381,805	12,371,968	13,988,732	13,843,030	13,463,998
Other	8,542	43,405	32,995	–	–
<b>Total cash used</b>	<b>139,411,719</b>	<b>170,276,383</b>	<b>142,945,974</b>	<b>141,381,314</b>	<b>142,613,103</b>
<b>Net cash from/(used by) operating activities</b>	<b>(138,308,337)</b>	<b>(169,130,217)</b>	<b>(141,640,703)</b>	<b>(139,978,578)</b>	<b>(141,182,018)</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Repayments of loans and advances	67,252	34,800	30,700	29,200	26,900
<b>Total cash received</b>	<b>67,252</b>	<b>34,800</b>	<b>30,700</b>	<b>29,200</b>	<b>26,900</b>
<b>Cash used</b>					
Advances and loans made	210,956	252,135	321,933	217,139	224,039
<b>Total cash used</b>	<b>210,956</b>	<b>252,135</b>	<b>321,933</b>	<b>217,139</b>	<b>224,039</b>
<b>Net cash from/(used by) investing activities</b>	<b>(143,704)</b>	<b>(217,335)</b>	<b>(291,233)</b>	<b>(187,939)</b>	<b>(197,139)</b>
<b>Net increase/(decrease) in cash held</b>	<b>(138,452,041)</b>	<b>(169,347,552)</b>	<b>(141,931,936)</b>	<b>(140,166,517)</b>	<b>(141,379,157)</b>
Cash and cash equivalents at beginning of reporting period	412,483	518,528	11,685	15,680	15,730
Cash from Official Public Account for:					
– Appropriations	139,021,894	170,347,126	143,072,375	141,410,513	142,644,330
Cash to Official Public Account for:					
– Appropriations	463,808	(1,506,417)	(1,136,444)	(1,243,996)	(1,265,223)
<b>Cash and cash equivalents at end of reporting period</b>	<b>518,528</b>	<b>11,685</b>	<b>15,680</b>	<b>15,680</b>	<b>15,680</b>

Prepared on Australian Accounting Standard basis.



# **SERVICES AUSTRALIA**

## **ENTITY ADDITIONAL ESTIMATES STATEMENTS**





# SERVICES AUSTRALIA

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# SERVICES AUSTRALIA

## Section 1: Entity overview and resources

### 1.1 STRATEGIC DIRECTION STATEMENT

There have been no significant changes to Services Australia's strategic direction since the 2020-21 Budget.

The urgency and scale of the COVID-19 response has reaffirmed the importance of the Services Australia vision to make government services simple so people can get on with their lives.

As outlined in the Services Australia 2020-21 Corporate Plan, Services Australia will continue to build on its modernisation journey to become a leading, customer-focused service delivery agency. Services Australia's transformation will be guided by four principles: Simple, Helpful, Respectful and Transparent.

Services Australia will make changes across every aspect of its business, working in close collaboration with policy agencies, the community and third parties to improve the digital and face to face systems that support Australians, while continuing to provide its extensive services and payments for Australians.

## 1.2 ENTITY RESOURCE STATEMENT

The Entity Resource Statement details the resourcing for Services Australia at Additional Estimates. Table 1.1 outlines the total resourcing available from all sources for the 2020-21 Budget year, including variations through Appropriation Bills No. 3 and No. 4, Special Appropriations and Special Accounts.

**Table 1.1: Services Australia resource statement – Additional Estimates for 2020-21 as at February 2021**

	<i>Actual available appropriation</i>	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
<b>Departmental</b>				
Prior year appropriations available (a)	1,096,111	1,274,280	(175,795)	1,098,485
Annual appropriations – ordinary annual services (b,c)				
Departmental appropriation	5,063,501	4,970,572	139,385	5,109,957
s74 External Revenue (d)	235,797	233,735	12,729	246,464
Departmental capital budget (e,f)	196,936	195,567	–	195,567
Annual appropriations – other services – non-operating (g)				
Equity injection (f)	155,137	197,956	21,620	219,576
<b>Total departmental annual appropriations</b>	<b>5,651,371</b>	<b>5,597,830</b>	<b>173,734</b>	<b>5,771,564</b>
<b>Total departmental resourcing</b>	<b>6,747,482</b>	<b>6,872,110</b>	<b>(2,061)</b>	<b>6,870,049</b>
<b>Administered</b>				
Annual appropriations – ordinary annual services (b,c)				
Prior year appropriations available	3,056	4,699	–	4,699
Outcome 1	1,643	1,686	5	1,691
s74 Retained Receipts (h)	1,251	1,686	5	1,691
<b>Total administered annual appropriations</b>	<b>5,950</b>	<b>8,071</b>	<b>10</b>	<b>8,081</b>
<b>Total administered special appropriations</b>	<b>600</b>	<b>600</b>	<b>(50)</b>	<b>550</b>
Special accounts				
Opening balance	120,021	159,979	–	159,979
Appropriation receipts (i)	1,101	1,686	5	1,691
Non-appropriation receipts (j)	1,980,225	1,965,479	49,361	2,014,840
Adjustments (k)	40,621	48,593	150	48,743
<b>Total special account receipts</b>	<b>2,141,968</b>	<b>2,175,737</b>	<b>49,516</b>	<b>2,225,253</b>
<i>less administered appropriations drawn from annual/special appropriations and credited to special accounts (i)</i>	<i>1,101</i>	<i>1,686</i>	<i>5</i>	<i>1,691</i>
<b>Total administered resourcing</b>	<b>2,147,417</b>	<b>2,182,722</b>	<b>49,471</b>	<b>2,232,193</b>
<b>Total resourcing for Services Australia</b>	<b>8,894,899</b>	<b>9,054,832</b>	<b>47,410</b>	<b>9,102,242</b>
			<i>Actual</i>	
			2019-20	2020-21
<b>Average staffing level (number)</b>			26,703	27,650

Prepared on a resourcing (i.e. appropriations available) basis.

**Table 1.1: Services Australia resource statement – Additional Estimates for 2020-21 as at February 2021 (continued)**

All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

Entity resourcing excludes cash at bank of \$20.795 million.

- (a) The prior year appropriations available in 2020-21 has been reduced by \$175.795 million, due to the quarantine of unspent annual appropriations under *Appropriation Act (No. 5) 2019-2020*. The prior year appropriations available in 2019-20 has been reduced by \$6.297 million due to the quarantine of unspent annual appropriations under *Appropriation Act (No. 2) 2018-2019*.
- (b) 2019-20 Actual available appropriation includes *Supply Act (No. 1) 2019-2020*, *Appropriation Act (No. 1) 2019-2020*, *Appropriation Act (No. 3) 2019-2020*, *Appropriation Act (No. 5) 2019-2020* and *Appropriation (Coronavirus Economic Response Package) Act (No. 1) 2019-2020*.
- (c) *Supply Act (No. 1) 2020-2021*, *Appropriation Act (No. 1) 2020-2021* and Appropriation Bill (No. 3) 2020-2021.
- (d) Estimated or actual External Revenue receipts under section 74 of the PGPA Act.
- (e) Departmental capital budgets (DCB) are not separately identified in Appropriation Act (No.1) and Appropriation Bill (No.1) and forms part of ordinary annual service items.
- (f) The DCB and Equity injection 2019-20 Actual available appropriation includes \$19.260 million received as a result of machinery of government changes.
- (g) *Supply Act (No. 2) 2020-2021*, *Appropriation Act (No. 2) 2020-2021* and Appropriation Bill (No. 4) 2020-2021.
- (h) Administered repayments received by Services Australia.
- (i) Amounts credited to special accounts from annual administered appropriations relating to Child Support.
- (j) Non-appropriation receipts comprise: receipts from non-custodial parents through the Child Support special account; deposits for recovery of compensation; and Departure Prohibition Order receipts.
- (k) The available balance of the Child Support special account is adjusted under section 77 of the *Child Support (Registration and Collection) Act 1988* (Child Support Act) for deductions made by employers but not yet received; and under section 78 of the Child Support Act for unexplained remittances not yet credited.

