



Australian Government  
Department of Social Services

# Corporate Plan 2023–24

Covering reporting period Financial Years 2023–24 to 2026–27

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## Acknowledgement of Country

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

## Secretary's foreword



I am pleased to present the Department of Social Services' (the department's) 2023–24 Corporate Plan (the Plan), which covers the reporting period financial years 2023–24 to 2026–27, as required under paragraph 35 (1) (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The Plan is the department's primary planning document and outlines our purpose and key activities for the next 4 years. It sets out how we will deliver and measure our key activities to support and improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.

How we engage, build and maintain our relationships with stakeholders is fundamental to our success. We have a number of portfolio agencies who are our essential partners that strengthen the ability to meet our policy, program and service delivery responsibilities. We are committed to maintaining and enhancing productive partnerships and relationships and consulting with state and territory governments, Australian Government agencies, third parties and key peak bodies in the development and delivery of policy solutions.

The department will continue to be agile in providing advice to government and implementing responses to environmental factors such as cost of living pressures, labour mobility and natural disasters to support individuals and families in Australian communities.

Our people are critical in delivering the key priorities of the department. We have a significant focus on developing our workforce capability and implementing strategies to support a diverse and inclusive workforce with a strong pro integrity culture.

### ***Our Priorities for 2023–24***

#### **The key priorities that we will deliver on behalf of the Australian Government are:**

- ▶ ensuring the social security payment system provides support to people when they need it most
- ▶ delivering the National Redress Scheme for Institutional Child Sexual Abuse ensuring applicants are provided with timely and trauma informed support
- ▶ working with key stakeholders to deliver the First Action Plan, the Aboriginal and Torres Strait Islander Action Plan and the Outcomes Framework under the National Plan to End Violence against Women and Children 2022–32



- ▶ continuing to embed the Priority Reforms of the Closing the Gap National Agreement in the work we do and deliver on our part of 3 of the Closing the Gap targets (targets 9 (a)—housing, 12—out-of-home care, and 13—family violence) and the cross-cutting outcome of disability to transform the way we work and partner with First Nations people, communities and organisations
- ▶ working across government to support the Government response to the recommendations of the *Royal Commission into the Robodebt Scheme* and the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability*
- ▶ working closely with the autistic community, sector and families to develop the National Autism Strategy
- ▶ ensuring the National Disability Insurance Scheme (NDIS) can continue to provide life-changing outcomes for future generations of Australians with disability through responding to the recommendations in the NDIS Review
- ▶ working with states and territories and key stakeholders to develop future Commonwealth-State funding arrangements to replace the National Housing and Homelessness Agreement and lead the development of a National Housing and Homelessness Plan
- ▶ working in partnership with the National Aboriginal and Torres Strait Islander Housing Association through the Housing Policy Partnership, to improve housing and homelessness outcomes and support the Indigenous community-controlled housing sector
- ▶ continuing to engage and work with communities and their leaders to shape the future of support services with the Income Management Reform including implementation of the Social Security (Administration) Amendment (Income Management Reform) Bill 2023 (the Bill)
- ▶ developing the Early Years Strategy to create an enduring vision for Australia’s children and their families
- ▶ leading implementation of Action Plans under *Safe & Supported: the National Framework for Protecting Australia’s Children 2021–31*
- ▶ tackling entrenched disadvantage through community partnerships and social impact investment
- ▶ providing Emergency Relief/Food Relief to Australian individuals and families
- ▶ leading the Commonwealth’s implementation of Australia’s Disability Strategy 2021–2031, including the first planned review of the Strategy, and establishing central coordination of disability policy in the department
- ▶ implementing the development of a new quality framework to drive improvement in existing Disability Employment Services, ahead of the introduction of a new employment service in July 2025 that supports better outcomes for people with disability and employers.

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 Plan.

## Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services present the 2023–24 Department of Social Services Corporate Plan (the Plan), which covers the financial years 2023–24 to 2026–27, 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 2023–24 financial year.

A handwritten signature in black ink, appearing to read 'Ray Griggs', with a stylized flourish at the end.

**Ray Griggs AO CSC**  
Secretary

August 2023

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## Our Mission

Our mission is to improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.

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## Our Purpose

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

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## 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
- ▶ ethical

These are central to the way we work with our Ministers, colleagues and stakeholders.

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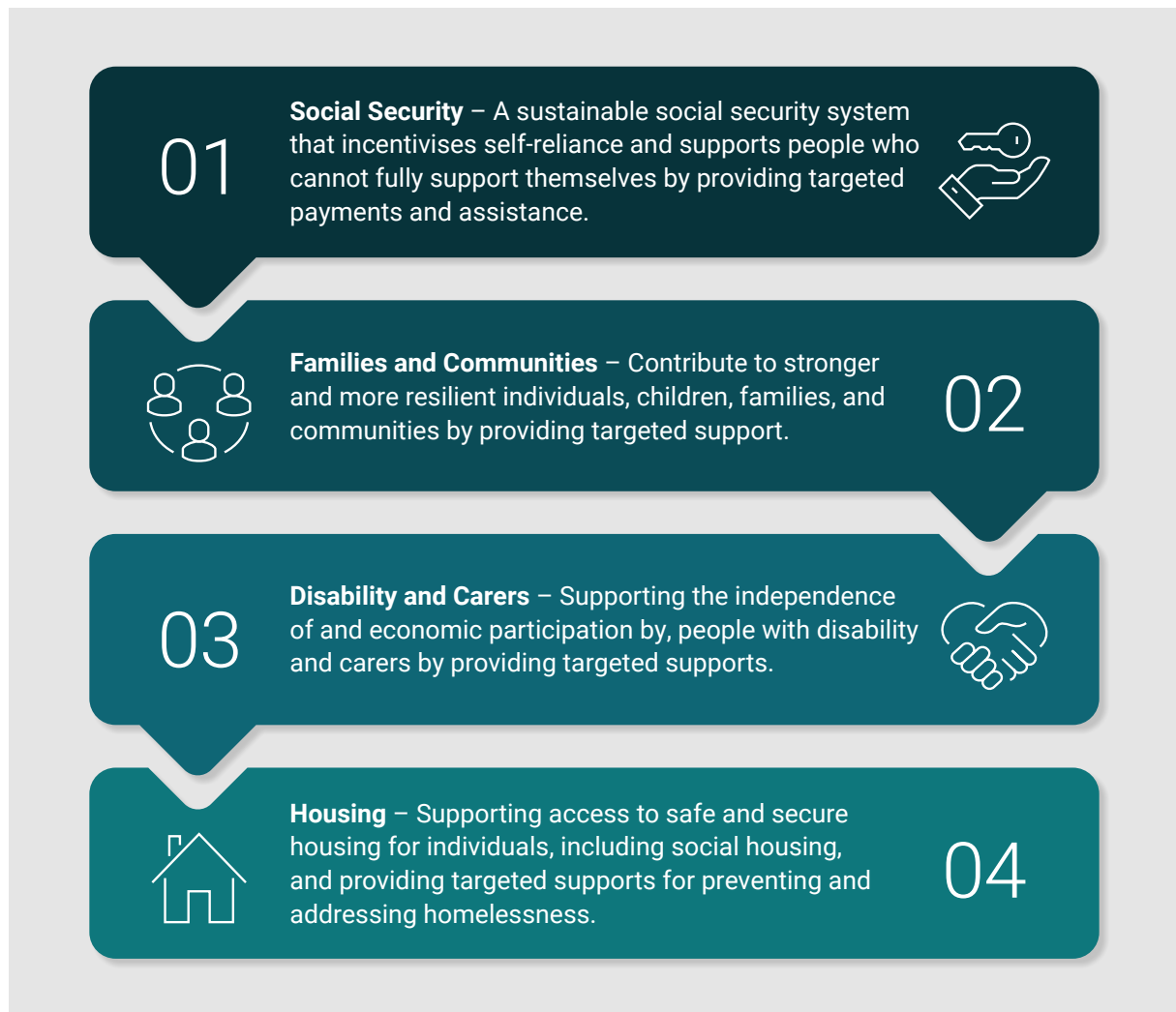
## Our Integrity

The current APS reform agenda includes a significant focus on a pro-integrity culture. To ensure we embed a culture of integrity and deliver better outcomes for the community, we will continue to develop a workplace culture that supports the contemporary operating environment through having staff that enable an adaptive workplace culture by demonstrating we;

- ▶ are **Curious** by seeking to understand what is happening in their role and how to improve what they do.
- ▶ will **Contest** respectfully to challenge and enhance ideas and proposals.
- ▶ work in **Collaboration** with others to achieve more comprehensive, integrated outcomes.
- ▶ have the **Courage** to put forward advice and ideas because it is the right thing to do.

# Our outcomes

Our purpose is delivered under 4 outcomes areas, including:



## Operational Context

The department operates in a complex, interconnected and evolving environment that presents both challenges and opportunities. Our success is contingent on our ability to anticipate, adapt and respond to the changing environment. Our focus is on supporting individuals, families and vulnerable members of Australian communities using person-centred approaches. We use our networks, partnerships and expertise to inform mainstream policy and programs, legislative and structural reform and funding of priority programs.

# Our structure

Our department is organised into 4 streams:



01

## Social Security Stream

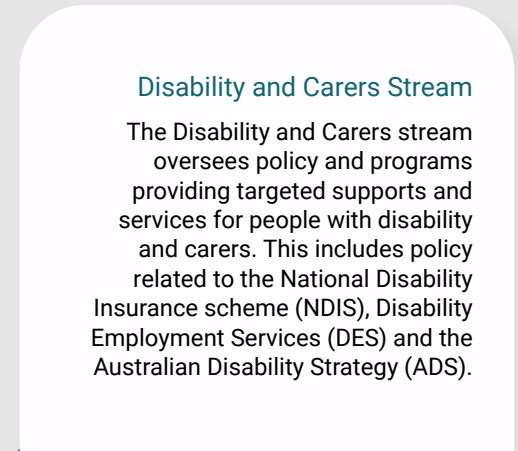
The Social Security Stream manages income support policies and programs that support families, carers, the aged, people with disability, students and apprentices, as well as people of working age. The stream also manages housing and homelessness policies and programs, along with the department's centralised data strategy and evaluations function.



02

## Families and Communities Stream

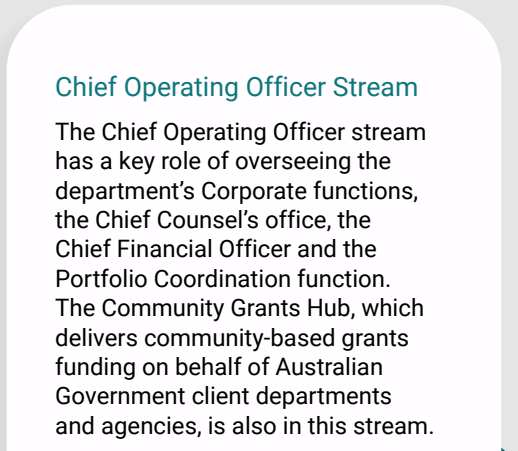
The Families and Communities stream supports vulnerable communities, families and children, and promotes family safety. It is responsible for the National Plan to End Violence against Women and Children, National Redress Scheme, Early Years Strategy, addressing problem gambling, financial wellbeing policy, programs to support families, women and children to be safe and thriving.



03

## Disability and Carers Stream

The Disability and Carers stream oversees policy and programs providing targeted supports and services for people with disability and carers. This includes policy related to the National Disability Insurance scheme (NDIS), Disability Employment Services (DES) and the Australian Disability Strategy (ADS).



04

## Chief Operating Officer Stream

The Chief Operating Officer stream has a key role of overseeing the department's Corporate functions, the Chief Counsel's office, the Chief Financial Officer and the Portfolio Coordination function. The Community Grants Hub, which delivers community-based grants funding on behalf of Australian Government client departments and agencies, is also in this stream.



# Our environment

## Cost of living

A range of factors have contributed to increased pressures on the cost of living.

