



**Australian Government**  
**Department of Social Services**

# Corporate Plan

**2021–22**

Covering reporting period 2021–22 to 2024–25



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# Secretary's foreword

I am pleased to present the Department of Social Services' (the department) 2021-22 Corporate Plan (the Plan), which covers the reporting period 2021-22 to 2024-25.

The Plan is the department's primary planning document and outlines the significant activities, programs and key outcomes that we will deliver and the expected performance required by the department.

In preparing the Plan, we have considered the ongoing challenges for the country and the significant challenges COVID-19 continues to present to individuals and families across Australia. The department will need to remain flexible in order to meet the various challenges and all emerging issues.

The department is responding in a number of ways to assist the Australian Government to achieve its objectives. Key focus areas in the Plan include:

- delivering services to support the economic recovery from the coronavirus pandemic.
- designing and delivering policy solutions, including making social security payments to Australians through Services Australia.
- contributing towards the reduction in violence against women and their children through the National Plan.
- improving financial skills and capabilities through Financial Wellbeing and Capability, Emergency Relief and the Cashless Debit Card.
- continuing to support survivors of institutional child sexual abuse through the National Redress Scheme.
- providing disability support under the National Disability Insurance Scheme (NDIS) and streamlining arrangements for care and support sector, including aligning worker screening arrangements across the NDIS, aged care, and veterans' care.
- reforming the Disability Employment Services (DES) Program to align with the new employment services model for jobseekers.
- extending the Government's funding to Social and Community Services workers in the housing and homelessness sectors through the states and territories, to deliver critical front-line services to individuals and households in insecure housing or experiencing homelessness.
- funding eligible organisations through the Safe Places program to provide new or expanded emergency accommodation for women and children escaping family and domestic violence.

We are committed to engaging with third parties, key peak bodies, and states and territories in the development and delivery of Australia-wide policy solutions.

I look forward to working with our Portfolio Ministers and Assistant Ministers, their staff, portfolio agencies, external partners, and stakeholders to deliver the outcomes set out in this Corporate Plan.



# Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services present the 2021–22 Department of Social Services Corporate Plan (the Plan), which covers the period 2021–22 to 2024–25, as required under paragraph 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). The Plan is prepared in accordance with the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule). This Plan has been compiled for the 2021–22 financial year.

**Ray Griggs AO CSC**  
Secretary

August 2021

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# Acknowledgment of Country

The department acknowledges the traditional country throughout Australia on which we gather, live, work and stand. We acknowledge all traditional custodians, their Elders past, present and emerging and we pay our respects to their continuing connection to their culture, community, land, sea and rivers.

## Our mission

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

## Our purpose

Our purpose is to improve the economic and social wellbeing of individuals and families in Australian communities, which we achieve through the implementation of a range of government policies, programs, services, and payments.

The department's responsibilities as set out in the Administrative Arrangement Orders, are:

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

The following sections provide further information about each of these outcomes.

## Our outcomes

Our purposes are delivered under four outcomes areas, including:

### Outcome 1 – Social Security

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

### Outcome 2 – Families and Communities

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

## Outcome 3 – Disability and Carers

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

## Outcome 4 – Housing and Homelessness

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

# Our operating context

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

The department continues to play a key role in providing advice to government and implement responses to the COVID-19 pandemic and natural disasters to support individuals and families in Australian communities.

Additionally, the department continues to provide a range of services and payments that assist families, children and older people, provide a safety net for those who cannot fully support themselves, enhance the wellbeing of people with high needs, and assist those who need help with care.

To respond to some of the urgent environmental factors, we will divert certain members of our workforce including specialist surge teams, to respond urgently in situations requiring social security assistance from the Government.

We work closely with our portfolio agencies, Australian Government agencies, state and territory governments, relevant organisations, and the community. This is crucial as the delivery of our outcomes is a shared responsibility in a complex policy environment.

Engagement and strong working relationships with our stakeholders and the broader community ensures our work in policy development, program delivery, services, and evaluation is examined and reflects the needs of the community, our stakeholders, and the recipients of social services.

We have a number of portfolio agencies who are our essential partners in meeting our policy, program, and service delivery responsibilities to achieve desired outcomes for the Australian Government and the community. We also have key stakeholder relationships with the business sector and community organisations in the delivery of our policies and programs.

## Portfolio agencies

The department is established as a Department of State under the Administration Arrangements Order. We deliver our key services through our portfolio agencies.

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

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

# Our priorities

The department's enduring focus is on providing:

- **Quality policy advice** – providing timely, evidence based, social policy advice to our Ministers and the broader government with a focus on ensuring the long-term sustainability of the welfare system.
- **Effective program design and management** – ensuring government policies and programs achieve intended outcomes through effective program planning, design, implementation, ongoing monitoring and evaluation.
- **People, culture, and performance** – building a productive, safe, diverse, and respectful workplace, effectively managing risks and resources, and ensuring we have the capability to deliver government priorities now and into the future.

# Our values

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

# Our workplace behaviours

Our workplace behaviours are expressions of our commitment to making a difference.

We are:

- **Action-oriented** – we have a bias for action and achieving outcomes.
- **Builders of cooperative relationships** – we work with internal and external stakeholders to achieve results.
- **Curious** – we listen, learn, see opportunities and adapt.
- **Decisive** – we progress issues in a timely manner and are accountable to ensure closure.



# Our capabilities

Our people lie at the heart of the department's success and its future. We are focused on enabling and developing our people so they can maximise their contribution in our complex operating environment.

We invest in continuous learning across a range of skills relating to policy, program, service delivery, and professional corporate streams. Professional development includes a mix of experiential learning and formal training.

Operational workforce planning is aligned with annual business and risk planning, enabling senior leaders to manage their workforce capability and capacity at a local level.

We are an inclusive department with many committees, networks, and resources to ensure that we foster a truly diverse and inclusive workforce. Our four workforce themes are:

- Inclusion: A safe and inclusive workplace that reflects the diversity of the Australian community
- Leadership: We will support purpose driven leadership, promote higher levels of leadership engagement and model the department's workplace behaviours and APS standards
- Adaptability: An adaptive and responsive workforce
- Capability: Building workforce capability for now and the future.

The safety and wellbeing of our team is crucial. Reinforcing a strong and consistent safety culture is a key part of organisational performance.

Our ability to deliver timely and high-quality policy advice to governments is key to our effectiveness as an organisation. The department will continue to focus on building and refining our policy capability to meet the needs of government and of the Australian people.

The department has a range of Action Plans aimed at supporting our workforce, including the Reconciliation Action Plan 2021–2024, the Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy 2020–2024, the Aboriginal and Torres Strait Islander Workforce Action Plan, the Diversity and Inclusion Action Plan and the department's Workforce Strategy.



## Performance data development and evaluation

We bring together a range of data and information sources to inform policy development and enable evidence-based decision making. This involves the collection of performance data through the Data Exchange, analytical approaches to complex policy questions, and using evaluation findings to report on program performance. This approach is designed to gather performance information in a manner proportional to government investment and capitalise on all available sources of data to examine appropriateness, efficiency, and effectiveness of programs.

Our focus on performance data and evaluation over the next four years is to:

- establish a Chief Data Officer role and update our policies, overarching Data Strategy, and Analytics Forward Work Program
- invest in data development and integration for payment and program administrative data. This investment includes exploring data sharing opportunities with state and territory jurisdictions where relevant
- explore and participate in cross-government initiatives related to data, analytics, capability development, and evaluation across the Australian Public Service, such as the Data Professional Stream
- focus on the collection and reporting of outcomes data through the Data Exchange. The Data Exchange is the department's program performance reporting system where funded organisations report their service delivery information and demonstrate the outcomes being achieved by their clients as a result of receiving services. Outcomes data is critical in understanding the impact programs are having on the lives of individuals, their families, and communities. We aim to increase the number of organisations reporting outcomes data and outcomes assessments reported for clients. More information on the Data Exchange system is available at <https://dex.dss.gov.au/>
- build data literacy and capability across policy and program areas consistent with our Workforce Strategy.

These foundations support us to develop the capability to extract greater value from performance information through:

- bespoke insights through intensive analytical activity, including through the application of actuarial approaches
- evaluation projects to triangulate information sources, including rigorously collected qualitative data, to draw evaluative conclusions
- self-service reporting for efficient, reliable, and repeatable extraction of critical performance information.

# Risk oversight and management

## Our risk framework

Our risk framework enables us to provide consistent and effective identification, assessment, and proportional response to risk to support achievement of our purpose. It provides oversight and supports staff in the department to meet their duties under Section 16 of the *Public Governance, Performance and Accountability Act 2013 (PGPA Act)* and the Commonwealth Risk Management Policy.

The risk framework serves to inform the decision-making process on how we design, implement, monitor, and continually improve risk management. It provides clear responsibilities for all our staff to manage and report on risk.

## Our risk management

Effective risk management is fundamental to ensuring we are able to deliver on the Government's priorities for our department. Working in an environment where third parties deliver our programs requires us to understand how best to manage shared risks. As a result, we require the right evidence, at the right time, to make sound management decisions regarding the development, implementation and oversight of policy outcomes.

Risk management is governed by legislation and regulation that includes: Section 16 of the PGPA Act, the Commonwealth Risk Management Policy, and the Australian and New Zealand accepted international standard ISO31000:2018 Risk Management—Guidelines.

Senior governance committees, such as the Executive Management Group, Implementation Committee, Audit Committee, and the Policy and Evaluation Committee oversee the approach and effectiveness of our risk framework and make decisions about enterprise risks.

Internal audit provides independent oversight and assurance that our internal controls are fit for purpose and operating in an efficient, effective, economical, and ethical manner. Continual improvement of our control environment and strengthening of our systems and processes ensures we are able to effectively manage current risks and issues whilst adapting to new or emerging challenges as they arise.

The enterprise risks are reviewed annually to assess currency, relevance, and the status of the key controls and progress of treatment actions. This review process informs senior governance committees to ensure senior executive oversight and appropriate management action. The risk review process is also aligned to our corporate planning cycle to strengthen the management of risk by integrating risk into our governance and enterprise planning models, thereby ensuring management of risk is incorporated into decision-making at all levels.

## Our risk culture

We are focused on increasing our capability and capacity to manage risk and fostering a positive risk culture. A key lever in integrating risk into our work is through our planning and performance framework (outlined in the Performance section of this Corporate Plan). Our risk planning helps us prioritise our business deliverables and helps us to develop an evidence-base and make decisions about future actions. This process is a critical input into the planning and determination of our corporate priorities as it allows critical risks to be managed and monitored while ensuring our controls and treatments are adequate and effective.

This information is used to provide analysis to our Secretary and senior executives to support the strategic management of the department's risks and shared risks.

Over the next four years we will continue to develop and mature our online risk training that helps departmental staff and contractors further engage with risk and apply best practice. Our risk appetite is outlined in our risk framework and will continue to be further enhanced through an integrated approach to business and project planning.

## Our enterprise risks and mitigation statements

Our risk framework has effective mitigation strategies built in to allow us to test key controls and escalate risks as required. This process is linked to our six enterprise risks and has oversight from senior executives to enable ongoing management of treatments.

We have six risks at the enterprise level. The department's Executive Management Group has identified these enterprise risks as potential threats to achieving our mission, purpose and priorities. These risks are strategic in nature and cut across our organisational boundaries. Managing these risks requires oversight by our executives and Executive Committees to ensure we take an integrated approach to treating them.

Below are our enterprise risks and mitigations.