**Table 1.1: Services Australia resource statement – Additional Estimates for 2020-21 as at February 2021 (continued)**

**Third-party payments from and on behalf of other entities**

	<i>Actual available appropriation</i>	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
<b>Australian Trade and Investment Commission (Austrade)</b>				
Programs to promote Australia's exports and other international economic interests – COVID-19 Consumer Travel Support Payment	–	–	127,876	127,876
<b>Total</b>	<b>–</b>	<b>–</b>	<b>127,876</b>	<b>127,876</b>
<b>Department of Agriculture, Water and the Environment</b>				
Special appropriation – <i>Farm Household Support Act 2014</i> s105 – payments for Farm Household Allowance and Exceptional circumstances relief payments	134,377	155,038	45,596	200,634
<b>Total</b>	<b>134,377</b>	<b>155,038</b>	<b>45,596</b>	<b>200,634</b>
<b>Department of Education, Skills and Employment</b>				
Special appropriation – <i>A New Tax System (Family Assistance)(Administration) Act 1999</i>				
Child Care Subsidy	8,524,809	8,435,152	(3,283)	8,431,869
Additional Child Care Subsidy	850	122,798	16	122,814
Community Child Care Fund - Special Circumstances	–	–	948,916	948,916
Annual appropriation				
Additional Child Care Subsidy	61,775	–	–	–
PaTH Internship Supplement	1,633	10,000	–	10,000
<b>Total</b>	<b>8,589,067</b>	<b>8,567,950</b>	<b>945,649</b>	<b>9,513,599</b>
<b>Department of Foreign Affairs and Trade</b>				
Annual Appropriation				
MH17 Family Support Package	–	304	–	304
<b>Total</b>	<b>–</b>	<b>304</b>	<b>–</b>	<b>304</b>
<b>Department of Health</b>				
Special account – Medicare Guarantee Fund				
Medical Benefits	24,736,376	28,018,481	113,421	28,131,902
Pharmaceutical Benefits	12,681,802	13,005,571	81,990	13,087,561
Special appropriation – <i>Private Health Insurance Act 2007</i>	6,053,667	6,373,483	(8,522)	6,364,961
Special appropriation – <i>Dental Benefits Act 2008</i>	283,501	341,208	(4,900)	336,308
Special appropriation – <i>National Health Act 1953</i> – Aids and Appliances	102,107	91,077	1	91,078
Special appropriation – <i>Medical Indemnity Agreement Act 2002</i>	94,443	80,703	(3,956)	76,747

**Table 1.1: Services Australia resource statement – Additional Estimates for 2020-21 as at February 2021 (continued)****Third-party payments from and on behalf of other entities (continued)**

	<i>Actual available appropriation</i>	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
<b>Department of Health (continued)</b>				
Special account – Australian Immunisation Register	9,478	3,853	5,967	9,820
Special appropriation – <i>Midwife Professional Indemnity (Commonwealth Contribution) Scheme Act 2010</i>	–	2,956	(53)	2,903
Special appropriation – <i>Aged Care Act 1997</i>	16,523,172	17,818,591	120,057	17,938,648
Special appropriation – <i>National Health Act 1953</i> – Continence Aids Assistance Scheme	89,016	90,900	–	90,900
Special appropriation – <i>Public Governance, Performance and Accountability Act 2013</i> s77	677	2,000	–	2,000
Annual appropriation				
Pharmaceutical Benefits	–	5,700	12,494	18,194
Health Workforce	520,216	514,573	1,253	515,826
Medical Benefits	5,848	89,755	–	89,755
Medical Indemnity	229	242	–	242
Primary Care Practice Incentives	424,947	413,418	52,288	465,706
Primary Health Care Quality and Coordination	12,935	–	853,493	853,493
Preventative Health and Chronic Disease	515	500	–	500
Hearing Services	451,344	586,158	7,171	593,329
<b>Total</b>	<b>61,990,273</b>	<b>67,439,169</b>	<b>1,230,704</b>	<b>68,669,873</b>
<b>Department of Home Affairs</b>				
Special appropriation – <i>Social Security (Administration) Act 1999</i>				
Australian Victim of Terrorism Overseas Payment	1,226	375	525	900
Disaster Recovery Allowance	15,620	3,620	–	3,620
Disaster Recovery Payment	233,539	8,557	–	8,557
Annual appropriation				
Ex gratia assistance – New Zealand citizens	639	–	32	32
Asylum Seeker Support	39,486	19,596	15,558	35,154
Back to School Payment	34,558	–	482	482
Pandemic Leave Disaster Payment	–	–	34,346	34,346
<b>Total</b>	<b>325,068</b>	<b>32,148</b>	<b>50,943</b>	<b>83,091</b>
<b>Department of Infrastructure, Transport, Regional Development and Communications</b>				
Annual appropriation				
Bass Strait Passenger Vehicle Equalisation Scheme	40,775	52,254	–	52,254
Tasmanian Freight Equalisation Scheme	161,167	174,759	–	174,759
<b>Total</b>	<b>201,942</b>	<b>227,013</b>	<b>–</b>	<b>227,013</b>

**Table 1.1: Services Australia resource statement – Additional Estimates for 2020-21 as at February 2021 (continued)**

**Third-party payments from and on behalf of other entities (continued)**

	<i>Actual available appropriation</i>	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
<b>Department of Social Services</b>				
Special appropriation – <i>Social Security (Administration) Act 1999</i>	106,585,802	128,309,148	3,561,329	131,870,477
Special appropriation – <i>A New Tax System (Family Assistance)(Administration) Act 1999</i>	18,325,592	19,481,901	(4,960)	19,476,941
Special appropriation – <i>Paid Parental Leave Act 2010</i>	2,421,693	2,271,068	–	2,271,068
Special appropriation – <i>Student Assistance Act 1973</i>	423,167	405,676	9,480	415,156
Special appropriation – <i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (a)</i>	205,251	nfp	nfp	nfp
Annual administered appropriation	3,335	7,363	–	7,363
<b>Total</b>	<b>127,964,840</b>	<b>150,475,156</b>	<b>3,565,849</b>	<b>154,041,005</b>
<b>Department of Veterans' Affairs</b>				
Special appropriation – <i>Veterans' Entitlements Act 1986</i> and related Acts	3,217,923	2,861,695	51,039	2,912,734
Special appropriation – <i>Military Rehabilitation and Compensation Act 2004</i>	118,530	141,371	–	141,371
Special appropriation – <i>Safety, Rehabilitation and Compensation Act 1988</i>	9,141	7,036	1,158	8,194
Special appropriation – <i>Australian Participants in British Nuclear Tests (Treatment) Act 2006</i>	12,853	11,240	(45)	11,195
<b>Total</b>	<b>3,358,447</b>	<b>3,021,342</b>	<b>52,152</b>	<b>3,073,494</b>
<b>Total payments made on behalf of other entities</b>	<b>202,564,014</b>	<b>229,918,120</b>	<b>6,018,769</b>	<b>235,936,889</b>

This table has been prepared on a resourcing (i.e. appropriation available) basis.

(a) The payments relating to the National Redress Scheme for Survivors of Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.



**Table 1.1: Services Australia resource statement – Additional Estimates for 2020-21 as at February 2021 (continued)**

**Payments made to related entities for the provision of services**

	<i>Actual available appropriation</i>	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
Australian Federal Police	3,628	2,000	–	2,000
Australian Postal Corporation	61,329	70,473	(17,139)	53,334
Comcare	21,505	20,087	(5,282)	14,805
Commonwealth Superannuation Corporation	5,292	5,285	–	5,285
Department of Education, Skills and Employment	11,015	9,900	–	9,900
Department of Finance	12,578	10,110	–	10,110
Department of Home Affairs	2,130	1,727	–	1,727
Digital Transformation Agency	87,570	19,318	58,580	77,898
Reserve Bank of Australia	12,724	13,966	–	13,966
Other	16,484	849	–	849
<b>Total payments to related entities for the provision of services</b>	<b>234,255</b>	<b>153,715</b>	<b>36,159</b>	<b>189,874</b>

**Revenue received from related entities for the provision of services (s74 Revenue)**

	<i>Actual available appropriation</i>	Estimate as at Budget	Proposed Additional Estimates	Total estimate at Additional Estimates
	2019-20 \$'000	2020-21 \$'000	2020-21 \$'000	2020-21 \$'000
Australian Bureau of Statistics	61	142	787	929
Australian Digital Health Agency	12,078	25,346	–	25,346
Australian Electoral Commission	8,046	189	–	189
Australian Taxation Office	10,643	10,448	–	10,448
Department of Education, Skills and Employment	8,628	7,404	3,422	10,826
Department of Foreign Affairs and Trade	4,997	177	–	177
Department of Health	24,365	4,268	–	4,268
Department of Home Affairs	1,849	712	1,076	1,788
Department of the Prime Minister and Cabinet	1,436	256	–	256
Department of Social Services	4,057	10,624	–	10,624
Department of Veterans' Affairs	37,864	68,048	(507)	67,541
National Disability Insurance Agency	90,284	75,474	28	75,502
NDIS Quality and Safeguards Commission	–	2,000	8,000	10,000
Other	11,538	–	–	–
<b>Total revenue received from related entities for the provision of services</b>	<b>215,846</b>	<b>205,088</b>	<b>12,806</b>	<b>217,894</b>

### 1.3 ENTITY MEASURES

Table 1.2 summarises new Government measures taken since the 2020-21 Budget. The table is split into receipt and payment measures, with the affected program identified.