While inflation is expected to ease over the next year, growth in the Consumer Price Index remains considerably higher than the Reserve Bank's target range of 2 to 3 per cent. Indexation continues to play a crucial role in ensuring social security payments keep up with increases in living costs.

Access to safe and affordable housing remains a crucial issue. The pandemic brought material and labour shortages, causing some builders to go into voluntary administration. These supply constraints have placed additional demands on Australia's housing market.

The Government has a broad-ranging housing agenda designed to ease these market pressures.

We work with Treasury and state and territory governments, to improve housing supply and affordability, and strengthen renters' rights across Australia, including through the National Housing and Homelessness Agreement (NHHA), Commonwealth Rent Assistance (CRA), and initiatives emerging from National Cabinet.

The development of a National Housing and Homelessness plan will set out the key short, medium and longer term reforms needed to address housing challenges.

## COVID-19

For many people life has returned to normal however, COVID-19 continues to pose a significant risk to many Australians including our most vulnerable. Public measures such as vaccinations and antiviral treatments continue to provide strong protection to Australians against severe illness and death. The portfolio continues to review and adjust its response to ensure available supports remain effective. The department continues to support coordinated actions across the Commonwealth that seek to safeguard the health and wellbeing of people with disability during the Pandemic, while respecting their rights, informed choices and dignity.

## Natural disasters

The frequency and intensity of natural disasters in recent years has been challenging for the Australian people. These events have impacted our most vulnerable disproportionately. We continue to collaborate with Australian Government agencies such as the National Emergency Management Agency to prepare for and respond to natural disasters. Our portfolio agency, Services Australia, helps people directly affected by natural disaster events with targeted support such as Australian Government Disaster Recovery Payment and Disaster Recovery Allowance.

## Longer life expectancy

As people are living longer we must remain responsive to how these changes affect the outcome areas of the department, the relative demand for services and the sustainability of the social security system. While the proportion of older Australians is increasing, longer working lives and the maturation of the superannuation system will result in gradual reduction in the proportion of senior Australians receiving the full rate of Age Pension. The Age Pension will remain an important safety net for seniors who have not been able to accumulate sufficient retirement savings and for those whose savings are depleted over their retirement.

## Reconciliation

The department is committed to partnering effectively with Aboriginal and Torres Strait Islander peoples. We take a leadership role in reconciliation processes based on relationships, respect and opportunity. The department is over half way into its Reconciliation Action Plan (stretch) 2021–2024. This includes an Aboriginal and Torres Strait Islander specific action plan in partnership with community leaders through Safe and Supported: the National Framework for Protecting Australia’s Children (2021–2031), a framework that embeds the 4 Priority Reforms of the National Agreement on Closing the Gap and the National Plan to End Violence against Women and Children (2022–2032). Implementation of the Closing the Gap Disability and Housing Sector Strengthening Plans puts into practice the Priority Reforms of working in partnership with First Nations people and building the First Nations community controlled sector.

Our procurement practices also demonstrate active investment into sustainable economic empowerment of Aboriginal and Torres Strait Islander peoples. Under Priority Reform One of the National Agreement on Closing the Gap, the department is co-chairing, with the National Aboriginal and Torres Strait Islander Housing Association, a Housing Policy Partnership to provide a forum for Indigenous Australians to have a genuine say in the design and delivery of housing services.

## Workforce

The national unemployment figures, whilst low have stabilised. Labour markets are competitive across all sectors, presenting challenges for employers to attract and retain diverse talent. Through our workforce and business planning processes, the department is looking for ways to address those challenges, with a particular focus on skills shortages within Data and Digital capabilities.

Our use of flexible work arrangements and leveraging our geographic dispersion has yielded significant benefits, broadening talent pools and building capability. Leaders and managers have focused on maintaining and strengthening team communication and cohesion, ensuring data security and capability building within a virtual environment.

The APS reform agenda is transforming the way the APS workforce operates. The reform initiatives present new and innovative opportunities as we look to the future and the department must ensure we have the resources and capability for the enduring changes which lie ahead.

## Collaboration

The successful implementation of cross government policy initiatives is contingent on inter-governmental collaboration and alignment. This requires fostering productive relationships with state and territory governments and other Australian Government agencies to fulfil our purpose. National scale changes necessitate effective relationship building with the community, so that shared values and commitments can be achieved. In pursuing outcomes, the department cultivates open and respectful relationships with the private sector, not-for-profit organisations and Australia’s diverse communities.

## Cross government priorities

The department has a leadership role in delivering nationally consistent approaches to address contemporary social policy issues across both portfolios and different levels of government. This includes ensuring those in need have access to appropriate social services through Australia’s Disability Strategy 2021–2031, the National Agreement on Closing the Gap, Safe & Supported: the National Framework for Protecting Australia’s Children 2021–2031 and the National Plan to End Violence against Women and Children 2022–2032.

## Australia's Disability Strategy 2021–2031

*Australia's Disability Strategy 2021–2031* (the Strategy) provides a national framework against which all levels of government have agreed to focus on improving outcomes for people with disability over the next decade. The department has a leadership and central coordination role in supporting implementation of the Strategy, including working across all governments and Australian Government agencies, and with people with disability.

The Strategy recognises the diversity of people with disability and the intersectional impacts affecting different groups of people with disability. The Strategy complements the commitment and endorsement by all levels of government on Closing the Gap, providing an opportunity to drive national action and improve outcomes with and for Aboriginal and Torres Strait Islander peoples with disability.

In 2023–24, the department will continue work internally and with other departments and agencies to embed the Strategy's shared leadership approach across government. We will use the guiding principles when developing and evaluating policies, programs, services and systems to uphold the rights of people with disability, and improve the way the department conducts consultations to be more inclusive and accessible to people with disability.

The department will also be working across its programs to progress the following policy priorities in the Strategy:

- ▶ increase employment of people with disability
- ▶ improve transition of young people with disability from education to employment
- ▶ strengthen financial independence for people with disability
- ▶ increase the availability of affordable housing
- ▶ people with disability are able to access supports that meet their needs
- ▶ the NDIS provides eligible people with permanent and significant disability with access to reasonable and necessary disability supports
- ▶ people with disability are supported to access assistive technology
- ▶ the role of informal support is acknowledged and supported
- ▶ people with disability are safe and feel safe from violence, abuse, neglect and exploitation
- ▶ improving the evidence base through the National Disability Data Asset
- ▶ policies, processes and programs provide better responses to people with disability who have experienced trauma
- ▶ strengthen information, guidance and the capability and capacity of key services and systems to support parents and carers to make informed, evidence-based choices about their child
- ▶ policies, processes and programs for people with disability promote gender equality and prevent violence against groups at heightened risk, including women and their children
- ▶ the rights of people with disability are promoted, upheld and protected.

The department is also responsible for reporting on the Strategy. This includes an annual Targeted Action Plan report and an Outcomes Framework report, which will track progress against the Strategy's Policy Priorities. In late 2023, the first biennial implementation report is expected to be tabled in the Australian Parliament. This will show what progress has been made and what actions have been taken by governments. All reports will be publicly available through the Australia's Disability Strategy Hub at [www.disabilitygateway.gov.au/ads](http://www.disabilitygateway.gov.au/ads).

## The National Agreement on Closing the Gap

*The National Agreement on Closing the Gap* (National Agreement) acknowledges that to close the gap, Aboriginal and Torres Strait Islander people must determine, drive and own the desired outcomes, alongside all governments. There is a deep commitment across the department to work in new ways with First Nations people, communities and organisations and to embed strong First Nations voices in the development of the department's policy, programs and services.

The National Agreement includes 17 socio-economic outcomes, 3 cross-cutting areas and 4 priority reforms. It is acknowledged that the driver for genuine transformation rests on the actions government departments are taking to embed the 4 priority reforms. The department has a lead role and is focused on embedding Priority Reform 3, and is working across the portfolio to transform the way we work with First Nations people and communities. The priority reforms focus on:

- ▶ formal partnership and shared decision-making
- ▶ building the community-controlled sector
- ▶ transforming government organisations
- ▶ shared access to data and information at a regional level.

In support of this work, the department performs a key strategic coordination role across the Social Services portfolio agencies. Together, within formalised governance arrangements, agencies collaborate to embed the priority reforms, share ideas and lessons learned, and leverage the extensive systems and service footprint that interacts with First Nations people, communities and organisations across Australia.

The department has taken a lead role in driving the alignment of Commonwealth government actions to the disability cross-cutting outcome. This is in recognition of the need for all areas of the department and portfolio agencies to respond to the National Agreement and Australia's Disability Strategy and focus on improving outcomes for Aboriginal and Torres Strait Islander peoples and people with disability.

## Safe & Supported: the National Framework for Protecting Australia's Children 2021–2031

*Safe & Supported: the National Framework for Protecting Australia's Children 2021–2031* (Safe and Supported) sets out how all governments will work in partnership with First Nations representatives, and in close collaboration with the non-government sector to help children, young people and families in need of support, particularly those who are experiencing disadvantage or are vulnerable to abuse or neglect.

Safe & Supported was developed in partnership with state and territory governments, the Aboriginal and Torres Strait Islander Leadership Group, and SNAICC – National Voice for our Children.

Safe & Supported has 4 focus areas to achieve outcomes:

- 1 a national approach to early intervention and targeted support for children and families experiencing vulnerability or disadvantage
- 2 addressing the over-representation of Aboriginal and Torres Strait Islander children in child protection systems
- 3 improving information sharing, data development and analysis
- 4 strengthening the child and family sector and workforce capability.

Safe & Supported embeds the Priority Reforms of the National Agreement on Closing the Gap, to transform how governments work to support improved outcomes for Aboriginal and Torres Strait Islander children, young people and families. It will be a key mechanism in responding to the Closing the Gap Target 12 to reduce the rate of over-representation of Aboriginal and Torres Strait Islander children in out-of-home care by 45 per cent over 10 years.

Safe & Supported is being delivered through 2 Action Plans: *Safe & Supported: Aboriginal and Torres Strait Islander First Action Plan 2023–2026*, and *Safe & Supported: First Action Plan 2023–2026*.