CATEGORY	ENTERPRISE RISKS	MITIGATIONS
Delivery	<ul style="list-style-type: none"> <li>▪ Inability to provide quality policy advice and implement Government priorities.</li> <li>▪ Inability to anticipate or respond to fiscal and the economic environment.</li> </ul>	<ul style="list-style-type: none"> <li>▪ We continue to implement government priorities in line with legislation, frameworks and guidance to deliver against our four outcomes.</li> <li>▪ Engage with policy experts in the academic sector to understand public policy impacts at a system level.</li> <li>▪ Further enhance a DSS Risk Management Framework and use Enterprise Risk Stewards to further educate staff about risk.</li> <li>▪ Further enhance the Business Planning Framework to better integrate priorities, projects and performance to ensure the most effective and efficient allocation of our people, resources and effort.</li> </ul>
People and Capability	<ul style="list-style-type: none"> <li>▪ Inability to manage workforce requirements including capability, safety and wellbeing.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Implement and monitor the DSS Workforce Strategy that sets direction and priorities to support and develop our people.</li> <li>▪ Continue to cultivate the application of the DSS Leadership Behaviours through embedding the leadership and management craft into development programs.</li> <li>▪ Continue to mature diversity and inclusion efforts through a new Action Plan and our Senior Executive diversity champions.</li> <li>▪ Implement the APS Mental Health and Wellbeing Framework into the department to support health and wellbeing initiatives already in place.</li> </ul>
Policy and Data	<ul style="list-style-type: none"> <li>▪ Ineffective integration between policy, program, delivery and evaluation.</li> <li>▪ Inability to maintain system, data or payment integrity.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continue to grow the use of data to deliver on evaluations, insights and to inform policy and program improvements.</li> <li>▪ Develop a Department Data Strategy and Evaluation, Research and Analytics Forward Work Program, including establishing a DSS Chief Data Officer.</li> <li>▪ Continue to build on oversight of payment delivery through the Business Management Arrangements and the Random Sample Survey to provide assurance on payment integrity with Services Australia, including the development of a similar arrangement for NDIA.</li> </ul>
Relationships and Influence	<ul style="list-style-type: none"> <li>▪ Inability to influence and oversight third parties in critical sectors.</li> </ul>	<ul style="list-style-type: none"> <li>▪ We demonstrate shared benefit of collaboration through partnership approaches with the sectors, including for example disability providers in relation to the NDIS and grant providers.</li> <li>▪ We have a credible network of state footprints with the local community sector which we will continue to develop and grow.</li> </ul>

# Our performance

The Corporate Plan is our primary planning document and it integrates our outcomes, performance, priorities, and workplace values.

The detailed group business plans and individual performance plans cascade down from the Corporate Plan which allows the department to have a clear line of sight between our strategic objectives and performance. We measure and assess performance in contributing to government policy objectives through the lens of the four outcomes.

We deliver a number of programs, each designed to contribute to the achievement of the four outcomes. These are monitored, and their performance tracked, to ensure our efforts remain aligned to our purpose of improving the wellbeing of individuals and families in Australian communities. Our approach to planning and performance is outlined in the diagrams below.

In 2020-21, we reviewed and revised our approach to measuring performance which is reflected in the performance framework below. Our performance measures are established in a way that accurately and verifiably measure our achievement of the outcomes and purposes through the delivery of our key activities. The targets set out for 2021–22, outlined in this Plan, will be reviewed each year.

We have further enhanced the underlying performance methodology, data sources, and risk controls to ensure outcomes are achieved in accordance with the requirements of the PGPA Rules. We utilise payment and program administrative data for assessing the achievement of targets. Services Australia and the National Disability Insurance Agency (NDIA) agencies are a key data source as they administer payments and have service delivery responsibilities for social security policy. We also collaborate with state and territory jurisdictions on the delivery of some programs.

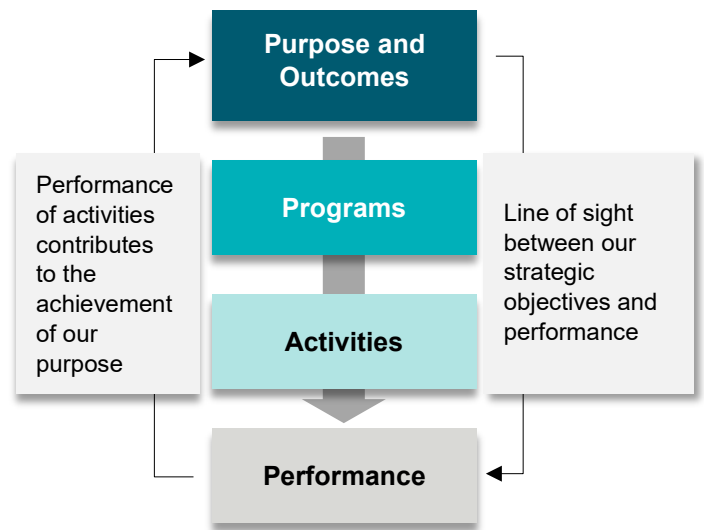
Our programs and policies focus on whole of Australian community outcomes aligned with government priorities. While the performance measures are designed to assess the success of the activities in achieving our purposes, we recognise there are a range of factors, external to the department's control,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

To understand our complete performance status, performance criteria, and indicators should be read along with financial and performance information published in the 2021–22 Portfolio Budget Statements (PBS). The results of the department's performance will be published in the 2021–22 Annual Performance Statement within the Annual Report.

## DSS planning and reporting framework

Department Purposes and Outcomes	
Planning Process	Review & Reporting Process
Portfolio Budget Statements	Annual Performance Statement / Annual Report
Corporate Plan	
Stream / Group Business Plans	Review of Group Business Plans
Individual Performance Plans	Mid-cycle and end cycle performance reviews

## DSS performance framework



# Outcome 1: Social Security

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

## Environment

The social security system promotes self-reliance while providing adequate support for those who need it.

The sustainability of the social security system and the capacity of people to achieve and maintain financial self-reliance throughout their lives relies on many factors, some beyond the direct influence of our department. These factors include labour market conditions, availability and alignment of education and job opportunities, and increasing life expectancy. We work in close partnership with other Australian Government agencies to deliver an efficient and effective social security system.

We focus on the implementation of social services policies through the range of life event payments administered by Services Australia. The beneficiaries of these payments are Australians who are eligible for, and in need of, support at some point in their lives. We are focused on supporting Australians through the COVID-19 pandemic by ensuring the social security system remains responsive and flexible.

## Programs and activities

Outcome 1 comprises seven programs and a number of activities contributing to the achievement of the social security outcome.

An in-depth description of each of the activities, performance measures, targets, rationale, methodology and outputs are in the Performance Tables Section on the next page.

OUTCOME 1 – SOCIAL SECURITY			
A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.			
Program 1.1 Family Assistance	Program 1.2 Support for Seniors	Program 1.3 Financial Support for People with Disability	Program 1.4 Financial Support for Carers
<b>Key activities</b> <ul style="list-style-type: none"> <li>Family Tax Benefit</li> <li>Child Support Scheme</li> <li>Dad and Partner Pay</li> <li>Parental Leave Pay</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Age Pension</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Disability Support Pension (DSP)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Carer Payment</li> <li>Carer Allowance</li> </ul>
Program 1.5 Working Age Payments	Program 1.6 Student Payments	Cross-Program Rent Assistance	
<b>Key activities</b> <ul style="list-style-type: none"> <li>Job Seeker Payment</li> <li>Youth Allowance (Other)</li> <li>Parenting Payment</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Youth Allowance (Student)</li> <li>Austudy</li> <li>ABSTUDY</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Rent Assistance</li> </ul>	

# Performance Tables Outcome 1: Social Security

## PROGRAM 1.1 FAMILY ASSISTANCE

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

### Key Activity — Family Tax Benefit

The Family Tax Benefit (FTB) is a key activity of the Family Tax Benefit program. The Family Tax Benefit key activity aims to make payments to **eligible low and medium income families** to help with the direct and indirect cost of raising dependent children. It is made up of two parts:

- Family Tax Benefit Part A – is paid per-child and the amount paid is based on the family's circumstances.
- Family Tax Benefit Part B – is paid per-family and gives extra help to single parents and some couple families with one main income. Family Tax Benefit can be paid either fortnightly or as a lump sum at the end of the financial year.

Families who are eligible for Family Tax Benefit may also be eligible for other payments and supplements. Family Tax Benefit Part A recipients also have to meet immunisation and health check requirements.

**The department** is responsible for designing and implementing the Family Tax Benefit key activity, including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering the Family Tax Benefit key activity on the department's behalf, including managing applications and making payments.

### Performance Measure

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

Target	2021–22	2022–23	2023–24	2024–25
◆ Payment targeted to low income families (67 per cent of support received by families under the FTB lower income free area).	≥ 67 %	≥ 67 %	≥ 67 %	≥ 67 %

### Rationale

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

Targeting *67 per cent of total payments are provided to low-income families*, demonstrates the **effectiveness** of the key activity by showing the extent to which families with lower incomes are supported in comparison to the support provided to medium-income families. The intent of the policy is for low-income families to receive the majority of assistance provided by the Government under this program.

### Methodology

The number of *families with lower incomes supported through Family Tax Benefit* is calculated using the total number of Annual Family Tax Benefit recipients. The Annual Family Tax Benefit recipients are categorised by annual family adjusted taxable income:

- equal to, or less than, the Lower Income Free Area (low-income families)
- greater than the Lower Income Free Area.

This is used to evaluate the per cent of support, measured in entitlement amounts, that is received by those families with income under the Family Tax Benefit Lower Income Free Area.

The **data source** used for this calculation is Services Australia administrative data.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy



## PROGRAM 1.1 FAMILY ASSISTANCE

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

### Key Activity — Child Support Scheme

The Child Support Scheme is a key activity of the Family Tax Benefit program and aims to ensure **children** continue to receive an appropriate level of support from their parents following separation.

**The department** is responsible for the administration of the child support legislation and works to develop and improve child support policy to enable more effective delivery of the Scheme by Services Australia. **Services Australia** delivers the scheme and provides services to parents and carers. Services Australia assists parents to apply for a child support assessment and facilitates the collection and transfer of child support payments. Where payments are not made voluntarily, Services Australia has a range of powers to enforce the collection of child support.

Child support payments are calculated according to an administrative formula that uses an income shares approach and is based on research into the cost of raising children in Australia. Child support payments can be transferred privately, or Services Australia can collect and transfer the payments on parents' behalf.

Child support payments and Family Tax Benefit Part A are closely linked. To receive more than the base rate of Family Tax Benefit Part A, separated parents who are entitled to apply for child support are required to apply for a child support assessment through Services Australia, even if parents arrange the transfer of their child support payments privately with the other parent. This is known as the **Maintenance Action Test (MAT)**. A parent who is a payer in a child support case is considered to be meeting the requirement to take reasonable action for maintenance.

### Performance Measure

Extent to which separated parents in the child support system are supporting their children.

Target	2021–22	2022–23	2023–24	2024-25
◆ At least 85 per cent of Family Tax Benefit children of separated parents meet the maintenance action test requirements.	≥ 85 %	≥ 85 %	≥ 85 %	≥ 85 %

### Rationale

Measuring the *extent to which separated parents in the child support system are supporting their children* aims to demonstrate that the Child Support Scheme supports separated parents provide an appropriate level of financial support to their children. This measure demonstrates the **effectiveness** of the Child Support Scheme in achieving the objective of the key activity: *children continue to receive an appropriate level of financial support from their parents following separation*.

Targeting *85 per cent of Family Tax Benefit children of separated parents that meet the maintenance action test requirements*, demonstrates the **effectiveness** of the key activity by showing:

- The proportion of children of separated parents in the Family Tax Benefit system who are receiving child support from separated parents (i.e. those who meet the Family Tax Benefit Maintenance Action Test requirements).
- A significant per cent of these children continue to receive financial support from their parents following separation.

### Methodology

The number of *Family Tax Benefit children of separated parents that meet the MAT requirements* is based on the number of children subject to the MAT that:

- are exempt from meeting MAT requirements
- meet MAT requirements.

The percentage is calculated as the number of children that are exempt from the MAT, plus the number of children that satisfy the MAT, as a proportion of all children subjected to the MAT.

The **data source** used for this calculation is Services Australia Family Tax Benefit administrative data.

### Program Outputs

- Number of cases

## PROGRAM 1.1 FAMILY ASSISTANCE

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

### Key Activity — Parental Leave Pay

Parental Leave Pay is a key activity of the Family Assistance program. Parental Leave Pay aims to provide financial support to help eligible **working parents (usually birth mothers)** spend more time at home with a new baby or recently adopted child to enhance the health and development of mothers and their children. It also aims to encourage women's workforce participation and help employers retain skilled staff. Parental Leave Pay provides eligible primary carers with up to 18 weeks of pay at the rate of the national minimum wage. To be eligible for Parental Leave Pay, a claimant must meet the scheme's work test, income test, and residency test.

**The department** is responsible for designing and implementing Parental Leave Pay, including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering Parental Leave Pay on the department's behalf, including managing applications and making payments.

### Performance Measure

Extent to which parents take Parental Leave Pay.