**Table 1.2: Services Australia 2020-21 measures since Budget (a)**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Payment measures</b>					
<b>Services Australia</b>					
Income Compliance Program Settlement	1.1				
Administered payments		–	–	–	–
Departmental payments		23,500	–	–	–
<b>Department of Education, Skills and Employment</b>					
COVID-19 Response Package – Child Care Subsidy – changes to families' income reporting requirements	1.1				
Administered payments		–	–	–	–
Departmental payments		5,784	4,847	–	–
COVID-19 Response Package – Targeted Compliance Framework – changes to income support payment suspension arrangements	1.1				
Administered payments		–	–	–	–
Departmental payments		(45)	(80)	(80)	(81)
<b>Department of Foreign Affairs and Trade</b>					
COVID-19 Response Package – Consumer Travel Support Program (b)	1.1				
Administered payments		–	–	–	–
Departmental payments		–	–	–	–
<b>Department of Health</b>					
COVID-19 Response Package – ageing and aged care	1.2				
Administered payments		–	–	–	–
Departmental payments		148	316	–	–
COVID-19 Response Package – vaccination and treatment	1.2				
Administered payments		–	–	–	–
Departmental payments		35,198	4,202	–	–
Improving Access to Medicines – Pharmaceutical Benefits Scheme – new and amended listings	1.2				
Administered payments		–	–	–	–
Departmental payments		231	7	(2)	(8)
COVID-19 Vaccine Implementation and Rollout (c)	1.2				
Administered payments		–	–	–	–
Departmental payments		24,634	63,060	8,254	5,581
<b>Department of Social Services</b>					
COVID-19 Response Package – Extend Coronavirus Supplement and Temporary Access and Eligibility	1.1				
Administered payments		–	–	–	–
Departmental payments		42,251	–	–	–

Entity Additional Estimates Statements – Services Australia

**Table 1.2: Services Australia 2020-21 measures since Budget (continued) (a)**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Department of Social Services (continued)</b>					
Mobility Allowance Program – extension	1.1				
Administered payments		–	–	–	–
Departmental payments		291	–	–	–
<b>Total payment measures</b>					
Administered		–	–	–	–
Departmental		131,992	72,352	8,172	5,492
<b>Total</b>		<b>131,992</b>	<b>72,352</b>	<b>8,172</b>	<b>5,492</b>

Prepared on a Government Financial Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

- (a) Unless otherwise noted, measures are listed by lead entity and the full measure descriptions appear in the 2020-21 MYEFO under the relevant portfolio.  
 (b) Services Australia will absorb the costs for this measure.  
 (c) Measure relates to decisions post 2020-21 MYEFO.

## 1.4 ADDITIONAL ESTIMATES, RESOURCING AND VARIATIONS TO OUTCOMES

The following tables detail the changes to the resourcing for Services Australia at Additional Estimates, by outcome. Table 1.3 details the Additional Estimates resulting from new measures and other variations since the 2020-21 Budget in Appropriation Bills Nos. 3 and 4.

**Table 1.3: Additional estimates and other variations to outcomes since 2020-21 Budget (a)**

	Program impacted	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Outcome 1</b>					
<b>Administered</b>					
<b>Annual appropriations</b>					
(net increase)	1.3	5	7	10	10
<b>Net impact on appropriations for Outcome 1 (administered)</b>					
		<b>5</b>	<b>7</b>	<b>10</b>	<b>10</b>
<b>Departmental</b>					
<b>Annual appropriations</b>					
<b>Measures</b>					
Income Compliance Program Settlement	1.1	23,500	–	–	–
COVID-19 Response Package – Child Care Subsidy – Changes to families' income reporting requirements	1.1	5,784	4,847	–	–
COVID-19 Response Package – Targeted Compliance Framework – changes to income support payment suspension arrangements	1.1	(45)	(80)	(80)	(81)
COVID-19 Response Package – ageing and aged care	1.2	148	316	–	–
COVID-19 Response Package – vaccination and treatment	1.2	35,198	4,202	–	–
Improving Access to Medicines – Pharmaceutical Benefits Scheme – new and amended listings	1.2	231	7	(2)	(8)
COVID-19 Vaccine Implementation and Rollout (b)	1.2	24,634	63,060	8,254	5,581
COVID-19 Response Package – Extend Coronavirus Supplement Temporary Access and Eligibility	1.1	42,251	–	–	–
Mobility Allowance Program – extension	1.1	291	–	–	–

**Table 1.3: Additional estimates and other variations to outcomes since 2020-21 Budget (a) (continued)**

	Program impacted	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Outcome 1</b>					
<b>Annual appropriations</b>					
<b>Changes in Parameters</b>					
(net decrease)	1.1, 1.2, 1.3	–	–	(3,796)	(15)
<b>Other Variations (c)</b>					
(net increase)	1.1, 1.2	120,725	49,568	24,615	20,717
(net decrease)	1.1, 1.2	(91,712)	(26,927)	(19,410)	(18,260)
<b>Net impact on appropriations for Outcome 1 (departmental)</b>		<b>161,005</b>	<b>94,993</b>	<b>9,581</b>	<b>7,934</b>
<b>Total net impact on appropriations for Outcome 1</b>		<b>161,010</b>	<b>95,000</b>	<b>9,591</b>	<b>7,944</b>

Prepared on a resourcing (i.e. appropriations available) basis.

(a) Unless otherwise noted, the full measure descriptions appear in the 2020-21 MYEFO under the relevant portfolio, as detailed in Table 1.2.

(b) Measure relates to decision post 2020-21 MYEFO.

(c) Other Variations includes any changes to Agency resourcing which do not relate to Measures or Changes in Parameters, including any reprofiling of previously approved Measures.

## 1.5 BREAKDOWN OF ADDITIONAL ESTIMATES BY APPROPRIATION BILL

The following tables detail the Additional Estimates sought for the Services Australia through Appropriation Bills Nos. 3 and 4.

**Table 1.4: Appropriation Bill (No. 3) 2020-21**

	2019-20 Available \$'000	2020-21 Budget \$'000	2020-21 Revised \$'000	Additional Estimates \$'000	Reduced Estimates \$'000
<b>Administered items</b>					
<b>Outcome 1</b>	1,643	1,686	1,691	5	–
<b>Total administered</b>	<b>1,643</b>	<b>1,686</b>	<b>1,691</b>	<b>5</b>	<b>–</b>
<b>Departmental programs</b>					
<b>Outcome 1</b>	5,084,642	5,166,418	5,305,803	139,385	–
<b>Total departmental</b>	<b>5,084,642</b>	<b>5,166,418</b>	<b>5,305,803</b>	<b>139,385</b>	<b>–</b>
<b>Total administered and departmental</b>	<b>5,086,285</b>	<b>5,168,104</b>	<b>5,307,494</b>	<b>139,390</b>	<b>–</b>

(a) The available Departmental Appropriation for Outcome 1 has been reduced by \$175.795 million, due to the quarantine of unspent annual appropriations under *Appropriation Act (No. 5) 2019-2020*.

**Table 1.5: Appropriation Bill (No. 4) 2020-21**

	2019-20 Available \$'000	2020-21 Budget \$'000	2020-21 Revised \$'000	Additional Estimates \$'000	Reduced Estimates \$'000
<b>Non-operating</b>					
Equity injections	155,137	197,956	219,576	21,620	–
<b>Total non-operating</b>	<b>155,137</b>	<b>197,956</b>	<b>219,576</b>	<b>21,620</b>	<b>–</b>
<b>Total other services</b>	<b>155,137</b>	<b>197,956</b>	<b>219,576</b>	<b>21,620</b>	<b>–</b>

## Section 2: Revisions to outcomes and planned performance

### 2.1 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 1

<p><b>Outcome 1:</b>                  Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery.</p>
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#### Linked programs

<b>Australian Digital Health Agency</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Digital Health</li> </ul>
<b>Australian Taxation Office</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Australian Tax Office</li> <li>• Program 1.12 – Private Health Insurance Rebate</li> </ul>
<b>Australian Transaction Reports and Analysis Centre</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – AUSTRAC</li> </ul>
<b>Australian Trade and Investment Commission (Austrade)</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.2 – Austrade</li> </ul>
<b>Department of Agriculture, Water and the Environment</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 3.12 – Rural Programmes</li> </ul>
<b>Department of Education, Skills and Employment</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Support for the Child Care System</li> <li>• Program 1.2 – Child Care Subsidy</li> <li>• Program 3.1 – Building Skills and Capability</li> <li>• Program 4.1 – Employment Services</li> </ul>