## The National Plan to End Violence against Women and Children 2022–2032

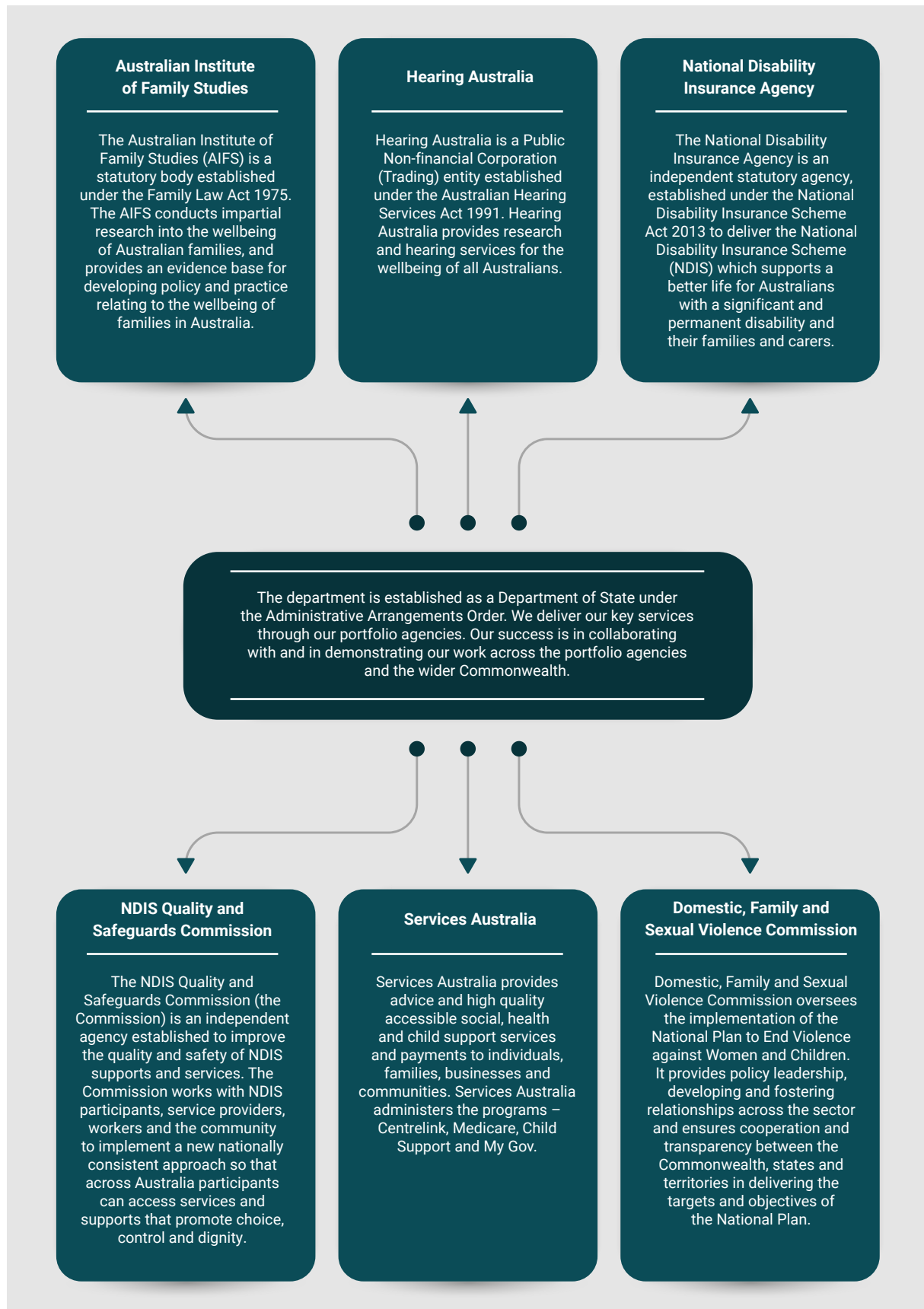
*The National Plan to End Violence against Women and Children 2022–2032* (National Plan) is the cornerstone of the Government's strategy to address family, domestic and sexual violence. It sets the national policy agenda for the next 10 years guiding the work of Commonwealth, state and territory governments, family safety experts and front-line services, and importantly commits to ongoing engagement with victim-survivors in the development of policies and solution. The National Plan addresses violence across the continuum from prevention, early intervention and response, through to recovery and healing.

The 10 year National Plan is underpinned by 2, 5 year action plans, as well as a dedicated Aboriginal and Torres Strait Islander Action Plan. The Action Plans detail the priority focus areas for implementation and investment across all governments.

The Aboriginal and Torres Strait Islander Action Plan, jointly developed with the Aboriginal and Torres Strait Islander Advisory Council on family, domestic and sexual violence, both addresses current family safety needs and provides a foundation for the standalone First Nations National Plan for family safety.

# Our portfolio agencies

The Social Services portfolio comprises the following portfolio bodies:





# Our capability

## Our workforce

Our workforce plan is designed to:

- ▶ support the development of a high performing, future ready workforce
- ▶ leverage capability development to support attraction, engagement and retention of key capabilities
- ▶ foster a continuous learning culture and address identified capability gaps.

We monitor the capability requirements of the department and workforce metrics to ensure senior leaders and managers can support our people and effectively build capability to support the delivery of our outcomes.

The value and importance of the 4Cs: Curiosity, Contestability, Collaboration and Courage are at the heart of building a high performing and future ready workforce. Together, these ensure a workplace environment that values and invests in capability through their application. As a collective, these 4 elements enable a culture that:

- ▶ helps us adapt and be ready for reform
- ▶ results in increased candour and frankness
- ▶ is active, not passive, with a free flow of information.

It is important that our people are part of a safe, supportive and productive culture to achieve their full potential and thrive. To assist in building this culture, the department is aligned to the APS Mental Health and Capability Framework. Through this framework, the department implements targeted and structured activities with the aim of building a systems-wide approach to mental health promotion, capability and literacy. One of these activities for 2023–24 is to deliver a Mental Health Strategy outlining the department's shared commitment to mental health and providing a mentally safe and healthy workplace.

## Our diversity

The department has a range of action plans and strategies aimed at supporting our workforce, including a Reconciliation Action Plan, an Aboriginal and Torres Strait Islander Workforce Action Plan and a Diversity and Inclusion Action Plan. These plans and strategies work in conjunction with the Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy, APS Disability Employment Strategy, Australia's Disability Strategy 2021–2031, and the APS Gender Equality Strategy.

As an inclusive department, we support a number of staff led diversity committees and networks and provide appropriate supports and resources to ensure that we foster a truly diverse and inclusive workforce for all staff including:

- ▶ Aboriginal and Torres Strait Islanders
- ▶ Culturally and linguistically diverse people
- ▶ LGBTIQ+ people
- ▶ People with disability

## Grants capability

Each year the Government provides grant funding to deliver on its policy objectives for the benefit of Australians. The Community Grants Hub is a centralised grants function with staff based across Australia delivering grants administration services for the department and 10 other government departments. In 2022–23, the Community Grants Hub managed 27,079 grants of over \$9.49 billion in value for the department and other agencies.

Through shared services arrangements and partnerships with government departments and funded organisations, the Community Grants Hub drives consistency in grant administration by developing and maintaining standardised tools to support best practice in grants management. Support is offered through all stages of the grants administration lifecycle, aiming to reduce duplication and ensure the most effective approaches are used to identify and respond to community needs.

The Community Grants Hub facilitates strategic engagement between the department and the social, disability, health and aged care services sectors, leveraging opportunities, evidence and engagement to target programs more effectively and maximise outcomes. Through the department's geographically dispersed network of staff, including Funding Arrangement Managers, based in all states and territories, our aim is to better understand our operating environment to support the ongoing development and improvement of the policies, programs and grant activity delivered by the department and client agencies.

## Data capability

The department's data and evaluation capability supports our performance monitoring and reporting. The department draws on extensive data from our policies, programs and services, and applies various analytical techniques, to examine appropriateness, efficiency, and effectiveness of programs and policies.

The DSS Data Strategy 2022–24 sets the strategic direction for the department's data agenda to deliver the vision of empowering every person in the department to achieve more with data. The Strategy outlines the goals to improve and reinforce the department's data foundations across 5 themes: capability; governance; culture; data access and sharing; and technology.

In 2023–24, the department will continue to:

- ▶ ensure our data governance practices reflect best-practice and enable the use of data in a safe and ethical way
- ▶ ensure our technology and systems support all aspects of the data lifecycle
- ▶ share and leverage data and enable data access, internally and externally, particularly for the National Disability Data Asset
- ▶ increase staff capability and confidence in using data, particularly to understand place-based client pathways and outcomes
- ▶ explore and participate in initiatives related to data, analytics, capability development and evaluation across the Australian Public Service
- ▶ create a culture of data-driven curiosity and enquiry where data is embedded into all aspects for our business.

## Financial capability

Our Finance Group leads the department’s finance capability and ensures compliance with legislative and policy requirements. The group facilitates coordination of budget processes, allocation of budgets to deliver the department’s priorities, reports on financial performance and produces the financial statements. The group is a key enabler in the financial stewardship of the department, providing advice to the:

- ▶ Executive Management Group in a timely and accurate manner about financial performance, forecast, pressures and risks
- ▶ departmental managers, in relation to:
  - 1 the development of robust and easy to use financial management policies, systems and processes
  - 2 assisting in the development of new policy proposals and coordinating the Budget process
  - 3 the provision of timely and accurate financial information, analysis and advice
  - 4 anticipating financial issues and working collaboratively in developing solutions
  - 5 financial literacy training and support to enhance financial knowledge; and procurement advice, use of credit cards, travel and fleet management.

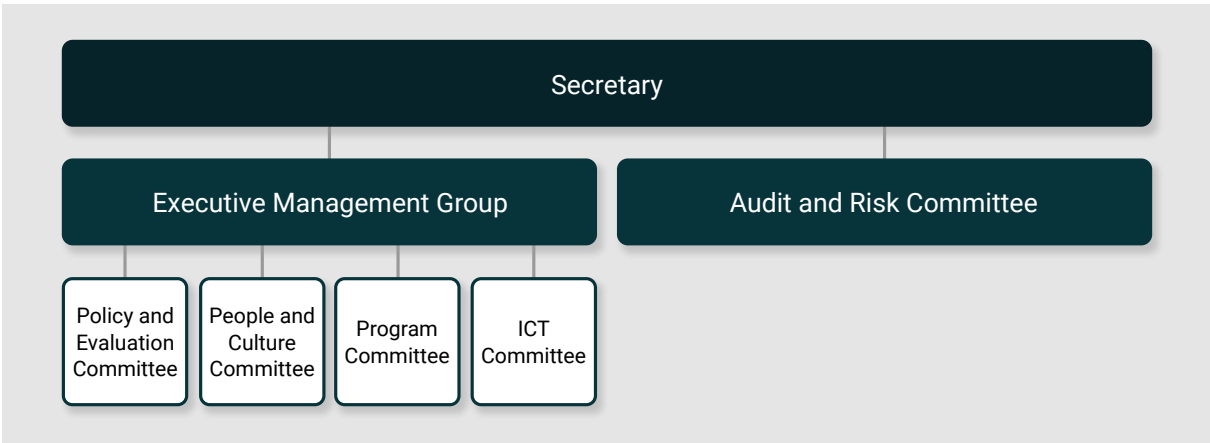
## Governance capability

Our strong governance arrangements support our decision making by ensuring transparency, accountability and integrity are applied to all of our activities.

Our governance structure includes the Executive Management Group and its sub-committees, which cover policy and evaluation, people and culture, ICT and program performance.

Our governance structure informs the strategic prioritisation of resources as part of policy setting, program and workforce planning, risk management and audit and compliance activities.

### Governance structure diagram



### DSS planning and reporting framework

The department’s planning and reporting framework supports the delivery of our obligations under the PGPA Act and ensures that the business planning, performance measurement and budget processes are aligned.

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 purpose and performance. We measure and assess performance in contributing to government policy objectives.



# Risk oversight and management

## Our risk management

The department operates in an ever-changing environment of strategic, operational, shared and emerging risks in order to deliver on our purpose.

Our Risk Management Framework (the framework) assists staff at all levels across the department to effectively identify and manage risk. The framework includes a risk management policy, along with risk and issues management procedures. It also provides clear responsibilities for all our staff to consistently escalate and report on risk and issues.

Our processes align with the Commonwealth Risk Management Policy and section 16 of the *Public Guidance, Performance and Accountability Act 2013*.