Target	2021–22	2022–23	2023–24	2024–25
◆ 95 per cent of eligible Parental Leave Pay families access payment.	≥ 95 %	≥ 95 %	≥ 95 %	≥ 95 %

### Rationale

Measuring the *Extent to which parents take Parental Leave Pay* aims to demonstrate that parents are financially assisted to take time off work following the birth or adoption of a child. This measure demonstrates the **effectiveness** of Parental Leave Pay in achieving the objective of the key activity: *To provide financial support to help eligible working parents (usually birth mothers) spend more time at home with a new baby or recently adopted child to enhance the health and development of mothers and their children.*

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

### Methodology

Eligibility is defined as Paid Parental Leave families that receive Paid Parental Leave payments. Access is defined as the receipt of the payment for the entire 18-week period for which the payment is available.

The percentage is calculated as *the number of Parental Leave Pay recipients that took the full 18 weeks Parental Leave Pay* as a proportion of the *total number of Parental Leave Pay recipients whose payments were finalised during the year.*

The **data source** used for this calculation is Services Australia administrative data.

### Program Outputs

- Administered outlays
- Number of recipients

## PROGRAM 1.1 FAMILY ASSISTANCE

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

### Key Activity — Dad and Partner Pay

Dad and Partner Pay is a key activity of the Paid Parental Leave program. Dad and Partner Pay aims to provide financial support to help eligible **fathers and partners** increase the time they take off work around the time of the birth or adoption, to create further opportunities to bond with their child, to allow fathers and partners to take a greater share of caring responsibilities and support their partners from the beginning. Dad and Partner Pay provides eligible working dads or partners with up to two weeks' pay at the rate of the national minimum wage. To be eligible for Dad and Partner Pay, a claimant must meet the scheme's work test, income test, and residency test.

The department is responsible for designing and implementing Dad and Partner Pay, including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering Dad and Partner Pay on the department's behalf including managing applications and making payments.

### Performance Measure

Extent to which parents take Dad and Partner Pay.

Target	2021–22	2022–23	2023–24	2024–25
◆ 95 per cent of eligible Dad and Partner Pay claimants access payment.	≥ 95 %	≥ 95 %	≥ 95 %	≥ 95 %

### Rationale

Measuring the *Extent to which parents take Dad and Partner Pay* aims to demonstrate that fathers and partners are financially assisted to increase the time they take off work around the time of the birth or adoption. This measure demonstrates the **effectiveness** of Dad and Partner Pay in achieving the objective of the key activity: *To provide financial support to help eligible fathers and partners to increase the time they take off work around the time of the birth or adoption.*

Targeting *95 per cent of eligible Dad and Partner Pay claimants that access the payment* demonstrates the **effectiveness** of the key activity by showing the proportion of eligible fathers and partners that access the Dad and Partner Pay payment, for the full two-week period for which the payment is available.

### Methodology

Eligibility is defined as Dad and Partner Pay claimants who receive the Dad and Partner Pay payment. Access is defined as the receipt of the payment for the entire two week period for which the payment is available.

The percentage is calculated as the *number of Dad and Partner Pay claimants that took the full two weeks* as a proportion of the *total number of Dad and Partner Pay claimants whose payment was finalised during the year.*

The **data source** used for this calculation is Services Australia administrative data

### Program Outputs

- Administered outlays
- Number of recipients

## PROGRAM 1.2 — SUPPORT FOR SENIORS

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

### Key Activity — Age Pension

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

**The department** is responsible for designing and implementing the key activity including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering the key activity on the department's behalf including managing applications and making payments.

### Performance Measure

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

Target	2021–22	2022–23	2023–24	2024–25
◆ 75 per cent or below of people of Age Pension age are supported by the Age Pension or other income support.	≤ 75 %	≤ 75 %	≤ 75 %	≤ 75 %

### Rationale

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

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

- Funding is targeted to senior Australians with low to moderate means to maintain their financial wellbeing, in a manner that encourages self-reliance during retirement
- The remaining proportion of senior Australians not receiving a payment can fully support themselves due to the level of their income and assets, consistent with the objective of self-reliance.

### Methodology

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

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

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

The percentage is calculated as the *number of people supported by the Age Pension or other income support* as a proportion of *the number of people over pension age*.

The **data sources** used for this calculation are:

- Services Australia administrative data
- DVA administrative data

Australian Bureau of Statistics data – National State and Territory Population Statistics.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

## PROGRAM 1.3 — FINANCIAL SUPPORT FOR PEOPLE WITH DISABILITY

To financially assist eligible people with disability.

### Key Activity — Disability Support Pension (DSP)

The Disability Support Pension is a key activity of the Financial Support for People With Disability program and aims to make payments to eligible people with disability who cannot fully support themselves.

The Disability Support Pension is an income support payment paid fortnightly, for people who are unable to work due to permanent physical, intellectual, or psychiatric impairment. People with a profound or severe disability are defined as those people needing help or assistance in one or more of the three core activity areas of self-care, mobility, and communication because of disability, long-term health condition (lasting six months or more) or old age.

The department is responsible for designing and implementing the Disability Support Pension, including setting policy, guidelines, eligibility criteria, and legislation. Services Australia is the primary portfolio agency responsible for administering the Disability Support Pension on the department's behalf, including managing applications and making payments.

### Performance Measure

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

Target	2021–22	2022–23	2023–24	2024–25
◆ 90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

### Rationale

Measuring the *extent to which people of working age with a profound or severe disability are paid Disability Support Pension* aims to demonstrate that eligible people with disability who cannot fully support themselves are being financially assisted. This measure demonstrates the **effectiveness** of the Disability Support Pension in achieving the objective of the key activity: *To make payments to eligible people with disability who cannot fully support themselves.*

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

- A significant per cent of the eligible people with a severe disability who are unable to support themselves are in receipt of financial support
- Funding is targeted to financially assist people with disability who are unable to support themselves to achieve financial independence

### Methodology

The number of *People receiving Disability Support Pension* is based on the number of people receiving Disability Support Pension aged 16–64 inclusive who are severely or profoundly disabled.

The number of *People with a profound or severe disability of working age* is based on the number of Australians who are severely or profoundly disabled between the age of 15–64.

The percentage is calculated as the *number of people receiving Disability Support Pension aged 16-64 inclusive* as a proportion of *the number of Australians who are severely or profoundly disabled between the age of 15-64.*

The **data sources** used for this calculation are:

- Services Australia administrative data.
- Australian Bureau of Statistics Survey – Disability, Ageing and Carers Australia.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

## PROGRAM 1.4 — FINANCIAL SUPPORT FOR CARERS

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

### Key Activity — Carer Payment, Carer Allowance

The Carer Payment and Carer Allowance are key activities of the Financial Support for Carers program and provide financial assistance to eligible **carers of people with disability or a severe medical condition**.

**Carer Payment** aims to make payments to eligible carers of people with disability or a severe medical condition. Carer Payment may be paid where the constant care a carer provides to a child (under 16 years) and/or adult (16 years and over) with a disability or medical condition, prevents them from supporting themselves through paid employment. Carer Payment recipients automatically qualify for a Pensioner Concession Card and short term or episodic carers a Health Care Card. Carer Payment is income and assets tested and paid at the same rate as other social security pensions. Carer Payment recipients may also qualify for Carer Allowance.

**Carer Allowance** aims to provide an income supplement to people who provide daily care and attention in a private home to a person with disability or a severe medical condition. Carer Allowance is a fortnightly payment for carers who provide daily care and attention to a child (under 16 years) or an adult (over 16 years).

**The department** is responsible for designing and implementing the Carer Payment and Carer Allowance including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering the Carer Payment and Carer Allowance on the department's behalf including managing applications and making payments.

### Performance Measure

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

Target	2021–22	2022–23	2023–24	2024–25
◆ 70 per cent of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.	≥ 70 %	≥ 70 %	≥ 70 %	≥ 70 %

### Rationale

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

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

### Methodology

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

The number of primary carers in Australia is based on the Australian Bureau of Statistics – Survey of Disability, Ageing and Carers.

The percentage is calculated as the number of primary carers in Australia that are support as a proportion of the number of primary carers in Australia.

The data sources used for this calculation are:

- Services Australia administrative data.
- Australian Bureau of Statistics– Survey of Disability, Ageing and Carers.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

## PROGRAM 1.5 — WORKING AGE PAYMENTS

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

### Key Activity — Job Seeker Payment, Youth Allowance (Other), Parenting Payment

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

Working age payments assist people who are temporarily unable to support themselves through work or who have a limited capacity to work due to disability or caring responsibilities as well as bereaved partners. Eligibility for payments is targeted with means testing and supplementary payments available where people have additional costs, ensuring that assistance is directed to those with the greatest need. Recipients who have the capacity to work are required to actively seek work and may be required to attend training or work experience to improve their job prospects.

- **Jobseeker Payment** aims to provide the main income support payment for eligible **people aged between 22 years to Age Pension qualification age** who are looking for work, who temporarily cannot work or study because of an injury or illness, or bereaved partners in the period immediately following the death of their partners.
- **Parenting Payment** aims to provide an income support payment for **single parents, partnered parents, or guardians** with parenting responsibilities for a young child and provides them with incentives to increase workforce participation.
- **Youth Allowance (Other)** – aims to make payments to eligible **young people 16–21 years of age** who are looking for full time work or undertaking approved activities.

**The department** is responsible for designing and implementing the key activities including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering the key activities on the department's behalf including managing applications and making payments.

### Performance Measure

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

Target	2021–22	2022–23	2023–24	2024–25
◆ Changes in recipient numbers align with movements in the unemployment rate.	Recipient numbers and unemployment rate are positively correlated	Recipient numbers and unemployment rate are positively correlated	Recipient numbers and unemployment rate are positively correlated	Recipient numbers and unemployment rate are positively correlated

### Rationale

Measuring the *Extent to which payments are made to, or with respect to, people unable to fully support themselves* aims to demonstrate that people who are temporarily unable to support themselves through work or have a limited capacity to work due to disability or caring responsibilities, are assisted financially. This measure demonstrates the **effectiveness** of the Jobseeker Payment, Parenting Payment & Youth Allowance (Other) in achieving the objectives of the key activities: *To financially assist people who are temporarily unable to support themselves through work or have a limited capacity to work.*

Targeting *changes in recipient numbers align with movements in the unemployment rate* demonstrates the **effectiveness** of the key activities, by showing that those leaving the temporary payments can support themselves through work or have capacity to work.

### Methodology

The *number of people supported by working age payments* is calculated using the number of recipients of:

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

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

The department compares monthly combined recipient figures with the seasonally adjusted unemployment rate. A comparative check is conducted, evaluating if both datasets are trending in the same direction. The number of recipients on a payment and the ABS unemployment rate are positively correlated if both are moving in a similar direction over the course of the financial year.

The **data sources** used for this calculation are:

- Services Australia administrative data.
- Australian Bureau of Statistics, Labour Force Survey - Seasonally adjusted unemployment rate.

## PROGRAM 1.5 — WORKING AGE PAYMENTS

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

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy



## PROGRAM 1.6 — STUDENT PAYMENTS

To support eligible students whilst they undertake education and training, so that they can gain employment.

To increase access and participation by Indigenous Australian students in secondary and tertiary education and accelerate their educational outcomes.

### Key Activity — Youth Allowance (Student), Austudy, ABSTUDY

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

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

The department is responsible for designing and implementing the key activities including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering the key activities on the department's behalf including managing applications and making payments.

### Performance Measure

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

Target	2021–22	2022–23	2023–24	2024–25
◆ The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments aligns with movements in the unemployment rate.	Changes in exit rates are proportional to changes in unemployment rate	Changes in exit rates are proportional to changes in unemployment rate	Changes in exit rates are proportional to changes in unemployment rate	Changes in exit rates are proportional to changes in unemployment rate

### Rationale

Measuring the *extent to which payment recipients have improved financial self-reliance* aims to demonstrate that students receive income support and other financial assistance to achieve growth in skills, qualifications, and productivity and have improved self-reliance. This measure demonstrates the **effectiveness** of ABSTUDY, Austudy and Youth Allowance (Student) in achieving the objectives of the key activities: *Recipients have improved financial self-reliance*.

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

### Methodology

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

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

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

The department compares the proportion of recipients exiting student payments and not on income support after 3/6/12 months, with the annual average of the seasonally adjusted unemployment rate. A comparative check is conducted, evaluating if movements in the datasets have an inverse relationship. Positive growth in exits from student payments not receiving income support would align with a decrease in the unemployment rate, and vice versa.