**Linked programs (continued)**

<b>Department of Foreign Affairs and Trade</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 2.1 – Consular Services</li> <li>• Program 2.2 – Passport Services</li> </ul>
<b>Department of Health</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Health Policy Research and Analysis</li> <li>• Program 2.2 – Aboriginal and Torres Strait Islander Health</li> <li>• Program 2.3 – Health Workforce</li> <li>• Program 2.4 – Preventive Health and Chronic Disease Support</li> <li>• Program 2.5 – Primary Health Care Quality and Coordination</li> <li>• Program 2.6 – Primary Care Practice Incentives</li> <li>• Program 4.1 – Medical Benefits</li> <li>• Program 4.2 – Hearing Services</li> <li>• Program 4.3 – Pharmaceutical Benefits</li> <li>• Program 4.4 – Private Health Insurance</li> <li>• Program 4.5 – Medical Indemnity</li> <li>• Program 4.6 – Dental Services</li> <li>• Program 4.7 – Health Benefit Compliance</li> <li>• Program 4.8 – Targeted Assistance - Aids and Appliances</li> <li>• Program 5.3 – Immunisation</li> <li>• Program 6.2 – Aged Care Services</li> </ul>
<b>Department of Home Affairs</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.3 – Onshore Compliance and Detention</li> <li>• Program 1.7 – National Security and Criminal Justice</li> <li>• Program 1.10 – Australian Government Disaster Financial Support Payments</li> <li>• Program 2.1 – Multicultural Affairs and Citizenship</li> <li>• Program 2.4 – Refugee, Humanitarian, Settlement and Migrant Services</li> </ul>



**Linked programs (continued)**

<b>Department of Infrastructure, Transport, Regional Development and Communications</b>
<b>Program</b> <ul style="list-style-type: none"> <li>• Program 2.1 – Surface Transport</li> </ul>
<b>Department of Social Services</b>
<b>Programs</b> <ul style="list-style-type: none"> <li>• Program 1.1 – Family Tax Benefit</li> <li>• Program 1.2 – Child Payments</li> <li>• Program 1.3 – Income Support for Vulnerable People</li> <li>• Program 1.4 – Income Support for People in Special Circumstances</li> <li>• Program 1.5 – Supplementary Payments and Support for Income Support Recipients</li> <li>• Program 1.6 – Income Support for Seniors</li> <li>• Program 1.7 – Allowances and Concessions for Seniors</li> <li>• Program 1.8 – Income Support for People with Disability</li> <li>• Program 1.9 – Income Support for Carers</li> <li>• Program 1.10 – Working Age Payments</li> <li>• Program 1.11 – Student Payments</li> <li>• Outcome 1 Cross Program: Rent Assistance</li> <li>• Program 2.1 – Families and Communities</li> <li>• Program 2.2 – Paid Parental Leave</li> <li>• Program 3.1 – Disability, Mental Health and Carers</li> </ul>
<b>Department of Veterans' Affairs</b>
<b>Programs</b> <ul style="list-style-type: none"> <li>• Program 1.1 – Veterans' Income Support and Allowances</li> <li>• Program 2.1 – General Medical Consultations and Services</li> <li>• Program 2.2 – Veterans' Hospital Services</li> <li>• Program 2.3 – Veterans' Pharmaceuticals Benefits</li> <li>• Program 2.4 – Veterans' Community Care and Support</li> <li>• Program 2.5 – Veterans' Counselling and Other Health Services</li> </ul>

**Linked programs (continued)**

<b>National Disability Insurance Agency</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Reasonable and necessary support for participants</li> <li>• Program 1.3 – Agency costs</li> </ul>
<b>National Indigenous Australians Agency</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1– Indigenous Advancement – Jobs, Land and the Economy</li> </ul>
<b>Organ and Tissue Authority</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – A Nationally Coordinated System for Organ and Tissue Donation for Transplantation</li> </ul>
<b>Professional Services Review</b>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Safeguarding the Integrity of the Medicare Program and Pharmaceutical Benefits Scheme</li> </ul>
<p><b>Contribution made by Outcome 1</b>  Outcome 1 contributes to the linked programs above by the provision of a range of information, services and payments on behalf of the entities listed within Australia and where applicable, overseas.</p>

## Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.1.1: Budgeted expenses for Outcome 1**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 1.1 - Services to the Community - Social Security and Welfare</b>					
Administered expenses					
Expenses not requiring appropriation in the Budget year (a)	172	–	–	–	–
<b>Administered Total</b>	<b>172</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Departmental expenses					
Departmental appropriation	3,533,860	3,755,224	2,899,807	2,524,443	2,395,514
s74 External Revenue (b)	203,441	200,588	222,156	197,070	197,438
Expenses not requiring appropriation in the Budget year (a)	583,007	609,532	598,316	532,214	493,111
<b>Departmental Total</b>	<b>4,320,308</b>	<b>4,565,344</b>	<b>3,720,279</b>	<b>3,253,727</b>	<b>3,086,063</b>
<b>Total expenses for program 1.1</b>	<b>4,320,480</b>	<b>4,565,344</b>	<b>3,720,279</b>	<b>3,253,727</b>	<b>3,086,063</b>
<b>Program 1.2 - Services to the Community - Health</b>					
Departmental expenses					
Departmental appropriation	514,094	593,160	578,093	454,346	467,322
s74 External Revenue (b)	45,618	39,029	11,559	11,533	10,762
Expenses not requiring appropriation in the Budget year (a)	102,260	109,405	117,761	114,442	101,605
<b>Departmental Total</b>	<b>661,972</b>	<b>741,594</b>	<b>707,413</b>	<b>580,321</b>	<b>579,689</b>
<b>Total expenses for program 1.2</b>	<b>661,972</b>	<b>741,594</b>	<b>707,413</b>	<b>580,321</b>	<b>579,689</b>
<b>Program 1.3 - Child Support</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	1,642	1,691	1,730	1,772	1,813
Special accounts					
Child Support special account	1,914,103	1,693,487	1,729,618	1,769,784	1,810,823
Expenses not requiring appropriation in the Budget year (a)	51,205	85,970	88,492	89,024	89,570
<b>Administered Total</b>	<b>1,966,950</b>	<b>1,781,148</b>	<b>1,819,840</b>	<b>1,860,580</b>	<b>1,902,206</b>
Departmental expenses					
Departmental appropriation	367,292	372,277	367,303	366,616	368,475
s74 External Revenue (b)	1,942	1,700	1,700	1,700	1,700
Expenses not requiring appropriation in the Budget year (a)	64,388	66,402	59,884	59,390	55,665
<b>Departmental Total</b>	<b>433,622</b>	<b>440,379</b>	<b>428,887</b>	<b>427,706</b>	<b>425,840</b>
<b>Total expenses for program 1.3</b>	<b>2,400,572</b>	<b>2,221,527</b>	<b>2,248,727</b>	<b>2,288,286</b>	<b>2,328,046</b>

**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2019-20 Actual expenses \$'000	2020-21 Revised estimated expenses \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 1 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Act No. 1 and Bill No. 3)	1,642	1,691	1,730	1,772	1,813
Special accounts					
Child Support special account	1,914,103	1,693,487	1,729,618	1,769,784	1,810,823
Expenses not requiring appropriation in the Budget year (a)	51,377	85,970	88,492	89,024	89,570
<b>Administered Total</b>	<b>1,967,122</b>	<b>1,781,148</b>	<b>1,819,840</b>	<b>1,860,580</b>	<b>1,902,206</b>
Departmental expenses					
Departmental appropriation	4,415,246	4,720,661	3,845,203	3,345,405	3,231,311
s74 External Revenue (b)	251,001	241,317	235,415	210,303	209,900
Expenses not requiring appropriation in the Budget year (a)	749,655	785,339	775,961	706,046	650,381
<b>Departmental Total</b>	<b>5,415,902</b>	<b>5,747,317</b>	<b>4,856,579</b>	<b>4,261,754</b>	<b>4,091,592</b>
<b>Total expenses for Outcome 1</b>	<b>7,383,024</b>	<b>7,528,465</b>	<b>6,676,419</b>	<b>6,122,334</b>	<b>5,993,798</b>

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as government priorities change.

- (a) 'Expenses not requiring appropriation in the Budget year' is made up of depreciation, amortisation, resources received free of charge, write-down and impairment of assets, and non-cash adjustments to make-good provisions.
- (b) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act, adjusted for \$15.0 million for the purchase of non-financial assets.

**Table 2.1.2: Performance criteria for Outcome 1**

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It is to be used by entities to describe the results they plan to achieve with the resources provided for new programs, or materially changed existing programs resulting from decisions made since the 2020-21 Budget.

Services Australia will develop a new set of performance measures for 2021-22, which drive and reinforce Services Australia’s approach to delivering customer-centred, trusted services that are simple, helpful, respectful and transparent, so people can get on with their lives. To support this approach, no performance measures or targets are included for 2021-22 and beyond.

<b>Outcome 1</b> – Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery.		
<b>Program 1.1 – Services to the Community – Social Security and Welfare</b> – Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government.		
<b>Delivery</b>	Services Australia provides social security and welfare payments and services to the community through service centres located across Australia, online services and smart centres.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
<b>Customer satisfaction</b>		
2020-21	Customer satisfaction: achievement of customer satisfaction standards.	Greater than or equal to 85 out of 100
2021-22 and beyond	Not applicable.	Not applicable.
<b>Correct payments</b>		
2020-21	Achievement of payment quality standards: Centrelink: delivery of correct customer payments.	Greater than or equal to 95 per cent
	Internal reviews: percentage of decision reviews requested by Centrelink customers finalised within standard.	Greater than or equal to 70 per cent
	Achievement of payment integrity standards: Centrelink: debt under recovery.	Greater than or equal to 60 per cent
2021-22 and beyond	Not applicable.	Not applicable.