## Our strategic risks

The department's 6 strategic risks, identified by the Executive Management Group have the potential to impact our mission and purpose. These risks are interdependent and cut across organisational boundaries. Our strategic risks and associated risk treatments are detailed below:

Strategic Risk	Description	Risk Mitigations
<b>Government Priorities</b>	There is a risk the department will not provide timely, quality policy advice addressing Government priorities.	<ul style="list-style-type: none"> <li>▶ Deliver against our 4 outcomes by continuing to implement government priorities in line with relevant legislation, frameworks and guidance.</li> <li>▶ Continue to work collaboratively with our key stakeholders to ensure that all views are considered and policy advice is timely, influential, and has a strong evidence base.</li> </ul>
<b>Integrity</b>	There is a risk to the department maintaining the highest standards of integrity, public service values and professionalism in the work we do.	<ul style="list-style-type: none"> <li>▶ Design, develop and implement processes that meet the requirements of the National Anti-Corruption Commission including an Integrity Strategy, Framework and standing up an integrity team within the department.</li> <li>▶ Continue educating staff on their responsibilities for maintaining integrity through the delivery of mandatory training on APS values, code of conduct, fraud awareness, employment principles and expectations.</li> </ul>
<b>Workforce Capability and Safety</b>	There is a risk to the department having the workforce capability needed, including managing the safety, wellbeing and development of staff.	<ul style="list-style-type: none"> <li>▶ Implement and monitor the department's Workforce Strategy that sets direction and priorities to support and develop our people.</li> <li>▶ Continue supporting health and wellbeing initiatives in the department by aligning resources such as the department's Mental Health Forward Work Plan to the APS Mental Health Capability Framework.</li> <li>▶ Mature diversity and inclusion efforts in the department through continued implementation of the Diversity and Inclusion Action Plan.</li> </ul>
<b>An Integrated Policy Cycle</b>	There is a risk the delivery and implementation of the department's policy and program solutions is not effective and suitably citizen-centric.	<ul style="list-style-type: none"> <li>▶ Continue working toward consistent and citizen-centric policy design and program management by implementing the Getting Better Outcomes approach and the Program Logic Model.</li> <li>▶ Develop a centralised program management reporting mechanism with an escalation process to consistently track and report on progress of programs.</li> </ul>

Strategic Risk	Description	Risk Mitigations
<b>Partnerships with other Agencies and Organisations</b>	There is a risk to ensuring the department's partnerships with other agencies and organisations maximises the outcomes for the Australian community.	<ul style="list-style-type: none"> <li>▶ The Stakeholder Engagement Policy and Framework are used consistently across the department to foster meaningful relationships with other agencies and organisations.</li> <li>▶ Continue to consult with key stakeholders on policy and program solutions to ensure that outcomes are maximised.</li> <li>▶ Contractual Agreements with our key stakeholders are in place and regularly monitored to meet our policy, program and service delivery responsibilities.</li> </ul>
<b>Systems and Data Integrity</b>	There is a risk to maintaining and protecting data held by the department and using data and information effectively to support our outcomes.	<ul style="list-style-type: none"> <li>▶ Implement strategies within our 2022–24 Data Strategy and continue to refine our data governance resources to ensure strong governance processes are in place in relation to the quality, use, and sharing of our data.</li> <li>▶ Continue to ensure that Service Level Agreements are in place with our key stakeholders in relation to our IT systems and support for our data. We will also continue to review these on a regular basis.</li> </ul>

## Our risk governance

Our Executive Management Group oversees the approach and effectiveness of the Risk Management Framework and makes decisions about strategic risks. The strategic risks are reviewed annually.

The Chief Risk Officer provides oversight of risk management culture and capabilities across the department and is supported by 6 risk stewards who each champion a strategic risk. The Chief Risk Officer and Deputy Secretaries regularly inform the Executive Management Group about emerging risks and current issues.

The Audit and Risk Committee provides independent assurance and advice to the Secretary, and Executive Management Group, on the design and operation of our department's risk, control and compliance framework, including its external accountability responsibilities.



# Our performance

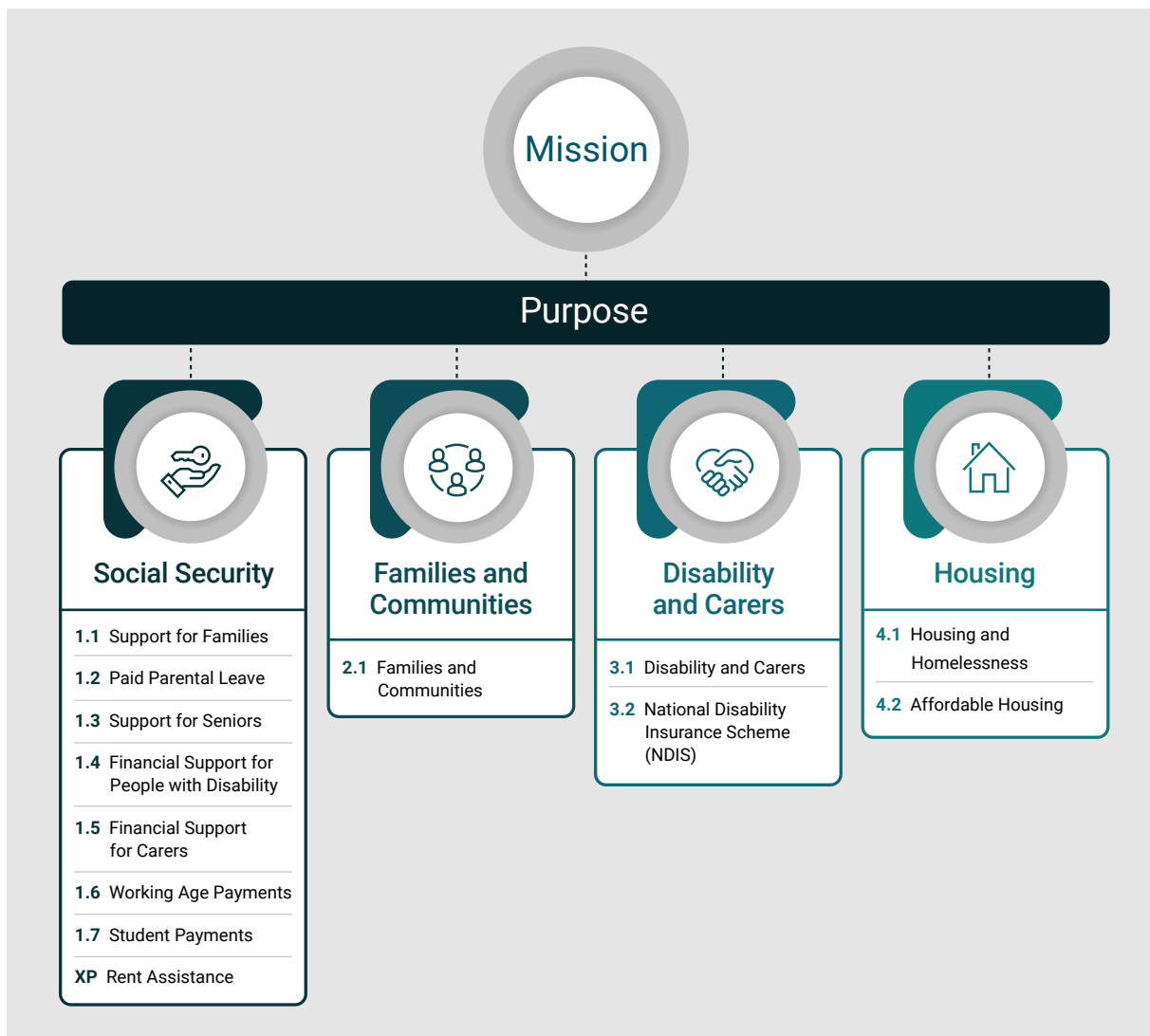
## Key Activities

The department undertakes key activities that contribute to the achievement of our purpose. The key activities are a function of our funded programs that are outlined in the Portfolio Budget Statements and as such, the key activities are listed under each program in the performance section of this document.

Our policies and programs are the foundations through which we achieve our purpose. The performance measures in this Plan demonstrate the value and impact of our initiatives to improve the economic and social wellbeing of individuals, families and vulnerable members in Australian communities.

Throughout this chapter, the key activity descriptions explain the department’s role in designing and implementing policy settings, such as eligibility and qualification criteria, and delivering and managing programs.

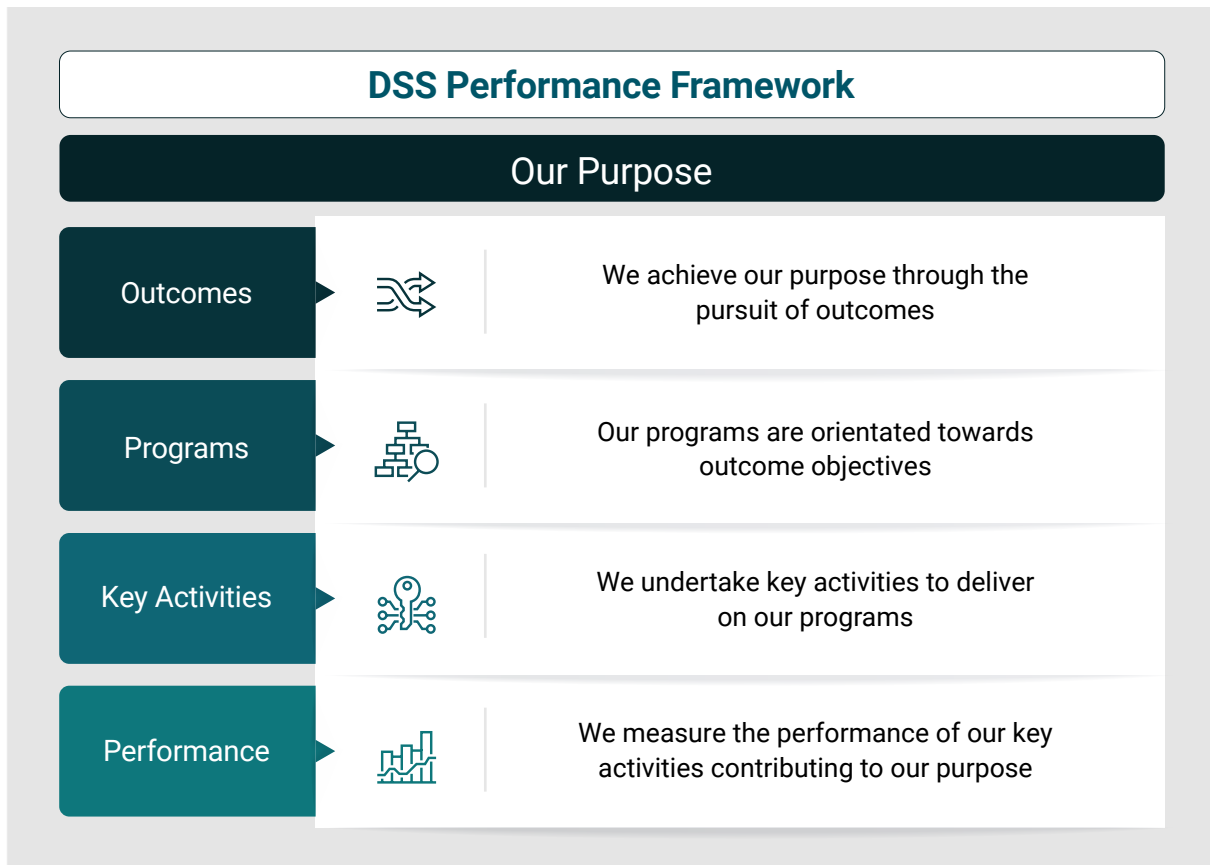
A diagram to map the department’s purposes, outcomes and activities is provided below.



## Performance and Reporting Framework

The department’s framework for assessing performance links success criteria to key activities, which gives effect to our policy and program objectives. Our performance is measured through how key activities contribute to the delivery of programs and overall achievement of our purpose. We ensure our programs are outcome focused and oriented towards government priorities.

Our approach to planning and performance is outlined in the diagram below.



The department’s key activities are delivered in partnership with a range of third parties including portfolio agencies, for-profit and not-for-profit organisations. The majority of the data used to report our performance is sourced from our third-party delivery partners. The department aims for better practice approaches to ensure third-party data is reliable, verifiable, and supported by proportionate assurance processes. However, in practice some third-party data may have limitations. In the interest of transparency, we disclose any limitations associated with the data and methodology used to assess our performance.

Within our operating context, there are external factors beyond the department’s control that can impact our performance. Performance measures that may be impacted by external factors are identified in this chapter using the diamond symbol (◆).

In the pursuit of continuous improvement, we regularly review our performance framework to ensure our key activities and corresponding performance measures are relevant, up-to-date and aligned with government priorities.

The assessment of performance measures outlined in this Corporate Plan will be published in the 2023–24 Annual Report.