The **data sources** used for this calculation are:

- Services Australia administrative data
- Australian Bureau of Statistics, National Accounts - Labour Force Australia.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

## OUTCOME 1 CROSS PROGRAM — RENT ASSISTANCE

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

### Key Activity — Rent Assistance

Rent Assistance aims to provide a supplementary payment added to the pension, allowance, or benefit of eligible **income support recipients and families renting** in the private rental market and community housing. Individuals receiving the following payments may be eligible for Rent Assistance:

- Age Pension, Carer Payment or Disability Support Pension
- ABSTUDY Living Allowance, Austudy or Youth Allowance
- Widow Allowance
- Partner Allowance or Special Benefit
- Family Tax Benefit (FTB) – Part A, at more than the base rate
- Parenting Payment, partnered and single
- JobSeeker Payment or Farm Household Allowance.

**The department** is responsible for designing and implementing Rent Assistance including setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering Rent Assistance on the department's behalf including managing applications and making payments.

### Performance Measure

Extent to which income support or family payment recipients are assisted with the costs of renting private and community housing.

Target	2021–22	2022–23	2023–24	2024–25
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.	≥ 25 % lower	≥ 25 % lower	≥ 25 % lower	≥ 25 % lower

### Rationale

Measuring the *extent to which income support or family payment recipients are assisted with the costs of renting private and community housing* aims to demonstrate that most Australians receiving income support or family assistance payments renting privately or living in community housing are relieved from rental stress. This measure demonstrates the **effectiveness** of Rent Assistance in achieving the objective of the key activity: *To provide a supplementary payment added to the pension, allowance or benefit of eligible income support recipients and families renting in the private rental market and community housing.*

Targeting *the proportion of rent assistance recipients experiencing rental stress after receipt of Rent Assistance is at least 25 percentage points lower than it would be without Rent Assistance* demonstrates the **effectiveness** of the key activity by showing a significant proportion of *people who cannot fully support themselves are supported* with the costs of renting.

### Methodology

Rental stress is defined as a rent assistance recipient paying more than 30 per cent of their household income on rent. The proportion of *individuals and families experiencing rental stress after receipt of Rent Assistance* is calculated using:

- Percentage of Rent Assistance recipients paying more than 30 per cent of their income in rent excluding Rent Assistance
- Percentage of Rent Assistance recipients paying more than 30 per cent of their income in rent including Rent Assistance.

The **data source** used for this calculation is the Department of Social Services Housing Data Set.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

# Outcome 2: Families and Communities

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

## Environment

We support families and children to improve their wellbeing throughout their lives by responding to specific needs and encouraging independence and participation in the community.

Family and community functioning, and the capacity of individuals to improve their personal circumstances, are influenced by a complex array of external circumstances and social norms, as well as personal aspirations and motivations.

We provide assistance through grants, procurements, subsidies, and ongoing collaboration. We often work with third party providers to deliver services and achieve outcomes for vulnerable Australians. Different sectors and demographics in our client base mean that engagement with a wide range of stakeholders is critical to ensure targeted support.

Parenting, relationship, and financial management skills also contribute to positive outcomes for families and children.

## Programs and activities

Outcome 2 comprises one program underpinned by a number of activities that seek to contribute to stronger and more resilient individuals, children, families and communities. The table below depicts how this purpose is translated into measurable activities.

An in-depth description of each of the activities, performance measures, targets, rationale, methodology and outputs are in the Performance Tables Section on the next page.

<b>OUTCOME 2 – FAMILIES AND COMMUNITIES</b>	
Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports	
<b>Program 2.1</b>	
<b>Families and Communities</b>	
<b>Key activities</b>	
<ul style="list-style-type: none"><li>▪ Families and Children</li><li>▪ Family Safety</li><li>▪ Protecting Australia’s Children</li><li>▪ Financial Wellbeing and Capability</li></ul>	<ul style="list-style-type: none"><li>▪ Volunteering and Community</li><li>▪ Cashless Debit Card</li><li>▪ National Redress Scheme for Institutional Child Sexual Abuse</li></ul>

## Performance Tables Outcome 2: Families and Communities

### PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

#### Key Activity — Families and Children

Families and Children is a key activity of the Families and Communities program and aims to provide services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.

The department is responsible for designing and implementing the Families and Children key activity including designing policy and legislation, and designing and managing grants. The department provides grants to:

- families and children service providers and families
- families and communities peak and representative organisations.

**Families and children service providers** deliver early intervention and prevention activities to improve the wellbeing of families and children, including after separation, enhancing family functioning and economic engagement, and strengthening communities.

**Families and communities service improvement peak and representative organisations** inform the Australian Government's social policy to support and encourage the continuous improvement of Government grant funded services.

#### Performance Measure

Extent to which individuals have improved individual and family functioning.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 75 per cent of clients in reporting services have improved family functioning.	≥ 75 %	≥ 75 %	≥ 75 %	≥ 75 %

#### Rationale

Measuring the *extent to which individuals have improved individual and family functioning* aims to demonstrate that Families and Children Service Providers have strengthened family and community functioning. This measure demonstrates the **effectiveness** of Families and Children in achieving the objective of the key activity: *To provide services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.*

Targeting 75 per cent of clients in reporting services have improved family functioning demonstrates the **effectiveness** of the key activity by showing the proportion of clients that received services from Families and Children service providers have improved individual and family functioning.

#### Methodology

Funded service providers conduct a survey with a sample of clients to whom they provide a service. Client Circumstances data is based on a self-assessment of functioning, pre-service to establish a base-line, and post service to record the self-assessed outcome.

The **data source** used for this calculation is the Department of Social Services Data Exchange. Standard Client / Community Outcome Reporting (SCORE) – Family functioning – Client SCORE Circumstances and Client SCORE Goals

#### Performance Measure

Funded organisations' members are satisfied with the support offered to them by these funded organisations.

Target	2021–22	2022–23	2023–24	2024–25
90 per cent of funded organisations' members are satisfied with the support offered to them by these funded organisations.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

#### Rationale

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

Measuring the *Funded organisations' members are satisfied with the support offered to them by these funded organisations* aims to demonstrate that Families and Communities Service Improvement organisations are sufficiently driving and promoting continuous improvement. This measure demonstrates the **effectiveness** of the Families and Children's Service Providers in achieving the objective of the key activity: *To provide services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.*

Targeting *90 per cent of funded organisations' members are satisfied with the support offered to them by these funded organisations* demonstrates the **effectiveness** of the key activity by showing Families and Communities Service Improvement organisations have supported and driven their members to improve.

### Methodology

The department combines the survey results for the Families and Communities Service Improvement organisations for which surveys were received, and formulates an average over all. The proportion of *members satisfied with support* is based on total survey results divided by the number of Families and Communities Service Improvement organisations that provide survey results.

The **data sources** used for this calculation are the member satisfaction surveys conducted by the six Families and Communities Service Improvement organisations.

### Program Outputs

- Administered outlays
- Number of individuals assisted
- Number of organisations contracted or receiving grant funding to deliver services
- Percentage of assisted individuals from priority groups.

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

### Key Activity — Family Safety

Family Safety is a key activity of the Families and Communities program and aims to implement the *National Plan to Reduce Violence against Women and their Children 2010–22* which includes strategies and initiatives by the Commonwealth, state and territory governments.

The department is the lead agency overseeing the National Plan and the Fourth Action Plan of the National Plan. The department is also responsible for designing and implementing national services and national initiatives under the National Plan and Fourth Action Plan. The department's role is to:

- implement 21 initiatives under the Fourth Action Plan and the related legislation and policy
- design, manage, and review grants
- set the national policy agenda according to the direction of the Commonwealth Government
- provide national services that can assist people experiencing family or domestic violence.

The 21 initiatives under the Fourth Action Plan are:

1. accredited training for sexual violence responses
2. additional funding for 1800RESPECT
3. additional Specialised Family Violence Services
4. community awareness and outreach prevention activities
5. community-led prevention projects
6. DV-alert
7. enhancing data and reporting
8. evaluation of Our Watch
9. evaluation of the National Plan
10. extend the Support for Trafficked People program
11. identification of service gaps for people of diverse sexual orientation, gender identity or intersex status
12. keeping Women Safe in their Homes program
13. MensLine Australia's Changing for Good program
14. national Primary Prevention Hub
15. national Media Engagement Project
16. national standards for sexual violence responses
17. research on Fourth Action Plan priorities
18. Safe Places Emergency Accommodation program
19. sexual violence community awareness activities
20. Stop it at the Start campaign
21. university-based learning and development prevention pilot.

State and territory governments are primarily responsible for:

- delivering frontline services including specialist domestic violence services, perpetrator programs, emergency accommodation and generalist services (e.g., health services and family relationships services)
- administering justice and child protection responses through the police and the court system.

The department provides grants to **Family safety service providers** to deliver some of the services and projects under the 21 initiatives of the Fourth Action Plan.

### Performance Measure

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*.

Target	2021–22	2022–23	2023–24	2024–25
<p>◆ 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.</p> <p>*The target beyond 2022-23 will be developed following a new National Plan to end violence against women and children.</p>	Successful implementation of departmental initiatives	To be developed*	To be developed*	To be developed*

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

### Rationale

Measuring the *extent of contribution to a reduction in violence through successful implementation of the National Plan* aims to demonstrate that the department has effectively implemented its initiatives to contribute to a reduction in violence. This measure demonstrates the **effectiveness** of Family Safety in achieving the objective of the key activity: *To implement the National Plan which includes strategies and initiatives by the Commonwealth, state and territory governments.*

Targeting *successful implementation of departmental actions* demonstrates the **effectiveness** of the key activity by showing the extent that the department has contributed to successfully implementing the National Plan.

### Methodology

There is a range of information used to assess the measures relating to the actions or initiatives the department is directly responsible for under the Fourth Action Plan of the National Plan. The majority of this is qualitative information provided by the DSS program or policy area responsible for the particular initiative. Information gathered includes:

- DSS program and policy area advice on the implementation status and progress on their initiatives
- service providers contracted by DSS providing status reports or relevant data as required under a relevant grant or contract.

In some cases, some DSS Fourth Action Plan programs use the department's data and reporting exchange system (DEX) to collect information on grant's delivery services and programs.

### Program Outputs

- Administered outlays
- Number of organisations contracted or receiving grant funding to deliver services

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

### Key Activity — Protecting Australia’s Children

Protecting Australia’s Children is a key activity of the Families and Communities program and aims to implement strategies focused on national efforts to improve the wellbeing of **Australia’s children**.

The **department** is responsible for leading finalisation of the new national children’s strategy – the National Framework for Protecting Australia’s Children 2021 - 2031, which is the successor to the National Framework for Protecting Australia’s Children 2009 - 2020. This includes:

- Drafting the content of the National Framework. This will be done in collaboration with an Indigenous working group to ensure the National Framework aligns with the National Agreement on Closing the Gap.
- Seeking input from, and collaborating with the National Forum for Protecting Australia’s Children on the draft National Framework. The National Forum is a tripartite body that includes representatives from the Australian Government, state and territory governments, key non-government organisations and the National Children’s Commissioner.
- Seeking approval of the National Framework by Commonwealth, state and territory Community Services Ministers, and relevant Commonwealth Ministers.

### Performance Measure

Extent of departmental leadership towards reducing child abuse and neglect.

Target	2021–22	2022–23	2023–24	2024–25
<p>◆ Successful implementation of departmental actions in the National Framework for Protecting Australia’s Children 2021-2031, guided by an agreed implementation plan*.</p> <p>*The agreed implementation plans are expected to be created and endorsed by December 2021.</p>	Successful implementation of departmental actions	Successful implementation of departmental actions	Successful implementation of departmental actions	Successful implementation of departmental actions

### Rationale

Measuring the *extent of departmental leadership towards reducing child abuse and neglect* aims to demonstrate the department has effectively implemented the initiatives it is responsible for to contribute to a reduction in children experiencing abuse and neglect. This measure demonstrates the **effectiveness** of Protecting Australia’s Children in achieving the objective of the key activity: *To implement strategies focused on national efforts to ensure children and young people reach their full potential by growing up safe and supported, free from abuse and neglect.*

Targeting *successful implementation of departmental actions*, demonstrates the **effectiveness** of Protecting Australia’s Children by showing the extent that the department has contributed to successfully implementing the National Framework for Protecting Australia’s Children 2021-2031.