**Table 2.1.2: Performance criteria for Outcome 1 (continued)**

<b>Program 1.1 – Services to the Community – Social Security and Welfare – Services Australia</b> supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government.		
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
<b>Ease and timeliness of service</b>		
2020-21	Achievement of face-to-face service level standards: average wait time.	Less than or equal to 15 minutes
	Achievement of telephony service level standards: average speed of answer.	Less than or equal to 16 minutes
	Achievement of processing service level standards: claims processed within standard.	Greater than or equal to 82 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Customers interacting digitally</b>		
2020-21	Achievement of digital service level standards: interactions completed through digital channels.	Greater than or equal to 5 per cent increase
	Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access.	Greater than or equal to 98 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Purpose (a)</b>	To support Australians by efficiently delivering high quality, accessible services and payments on behalf of government.	
<b>Material changes to Program 1.1: Nil.</b>		

(a) Refers to updated purpose reflected in the 2020-21 Corporate Plan.

**Table 2.1.2: Performance criteria for Outcome 1 (continued)**

<b>Program 1.2 – Services to the Community – Health</b> – Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government.		
<b>Delivery</b>	Services Australia provides health payments and services to the community and systems that support the delivery of services by providers and business through service centres located across Australia, online services and smart centres.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
<b>Customer satisfaction</b>		
2020-21	Satisfaction with Medicare provider service delivery: practitioners, pharmacists and practice managers.	Greater than or equal to 70 per cent
	Customer satisfaction: achievement of customer satisfaction standards.	Greater than or equal to 85 out of 100
2021-22 and beyond	Not applicable.	Not applicable.
<b>Correct payments</b>		
2020-21	Achievement of payment quality standards: Medicare: delivery of accurate medical benefits and services.	Greater than or equal to 98 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Ease and timeliness of service</b>		
2020-21	Achievement of face-to-face service level standards: average wait time.	Less than or equal to 15 minutes
	Achievement of telephony service level standards: average speed of answer – Pharmaceutical Benefits Scheme authorities.	Less than or equal to 30 seconds
	Achievement of telephony service level standards: average speed of answer – providers.	Less than or equal to 2 minutes
	Achievement of telephony service level standards: average speed of answer – customers.	Less than or equal to 7 minutes
	Achievement of processing service level standards: claims processed within standard.	Greater than or equal to 82 per cent
2021-22 and beyond	Not applicable.	Not applicable.

**Table 2.1.2: Performance criteria for Outcome 1 (continued)**

<b>Program 1.2 – Services to the Community – Health</b> – Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government.		
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
<b>Customers interacting digitally</b>		
2020-21	Achievement of digital service level standards: Medicare Benefits Schedule digital claiming rate.	Greater than or equal to 97 per cent
	Achievement of digital service level standards: interactions completed via digital channels.	Greater than or equal to 5 per cent increase
	Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access.	Greater than or equal to 98 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Purpose (b)</b>	To support Australians by efficiently delivering high quality, accessible services and payments on behalf of government.	
<b>Material changes to Program 1.2: Nil.</b>		

(b) Refers to updated purpose reflected in the 2020-21 Corporate Plan.



**Table 2.1.2: Performance criteria for Outcome 1 (continued)**

<b>Program 1.3 – Child Support</b> – The Child Support program is designed to ensure that both parents contribute to the cost of their children, according to their capacity.		
<b>Delivery</b>	Services Australia assists separated and separating parents by the collection and disbursement of child support payments through online services and smart centres.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
<b>Customer satisfaction</b>		
2020-21	Customer satisfaction: achievement of customer satisfaction standards.	Greater than or equal to 85 out of 100
2021-22 and beyond	Not applicable.	Not applicable.
<b>Correct payments</b>		
2020-21	Child Support collection: percentage of domestic active paying parents with less than one month Child Support liability outstanding.	Greater than or equal to 63 per cent
	Achievement of payment quality standards: Child Support: debt under arrangement.	Greater than or equal to 41 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Ease and timeliness of service</b>		
2020-21	Achievement of telephony service level standards: average speed of answer.	Less than or equal to 3 minutes
	Achievement of processing service level standards – registrations processed within standard.	Greater than or equal to 82 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Customers interacting digitally</b>		
2020-21	Achievement of digital service level standards: interactions completed via digital channels.	Greater than or equal to 5 per cent increase
	Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access.	Greater than or equal to 98 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Purpose (c)</b>	To support Australians by efficiently delivering high quality, accessible services and payments on behalf of government.	
<b>Material changes to Program 1.3: Nil.</b>		

(c) Refers to the updated purpose reflected in the 2020-21 Corporate Plan.

## Section 3: Special account flows and budgeted financial statements

### 3.1 SPECIAL ACCOUNT FLOWS

#### Estimates of special account flows

Special accounts provide a means to set aside and record amounts used for specified purposes. Table 3.1 shows the expected additions (receipts) and reductions (payments) for each account used by Services Australia.

**Table 3.1: Estimates of special account flows and balances**

	Outcome	Opening balance \$'000	Receipts \$'000	Payments \$'000	Adjustments \$'000	Closing balance \$'000
Child Support Account (A)	1					
<b>2020-21</b>		<b>56,854</b>	<b>1,626,472</b>	<b>(1,675,215)</b>	<b>48,743</b>	<b>56,854</b>
2019-20		74,117	1,624,118	(1,661,250)	19,869	56,854
Recovery of Compensation for Health Care & Other Services Special Account (A)	1					
<b>2020-21</b>		<b>103,097</b>	<b>389,509</b>	<b>(389,509)</b>	<b>–</b>	<b>103,097</b>
2019-20		72,112	354,506	(314,791)	(8,730)	103,097
Services for Other Entities and Trust Moneys – Special Account (A) & (D)	1					
<b>2020-21</b>		<b>28</b>	<b>550</b>	<b>(550)</b>	<b>–</b>	<b>28</b>
2019-20		88	1,601	(1,655)	(6)	28
<b>Total special accounts 2020-21 Revised estimate</b>		<b>159,979</b>	<b>2,016,531</b>	<b>(2,065,274)</b>	<b>48,743</b>	<b>159,979</b>
<i>Total special accounts 2019-20 actual</i>		146,317	1,980,225	(1,977,696)	11,133	159,979

(A) = Administered  
(D) = Departmental

## 3.2 BUDGETED FINANCIAL STATEMENTS

### 3.2.1 Analysis of budgeted financial statements

Detailed analysis of budgeted financial statements was included within pages 239-240 of the Portfolio Budget Statements 2020-21, Budget Related Paper No. 1.12 Social Services Portfolio.

Changes within the budgeted financial statements since 2020-21 Budget are the result of new measures or other budget variations, which have been detailed in Table 1.3, or category reclassifications.

### 3.2.2 Budgeted financial statements

**Table 3.2: Comprehensive income statement (showing net cost of services) for the period ended 30 June**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
Employee benefits	2,804,278	2,828,174	2,451,370	2,361,346	2,369,127
Suppliers	1,859,940	2,021,349	1,614,327	1,178,962	1,055,333
Depreciation and amortisation	699,744	764,145	773,280	703,353	647,677
Finance costs	30,960	130,457	14,351	14,783	16,084
Write-down and impairment of assets	18,720	–	–	–	–
Other expenses	2,260	3,192	3,251	3,310	3,371
<b>Total expenses</b>	<b>5,415,902</b>	<b>5,747,317</b>	<b>4,856,579</b>	<b>4,261,754</b>	<b>4,091,592</b>
<b>LESS:</b>					
<b>OWN SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Rendering of services	234,735	226,724	221,550	196,220	195,595
Rental income	16,266	14,593	13,865	14,083	14,305
Resources received free of charge	26,692	20,584	2,060	2,060	2,060
Other revenue	393	–	–	–	–
<b>Total own-source revenue</b>	<b>278,086</b>	<b>261,901</b>	<b>237,475</b>	<b>212,363</b>	<b>211,960</b>
<b>Gains</b>					
Other gains	3,643	–	–	–	–
<b>Total gains</b>	<b>3,643</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total own-source Income</b>	<b>281,729</b>	<b>261,901</b>	<b>237,475</b>	<b>212,363</b>	<b>211,960</b>
<b>Net cost of/(contribution by) services</b>	<b>(5,134,173)</b>	<b>(5,485,416)</b>	<b>(4,619,104)</b>	<b>(4,049,391)</b>	<b>(3,879,632)</b>
Revenue from government	5,063,501	5,109,957	4,231,978	3,729,872	3,601,999
<b>Surplus/(deficit) attributable to the Australian Government</b>	<b>(70,672)</b>	<b>(375,459)</b>	<b>(387,126)</b>	<b>(319,519)</b>	<b>(277,633)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in asset revaluation surplus	16,341	–	–	–	–
<b>Total other comprehensive income</b>	<b>16,341</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total comprehensive income/(loss) attributable to the Australian Government</b>	<b>(54,331)</b>	<b>(375,459)</b>	<b>(387,126)</b>	<b>(319,519)</b>	<b>(277,633)</b>

Prepared on Australian Accounting Standards basis.