## Categorising Data Sources

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

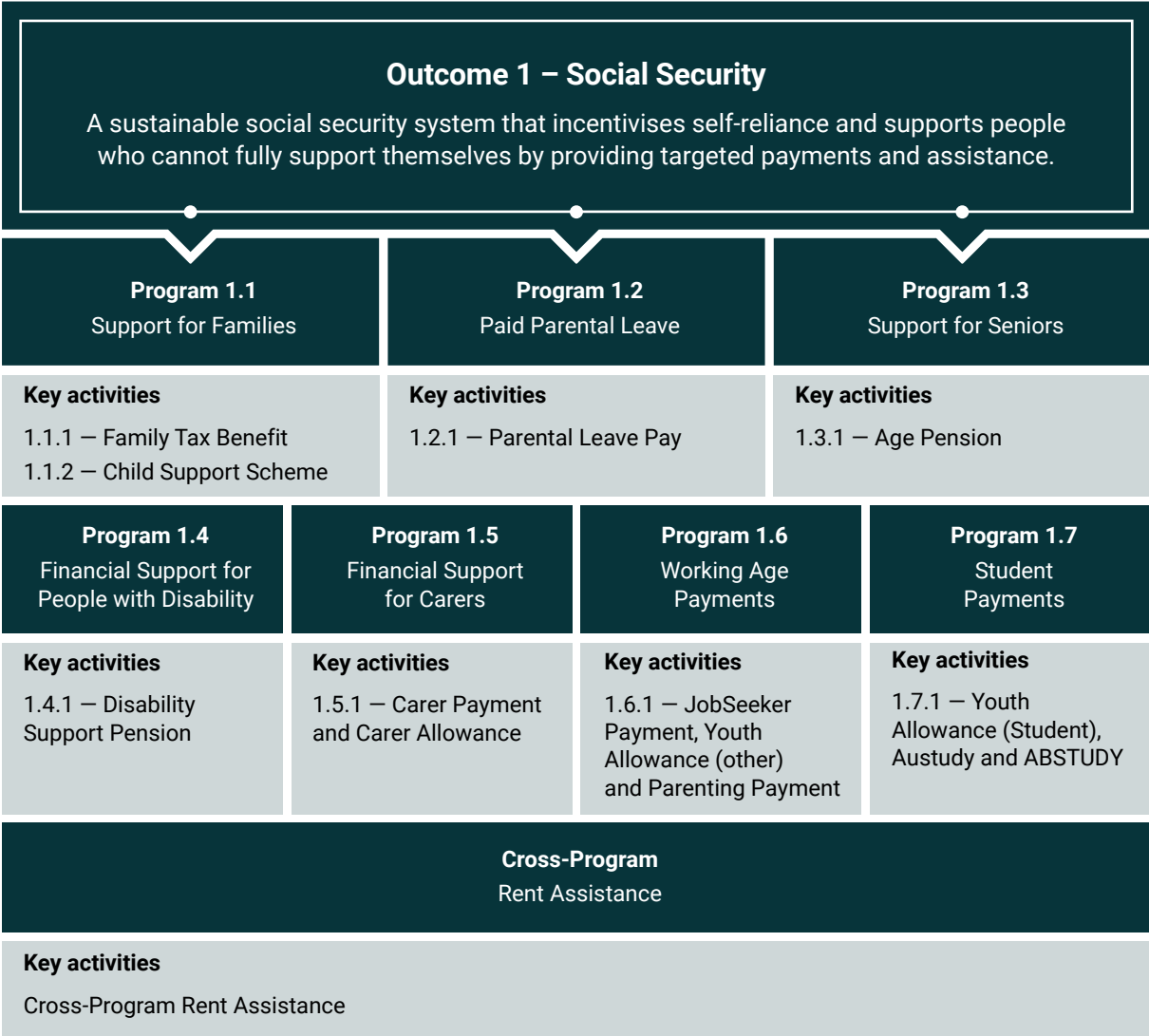
APS Symbol	Data Source	Definition
PS	Primary source	Generated from within the department
SS	Secondary (Government) source	Data sourced from another Commonwealth or state and territory entity
TS	Other third-party source	Contracted business or service provider

# Outcome 1: Social Security

## Programs and activities

Outcome 1 comprises of 7 programs and a number of activities, all of which contribute to achieving 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 pages that follow.



## Program 1.1 Support for Families

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

### Key Activity – 1.1.1 Family Tax Benefit

The Family Tax Benefit (FTB) is a key activity of the Support for Families Program. The Family Tax Benefit key activity makes payments to **eligible low** and **medium income families** to help with the direct and indirect cost of raising dependent children. It comprises 2 parts:

- ▶ Family Tax Benefit Part A – this is paid per child and the amount paid is based on the family's circumstances.
- ▶ Family Tax Benefit Part B – this is paid per family and gives extra help to single parents and some couple families with one main income.

Family Tax Benefit is 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 key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

**Services Australia** is the primary portfolio agency responsible for administering the Family Tax Benefit on the department's behalf, including receiving, processing and managing payment applications and making payments.

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆1.1.1-1A Payment targeted to low income families (67% 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 these 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.

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

## Methodology

The number of families with lower incomes supported through Family Tax Benefit is calculated using the total number of Family Tax Benefit recipients. The Family Tax Benefit recipients are filtered 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.

SS

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

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

## Supporting Information

- ▶ Administered outlays
- ▶ Number of recipients
- ▶ Payment accuracy



## Program 1.1 Support for Families

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

### Key Activity – 1.1.2 Child Support Scheme

The Child Support Scheme (CSS) is a key activity of the Support for Families Program. The CSS ensures **children** receive an appropriate level of support from their parents following separation.

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 for a child from a previous relationship, an individual must take reasonable action to apply for a child support assessment. This is known as the **Maintenance Action Test (MAT)**. The requirement to meet the MAT applies, regardless of if the parent would be assessed to receive or pay child support.

**The department** is responsible for designing and implementing the CSS, including the administration of the child support policy and legislation.

**Services Australia** delivers the CSS on the department's behalf and provides services to parents and carers. Services Australia assists parents to apply for a child support assessment and, where applicable, 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.

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆1.1.2.1A At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.	≥ 85 %	≥ 85 %	≥ 85 %	≥ 85 %

### Rationale

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

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

- ▶ The proportion of children of separated parents in the Family Tax Benefit system who are entitled to receive child support from separated parents (i.e. those who meet the Family Tax Benefit MAT requirements).
- ▶ A significant percentage of these children receive support from their parents following separation.

## Methodology

The number of Family Tax Benefit Part A 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; and
- ▶ meet MAT requirements.

The percentage is based on 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 subject to the MAT.

SS

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

## Supporting Information

- ▶ Number of cases

## Program 1.2 Paid Parental Leave

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

### Key Activity – 1.2.1 Parental Leave Pay

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

For children born or adopted from 1 July 2023, Parental Leave Pay provides eligible families with up to 20 weeks of pay based on the national minimum wage. To support a more balanced approach to paid and unpaid work within families, 2 weeks will be reserved on a dedicated 'use it or lose it' basis for each parent. Single parents are able to access the full 20 weeks. To be eligible for Parental Leave Pay, a claimant must meet the scheme's work test, income test, and residency test. Subject to passage of legislation, from 1 July 2024 Parental Leave Pay will be expanded by an additional 2 weeks each year, reaching a total of 26 weeks from July 2026.

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

**The department** is responsible for designing and implementing the key activity, including providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

**Services Australia** is the primary portfolio agency responsible for administering Parental Leave Pay on the department's behalf, including receiving, processing and managing payment applications and delivering Parental Leave Pay payments.

### Performance Measure

1.2.1-1 Extent to which parents take Parental Leave Pay

Target	2023–24	2024–25	2025–26	2026–27
◆1.2.1-1A At least 95% 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 spend more time at home with a new baby or recently adopted child, and to enhance the health and development of mothers and their children.*

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

## Methodology

Eligibility is defined as Parental Leave Pay families that receive Parental Leave Pay. Access is defined as the receipt of the payment for the entire entitlement period for which the payment is available to the family. For children born or adopted before 1 July 2023, this would be 18 weeks of Parental Leave Pay; for children born or adopted from 1 July 2023, this would be 20 weeks of Parental Leave Pay.

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

SS

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

## Supporting Information

- ▶ Administered outlays
- ▶ Number of recipients

### Program 1.3 Support for Seniors

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

#### Key Activity – 1.3.1 Age Pension

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

**The department** is responsible for designing and implementing the key activity, including providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

**Services Australia** is the primary portfolio agency responsible for administering the key activity on the department's behalf including receiving, processing and managing applications and delivering payments.

#### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 1.3.1-1A 75% 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, demonstrates that senior Australians with low to moderate means are assisted financially. This measure demonstrates the **effectiveness** of the Age Pension in achieving the objective of the key activity: *Senior Australians are assisted financially in a manner that encourages them to productively manage resources and life transitions.*

Targeting 75 per cent or below of people of Age Pension age 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 **data sources** used for this calculation are:

**SS** Services Australia administrative data

**SS** DVA administrative data

**SS** Australian Bureau of Statistics data – Population Projections, Australia 2017–2066, which draws on the base population data set released on 20 September 2018.

## Supporting Information

- ▶ Administered outlays
- ▶ Number of recipients
- ▶ Payment accuracy

## Program 1.4 Financial Support for People with Disability

To financially assist eligible people with disability.

### Key Activity – 1.4.1 Disability Support Pension (DSP)

The Disability Support Pension is a key activity of the Financial Support for People with Disability Program. The key activity makes 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 have a physical, intellectual or psychiatric impairment which is expected to persist, in light of available evidence, for at least 2 years, and attracts at least 20 points under the Tables for the assessment of work-related impairment for Disability Support Pension (the Impairment Tables). The Disability Support Pension supports people who are unable to work for at least 15 hours per week at or above the relevant minimum wage. The person must be aged 16 years or over and under Age Pension age at the time of claim. Disability Support Pension recipients are automatically issued with a Pensioner Concession Card. Disability Support Pension is income and assets tested at the same rate as other social security pensions.

**The department** is responsible for designing and implementing the key activity, including providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

**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

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

Target	2023–24	2024–25	2025–26	2026–27
◆1.4.1-1A At least 90% 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 demonstrates that eligible people with a disability who cannot fully support themselves are being financially assisted. That is, that those with sufficient means should not receive Disability Support Pension. 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 **data sources** used for this calculation are:

SS

Services Australia administrative data

SS

Australian Bureau of Statistics Survey – Disability, Ageing and Carers.

## Supporting Information

- ▶ Administered outlays
- ▶ Number of recipients
- ▶ Payment accuracy

## Program 1.5 Financial Support for Carers

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

### Key Activity – 1.5.1 Carer Payment and Carer Allowance

The Carer Payment and Carer Allowance 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** is for 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** is 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 key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

**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

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

Target	2023–24	2024–25	2025–26	2026–27
◆1.5.1-1A At least 70% 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/or Carer Allowance demonstrates the **effectiveness** of the key activity by showing a significant per cent of eligible carers who are unable to fully support themselves are in receipt of financial support.

## Methodology

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

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

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

SS Services Australia administrative data

SS Australian Bureau of Statistics – Survey of Disability, Ageing and Carers.

## Supporting Information

- ▶ Administered outlays
- ▶ Number of recipients
- ▶ Payment Accuracy

## Program 1.6 Working Age Payments

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

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

The JobSeeker Payment, 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 injury or illness or parenting responsibilities. Eligibility for payments is targeted with means testing and supplementary payments are 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** is 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** who have principal care for a young child; it 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 to improve their job prospects.

The 2023–24 Budget included a number of measures that will increase financial support to recipients of working age payments from 20 September 2023:

- ▶ \$4.9 billion over 5 years to increase working age and student payments by \$40 per fortnight, including JobSeeker Payment, Youth Allowance (Other) and Parenting Payment (Partnered). This includes extending eligibility for the higher single JobSeeker Payment rate for recipients aged 60 and over, which will be extended to recipients aged 55 and over who have been on payment for 9 or more continuous months
- ▶ \$1.9 billion over 5 years to expand eligibility for Parenting Payment (Single) to parents with a youngest child under 14 years (up from 8 years).

**The department** is responsible for designing and implementing the key activity, including providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

**Services Australia** is the primary portfolio agency responsible for administering the key activities on the department's behalf including receiving, processing and managing payment applications, and delivering the JobSeeker Payment, Parenting Payment and Youth Allowance (Other).