### Methodology

After the implementation plan has been agreed, the monitoring and evaluation plan for the National Framework for Protecting Australia’s Children 2021–2031, and associated data sources, will be outlined in the corresponding 2021–22 Annual Report – Annual Performance Statements. A range of information will be used to assess the measures relating to the actions or initiatives the department is directly responsible for under the National Framework for Protecting Australia’s Children 2021–2031. The majority of this is likely to be qualitative information provided by the department’s program and policy areas responsible for particular initiatives and can be used for both public and internal reporting.



## 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.

### Key Activity — Financial Wellbeing and Capability

Financial Wellbeing and Capability is a key activity of the Families and Communities program. The Financial Wellbeing and Capability key activity aims to provide services and initiatives to provide support **to vulnerable individuals and families** to navigate financial crises, address financial stress and hardship, and increase financial literacy for individuals and families.

The department is responsible for designing and implementing services and initiatives for Financial Wellbeing and Capability. The department's role is:

- design and implement policy
- research and evaluation
- design and management of grants

The department provides grants to **Financial Wellbeing and Capability service providers** to deliver:

- Financial Crisis and Material Aid, including the provision of emergency relief and food relief.
  - Emergency Relief provides immediate financial and/or material support to people in financial crisis.
  - Food Relief increases emergency relief organisations' access to a cost-effective supply of food items which is provided to people in need across Australia.
- Financial Counselling, Capability and Resilience provides financial counselling, financial literacy education, and access to financial services including microfinance products such as low or no interest loans.
  - Commonwealth Financial Counselling helps people in financial difficulty to address their financial problems and make informed choices.
  - Financial Capability services aim to help people build longer-term capability to budget and manage their money better and make informed choices.
  - Financial Resilience offers a variety of financial services and products targeted at financially vulnerable people that helps build self-reliance and provide access to financial products.

### Performance Measure

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

Target	2021–22	2022–23	2023–24	2024–25
◆ At least a 20 per cent reduction in the number of people with multiple requests for emergency relief.	≥ 20 %	≥ 20 %	≥ 20 %	≥ 20 %
◆ At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.	≥ 70 %	≥ 70 %	≥ 70 %	≥ 70 %

### Rationale

Measuring the *Extent to which individuals and families can navigate through financial crisis build financial resilience and reduce vulnerability to financial shock* aims to demonstrate that services and initiatives have provided support to vulnerable individuals and families to navigate through financial crises and reduce vulnerability to financial shock. This measure demonstrates the **effectiveness** of **Financial Wellbeing and Capability** in achieving the objective of the key activity: *To support vulnerable individuals and families to navigate financial crises address financial stress and hardship, and increase financial literacy for individuals and families.*

Targeting *at least a 20 per cent reduction in the number of people with multiple requests for emergency relief* demonstrates the **effectiveness** of the key activity by showing people who have experienced financial crisis (i.e. require emergency relief) reduce their subsequent reliance on emergency relief indicating they are more financially resilient and have navigated financial crisis.

Targeting *at least 70 per cent of people report an improvement in their financial well-being* following engagement with a funded service demonstrates the **effectiveness** of the key activity by showing improvements in 'financial wellbeing' of services clients as they navigate life transitions and/or financial stress or crisis.

### Methodology

The percentage is based on the number of clients with multiple requests for emergency relief in the previous reporting year, who also make multiple requests in the current reporting year. 'Multiple requests' is defined as at least five

## 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.

sessions within any three month period in a financial year period. This attempts to identify heavier users of emergency relief services.

The **data source** used for this calculation is the Department of Social Services Data Exchange.

The percentage is based on improved financial wellbeing measured as a positive change in financial wellbeing circumstances during the assistance period as compared to initial circumstances recorded on the five-point Data Exchange Client Circumstances SCORE.

The **data source** used for this calculation is the Department of Social Services Data Exchange SCORE.

### Program Outputs

- Administered outlays
- Number of individuals assisted
- Number of organisations contracted or receiving grant funding to deliver services.

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

### Key Activity — Volunteering and Community Connectedness

Volunteering and Community Connectedness is a key activity of the Families and Communities program and aims to provide services and initiatives to strengthen communities and promote inclusion and participation in community life.

The department is responsible for:

- designing and implementing Volunteering and Community Connectedness, which includes the following:
  - Volunteer Grants
  - Volunteer Management Activity
  - Strong and Resilient Communities Grant Activity
  - Be Connected
  - Seniors Connected Program.
- designing and managing grants.
- setting guidelines and determining eligibility criteria.

The department provides grants to **Volunteering and Community Connectedness Service providers and community organisations** to encourage, support, and increase participation in volunteering.

- **Volunteer Grants** provide funding between \$1,000 and \$5,000 for eligible not-for-profit community organisations to encourage volunteering and assist their volunteers in various ways.
- **The Volunteer Management Activity** aims to create a thriving volunteering culture, which meets the changing demands for capable and committed volunteers in local communities across Australia. Funding is provided to volunteering peak bodies to develop and implement strategies to build the capacity of Volunteer Involving Organisations (VIOs).
- **Strong and Resilient Communities grants** aim to build strong, resilient, cohesive, and harmonious communities to ensure that individuals, families, and communities can thrive, be free from intolerance and discrimination, and have capacity to respond to emerging needs and challenges.
- **Be Connected** is aimed at increasing the confidence, skills, and online safety of older Australians in using digital technology. Be Connected adopts a community-centred approach to assist individuals aged 50 years and over, who have little or no experience with digital technology.
- **The Seniors Connected Program** aims to address loneliness and social isolation experienced by older Australians aged over 55 living in the community (or Indigenous Australians aged 50 or over).
  - **FriendLine** – (1800 4 CHATS) offers older Australians an opportunity to call and have a free, anonymous, friendly chat with a volunteer over the phone.
  - **Village Hubs** – Village Hubs give older Australians the opportunity to connect to a network of residents in their community for social activities and mutual support to improve mental health through the benefits of increased social and community connections.

### Performance Measure – Be Connected

Extent to which participants are satisfied with the support received through the Be Connected program to develop their digital skills, confidence and online safety.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 85 per cent of participants report satisfaction with the quality of the Be Connected program supports.	≥ 85 %	≥ 85 %	≥ 85 %	≥ 85 %

### Rationale

Measuring the *Extent to which participants are satisfied with the support received through the Be Connected program to develop their digital skills, confidence and online safety* aims to demonstrate Be Connected supports older Australians to increase digital technology confidence, skills, and online safety. This measure demonstrates the **effectiveness** of Volunteering and Community Connectedness in achieving the objective of the key activity: *To provide services and initiatives to strengthen communities and promote inclusion and participation in community life.*

Targeting *at least 85 per cent of participants report satisfaction with the quality of the Be Connected program supports* demonstrates the **effectiveness** of the key activity by showing the proportion of participants that are satisfied with the support received through the Be Connected program.

### Methodology

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

The number of participants of the *Be Connected* program supports is based on the number of participants of the eSafety commission survey and the Good Things Foundation survey. The number of participants who report satisfaction with the quality of the *Be Connected* program supports is based on the results of the surveys.

The **data sources** used for this calculation are the eSafety Commission survey and Good Things Foundation survey.

### Performance Measure – Seniors Connected

Extent to which participants (Seniors Connected) are satisfied with the support received through FriendLine to help address loneliness and social isolation.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 80 per cent of participants report satisfaction with the quality of FriendLine support.	≥ 80 %	≥ 80 %	≥ 80 %	≥ 80 %

#### Rationale

Measuring the extent to which participants (seniors connected) are satisfied with the support received through FriendLine to help address loneliness and social isolation aims to demonstrate seniors connected supports service providers to provide resources to older Australians to mitigate loneliness and social isolation. This measure demonstrates the **effectiveness** of Volunteering and Community Connectedness in achieving the objective of the key activity: *To provide services and initiatives to strengthen communities and promote inclusion and participation in community life.*

Targeting at least 80 per cent of participants report satisfaction with the quality of FriendLine support demonstrates the **effectiveness** of the key activity by showing eligible older Australians are satisfied with the support received through FriendLine.

#### Methodology

The number of participants of Friend Line support is based on the number of participants of the FriendLine satisfaction survey. The number of participants who report satisfaction with the quality of FriendLine support is based on the results of the FriendLine satisfaction survey. The **data sources** used for this calculation is the FriendLine satisfaction survey.

### Performance Measure – Volunteer Grants

Extent to which volunteer grant recipients are satisfied with the Volunteer Grants program.

Target	2021–22	2022–23	2023–24	2024–25
◆ 80 per cent of surveyed grant recipients considered the grants assisted in meeting their objective.	≥ 80 %	≥ 80 %	≥ 80 %	≥ 80 %

#### Rationale

Measuring the extent to which volunteer grant recipients are satisfied with the Volunteer Grants program aims to demonstrate that volunteer grants support eligible not-for-profit community organisations to encourage volunteers and volunteering. This measure demonstrates the **effectiveness** of Volunteering and Community Connectedness in achieving the objective of the key activity: *To provide services and initiatives to strengthen communities and promote inclusion and participation in community life.*

Targeting 80 per cent of surveyed grant recipients considered the grants assisted in meeting their objective demonstrates the **effectiveness** of the key activity by showing the proportion of volunteer grants recipients that are satisfied with the grants.

#### Methodology

The number of surveyed grant recipients is based on the number of grant recipients that complete the survey. The number of surveyed grant recipients who considered the grants assisted in meeting their objective is based on the results of the survey.

The **data source** used for this calculation is the Department of Social Services Volunteer Grant Recipient Satisfaction Survey.

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

### Program Outputs

- Administered outlays
- Number of individuals assisted
- Number of organisations contracted or receiving grant funding to deliver services

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

### Key Activity — Cashless Debit Card

Cashless Debit Card is a key activity of the Families and Communities Program and aims to reduce the levels of harm associated with alcohol consumption, illicit drug use, and gambling.

The Cashless Debit Card looks and operates like a regular bank card, except it cannot be used by **eligible income support recipients** to buy alcohol or gambling products, some gift cards, or to withdraw cash. As part of the Cashless Debit Card program, participants receive an interest bearing, fee free account which is where a portion of their income support payments are deposited. Participants can use internet banking and make contactless payments through the Cashless Debit Card.

**The department** is responsible for designing and implementing services and initiatives for the Cashless Debit Card. **Services Australia** is responsible for making support payments into participants' personal bank accounts and their Cashless Debit Card account. Contracted Authorised Deposit Taking Institutions are responsible for providing the Cashless Debit Card service to participants, including providing participants with a Cashless Debit Card and associated account, and customer support.

### Performance Measure

Extent to which the Cashless Debit Card supports a reduction in social harm in communities.

Target	2021–22	2022–23	2023–24	2024–25
◆ Cashless Debit Card program data demonstrates improvement in social outcomes through analysis of card spending and use.	Improvements in social outcomes	Improvements in social outcomes	Improvements in social outcomes	Improvements in social outcomes

### Rationale

Measuring the *extent to which the Cashless Debit Card supports a reduction in social harm in communities* aims to demonstrate that income support payments are spent in responsible and meaningful ways and not spent on products and activities that contribute to social harm. This measure demonstrates the **effectiveness** of the Cashless Debit Card in achieving the objective of the key activity: *To reduce the levels of harm associated with alcohol consumption, illicit drug use, and gambling.*

Targeting *Cashless Debit Card program data demonstrates improvement in social outcomes* demonstrates the **effectiveness** of the key activity by showing reduced levels of harm for people, families and communities associated with alcohol consumption, illicit drug use, and gambling.

### Methodology

The department is undertaking data collection and analysis as part of the Cashless Welfare Economic and Employment Support Services Package. This analysis will generate findings on social outcomes. Improved social outcomes is defined by the increased employment rate, improvement in school attendance and reduction in alcohol sales measured through card expenditure in regions where the Cashless Debit Card has been implemented.

The **data sources** used for this calculation are:

- Services Australia Administrative Data
- Indue Administrative Data

### Performance Measure

Extent to which the Cashless Debit Card is used in responsible and meaningful ways and not used on products and activities that contribute to social harm.