**Table 3.2: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)**

**Note: Impact of net cash appropriation arrangements**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Total comprehensive income – excluding depreciation/amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>346,551</b>	<b>21,886</b>	<b>14,954</b>	<b>14,954</b>	<b>14,954</b>
depreciation/amortisation of assets funded through appropriations (DCB funding and /or equity injections) (a)	(324,499)	(347,209)	(341,254)	(232,818)	(164,607)
depreciation of ROU (b)	(375,245)	(416,936)	(432,026)	(470,535)	(483,070)
principal repayments (b)	298,862	366,800	371,200	368,880	355,090
<b>Total comprehensive loss – as per the Comprehensive income statement</b>	<b>(54,331)</b>	<b>(375,459)</b>	<b>(387,126)</b>	<b>(319,519)</b>	<b>(277,633)</b>

Prepared on Australian Accounting Standards basis.

- (a) From 2010-11, the Government introduced the net cash appropriation arrangement that provided non-corporate Commonwealth entities with a separate Departmental Capital Budget (DCB) under Appropriation Act (No.1) or Bill (No. 3). This replaced revenue appropriations provided under Appropriation Act (No.1) or Bill (No.3) used for depreciation/amortisation expenses. For information regarding DCB, refer to Table 3.6 Departmental Capital Budget Statement.
- (b) Applies to leases under AASB 16 Leases.

**Table 3.3: Budgeted departmental balance sheet (as at 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	20,795	20,795	20,795	20,795	20,795
Trade and other receivables	1,445,183	1,450,545	1,434,299	1,452,878	1,472,258
<b>Total financial assets</b>	<b>1,465,978</b>	<b>1,471,340</b>	<b>1,455,094</b>	<b>1,473,673</b>	<b>1,493,053</b>
<b>Non-financial assets</b>					
Land and buildings	2,595,875	2,268,577	2,041,224	2,243,132	2,307,860
Property, plant and equipment	473,195	466,573	410,507	443,082	447,276
Software	623,077	695,016	718,322	620,091	532,863
Prepayments	134,396	125,617	155,417	140,106	119,532
<b>Total non-financial assets</b>	<b>3,826,543</b>	<b>3,555,783</b>	<b>3,325,470</b>	<b>3,446,411</b>	<b>3,407,531</b>
<b>Total assets</b>	<b>5,292,521</b>	<b>5,027,123</b>	<b>4,780,564</b>	<b>4,920,084</b>	<b>4,900,584</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	238,481	246,641	252,275	256,675	256,805
Employee benefits	48,812	32,026	41,365	41,365	41,365
Other payables	17,484	17,484	17,484	17,484	17,484
<b>Total payables</b>	<b>304,777</b>	<b>296,151</b>	<b>311,124</b>	<b>315,524</b>	<b>315,654</b>
<b>Interest bearing liabilities</b>					
Leases	2,395,995	2,093,191	1,866,622	2,125,144	2,188,734
<b>Total interest bearing liabilities</b>	<b>2,395,995</b>	<b>2,093,191</b>	<b>1,866,622</b>	<b>2,125,144</b>	<b>2,188,734</b>
<b>Provisions</b>					
Employee provisions	860,570	866,788	865,226	863,954	862,477
Other provisions	37,640	37,770	37,913	38,053	38,206
<b>Total provisions</b>	<b>898,210</b>	<b>904,558</b>	<b>903,139</b>	<b>902,007</b>	<b>900,683</b>
<b>Total liabilities</b>	<b>3,598,982</b>	<b>3,293,900</b>	<b>3,080,885</b>	<b>3,342,675</b>	<b>3,405,071</b>
<b>Net assets</b>	<b>1,693,539</b>	<b>1,733,223</b>	<b>1,699,679</b>	<b>1,577,409</b>	<b>1,495,513</b>
<b>EQUITY*</b>					
<b>Parent entity interest</b>					
Contributed equity	3,094,001	3,509,144	3,862,680	4,059,883	4,255,574
Reserves	215,745	215,745	215,745	215,745	215,745
Accumulated deficit	(1,616,207)	(1,991,666)	(2,378,746)	(2,698,219)	(2,975,806)
<b>Total parent entity interest</b>	<b>1,693,539</b>	<b>1,733,223</b>	<b>1,699,679</b>	<b>1,577,409</b>	<b>1,495,513</b>
<b>Total equity</b>	<b>1,693,539</b>	<b>1,733,223</b>	<b>1,699,679</b>	<b>1,577,409</b>	<b>1,495,513</b>

Prepared on Australian Accounting Standards basis.

\* Equity is the residual interest in assets after the deduction of liabilities.

**Table 3.4: Departmental statement of changes in equity – summary of movement (2020-21 Budget Year)**

	Retained earnings	Asset revaluation reserve	Contributed equity/capital	Total equity
	\$'000	\$'000	\$'000	\$'000
<b>Opening balance as at 1 July 2020</b>				
Balance carried forward from previous period	(1,616,207)	215,745	3,094,001	1,693,539
<b>Adjusted opening balance</b>	<b>(1,616,207)</b>	<b>215,745</b>	<b>3,094,001</b>	<b>1,693,539</b>
<b>Comprehensive income</b>				
Surplus/(deficit) for the period	(375,459)	–	–	(375,459)
<b>Total comprehensive income</b>	<b>(375,459)</b>	<b>–</b>	<b>–</b>	<b>(375,459)</b>
<b>Transactions with owners</b>				
<b>Contribution by owners</b>				
Equity Injection – Appropriation	–	–	219,576	219,576
Departmental Capital Budget (DCB)	–	–	195,567	195,567
<b>Sub-total transactions with owners</b>	<b>–</b>	<b>–</b>	<b>415,143</b>	<b>415,143</b>
<b>Closing balance attributable to the Australian Government</b>	<b>(1,991,666)</b>	<b>215,745</b>	<b>3,509,144</b>	<b>1,733,223</b>

Prepared on Australian Accounting Standards basis.

**Table 3.5: Budgeted departmental statement of cash flows (for the period ended 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	5,484,584	5,635,084	4,746,253	4,089,264	3,944,440
Rendering of services (a)	235,797	246,464	235,415	210,303	209,900
Net GST received	240,082	255,421	218,169	168,801	153,003
Other (b)	108,439	–	–	–	–
<b>Total cash received</b>	<b>6,068,902</b>	<b>6,136,969</b>	<b>5,199,837</b>	<b>4,468,368</b>	<b>4,307,343</b>
<b>Cash used</b>					
Employees	2,773,309	2,866,171	2,471,022	2,362,618	2,370,604
Suppliers	2,301,086	2,323,835	1,827,173	1,325,992	1,186,346
Borrowing costs	17	–	–	–	–
Interest payments on lease liability	30,432	17,830	13,730	14,150	15,440
Returns to the official public account	584,862	543,661	497,983	377,925	361,775
Other	5,742	3,672	3,729	3,803	3,088
<b>Total cash used</b>	<b>5,695,448</b>	<b>5,755,169</b>	<b>4,813,637</b>	<b>4,084,488</b>	<b>3,937,253</b>
<b>Net cash from/(used by) operating activities</b>	<b>373,454</b>	<b>381,800</b>	<b>386,200</b>	<b>383,880</b>	<b>370,090</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sales of property, plant and equipment	544	–	–	–	–
<b>Total cash received</b>	<b>544</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Cash used</b>					
Purchase of property, plant, and equipment and intangibles	410,192	438,168	368,536	212,203	210,691
<b>Total cash used</b>	<b>410,192</b>	<b>438,168</b>	<b>368,536</b>	<b>212,203</b>	<b>210,691</b>
<b>Net cash from/(used by) investing activities</b>	<b>(409,648)</b>	<b>(438,168)</b>	<b>(368,536)</b>	<b>(212,203)</b>	<b>(210,691)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Contributed equity (c)	344,051	423,168	353,536	197,203	195,691
<b>Total cash received</b>	<b>344,051</b>	<b>423,168</b>	<b>353,536</b>	<b>197,203</b>	<b>195,691</b>
<b>Cash used</b>					
Principal payments on lease liability	298,862	366,800	371,200	368,880	355,090
<b>Total cash used</b>	<b>298,862</b>	<b>366,800</b>	<b>371,200</b>	<b>368,880</b>	<b>355,090</b>
<b>Net cash from/(used by) financing activities</b>	<b>45,189</b>	<b>56,368</b>	<b>(17,664)</b>	<b>(171,677)</b>	<b>(159,399)</b>
<b>Net increase/(decrease) in cash held</b>	<b>8,995</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Cash and cash equivalents at the beginning of the reporting period	11,800	20,795	20,795	20,795	20,795
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>20,795</b>	<b>20,795</b>	<b>20,795</b>	<b>20,795</b>	<b>20,795</b>

Prepared on Australian Accounting Standards basis.