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 1.6-1A Recipient numbers reflect the number of people who are unable to fully support themselves through work.	Recipient numbers align with changes in the unemployment rate	Recipient numbers align with changes in the unemployment rate	Recipient numbers align with changes in the unemployment rate	Recipient numbers align with changes in the unemployment rate

## Rationale

Measuring the extent to which payments are made to, or with respect to, people unable to fully support themselves aims to demonstrate that people who are temporarily unable to support themselves through work or who have a limited capacity to work due to injury or illness or parenting responsibilities, are assisted financially. This measure demonstrates the **effectiveness** of 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.*

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

Over the past year, the unemployment rate and the number of people supported by working age payments have been broadly aligned, with levels for both measures being relatively stable. The department will continue to closely monitor these indicators, giving consideration to whether the current measure and target are the best option for assessing the effectiveness of the Working Age Payments program.

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

SS

Services Australia administrative data

SS

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

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

## Supporting Information

- ▶ Administered outlays
- ▶ Number of recipients
- ▶ Payment accuracy

## Program 1.7 Student Payments

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

**Key Activity** – 1.7.1 Youth Allowance (Student), Austudy, ABSTUDY

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

- ▶ **Youth Allowance (Student)** is a payment to eligible **students or apprentices aged 16–24 years** who are in need of financial assistance to undertake education or training.
- ▶ **Austudy** is a payment to eligible **students or apprentices aged 25 years and over** who are in need of financial assistance to undertake education or training.
- ▶ **ABSTUDY** provides 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 activity, including providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

**Services Australia** is the primary portfolio agency responsible for administering the key activities on the department's behalf including receiving, processing and managing payment application and delivering student payments.

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 1.7.1-1A The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments reflect the number of people who are unable to fully support themselves through work.	Changes in exit rates align with changes in unemployment rate	Changes in exit rates align with changes in unemployment rate	Changes in exit rates align with changes in unemployment rate	Changes in exit rates align with changes in unemployment rate

### Rationale

Measuring the extent to which payment recipients have improved financial self-reliance demonstrates 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 activity: *recipients have improved financial self-reliance*.

Targeting the proportion of recipients who are not receiving income support 12 months 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 3 months
- ▶ recipient numbers for the 12 months following the calendar year of exit.

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

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

SS

Services Australia administrative data

SS

Australian Bureau of Statistics, National Accounts - Labour Force Australia

## Supporting Information

- ▶ Administered outlays
- ▶ Number of recipients
- ▶ Payment accuracy

## 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

Cross-Program Rent Assistance is a supplementary payment to assist eligible Australians receiving income support or family assistance payments with the cost of private rental or 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
- ▶ Service Pension, Income Support Supplement, Veteran Payment, or Department of Veterans' Affairs Education Schemes.

The Government will provide \$2.7 billion over 5 years from 2022–23 (around \$0.7 billion per year ongoing) to increase the maximum rates of Rent Assistance by 15 per cent, effective from 20 September 2023. This is in addition to the roughly \$5 billion the Government spends on Rent Assistance each year.

**The department** is responsible for Rent Assistance policy and program management.

**Services Australia** is the primary portfolio agency responsible for administering Rent Assistance, including assessments, compliance and payments.

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ Commonwealth Rent Assistance (CRA) reduces the proportion of recipient households in “rental stress” by at least 25 percentage points <sup>1</sup>	CRA reduces the proportion of recipient households in “rental stress” by at least 25 percentage points	CRA reduces the proportion of recipient households in “rental stress” by at least 25 percentage points	CRA reduces the proportion of recipient households in “rental stress” by at least 25 percentage points	CRA reduces the proportion of recipient households in “rental stress” by at least 25 percentage points

<sup>1</sup> A recipient household or ‘income unit’ comprises a single person (with or without dependent children) or a couple (with or without dependent children) receiving a social security or family assistance payment and expected to share financial resources. Single social security recipients living together in the same dwelling are regarded as separate recipient households.



## Rationale

This measure demonstrates the **effect** of CRA in achieving the objective Outcome 1 in delivering: *a sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.*

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

## Methodology

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

- ▶ Percentage of CRA recipients paying more than 30 per cent of their income in rent prior to receiving CRA
- ▶ Percentage of CRA recipients paying more than 30 per cent of their income in rent including after receiving CRA.

The **data source** used for this calculation is:

SS

Department of Social Services Housing Data Set.

## Supporting Information

- ▶ Number of Commonwealth Rent Assistance income units.

# Outcome 2: Families and Communities

## 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 pages that follow.

**Outcome 2 – Families and Communities**  
Contribute to stronger and more resilient individuals, children, families, and communities by providing targeted supports.

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**Program 2.1**  
Families and Communities

**Key activities\***

- 2.1.1 – Families and Children
- 2.1.2 – Women's Safety
- 2.1.5 – Financial Wellbeing and Capability
- 2.1.7 – National Redress Scheme for Institutional Child Sexual Abuse

\* The key activity numbering in Outcome 2 is not consecutive as it reflects the 2023–24 Portfolio Budget Statements appropriation numbering.

## Program 2.1 Families and Communities

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

### Key Activity – 2.1.1 Families and Children

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

**Families and children service providers** deliver early intervention and prevention activities to improve the wellbeing of families and children (including after separation), including parenting programs, relationship counselling, playgroups and other supports.

**The department** is responsible for designing and implementing the Families and Children key activity, including:

- ▶ designing policy and legislation, and
- ▶ designing and managing grants to service providers.

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 2.1.1-1A - At least 75% 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 demonstrates that Families and Children Service Providers have strengthened family 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.

The target of 'at least 75 per cent of clients in reporting services have improved family functioning' demonstrates the **effectiveness** of the key activity by showing that significant majority 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:

TS

Department of Social Services Data Exchange

TS

Standard Client / Community Outcome Reporting (SCORE) – Family functioning  
– Client SCORE Circumstances and Client SCORE Goals

## Supporting Information

- ▶ Administered Outlays
- ▶ Number of individuals assisted
- ▶ Percentage of assisted individuals from priority groups
- ▶ 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 – 2.1.2 Women’s Safety

The department’s work in women’s safety aims to end gender-based violence in one generation. The main vehicle to achieve this goal is through the implementation of the National Plan to End Violence against Women and Children 2022–2032 (National Plan). The National Plan utilises a public health approach, with clear objectives spanning 4 domains: prevention, early intervention, response, and recovery and healing. All Australian governments have committed to the National Plan with clear actions for implementation outlined in the First Action Plan and dedicated Aboriginal and Torres Strait Islander Action Plan, as well as 6 national targets against which progress can be measured over the long term.

The First Action Plan details 10 cross-cutting actions with Commonwealth, state and territory activities/initiatives aligned to ensure the outcomes and objectives of the National Plan are met. As outlined in the first Action Plan’s Activities Addendum, the department is responsible for administering a number of activities across the Actions. Consistent with previous reporting, 8 key national initiatives for which the department is responsible are listed below and mapped to corresponding Actions within the Action Plan.

Initiatives	Actions
<ul style="list-style-type: none"> <li>▶ Our Watch</li> <li>▶ Stop it at the Start Campaign</li> </ul>	<b>Action 1:</b> Advance gender equality and address the drivers of all forms of gender-based violence, including through initiatives aimed to improve community attitudes and norms toward family, domestic, and sexual violence.
<ul style="list-style-type: none"> <li>▶ Australia’s National Research Organisation for Women’s Safety</li> </ul>	<b>Action 2:</b> Improve the national evidence base by working towards consistent terminology and monitoring and evaluation frameworks, and by strengthening collection and sharing of data and evidence.
<ul style="list-style-type: none"> <li>▶ DV-Alert</li> </ul>	<b>Action 3:</b> Increase and strengthen the capability of mainstream and specialist workforces to deliver quality services, activities and programs across the 4 domains, including those that are tailored to respond to the unique experiences of all victim-survivors.
<ul style="list-style-type: none"> <li>▶ 1800Respect</li> </ul>	<b>Action 4:</b> Build the capacity of services and systems that support victim-survivors to provide trauma-informed, connected and coordinated responses that support long-term recovery, health and wellbeing.
<ul style="list-style-type: none"> <li>▶ Safe Places Emergency Accommodation program</li> <li>▶ Keeping Women Safe in their Homes program</li> <li>▶ Escaping Violence Payment</li> </ul>	<b>Action 10:</b> Improve access to short-term, medium and long-term housing for women and children experiencing violence, including those living in institutional settings, and support women to stay in their own homes when they choose to do so.

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 2.1.2-1A - Demonstrated achievement of continued successful delivery of initiatives under the National Plan to End Violence against Women and Children 2022–2032.	The department will report outputs for 8 significant initiatives	The department will report outputs for 8 significant initiatives	The department will report select outcomes under the National plan	The department will report select outcomes under the National plan

## Rationale

This measure primarily demonstrates the achievement of outputs of Women's Safety key activities, supporting the achievement of its objective: to implement the National Plan, which includes strategies and initiatives led by the Commonwealth, state and territory governments.

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

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

The department will report outputs for these 8 initiatives in 2023–24 and 2024–25 while the evidence base is built to support outcomes reporting where appropriate.

## Success Criteria

Data category	Initiative	Measure
TS	1800RESPECT	The number of calls answered within 20 seconds. This is calculated as a percentage of the total number of calls answered and number of calls abandoned (minus the number of calls abandoned within 5 seconds).
TS	Our Watch	Number of new pieces of content (articles, videos etc) published by Our Watch on The Line website and/or relevant social media channels.
TS	DV-alert	The total number of workshops delivered is calculated as a percentage of the target number of workshops specified for delivery in the Activity Work Plan.
TS	Australia's National Research Organisation for Women's Safety (ANROWS)	The total number of research and/or technical reports provided to the department and then published on the ANROWS website for the public to access in the 2023–24 financial year.
TS	The Stop it at the Start campaign	The success criterion is met if there is evidence supporting delivery of phase 5.
PS	Safe Places Emergency Accommodation program	Confirmation a funded Safe Places project(s) has achieved completion (i.e. capital works/building phase completed) and therefore services are being provided and designated use has commenced.
TS	Keeping Women Safe in their Homes (KWSITH) program	The number of KWSITH clients assisted nationally varies less than 20% compared to the same period last financial year.
PS	Evaluation of the Escaping Violence Payment (EVP) trial	The total number of packages delivered nationally by the provider for the trial by June 2024.

## Supporting Information

- ▶ Administered outlays

## Program 2.1 Families and Communities

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

### Key Activity – 2.1.5 Financial Wellbeing and Capability

Financial Wellbeing and Capability (FWC) is a key activity of the Families and Communities Program. It aims to provide services and initiatives to support vulnerable individuals and families to navigate financial crises, manage financial stress and hardship, and to improve financial wellbeing for individuals and families.

The department provides grants FWC service providers to deliver financial Crisis and Material Aid, including the provision of Emergency Relief and Food Relief (ER/FR).

- ▶ ER provides immediate financial and/or material support to people in financial crisis.
- ▶ FR increases emergency relief organisations' access to a cost-effective supply of food items which are 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.
- ▶ 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.

**The department** is responsible for designing and implementing services and initiatives for FWC. The department's role is to:

- ▶ design and implement policy
- ▶ undertake research and evaluation
- ▶ design and management of grants to service providers.

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

Former Cashless Debit Card (CDC) participants in the Northern Territory and the Cape York and Doomadgee regions transitioned from the CDC to enhanced IM on 6 March 2023, along with volunteers from the former CDC regions.

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

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

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

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

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

This is a shift from the previous arrangements under the Cashless Debit Card where the department had direct responsibility for this delivery via third party providers.



## Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 2.1.5-1A - 20% or less of people with multiple requests for Emergency Relief.	≤ 20 %	≤ 20 %	≤ 20 %	≤ 20 %
◆ 2.1.5-1B - At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.	≥ 70 %	≥ 70 %	≥ 70 %	≥ 70 %

## Rationale

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

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

## Methodology

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

TS

The **data source** used for this calculation is the Department of Social Services Data Exchange using Statistical Linkage Key match of de-identified clients.