Target	2021–22	2022–23	2023–24	2024–25
95 per cent of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items.	≥ 95 per cent	≥ 95 per cent	≥ 95 per cent	≥ 95 per cent

### Rationale

Measuring the *extent to which Cashless Debit Card is used in responsible and meaningful ways and not used on products and activities that contribute to social harm* aims to demonstrate that welfare payments are spent in responsible and meaningful ways and not spent on products and activities that contribute to social harm. This measure

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

demonstrates the **effectiveness** of the Cashless Debit Card in achieving the objective of the key activity: *To reduce the levels of harm associated with alcohol consumption, illicit drug use and gambling.*

Targeting 95 per cent of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items demonstrates the **effectiveness** of the key activity by showing participants are spending their income support payments in responsible and meaningful ways and not on products and activities that contribute to social harm. This is because participants who have activated and are using their card are unable to spend their welfare payments on restricted items when using the card.

### Methodology

The number of *Cashless Debit Card participants who have activated their card* is based on the number of participants who have activated their card. The number of *Cashless Debit Card participants who have activated their card and are using their card to purchase non-restricted items* is based on the number of transactions on non-restricted and restricted items.

The **data sources** used for this calculation are:

- Services Australia Administrative Data
- Indue Administrative Data.

### Program Outputs

- Administered outlays
- Number of individuals assisted

## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

### Key Activity — National Redress Scheme for Institutional Child Sexual Abuse

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

- acknowledges that many children were sexually abused in Australian institutions
- recognises the harm caused by this abuse
- holds institutions accountable for this abuse
- helps people who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response, and a monetary payment.

The Scheme has been developed with the needs of survivors at the core. The Scheme provides support to people applying to the Scheme including through free access to Redress Support Services and independent legal support. Eligible people will be able to access the three components of redress: counselling; a redress payment; and a direct personal response from an institution (e.g. an apology).

**The department** is responsible for:

- policy, guidelines, eligibility criteria, and legislation for the activity
- processing and managing applications
  - considering applications for redress and deciding if an applicant can access redress, and what redress the institution(s) needs to make to the applicant
  - asking the institution(s) relevant to the application for more information
  - communicating with the applicant, including requesting more information and about the outcome of the application (an offer of redress)
- providing free access to Redress Support Services and independent legal support
- working with institutions to join the Scheme.

**The institutions** are responsible for:

- joining the scheme
- providing information to the department about relevant applicants
- when required, providing redress to people who experienced child sexual abuse while in the care of their institution (counselling, a redress payment and a direct personal response from an institution).

### Performance Measure

Timely finalisation of National Redress Scheme applications and offers made to survivors.

Target	2021–22	2022–23	2023–24	2024–25
Over the most recent calendar year at least 80 per cent of applications lodged that name institutions that participate in the National Redress Scheme and are able to be progressed, have a decision communicated to the applicant within six months of being received by the National Redress Scheme.	≥ 80 %	≥ 80 %	≥ 80 %	≥ 80 %

### Rationale

Measuring the *timely finalisation of National Redress Scheme applications and offers made to survivors* aims to demonstrate the department processes applications **efficiently**. This measure demonstrates achievement of a key **output** of the National Redress Scheme key activity: *The department has called or sent the applicant a letter about the outcome of their application.*

Targeting *at least 80 per cent of applications that name institutions that participate in the Scheme have a decision communicated to the applicant within six months of being received by the Scheme* demonstrates the **efficiency** of the key activity by showing applications are processed within a timely and reasonable timeframe, and is reflective of the complexity of the assessment process, available resources to process applications, and institutions that have joined the scheme.

### Methodology

The percentage is based on the number active applications that name participating institutions received in the reference period, and the proportion of those applications that *have a decision communicated to the applicant within six months of being received.*



## PROGRAM 2.1 — FAMILIES AND COMMUNITIES

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

The **data source** used for this calculation is the IBM Case Manager Platform, accessed via Services Australia Enterprise Data Warehouse (EDW).

### Performance Measure

Maximise engagement of institutions with the National Redress Scheme.

Target	2021–22	2022–23	2023–24	2024–25
Engagement of newly named institutions continues, and current participation is maintained, with institutions on board to cover 90 per cent of applications received.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

### Rationale

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

Targeting *engagement of newly named institutions continues and current participation is maintained, with institutions on board to cover 90 per cent of applications received* demonstrates achievement of a key **output** of the key activity, by showing a significant percentage of people who have experienced institutional child sexual abuse are supported by the institutions who have joined the scheme and are providing redress.

### Methodology

The percentage is based on the number of applications with 'on-hold' status (due to institution not having opted in to the scheme) as a proportion of the total number of applications.

The **data sources** used for this calculation are:

- Services Australia Enterprise Data Warehouse
- Department of Social Services Administrative Data
- CRM Siebel system

### Program Outputs

- Administered outlays
- Number of National Redress Scheme recipients
- Number of National Redress Scheme applications received
- Number of institutions that have joined the National Redress Scheme

# 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.

## Environment

Through the provision of targeted supports and services for people with disability and carers, we work to improve their independence and participation in community and economic life. We operate in an environment in which a range of factors impact the opportunities available for people with disability to improve their wellbeing.

Many mainstream policies and programs are run by state jurisdictions and Australian Government agencies other than the department. Our performance is reliant on influencing other jurisdictions, agencies, and employers to reduce barriers to social and economic participation for people with disability and to improve their access to support.

The department, in partnership with the state and territory governments, will implement a new *National Disability Strategy* to succeed the 2010–20 Strategy. This will provide the overarching policy framework for all Australian disability policy, to guide governments in developing policies and programs that help improve the lives of people with disability. We will also play a key role in improving the inclusion and participation of people with disability through the ongoing implementation of the National Disability Insurance Scheme (NDIS).

Opportunities for people with disability, their families, and carers to access the workforce and participate in the community are a critical aspect of improving outcomes throughout their lives. Australian Government agencies and state and territory governments will coordinate policies and programs to support the participation of people with disability, their families, and carers. We play an important role within this environment including through our role in administering the Disability Employment Services (DES) program.

## Programs and activities

Outcome 3 comprises two programs and a number of activities that contribute to the achievement of the disability and carers outcome. The table below depicts how this purpose is translated into measurable activities.

An in-depth description of each of the activities, performance measures, targets, rationale, methodology and outputs are in the Performance Tables Section on the next page.

<b>OUTCOME 3 – DISABILITY AND CARERS</b> Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports	
<b>Program 3.1</b> <b>Disability and Carers</b>	<b>Program 3.2</b> <b>National Disability Insurance Scheme (NDIS)</b>
<b>Key activities</b> <ul style="list-style-type: none"> <li>▪ Disability Employment Services</li> <li>▪ Support for Carers, Advocacy support for people with disability</li> <li>▪ Disability Strategy (cross-program activity, covering programs 3.1 and 3.2)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>▪ NDIS Continuity of Support</li> <li>▪ Development of the NDIS Market</li> <li>▪ NDIS Participant Plans</li> </ul>

# Performance Tables Outcome 3: Disability and Carers

## PROGRAM 3.1 — DISABILITY AND CARERS

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

### Key Activity — Disability Employment Services

Disability Employment Services (DES) is a key activity of the Disability and Carers program. DES aims to help individuals with injury, disability, or a health condition to secure and maintain sustainable open employment. Through DES, **people with disability, injury or health condition** may be able to receive assistance to prepare for, find, and keep employment.

The department's role is to:

- manage the grants process for DES
- conduct the assurance and compliance program
- manage service providers against the DES performance service framework
- design and implement the DES Funding Model, including setting the pricing structure base and setting milestones for providers
- manage the JobAccess website and telephone service.

DES providers are a mix of large, medium, and small for-profit and not-for-profit organisations that are experienced in supporting people with disability as well as providing assistance to employers to put in place practices that support the employee in the workplace.

DES providers deliver two services:

- **Disability Management Service** is for job seekers with disability, injury or health condition who need assistance to find employment and occasional support in the workplace to keep a job.
- **Employment Support Service** provides assistance to job seekers with permanent disability to find employment and who need regular, ongoing support in the workplace to keep a job.

When a person with disability has been placed in a job, a DES provider will give them employment support for at least 52 weeks. Support may also be available to help both the employee and employer beyond this time, where it is needed.

For employers, DES can provide a range of free services, including help to employ and retain workers with disability and access to a range of financial incentives and support.

### Performance Measure – DES participant outcomes

Extent to which people with disability are supported to find and maintain employment through Disability Employment Services.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 40 per cent of job placements sustained to 13 weeks.	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks
◆ At least 30 per cent of job placements sustained to 26 weeks.	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks
◆ At least 20 per cent of job placements sustained to 52 weeks.	≥ 20 % to 52 weeks	≥ 20 % to 52 weeks	≥ 20 % to 52 weeks	≥ 20 % to 52 weeks

### Rationale

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

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

## PROGRAM 3.1 — DISABILITY AND CARERS

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

### Methodology

The percentage is calculated as the proportion of job placements sustained to 13, 26, and 52 weeks.

The **data source** used for this calculation is the Department of Education, Skills and Employment – Employment Business Intelligence Warehouse.

### Performance Measure – DES quality of services

Delivery by Disability Employment Services (DES) providers is in accordance with the specified requirements including service level standards of the contracts and agreements between organisations and DSS.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 90 per cent of Disability Employment Services providers met service level standards of the contracts and agreements between organisations and DSS.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

### Rationale

Measuring the *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* aims to demonstrate that DES participants experience high quality of services.

This measure demonstrates the **effectiveness** of DES in achieving the objective of the key activity: *To help individuals with injury, disability or a health condition to secure and maintain sustainable open employment.*

Targeting at least 90 per cent of Disability Employment Services Providers met service level standards of the contracts and agreements between organisations and DSS demonstrates the **effectiveness** of the key activity through delivery of quality services to DES participants.

### Methodology

The number of DES Providers that meet service level standards of the contracts and agreements between organisations and DSS is based on the number of DES providers with current certification against the National Standards for Disability Services.

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

### Program Outputs

- Number of Disability Employment Services participants
- Number of Disability Employment Services providers
- Administered outlays

## PROGRAM 3.1 — DISABILITY AND CARERS

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

### Key Activity — Support for Carers, Advocacy support for people with disability

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

**The department** is responsible for managing activities and providing supports and services to carers under the Integrated Carer Support Service (ICSS) model, also known as the Carer Gateway.

Through Carer Gateway, carers can access a range of tailored supports and services to help them manage their daily challenges, reduce stress, and plan for the future. The services, delivered face-to-face and through digital channels, focus on providing carers with access to early-intervention, preventative and skill building supports to improve well-being and long-term outcomes.

**Advocacy Support** for People With Disability aims to provide **people with disability** with access to effective disability advocacy.

**The department** is responsible for managing Advocacy Support, including developing Disability Advocacy policy, guidelines, eligibility and criteria, and managing service providers for the National Disability Advocacy Program (NDAP) and the NDIS Appeals program. The department also works with the National Disability Insurance Agency (NDIA) to develop demand projection for NDIS appeals.

**NDAP service providers** provide people with disability access to effective disability advocacy that promotes, protects, and ensures their full and equal enjoyment of all human rights, enabling community participation.

**NDIS Appeals providers** provide assistance to NDIS applicants, and others affected by reviewable NDIA decisions, to navigate the external merits review process. Funding is provided to a number of existing NDAP providers around Australia.

### Performance Measure – support for carers

Extent to which carers access information, supports, and services.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 10 per cent annual increase in people accessing Carer Gateway (website and 1800 number).	≥ 10 %	≥ 10 %	≥ 10 %	≥ 10 %

### Rationale

Targeting at least 10 per cent annual increase in people accessing Carer Gateway demonstrates the **effectiveness** of the key activity by showing the extent to which carers access information, supports and services through Carer Gateway access points over time and improve their wellbeing, skills, and knowledge.

### Methodology

The total number of carers accessing Carer Gateway each year is the total of the following two values added together:

- total page views over the reporting period
- total successful calls over the reporting period.

The per cent of annual increase is calculated by comparing the current reporting period and the previous reporting period.

The **data sources** used for this calculation are:

- Services Australia Google Analytics custom dashboard
- Telstra telephony system.