(a) Cash received for rendering of services excludes GST.

(b) Receipts for pass-through costs are estimated as net expense payments for the revised budget and forward estimate periods.

(c) Cash received for contributed equity in 2020-21 includes \$8.0 million relating to movement of funds from 2019-20 to 2020-21.

**Table 3.6: Departmental capital budget statement (for the period ended 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>NEW CAPITAL APPROPRIATIONS</b>					
Capital Budget – Act No. 1 and Bill No. 3 (DCB)	196,936	195,567	194,134	194,173	195,179
Equity Injections – Act No. 2 and Bill No. 4	148,840	219,576	159,402	3,030	512
<b>Total new capital appropriations</b>	<b>345,776</b>	<b>415,143</b>	<b>353,536</b>	<b>197,203</b>	<b>195,691</b>
<i>Provided for:</i>					
<i>Purchase of non-financial assets</i>	<i>345,776</i>	<i>415,143</i>	<i>353,536</i>	<i>197,203</i>	<i>195,691</i>
<b>Total Items</b>	<b>345,776</b>	<b>415,143</b>	<b>353,536</b>	<b>197,203</b>	<b>195,691</b>
<b>PURCHASE OF NON-FINANCIAL ASSETS</b>					
Funded by capital appropriations (a)	148,115	226,601	159,402	3,030	512
Funded by capital appropriation – DCB (b)	195,936	196,567	194,134	194,173	195,179
Funded internally from departmental resources (c)	37,656	15,000	15,000	15,000	15,000
<b>TOTAL</b>	<b>381,707</b>	<b>438,168</b>	<b>368,536</b>	<b>212,203</b>	<b>210,691</b>
<b>RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE</b>					
Total purchases	381,707	438,168	368,536	212,203	210,691
plus reduction in payables	27,071	–	–	–	–
<b>Total cash used to acquire assets</b>	<b>408,778</b>	<b>438,168</b>	<b>368,536</b>	<b>212,203</b>	<b>210,691</b>

Prepared on Australian Accounting Standards basis.

(a) Includes appropriations through *Supply Act (No. 2) 2020-2021*, *Appropriation Act (No. 2) 2020-2021* and *Appropriation Bill (No. 4) 2020-2021* and prior *Appropriation Acts No. 2/4/6* appropriations.

(b) Does not include annual finance lease costs. Includes purchases from current and previous years' DCB.

(c) Includes funding from s74 receipts.



**Table 3.7: Statement of asset movements (2020-21 Budget Year)**

	Land	Buildings	Other property, plant and equipment	Computer software and intangibles	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>As at 1 July 2020</b>					
Gross book value	4,209	350,643	444,146	1,367,514	2,166,512
Gross book value – ROU assets	1,057	2,624,433	120,247	–	2,745,737
Accumulated depreciation/ amortisation and impairment	–	(35,167)	(65,253)	(744,437)	(844,857)
Accumulated depreciation/amortisation and impairment – ROU assets	(32)	(349,268)	(25,945)	–	(375,245)
<b>Opening net book balance</b>	<b>5,234</b>	<b>2,590,641</b>	<b>473,195</b>	<b>623,077</b>	<b>3,692,147</b>
<b>CAPITAL ASSET ADDITIONS</b>					
<b>Estimated expenditure on new or replacement assets</b>					
By purchase – appropriation equity (a)	–	–	46,464	180,137	226,601
By purchase – appropriation ordinary annual services (b)	–	69,398	95,184	31,985	196,567
By purchase – appropriation ordinary annual services – ROU assets	–	61,179	2,817	–	63,996
By purchase – other	–	–	15,000	–	15,000
<b>Total additions</b>	<b>–</b>	<b>130,577</b>	<b>159,465</b>	<b>212,122</b>	<b>502,164</b>
<b>Other movements</b>					
Depreciation/amortisation expense	–	(99,568)	(107,458)	(140,183)	(347,209)
Depreciation/amortisation on ROU assets	–	(358,307)	(58,629)	–	(416,936)
<b>Total other movements</b>	<b>–</b>	<b>(457,875)</b>	<b>(166,087)</b>	<b>(140,183)</b>	<b>(764,145)</b>
<b>As at 30 June 2021</b>					
Gross book value	4,209	420,041	600,794	1,579,636	2,604,680
Gross book value – ROU assets	1,057	2,685,612	123,064	–	2,809,733
Accumulated depreciation/amortisation and impairment	–	(134,735)	(172,711)	(884,620)	(1,192,066)
Accumulated depreciation/amortisation and impairment – ROU assets	(32)	(707,575)	(84,574)	–	(792,181)
<b>Closing net book balance</b>	<b>5,234</b>	<b>2,263,343</b>	<b>466,573</b>	<b>695,016</b>	<b>3,430,166</b>

Prepared on Australian Accounting Standards basis.

(a) 'Appropriation equity' refers to equity injections or Administered Assets and Liabilities appropriations provided through *Appropriation Act (No. 2) 2020-2021* and Appropriation Bill (No. 4) 2020-2021.

(b) 'Appropriation ordinary annual services' refers to funding provided through *Appropriation Act (No. 1) 2020-2021* and Appropriation Bill (No. 3) 2020-2021.

**Table 3.8: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
Child support maintenance expense	1,915,745	1,695,178	1,731,348	1,771,556	1,812,636
Write-down and impairment of assets	51,377	85,970	88,492	89,024	89,570
<b>Total expenses administered on behalf of Government</b>	<b>1,967,122</b>	<b>1,781,148</b>	<b>1,819,840</b>	<b>1,860,580</b>	<b>1,902,206</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
<b>Non-taxation revenue</b>					
Child support maintenance revenue	1,715,227	1,770,294	1,809,833	1,850,574	1,892,200
Compensation recovery for health care services	51,114	51,587	51,587	51,587	51,587
Fees and fines	8,804	9,215	9,424	9,640	9,861
Other revenue	6,396	330	330	330	330
<b>Total non-taxation revenue</b>	<b>1,781,541</b>	<b>1,831,426</b>	<b>1,871,174</b>	<b>1,912,131</b>	<b>1,953,978</b>
<b>Total own-source revenue administered on behalf of Government</b>	<b>1,781,541</b>	<b>1,831,426</b>	<b>1,871,174</b>	<b>1,912,131</b>	<b>1,953,978</b>
<b>Gains</b>					
Other gains	251,988	10,000	10,000	10,000	10,000
<b>Total gains</b>	<b>251,988</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>
<b>Total own-sourced income administered on behalf of Government</b>	<b>2,033,529</b>	<b>1,841,426</b>	<b>1,881,174</b>	<b>1,922,131</b>	<b>1,963,978</b>
<b>Net contribution by services</b>	<b>66,407</b>	<b>60,278</b>	<b>61,334</b>	<b>61,551</b>	<b>61,772</b>
<b>Surplus/(deficit)</b>	<b>66,407</b>	<b>60,278</b>	<b>61,334</b>	<b>61,551</b>	<b>61,772</b>
<b>Total comprehensive income/(loss)</b>	<b>66,407</b>	<b>60,278</b>	<b>61,334</b>	<b>61,551</b>	<b>61,772</b>

Prepared on Australian Accounting Standards basis.

(a) The 2019-20 Actual for other revenue includes \$5.955 million of competitive neutrality revenue.

**Table 3.9: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	159,979	159,979	159,979	159,979	159,979
Child support receivables	1,209,905	1,279,805	1,348,810	1,419,320	1,491,366
Trade and other receivables	17,012	16,661	16,661	16,661	16,661
<b>Total financial assets</b>	<b>1,386,896</b>	<b>1,456,445</b>	<b>1,525,450</b>	<b>1,595,960</b>	<b>1,668,006</b>
<b>Total assets administered on behalf of Government</b>	<b>1,386,896</b>	<b>1,456,445</b>	<b>1,525,450</b>	<b>1,595,960</b>	<b>1,668,006</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Child support and other payables	34,309	34,309	34,309	34,309	34,309
Recovery of compensation payable	8,031	8,031	8,031	8,031	8,031
Child support payments received in advance	22,558	22,558	22,558	22,558	22,558
<b>Total payables</b>	<b>64,898</b>	<b>64,898</b>	<b>64,898</b>	<b>64,898</b>	<b>64,898</b>
<b>Provisions</b>					
Child support provisions	1,207,942	1,278,339	1,347,345	1,417,855	1,489,901
Recovery of compensation provisions	90,646	90,646	90,646	90,646	90,646
<b>Total provisions</b>	<b>1,298,588</b>	<b>1,368,985</b>	<b>1,437,991</b>	<b>1,508,501</b>	<b>1,580,547</b>
<b>Total liabilities administered on behalf of Government</b>	<b>1,363,486</b>	<b>1,433,883</b>	<b>1,502,889</b>	<b>1,573,399</b>	<b>1,645,445</b>
<b>Net assets/(liabilities)</b>	<b>23,410</b>	<b>22,562</b>	<b>22,561</b>	<b>22,561</b>	<b>22,561</b>

Prepared on Australian Accounting Standards basis.