The percentage for financial wellbeing 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 5 point Data Exchange Client Circumstances Standard Client /Community Outcome Reporting. The circumstance domain Standard Client/Community Outcome Reporting used in this measure are Financial Resilience and Material Wellbeing and Basic Necessities.

TS

The **data source** used for this calculation is the Department of Social Services Data Exchange Standard Client/Community Outcome Reporting.

Performance Measure				
2.1.5-2 Participants transitioned to Enhanced Income Management have accessed their account.				
Target	2023–24	2024–25	2025–26	2026–27
◆ 2.1.5-2A – At least 95% of Enhanced Income Management participants have accessed their account.	≥95 %	≥95 %	≥95 %	≥95 %

### Rationale

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

Targeting 95 per cent (95 per cent of enhanced IM participants have access to their account) demonstrates that participants have successfully transitioned to the new card.

### Methodology

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

The **data source** used for this calculation is sourced from:

- SS** Services Australia Administrative Data
- TS** Third Party Financial Institution Administrative Data

### Supporting Information

Financial Wellbeing and Capability – 2.1.5

- ▶ 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 – 2.1.7 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 through free access to Redress Support Services and independent legal support. Eligible people will be able to access the 3 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; deciding if an applicant can access redress, and which redress the institution(s) needs to make to the applicant.
  - Asking the relevant institution(s) 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 redress-specific financial counselling support
- ▶ Working with institutions to join the Scheme
- ▶ Publicly identifying institutions that decline 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).

The role of **the applicant** is to:

- ▶ Complete and submit an application form
- ▶ Provide true and correct information
- ▶ Provide extra information when requested from the department
- ▶ Accept, decline or ask for a review of an offer of redress.

Performance Measure				
2.1.7-1 Ensure quality and timely decisions are made on applications to the Scheme.				
Target	2023–24	2024–25	2025–26	2026–27
2.1.7-1A - The Scheme will notify at least 75 per cent of survivors about an outcome within 6 months of the date that all required information is received.	≥ 75 %	≥ 75 %	≥ 75 %	≥ 75 %
2.1.7-1B - The Scheme will maintain quality decision-making, with at least 95 per cent of initial determinations reflecting the final outcome.	≥ 95 %	≥ 95 %	≥ 95 %	≥ 95 %

### Rationale

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

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

### Methodology

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

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

Performance Measure				
2.1.7-2 Maximise institution participation with the Scheme.				
Target	2023–24	2024–25	2025–26	2026–27
2.1.7-2A - The Scheme will engage and maintain participation, with institutions on-board to cover at least 95 per cent of applications in progress.	≥ 95 %	≥ 95 %	≥ 95 %	≥ 95 %

## Rationale

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

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

## Methodology

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

## Performance Measure

2.1.7-3 Provide survivors a redress payment.

Target	2023–24	2024–25	2025–26	2026–27
2.1.7-3A - The Scheme will issue at least 80 per cent of eligible survivors an advance payment within 7 days of receiving acceptance documentation.	≥ 80 %	≥ 80 %	≥ 80 %	≥ 80 %
2.1.7-3B - The Scheme will issue at least 80 per cent of survivors a redress payment within 14 days of receiving acceptance documentation.	≥ 80 %	≥ 80 %	≥ 80 %	≥ 80 %

## Rationale

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

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

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

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

## Methodology

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

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

The **data sources** used for measure and target calculations are:

PS

Services Australia Enterprise Data Warehouse

PS

Department of Social Services Administrative Data

PS

Institutions Customer Relationship Management Siebel System

## Supporting Information

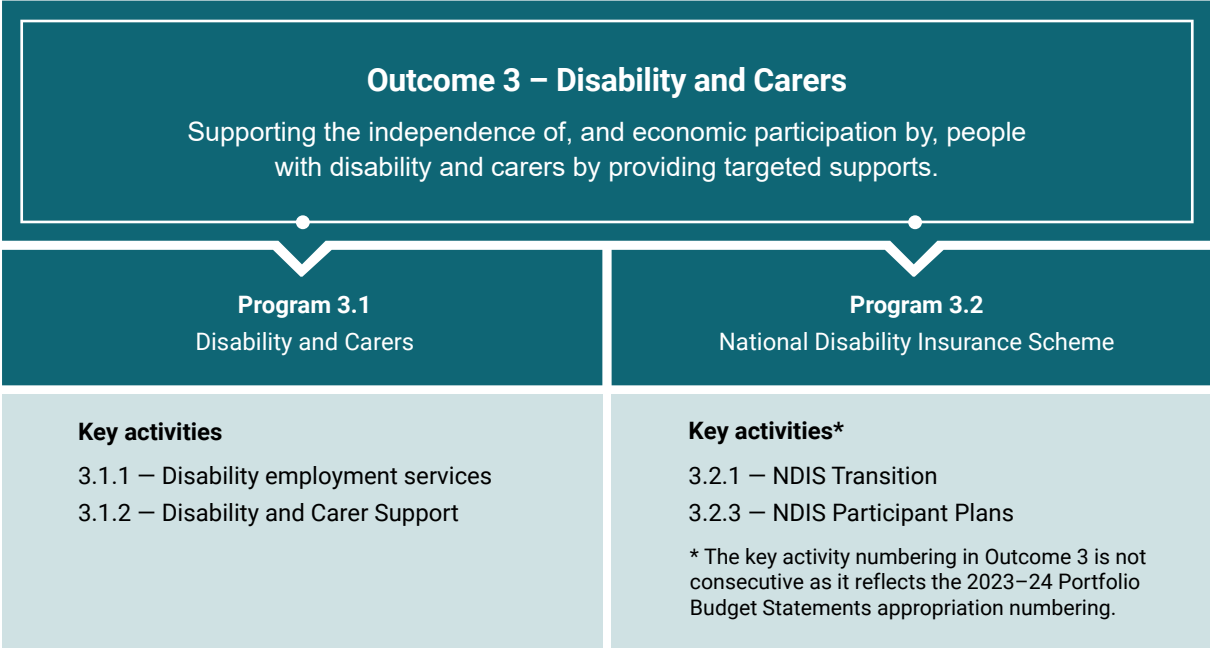
- ▶ Administered outlays
- ▶ Number of National Redress Scheme recipients
- ▶ Number of National Redress Scheme applications received
- ▶ Number of institutions that have joined the National Redress Scheme.

# Outcome 3: Disability and Carers

## Programs and activities

Outcome 3 comprises of 2 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 pages to follow.



## Program 3.1 Disability and Carers

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

### Key Activity – 3.1.1 Disability Employment Services

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

Grants are provided to **Disability Employment Services providers** to deliver 2 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.

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.

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, including accessing funding for workplace adjustments or information through JobAccess. JobAccess is an Australian Government funded program delivered by industry professionals to provide free and expert support to help remove barriers to employing people with a disability.

A phased approach will be taken to delivering and implementing reforms to DES. As an initial step, the DES funding agreements have been extended for 2 years to 30 June 2025.

Within the extended funding agreement, adjustments will be made to DES to improve quality. A new quality framework commenced in July 2023, with further measures and data sources to be developed with stakeholders over 2023.

A trial will be undertaken to improve pathways into the current DES program for those without mutual obligations, such as Disability Support Pension recipients and National Disability Insurance Scheme participants.

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

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



Performance Measure				
3.1.1-1 - Extent to which people with disability are supported to find and maintain employment through Disability Employment Services				
Target	2023–24	2024–25	2025–26	2026–27
◆ 3.1.1-1A - At least 40% of job placements sustained to 13 weeks.	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks
◆ 3.1.1-1B - At least 30% of job placements sustained to 26 weeks.	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks
◆ 3.1.1-1C - At least 20% 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 a 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 a health condition to secure and maintain sustainable open employment.*

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

### Methodology

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

The **data source** used for this calculation is:

SS

Department of Employment and Workplace Relations (DEWR) – Employment Business Intelligence Warehouse.

This is because DES is administered through DEWR’s Employment Services System IT platform.

### Supporting Information

- ▶ 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 – 3.1.2 Disability and Carer Support

Disability and Carer Support is a key activity of the Disability and Carers Program. Support for Carers aims to provide assistance, support, and services for **carers**.

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

Carer Gateway provides a range of tailored supports and services to help carers manage their daily challenges, reduce stress, and plan for the future. The supports and services are delivered face-to-face and through digital channels delivered by a national network of local Carer Gateway Service providers. Services include providing carers with access to early-intervention, preventative and skill building supports to improve wellbeing and long-term outcomes.

**The department** is responsible for managing the ICSS which includes:

- ▶ Managing grants for the Carer Gateway Service Providers, Young Carer Bursary and Young Carer Network Service Provider, Tristate Vocational Outcomes Pilot Program
- ▶ Managing contracts for the Digital Counselling Service Provider, Online Peer Support Service and Social Media Account Provider, Online Carer Coaching and Skills Service Provider
- ▶ Managing Carer Gateway communications and social media content.

The department is also responsible for implementing actions that support the achievement of targets to prevent younger people from entering into and/or residing in residential aged care, except in exceptional circumstances, jointly with the Department of Health and Aged Care (DoHAC) and the National Disability Insurance Agency (NDIA).

#### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 3.1.2-1A - Percentage (at least 30%) of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.	≥30 %	≥30 %	≥30 %	≥30 %
◆ 3.1.2-1B - Percentage (at least 35%) of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.	≥35 %	≥36 %	≥37 %	≥38 %

#### Rationale

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

Targeting the number of Carer Gateway registered carers assessed as having improved wellbeing, demonstrates the **effectiveness** of the program activity in improving outcomes for carers. This is an ongoing measure with 2 targets:

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

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

**Methodology**

The methodology for each of the targets is:

- a. The static target result of the number of carers with assessed improved wellbeing within the performance reporting period is calculated using data from Carers Star™ needs assessments, where an assessment is reported in the current reporting period. A previous assessment must have occurred in either the same reporting period or a previous period.
- b. The increasing target result of carers with assessed wellbeing for all registered carers since the program commenced is calculated using data from Carers Star™ needs assessments, across all reporting periods from 1 January 2020 to the end of the current reporting period.

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

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

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

Performance Measure				
3.1.2-2 Progress towards targets relating to younger people in residential aged care.				
Target	2023–24	2024–25	2025–26	2026–27
3.1.2-2A - No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.	Progress towards target	Only younger people under 65 years living in residential aged care with exceptional circumstances  Entry only for younger people under 65 years with exceptional circumstances	Only younger people under 65 years living in residential aged care with exceptional circumstances  Entry only for younger people under 65 years with exceptional circumstances	Only younger people under 65 years living in residential aged care with exceptional circumstances  Entry only for younger people under 65 years with exceptional circumstances

## Rationale

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

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

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

- ▶ no people under the age of 65 entering residential aged care from 1 January 2022
- ▶ no people under the age of 45 living in residential aged care from 1 January 2022
- ▶ no people under the age of 65 living in residential aged care from 1 January 2025.

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

The Australian Government noted that the YPIRAC 2022 targets were not met. Commonwealth, states, and territories are concentrating efforts to meet the YPIRAC 2025 target.

## Methodology

SS

The number of people under 65 years entering, and under 65 years living, in residential care, is based on participant residential details where the Australian Institute of Health and Welfare (AIHW) are able to identify people with disability currently residing in residential aged care facilities number of people under 65.

The department has oversight over activities delivered and coordinated by NDIA and DoHAC to prevent the entry and facilitate the exit of younger people in residential aged care. The YPIRAC Target data will be sourced from AIHW Gen Aged Care Reports and the NDIA's NDIS Quarterly Report to Disability Ministers.