### Performance Measure – disability advocacy support

Extent to which people provided advocacy through the NDAP experience improved choice and control to make decisions.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 75 per cent of people who accessed the National Disability Advocacy Program reported improved choice and control to make their own decisions.	≥ 75 %	≥ 75 %	≥ 75 %	≥ 75 %

## PROGRAM 3.1 — DISABILITY AND CARERS

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

### Rationale

Measuring the *extent to which people provided advocacy through the NDAP experience improved choice and control to make decisions* aims to demonstrate that NDAP has assisted people with disability to enjoy choice, wellbeing, and to pursue their life goals. This measure demonstrates the **effectiveness** of NDAP in achieving the objective of the key activity: *To provide people with disability with access to effective disability advocacy*.

Targeting at least 75 per cent of people who accessed NDAP reported improved choice and control to make their own decisions demonstrates the **effectiveness** of the key activity by showing people with disability who access NDAP services are experiencing improved choice and control.

### Methodology

The percentage is calculated as the *number of individuals assessed within the reporting period that report an overall positive change within the financial year* as a proportion of the *total number of individuals assessed*.

The **data source** used for this calculation is the Department of Social Services Data Exchange - Standard Client/Community Outcomes Reporting (SCORE) system.

### Performance Measure – NDIS appeals

Number of people with disability provided with direct advocacy support through the NDIS Appeals program

Target	2021–22	2022–23	2023–24	2024–25
◆ Number of individual NDIS Appeals clients is less than 1 per cent of active NDIS participants.	< 1 %	< 1 %	< 1 %	< 1 %

### Rationale

Measuring the *number of people with disability provided with direct advocacy support through the NDIS Appeals program* aims to demonstrate that funding is adequate to meet the demand for NDIS appeals services. This measure demonstrates the **effectiveness** of NDIS appeals in achieving the objective of the key activity: *To provide people with disability with access to effective disability advocacy*.

Targeting the number of individual NDIS Appeals clients is less than 1 per cent of active NDIS participants demonstrates the **effectiveness** of the key activity by showing there is sufficient funding to provide a number of people with direct advocacy support through the NDIS Appeals program.

### Methodology

The percentage is calculated as the *total number of appeals for the financial year* as a proportion of the *total number of active participants in the NDIS*.

The **data sources** used for this calculation are the

- Department of Social Services Data Exchange – NDIS Appeals
- NDIS quarterly reports – Active NDIS participants.

### Program Outputs

- Number of carers assisted
- Number of people with disability provided with direct advocacy support
- Administered outlays

## PROGRAM 3.1 — DISABILITY AND CARERS

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

### Key Activity — Disability Strategy

Disability Strategy is a key cross program activity of programs 3.1 Disability and Carers and 3.2 National Disability Insurance Scheme. Disability Strategy aims to finalise a successor to the *National Disability Strategy 2010–20*. The Strategy will provide a national framework for improving the life outcomes of **people with disability** in Australia.

**The department** is leading the process to develop and finalise the new *National Disability Strategy*. On Friday 4 December 2020, Disability Ministers from across Australia issued a Statement of Continued Commitment to the *National Disability Strategy*. The statement is a commitment to continue efforts under the *National Disability Strategy* to uphold the rights of people with disability between the expiry of the current Strategy at the end of 2020, and the finalisation of the new Strategy in 2021, for which the department is the responsible lead.

The later finalisation of the new Strategy in 2021 is due to the impact of COVID-19 which meant public engagement had to be held later to ensure it could be conducted safely.

The department is responsible for collaborating and engaging with people with disability, their families, carers, representative organisations, Ministers, and states and territories on the development of the new Strategy. This includes a range of governance and stakeholder groups involved in the development of the Strategy.

The department has lead responsibility for drafting the new Strategy in collaboration with Commonwealth agencies, state and territory governments and the Australian Local Government Association (ALGA).

### Performance Measure

Extent of contribution to creating and implementing national disability policy and reform initiatives.

Target	2021–22	2022–23	2023–24	2024–25
<p>◆ A new National Disability Strategy is finalised by the Commonwealth, State and Territory First Ministers by the end of 2021*.</p> <p>*The target for beyond 2022-23 will be developed after the new National Disability Strategy is agreed by the Commonwealth and state and territory governments.</p>	A new National Disability Strategy is finalised	To be developed*	To be developed*	To be developed*

### Rationale

Measuring the *extent of contribution to creating and implementing national disability policy and reform initiatives* aims to demonstrate the department's role in achieving a **key output** of the key activity by leading finalisation of the new National Disability Strategy including collaborating with stakeholders on the development of the new strategy and drafting the new *National Disability Strategy*.

Targeting a new *National Disability Strategy* is finalised by the Commonwealth, state and territory First Ministers by the end of 2021 demonstrates achievement of a **key output** of the key activity by showing the department has effectively contributed to creating the new *National Disability Strategy*.

### Methodology

The department will use the following **data sources** to make a qualitative assessment of the department's contribution to creating and implementing national disability policy and reform initiatives:

- Disability Reform Ministers' Meetings communiques housed on the DSS website
- Statement of continued commitment housed on the DSS website
- NDS Consultation reports housed on the DSS Website.

## PROGRAM 3.2 — NATIONAL DISABILITY INSURANCE SCHEME

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

### Key Activity — NDIS Continuity of Support

Continuity of Support is a key activity of the NDIS Program which aims to provide existing Commonwealth clients who are not eligible for the NDIS, with the same or similar supports. In most cases, this is through existing arrangements where programs are still operating. This includes people who do not meet the NDIS access requirements for residence, age, or disability.

### Performance Measure

Number of people supported through the NDIS.

Target	2021–22	2022–23	2023–24	2024–25
◆ 500,000 NDIS participants by 30 June 2023.	450,000	500,000	-	-

### Rationale

Measuring the *number of people supported through the NDIS* aims to demonstrate that people with disability who are eligible for the NDIS are in the NDIS. This measure demonstrates the **effectiveness** of continuity of **NDIS Transition** in achieving the objective of the key activity: *To support for people transitioning from state and territory, and Commonwealth programs to the NDIS.*

Targeting 500,000 NDIS participants by 30 June 2023, as reflected in the Portfolio Budget Statements 2021-22, demonstrates the **effectiveness** of the key activity by showing the number of people supported through the NDIS.

### Methodology

The number of NDIS participants is based on the number of active participants in the Scheme at a point-in-time.

The **data** to report against this target is sourced from the NDIS Quarterly Report to Disability Reform Ministers.

### Program Outputs

- Administered outlays (NDIS; NDIS Participant Plans; Information, Linkages and Capacity Building; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)
- Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the NDIS.



### PROGRAM 3.2 — NATIONAL DISABILITY INSURANCE SCHEME

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

#### Key Activity — Development of the NDIS market

Development of the National Disability Insurance Scheme (NDIS) market is a key activity of the NDIS Program. Development of the NDIS market aims to support the development of an **efficient, effective, and mature market and workforce** for the NDIS.

The department is responsible for supporting the development of the NDIS market and workforce. The department's role is to:

1. provide policy advice to government on market and workforce issues, including identifying market gaps and ways to address thin markets and supply gaps for the broader care and support sector
2. provide policy advice on NDIS pricing and payments, including a project to deliver on bilateral state agreements
3. implement the NDIS Market and Workforce Strategy and NDIS National Workforce plan
4. report on market effectiveness from a policy perspective, including market KPIs
5. extend the NDIS demand map to the broader care and support sector
6. implement market roles and responsibilities with the states and territories, NDIA and NDIS Quality Safeguards Commission

The department delivers the Boosting the Local Care Workforce Program with **EY Australia, the First Peoples Disability Network (Australia), and the Community Services Industry Alliance**. The Boosting the Local Care Workforce Program aims to develop the capacity and capability of disability and aged care service providers to operate effectively and expand their workforce.

#### Performance Measure

Market indicators signal that participants have improved opportunity to access services in the market.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 15 per cent reduction in market supply gaps by 30 June 2024.	≥ 9 %	≥ 12 %	≥ 15 %	-
◆ At least 15 per cent increase in NDIS market competition (a decrease in market concentration) in remote areas by 30 June 2024.	≥ 9 %	≥ 12 %	≥ 15 %	-

#### Rationale

Measuring *market indicators signal that participants have improved opportunity to access services in the market* aims to demonstrate participants have improved opportunities to access services in the market. This measure demonstrates the **effectiveness** of development of the NDIS market in achieving the objective of the key activity: *To support the development of an efficient, effective and mature market and workforce for the NDIS.*

1. Targeting *at least 15 per cent reduction in market supply gaps by 30 June 2024* demonstrates the **effectiveness** of the key activity. This target measures structural supply gaps – an indicator that a participant is unable to access supply of supports they need within the market.
2. Targeting *At least 15 per cent increase in NDIS market competition (a decrease in market concentration) in remote areas by 30 June 2024*, demonstrates the **effectiveness** of the key activity. Market competition is a market indicator which describes whether a market has many providers or if it is dominated by a few large providers.

## PROGRAM 3.2 — NATIONAL DISABILITY INSURANCE SCHEME

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

### Methodology

1. Market supply gaps are measured as differences between expected mature plan utilisation rates and what is actually being spent in the market. Supply gaps may be driven by short-term transitory or market development factors or may be a structural supply issue. This target measures structural supply gaps – an indicator that a participant is unable to access supply of supports they need within the market.

The data source used for this calculation is NDIA Scheme datasets.

2. Market competition is measured as a decrease in market concentration, which is weighted according to the value of the district. The remote concentration is presented as the change in remote market concentration. Market concentration measures firms' respective shares of the total revenue in a market or the extent of dominance in the market. A market with higher concentration may be less competitive (higher prices and less diverse services offered).

The data source used for this calculation is NDIA Scheme datasets

### Program Outputs

- Administered outlays (NDIS; NDIS Participant Plans; Information, Linkages and Capacity Building; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)
- Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the NDIS.

## PROGRAM 3.2 — NATIONAL DISABILITY INSURANCE SCHEME

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

### Key Activity — NDIS Participant Plans

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

There are about 4.4 million Australians with disability. Within the next five years, the NDIS will provide more than \$23 billion in funding a year to an estimated 500,000 Australians who have permanent and significant disability. For many people, it will be the first time they receive the disability supports and services they need.

The NDIS works with participants to identify the supports they need to achieve goals in many aspects of their life. This may include independence, involvement in their community, education, employment, and health and wellbeing. It provides greater choice and control over how and when participants receive their support and ensures they receive the support they need over their lifetime. It also focuses on early intervention where getting early support can reduce the impact of disability for participants.

**The department** is responsible for:

- designing the legislative framework including the *NDIS Act 2013* and relevant rules, which underpin the governance and operations of the NDIS
- designing and implementing the funding mechanism for the NDIS
- designing the Scheme's interface with mainstream systems, collaborating with Commonwealth, state and territory agencies
- developing the NDIS market and workforce
- designing and implementing the *Younger People in Residential Aged Care (YPIRAC) Strategy 2020–25* jointly with the Department of Health and the NDIA.

**The National Disability Insurance Agency (NDIA)** is responsible for coordination, strategic or referral services, or activities relating to the funding for reasonable and necessary supports via individual plans, which will assist people with disability to participate in economic and social life. The functions of the NDIA are to:

- deliver the NDIS
- manage, advise, and report on the financial sustainability of the NDIS
- develop and enhance the disability sector including by facilitating innovation, research, and contemporary best practice in the sector
- collect, analyse, and exchange data about disabilities and the supports (including early intervention supports) for people with disability
- undertake research relating to disabilities, the supports for people with disability, and the social contributors to disabilities
- drive the implementation of the *YPIRAC Strategy 2020–25* to achieve the YPIRAC targets jointly with the departments of Social Services and Health.

**The states and territories'** role in governing and implementing the NDIS, include:

- transitioning people with disability in their state programs to the NDIS
- delivering in-kind supports to NDIS participants, phasing out by June 2023
- providing financial contributions to the NDIS
- monitoring and managing the outcomes and financial sustainability of the NDIS
- providing ongoing support via continuity of support arrangements for people not eligible for NDIS
- providing accommodation support, community support, community access, and respite for people with disability
- providing affordable and accessible accommodation options for NDIS participants, including YPIRAC, not eligible for housing supports under the NDIS
- assisting to progress priority areas contained in the *YPIRAC Strategy 2020–25*.

**The Department of Health's** role in implementing the NDIS is to:

- set policy and guidelines for people eligible for aged care, including people with disability, and its interface with the NDIS.
- drive the implementation of the *YPIRAC Strategy 2020–25* to achieve the YPIRAC targets jointly with the departments of Social Services and Health.