**Table 3.10: Schedule of budgeted administered cash flow (for the period ended 30 June)**

	2019-20 Actual \$'000	2020-21 Revised Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Child support	1,623,060	1,633,846	1,671,616	1,710,536	1,750,301
Health compensation	354,506	389,659	398,842	408,247	417,880
Dividends	3,959	–	–	–	–
Other	20,038	1,224	1,524	1,524	1,524
<b>Total cash received</b>	<b>2,001,563</b>	<b>2,024,729</b>	<b>2,071,982</b>	<b>2,120,307</b>	<b>2,169,705</b>
<b>Cash used</b>					
Child support	1,622,986	1,624,781	1,662,342	1,701,046	1,740,590
Health compensation	264,966	337,922	347,105	356,510	366,143
Other	1,575	900	1,200	1,200	1,200
<b>Total cash used</b>	<b>1,889,527</b>	<b>1,963,603</b>	<b>2,010,647</b>	<b>2,058,756</b>	<b>2,107,933</b>
<b>Net cash from/(used by) operating activities</b>	<b>112,036</b>	<b>61,126</b>	<b>61,335</b>	<b>61,551</b>	<b>61,772</b>
<b>Net increase/(decrease) in cash held</b>	<b>112,036</b>	<b>61,126</b>	<b>61,335</b>	<b>61,551</b>	<b>61,772</b>
Cash and cash equivalents at beginning of reporting period	120,021	159,979	159,979	159,979	159,979
Cash from Official Public Account for:					
– Appropriations	41,868	51,034	52,200	53,403	54,630
<b>Total cash from the Official Public Account</b>	<b>41,868</b>	<b>51,034</b>	<b>52,200</b>	<b>53,403</b>	<b>54,630</b>
Cash to the Official Public Account for:					
– Appropriations	42,353	50,436	51,602	52,803	54,031
– Special accounts	49,117	51,587	51,587	51,587	51,587
– Other	22,476	10,137	10,346	10,564	10,784
<b>Total cash to the Official Public Account</b>	<b>113,946</b>	<b>112,160</b>	<b>113,535</b>	<b>114,954</b>	<b>116,402</b>
<b>Cash and cash equivalents at end of reporting period</b>	<b>159,979</b>	<b>159,979</b>	<b>159,979</b>	<b>159,979</b>	<b>159,979</b>

Prepared on Australian Accounting Standards basis.

## PORTFOLIO GLOSSARY

Accrual Accounting	System of accounting in which items are brought to account and included in the financial statements as they are earned or incurred, rather than as they are received or paid.
Additional Estimates	Where amounts appropriated at budget time are insufficient, Parliament may appropriate more funds to portfolios through the Additional Estimates Acts.
Administered Funds	Usually, the funds or expenses an entity manages on behalf of the Government.
Administered Items	Appropriation that consists of funding managed on behalf of the Commonwealth. This funding is not at the discretion of the entity, and any unspent appropriation is returned to the Consolidated Revenue Fund (CRF) at the end of the financial year. An administered item is a component of an administered program. It may be a measure but will not constitute a program in its own right.
Annual Appropriation	Two appropriation Bills are introduced into Parliament in May and comprise the Budget. Further Bills are introduced later in the financial year as part of the additional estimates. Parliamentary departments have their own appropriations.
Appropriation	An amount of public money Parliament authorises for spending (i.e. funds to be withdrawn from the CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under special appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Appropriation Bills (No. 3 And No. 4)	If an amount provided in Appropriation Acts (No. 1 or No. 2) is not enough to meet approved expenditure to be paid in a financial year, supplementary appropriation may be sought in Appropriation Bills (No. 3 or No. 4). Once these Bills are passed by Parliament and given Royal Assent, they become the Appropriation Acts (No. 3 and No. 4). However, they are also commonly referred to as the Additional Estimates Bills.

## Glossary

Assets	Future economic benefits controlled by an entity as a result of past transactions or other past events.
Average Staffing Level	The average number of employees receiving salary/wages (or compensation in lieu of salary/wages) over a financial year, with adjustments for casual and part-time employees to show the full-time equivalent.
Consolidated Revenue Fund	The principal operating fund from which money is drawn to pay for the activities of the Government. Section 81 of the Australian Constitution provides that all revenue raised or monies received by the Executive Government form one consolidated revenue fund from which appropriations are made for the purposes of the Australian Government.
Departmental Items	Resources (assets, liabilities, revenues and expenses) that entity chief executive officers control directly. This includes outsourced activities funded and controlled by the entity. Examples of departmental items include entity running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program.
Depreciation	Apportionment of an asset's capital value as an expense over its estimated useful life to take account of normal usage, obsolescence or the passage of time.
Estimates	An entity's expected revenues, expenses, assets, liabilities and cash flows. They are prepared for each program in the Budget, in consultation with the Department of Finance. (See also <i>forward estimates</i> and <i>additional estimates</i> .)
Expenses	Total value of all of the resources consumed in producing goods and services or the loss of future economic benefits in the form of reductions in assets or increases in liabilities of an entity.
Forward Estimates	The financial statement estimate for the three out years after the budget year.
Grants	Non-reciprocal transfers of economic resources, in which the payer entity does not receive approximately equal value in return.

Measure	A new policy or savings decision of the Government with financial impacts on the Government's underlying cash balance, fiscal balance, operating balance, headline cash balance, net debt or net worth.
Mid-Year Economic And Fiscal Outlook (MYEFO)	Provides an update of the Government's budget estimates by examining expenses and revenues year to date, as well as provisions for new decisions that have been taken since the Budget. The report provides updated information to allow assessment of the Government's fiscal performance against the fiscal strategy set out in its current fiscal strategy statement.
Outcome	The intended result, consequence or impact of government actions on the Australian community.
Outcome Statement	Articulates the intended results, activities and target group of an Australian Government entity. An outcome statement serves three main purposes within the financial framework: <ul style="list-style-type: none"><li>• to explain and control the purposes for which annual appropriations are approved by the Parliament for use by entities</li><li>• to provide a basis for annual budgeting, including (financial) reporting against the use of appropriated funds</li><li>• to measure and assess entity and program (non-financial) performance in contributing to government policy objectives.</li></ul>
Performance Information	Evidence about performance that is collected and used systematically. Evidence may relate to appropriateness, effectiveness and efficiency. It may be about outcomes, factors that affect outcomes, and what can be done to improve them.
Portfolio	A minister's area of responsibility as a member of Cabinet. A portfolio consists of one or more Departments of State (portfolio departments) and entities with similar general objectives and outcomes.

## Glossary

Program	An activity that delivers benefits, services or transfer payments to individuals, industry and/or the community as a whole, with the aim of achieving the intended result specified in an outcome statement.
<i>Public Governance, Performance and Accountability Act 2013</i>	The primary piece of Commonwealth resource management legislation, establishing a coherent system of governance and accountability for public resources, with an emphasis on planning, performance and reporting. The Act applies to all Commonwealth entities and Commonwealth companies from 1 July 2014.
Revenue	Total value of resources earned or received to cover the production of goods and services, or increases in future economic benefits in the form of increases in assets or reductions in liabilities of an entity.
Special Accounts	Balances existing within the CRF that are supported by standing appropriations (PGPA Act sections 78 and 80). Special accounts allow money in the CRF to be acknowledged as set aside (hypothecated) for a particular purpose. Amounts credited to a special account may only be spent for the purposes of the special account. Special accounts can only be established by a written determination of the Finance Minister (PGPA Act, section 78) or through an Act of Parliament (referred to in section 80 of the PGPA Act).
Special Appropriation (Including Standing Appropriations)	<p>An amount of money appropriated by a particular Act of Parliament for a specific purpose and number of years. For special appropriations, the authority to withdraw funds from the CRF does not generally cease at the end of the financial year.</p> <p>Standing appropriations are a subcategory consisting of ongoing special appropriations; the amount appropriated will depend on circumstances specified in the legislation.</p>



## **ABBREVIATIONS**

CRF	Consolidated Revenue Fund
DCB	Departmental Capital Budget
DSS	Department of Social Services
ICT	Information Communication Technology
MYEFO	Mid-Year Economic and Fiscal Outlook
NDIS	National Disability Insurance Scheme
PAES	Portfolio Additional Estimates Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>