## PROGRAM 3.2 — NATIONAL DISABILITY INSURANCE SCHEME

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

### Performance Measure

Extent to which outcomes for children with disability more closely align with outcomes for all children.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 60 per cent of NDIS participants aged school age to 14 attend school in a mainstream class.	≥ 60 %	≥ 60 %	≥ 60 %	≥ 60 %
◆ At least 70 per cent of NDIS participants with disability aged 18–24 have completed secondary school.	≥ 70 %	≥ 70 %	≥ 70 %	≥ 70 %

### Rationale

Measuring the *extent to which outcomes for children with disability more closely align with outcomes for all children* aims to demonstrate the department has effectively bridged this gap and enabled children with disability to ‘live an ordinary life’. This measure demonstrates the **effectiveness** of NDIS Participant Plans in achieving the objective of the key activity: *To provide support to people with disability to participate in and contribute to their community.*

Targeting 60 per cent of NDIS participants aged school age to 14 that attend school in a mainstream class, and 70 per cent of NDIS participants with disability aged 18–24 that have completed secondary school demonstrates the **effectiveness** of the key activity by showing the per cent of eligible NDIS participants accessing education to a level similar to those without a disability. This is a direct measure of how closely the impact of the NDIS improves the educational participation of participants to align with educational outcomes for all children.

### Methodology

The per cent of *NDIS participants aged school age to 14 attend school in a mainstream class* is based on the proportion of parents of children aged school age to 14 who have responded “Yes” to “My child is enrolled in a mainstream class” from the survey.

The per cent of *NDIS participants with disability aged 18–24 have completed secondary school* is based on the proportion of participants aged 18–24 who have responded “Yes” to “Have you completed secondary school?” as part of the survey.

### Performance Measure

Extent to which NDIS participant outcomes are met.

Target	2021–22	2022–23	2023–24	2024–25
◆ At least 80 per cent of NDIS participants report satisfaction with the Scheme planning process.	≥ 80 %	≥ 80 %	≥ 80 %	≥ 80 %
◆ At least 25 per cent of working age NDIS participants in paid employment.	≥ 25 %	≥ 25 %	≥ 25 %	≥ 25 %
◆ At least 45 per cent of NDIS participants involved in community and social activities.	≥ 45 %	≥ 45 %	≥ 45 %	≥ 45 %
◆ No people under 65 years <u>entering</u> residential aged care by the end of 2022 apart from in exceptional circumstances.	Progress towards target (Dec 2022)	Progress towards target (Dec 2022)	Entry only for people who have exceptional circumstances	Entry only for people who have exceptional circumstances

## PROGRAM 3.2 — NATIONAL DISABILITY INSURANCE SCHEME

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

◆ No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances.	Progress towards target (Dec 2022)	Progress towards target (Dec 2022)	Only people under 45 with exceptional circumstances	Only people under 45 with exceptional circumstances
◆ No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances.	Progress towards target (Dec 2025)	Progress towards target (Dec 2025)	Progress towards target (Dec 2025)	Progress towards target (Dec 2025)

### Rationale

Measuring the *Extent to which NDIS participant outcomes are met* aims to demonstrate that NDIS participants are provided with appropriate services and support for their individual needs (i.e., meet their individual outcomes), particularly for social and economic participation. This measure demonstrates the **effectiveness** of NDIS Participant Plans in achieving the objective of the key activity: *To provide support to people with disability to participate in and contribute to their community.*

Measuring the following targets will demonstrate if the NDIS is sufficiently funded to provide reasonable and necessary supports, including early intervention supports, to participants in the pursuit of their goals:

Targeting at least 80 per cent of NDIS participants report satisfaction with the Scheme planning process demonstrates the **effectiveness** of the key activity by showing NDIS participants reporting satisfaction with the Scheme planning process. Participation satisfaction rates are an indicator of whether NDIS participants are satisfied with NDIA's planning process.

Targeting at least 25 per cent of working age NDIS participants in paid employment, demonstrates the **effectiveness** of the key activity by showing working age NDIS participants in paid employment. This will demonstrate if participants are achieving their 'employment' outcomes.

Targeting at least 45 per cent of NDIS participants involved in community and social activities demonstrates the **effectiveness** of the key activity by showing NDIS participants involved in community and social activities. This will demonstrate if participants are achieving their 'social participation' outcomes.

Targeting no people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances demonstrates the **effectiveness** of the key activity by showing whether NDIS participants are achieving their 'living arrangement' goals and outcomes.

Targeting no people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances demonstrates the **effectiveness** of the key activity by showing whether NDIS participants are achieving their 'living arrangement' goals and outcomes.

Targeting no people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances demonstrates the **effectiveness** of the key activity by showing whether NDIS participants are achieving their 'living arrangement' goals and outcomes.

These three targets form part of the *Younger People in Residential Aged Care Strategy 2020-25*. The department has lead responsibility for coordinating the implementation of the strategy. Responsibility for target achievement is shared between the department, the NDIA and the Department of Health.

### Methodology

The *per cent of NDIS participants report satisfaction with the Scheme planning process* is based on the proportion of survey respondents reporting their experience with the planning process as good or very good.

The *25 per cent of working age NDIS participants in paid employment* is based on the proportion of participants aged 16 and over who have been in the Scheme for at least two years in paid work as at their latest plan review.

The *25 per cent of working age NDIS participants in paid employment* is based on the proportion of participants aged 16 and over who have been in the Scheme for at least two years participating in community and social activities as at their latest plan review.

The number of people under 65 years entering, and under 65 years and 45 years living, in residential care, is based on participant residential details where the NDIA are able to identify people with disability currently residing in residential aged care facilities.

The **data source** used for this calculation is NDIS Administrative Data.

### Program Measure

### **PROGRAM 3.2 — NATIONAL DISABILITY INSURANCE SCHEME**

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

- Administered outlays (NDIS; NDIS Participant Plans; Information, Linkages and Capacity Building; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)
- Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the NDIS.

# Outcome 4: Housing

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

## Environment

The policy tools to support the availability of affordable and stable housing for low and moderate-income households are shared between Australian Government and state and territory jurisdictions. These tools include financial, regulatory and tax settings, and planning and zoning policy. More broadly, factors such as housing market performance and labour market conditions are important influences on housing opportunities and outcomes.

We work with The Treasury and state and territory housing departments, including through the National Housing and Homelessness Agreement (NHHA) to improve housing outcomes.

## Programs and activities

Outcome 4 comprises two programs and a number of activities that contribute to the achievement of the housing and homelessness outcome. The table below depicts how this purpose is translated into measurable activities.

An in-depth description of each of the activities, performance measures, targets, rationale, methodology and outputs are in the Performance Tables Section on the next page.

<b>OUTCOME 4 – HOUSING</b> Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports	
<b>Program 4.1</b> <b>Housing and Homelessness</b>	<b>Program 4.2</b> <b>Affordable Housing</b>
<b>Key activities</b> <ul style="list-style-type: none"><li>National Housing and Homelessness Agreement</li></ul>	<b>Key activities</b> <ul style="list-style-type: none"><li>Affordable Housing</li></ul>

# Performance Tables Outcome 4: Housing

## PROGRAM 4.1 — HOUSING AND HOMELESSNESS

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

### Key Activity — National Housing and Homelessness Agreement

The National Housing and Homelessness Agreement (NHHA) is a key activity of the Housing and Homelessness program and aims to provide funding each year to states and territories to improve Australians' access to secure and affordable housing.

The NHHA is an agreement between the Australian Government and the states and territories to contribute to improving access to affordable, safe, and sustainable housing across the housing spectrum including to prevent and address homelessness, and to support social and economic participation.

**The department** is responsible for managing the NHHA with states and territories. The department's role is to:

- conduct monitoring and compliance
- conduct payments assurance
- review annual statements of assurance
- actively engage with states and territories.

The **states and territories** are responsible for delivering services in accordance with the terms of the NHHA.

The NHHA is intended to provide funding to support the delivery of housing and homelessness services, projects, reforms or initiatives. As part of its reviews of nationally significant sector-wide agreements between the Commonwealth and States and Territories, the Productivity Commission will review the NHHA. This review is expected to be completed at least 12 months prior to 30 June 2023, and periodically thereafter.

As part of standard government process and policy development, the department reviews information on state expenditure to inform advice to government. This includes but is not limited to the Productivity Commission's Report on Government Services. The Productivity Commission publishes this report every year providing information on the equity, effectiveness and efficiency of government services, including for housing and homelessness.

### Performance Measure

Management and assurance of the NHHA to support its purpose of ensuring those at risk, or experiencing homelessness are supported to participate economically and across the housing spectrum, houses are sustainable, safe and affordable.

Target	2021–22	2022–23	2023–24	2024–25
<p>◆ 100 per cent of states and territories meet their requirements under the National Housing and Homelessness Agreement by:</p> <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> <p>*The current NHHA agreement expires on 30 June 2023 and targets beyond 2022-23 will be developed following outcomes of the Productivity Commission review of the current agreement.</p>	100 %	100 %	To be developed*	To be developed*

### Rationale

Targeting 100 per cent of states and territories meeting their requirements under the NHHA demonstrates the **effectiveness** of the department's role in ensuring states and territories meet their agreed commitments to improve housing and homelessness outcomes.

### Methodology

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

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



## PROGRAM 4.1 — HOUSING AND HOMELESSNESS

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

The **data sources** used for this calculation are:

- State and territory relevant government department website where housing and homelessness strategies are published
- The Productivity Commission's annual Report on Government Services
- The Australian Institute of Health and Welfare's Specialist Homelessness Services database
- NHHA statements of assurance, submitted to the relevant Minister by the states and territories.

## PROGRAM 4.2 — AFFORDABLE HOUSING

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

### Key Activity — National Rental Affordability Scheme (NRAS)

The National Rental Affordability Scheme (NRAS) is a key activity of the Affordable Housing program. The NRAS aims to provide support and services to increase the supply of affordable rental dwellings and encourage institutional investment in affordable and innovative housing. The Scheme provides an annual, retrospective financial incentive each year for up to 10 years for participants who rent dwellings to eligible **people on low to moderate incomes** at a rate at least 20 per cent below market rent.

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

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

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

**The department's** role is to:

- administer the NRAS legislative framework
- process statements of compliance for rental dwellings and calculate and distribute financial incentives, including issuing cash incentives
- make decisions on the transfer of NRAS dwellings between approved participants or to another rental dwelling
- publish and maintain guidelines for NRAS stakeholders, including guidance on regulatory and administrative requirements.

**The states and territories'** role is to:

- promote investment in affordable housing via financial incentives.

**The Australian Taxation Office's** role is to:

- issue refundable tax offset certificates to approved participants
- issue tax refunds to approved participants / investors.

### Performance Measure

Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants.

Target	2021–22	2022–23	2023–24	2024–25
90 per cent of statements of compliance are processed within 60 days.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

### Rationale

Measuring the *delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants* assesses timeliness as a **proxy for efficiency**. This measure demonstrates achievement of a key output of the NRAS key activity: *Statements of compliance are processed and financial incentives are issued accurately to approved participants*.

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

### Methodology

The per cent of statements of compliance processed within 60 days is based on the date:

- an approved participant submits a statement of compliance
- funds are released or the refundable tax offset certificate is issued for the relevant statement of compliance.

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

### Program Outputs

## PROGRAM 4.2 — AFFORDABLE HOUSING

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

- Percentage of dwellings that were paid an incentive for the relevant National Rental Affordability Scheme year
- Number of incentives issued for the relevant National Rental Affordability Scheme year (Cash payments and Refundable Tax Offsets)

# Cross Outcome Program Support

## PROGRAM SUPPORT — CROSS OUTCOME

The following key activity is reported at the entity level and measured across the four outcomes.

### Key Activity — Advice and Support to Ministers

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

### Performance Measure

Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the four outcomes.

Target	2021–22	2022–23	2023–24	2024–25
At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.	Timeliness ≥ 95 %	Timeliness ≥ 95 %	Timeliness ≥ 95 %	Timeliness ≥ 95 %

### Rationale

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

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

### Methodology

An audit is undertaken by the department to filter records not relevant to the evaluation of the performance measure. The number of records provided on time is based on the associated critical date.

The **data source** used for this calculation is the Department of Social Services' Parliamentary Document Management System (PDMS).

dss.gov.au  
Department of Social Services