## Supporting Information

Carer Support 3.1.2

- ▶ Number of carers assisted
- ▶ Number of people accessing Carer Gateway
- ▶ Number of organisations contracted or receiving funding to deliver services
- ▶ Administered outlays

## Program 3.2 National Disability Insurance Scheme

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

### Key Activity – 3.2.1 NDIS Transition

National Disability Insurance Scheme (NDIS) Transition is a key activity of the NDIS Program which aims to support national implementation of the NDIS in accordance with inter-government agreements. The completion of transition is defined by:

- 1 The execution of full scheme bilateral agreements between the Commonwealth and all states and territories (target = full scheme agreements signed with all states and territories by 30 June 2024).

The department's role is to facilitate transition to the NDIS, including:

- 1 execute full scheme bilateral agreements with all states and territories.
- 2 administer inter-government agreements about the NDIS, governing state financial contributions to the scheme, including the recognition of in-kind provision of services by states and territories, and commitments to phase these out, and advising on payments from the DisabilityCare Australia Fund.
- 3 monitor the implementation of the NDIS in each state and territory through trilateral governance arrangements with the NDIA and state and territory governments.

### Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
◆ 3.2.1-1A - Full scheme agreements signed with all states and territories by 30 June 2024.	Full scheme agreement signed with all states and territories	N/A	N/A	N/A

This target will be fully met by 30 June 2024. Monitoring against this target will not be required for future years.

### Rationale

The execution of full scheme bilateral agreements with all states and territories demonstrates the completion of transition as all states and territories would be contributing to the NDIS under full scheme bilateral agreements, as opposed to transition bilateral agreements. Western Australia is the only state or territory remaining to negotiate full scheme arrangements. Negotiation of full scheme arrangements for WA is scheduled to be completed by 30 June 2024. This measure demonstrates the **effectiveness** of **NDIS Transition** in achieving the objective of the key activity: for eligible persons to be supported by the NDIS rather than by services provided under arrangements in place prior to the NDIS becoming available across all of Australia.

## Methodology

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

## Program Outputs

- ▶ Administered outlays (NDIS; NDIS Transition; NDIS Participant Plans; Information, Linkages and Capacity Building; Establishment of the NDIS Quality and Safeguards Commission; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)
- ▶ 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 – 3.2.3 NDIS Participant Plans

#### Summary of the NDIS

The NDIS is Australia's first national Scheme for people with disability. It supports the **independence** and **social** and **economic participation** of people with disability.

The NDIS provides funding directly to people with a disability, moving away from the previous system of providing block funding to agencies and community organisations.

The NDIS gives participants **choice and control** in the pursuit of their goals and the planning and delivery of their supports, ensuring the provision of **reasonable and necessary** supports, including early intervention supports where this can reduce the impact of disability for eligible people including children.

The NDIS is **co-governed by Commonwealth and state and territory disability ministers** via the Disability Reform Ministerial Council (DRMC) and administered by the National Disability Insurance Agency (NDIA).

#### The department's role: Enabling the ongoing functioning of the NDIS

The department has policy responsibility for the *National Disability Insurance Scheme Act 2013* (Cth) and subordinate legislation (rules made under the Act), which underpin the governance and operations of the NDIA's role in the NDIS.

The department's role is primarily *enabling*. The department has **ongoing responsibility** for activities that enable the **continued functioning** of the NDIS, including:

- ▶ providing advice to government on the design, operation and performance of the NDIS, including where these may affect the NDIS Financial Sustainability Framework
- ▶ provide advice to government on ways to build a more responsive, supportive and sustainable market and workforce for provision of supports to NDIS participants
- ▶ liaising with states and territories regarding the interface between the NDIS and other services systems (such as housing, health, education, transport, justice and child protection)
- ▶ administering Commonwealth payments to the NDIA
- ▶ liaising with states and territories on the transition of in-kind services to the NDIS
- ▶ supporting meetings of Commonwealth, state and territory disability ministers as the Ministerial Council under the NDIS Act.

The department works closely with a **range of agencies and entities** each playing their part in the NDIS, including:

- ▶ The NDIA
- ▶ States and territories
- ▶ The NDIS Quality and Safeguards Commission.

The role of these in the NDIS is summarised briefly below.

### **The role of other agencies and entities in the NDIS**

**The National Disability Insurance Agency (NDIA)** is responsible for:

- ▶ delivery of the NDIS program
- ▶ managing the financial sustainability of the NDIS, and advising and reporting on this to the Ministerial Council
- ▶ developing and enhancing the disability sector including by facilitating innovation, research, and contemporary best practice in the sector
- ▶ collecting, analysing, and exchanging data about disabilities and the supports (including early intervention supports) for people with disability through the NDIS
- ▶ undertaking research relating to disability, the supports for people with disability, and the social contributors to disability.

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

- ▶ agreeing NDIS rules, which underpin the governance and operations of the NDIS
- ▶ transitioning eligible people with disability in state programs to the NDIS
- ▶ delivering in-kind supports to NDIS participants, phasing most of these out in agreed timeframes
- ▶ providing financial contributions to the NDIS
- ▶ monitoring and contributing to the outcomes and financial sustainability of the NDIS
- ▶ providing continuing support for people not eligible for NDIS via continuity of support arrangements
- ▶ providing accommodation support, community support, community access, and respite for people with disabilities
- ▶ Ensuring state funded and/or regulated services make reasonable adjustments to support people with disability whether NDIS participants or not.

The **NDIS Quality and Safeguards Commission's** role includes:

- ▶ responding to concerns, complaints and reportable incidents, including abuse and neglect of NDIS participants
- ▶ promoting the NDIS principles of choice and control, and works to empower participants to exercise their rights to access quality services as informed, protected consumers
- ▶ registration and regulation of NDIS providers, and oversight of the new NDIS Code of Conduct and NDIS Practice Standards
- ▶ monitoring the use of restrictive practices within the NDIS with the aim of reducing and eliminating such practices
- ▶ working in collaboration with states and territories to design and implement nationally consistent NDIS worker screening
- ▶ education, capacity building and development for people with disability, NDIS providers and workers.



## Performance Measure

3.2.3-1 National Disability Insurance Scheme cost growth is sustainable

Target	2023–24	2024–25	2025–26	2026–27
◆ 3.2.3-1A Annual growth in the total costs of the Scheme of no more than 8 per cent by 1 July 2026, with further moderation of growth as the Scheme matures.	N/A	N/A	N/A	8 %

## Rationale

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

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

A number of initiatives designed to improve the sustainability of the NDIS were included in the 2023–24 Budget. Of these, the department is responsible for implementing:

- ▶ Partnering with communities to pilot alternative commissioning to improve access to supports in remote and First Nations communities
- ▶ Working with participants and providers to trial blended payments to increase incentives for providers to innovate in service delivery and achieve outcomes for participants
- ▶ Establishing an expert advisory panel to list items to make it easier for participants to access proven evidence-based assistive technology and other supports.

Other sustainability initiatives included in the 2023–24 Budget are being managed by the NDIA, including:

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

The 2023–24 Budget also included the following measure, being led by the Department of Health and Aged Care (DoHAC):

- ▶ DoHAC, DSS, NDIA and the Department of Veterans' Affairs are jointly trialing integrated services and joint commissioning in up to 10 locations to improve the provision of, and access to, primary care and support services in thin markets. This upfront investment in the development of integrated care systems and joint commissioning will improve the financial viability and sustainability of these services and provide long term benefits for these communities, and lower future costs for Government.

National Cabinet has oversight of the *NDIS Financial Sustainability Framework*. The department will be responsible for policy advice to Government on the Framework and consideration of the findings from the NDIS Review and the Disability Royal Commission (expected in October and September 2023 respectively), and the work of the Care and Support Economy Taskforce. The department will also support the NDIA to implement any agreed sustainability initiatives.

### Methodology

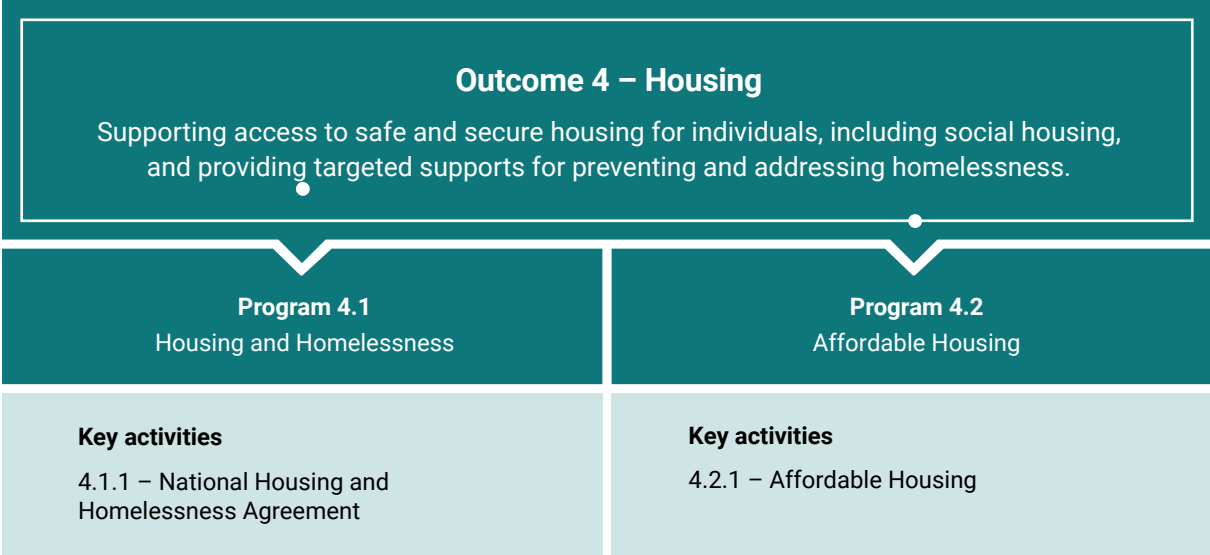
The department will provide a **qualitative** update against the sustainability initiatives it is responsible for. At this stage, the department will not report against the 8 per cent annual growth target as it does not apply until 2026–27.

# Outcome 4: Housing

## Programs and activities

Outcome 4 comprises of 2 programs and a number of activities that contribute to the achievement of the housing 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 pages to follow.



## Program 4.1 Housing and Homelessness

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

### Key Activity – 4.1.1 National Housing and Homelessness Agreement

The National Housing and Homelessness Agreement (NHHA) is a national funding agreement between the Australian Government and the states and territories and is a Key Activity of the Housing and Homelessness program. The NHHA provides funding to states and territories to improve Australians' access to affordable, safe and sustainable housing across the housing spectrum, including to prevent and address homelessness, and to support social and economic participation.

Housing and homelessness priorities are set out in bilateral schedules outlining how each state and territory proposes to implement the reforms, initiatives and policies to contribute to the outcomes and outputs under the NHHA.

The Government offered states and territories around \$1.7 billion through a one-year extension of the NHHA to 30 June 2024. The 12 month extension provides further time to work with states and key stakeholders to implement the Government's housing agenda.

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

- 1 Conduct monitoring and compliance
- 2 Conduct payments assurance
- 3 Review annual statements of assurance
- 4 Engage with states and territories
- 5 Lead the development of data improvement activities.

**The states and territories** are responsible for delivering services in accordance with the terms and conditions of contracts and agreements with the Commonwealth.

- 1 Strategic planning: states and territories identifying priorities and allocating resourcing
- 2 Service delivery
- 3 Reporting to the department
- 4 Engagement with the Commonwealth.

## Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
<p>◆ 4.1.1-1A* - 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:</p> <ul style="list-style-type: none"> <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><small>*New bilateral agreements under the extended NHHA expire at the end of 2023–24, beyond which funding is subject to negotiation.</small></p>	100 %	To be developed*	To be developed*	To be developed*

## Rationale

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

- ▶ Conducted monitoring and compliance
- ▶ Conducted payment assurance
- ▶ Reviewed annual statements of assurance
- ▶ Engaged with states and territories.

## 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.

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

- SS relevant state and territory government departmental website where housing and homelessness strategies are published
- SS Productivity Commission's annual Report on Government Services
- SS Australian Institute of Health and Welfare's Specialist Homelessness Services database
- SS NHHA statements of assurance, submitted to the relevant state or territory minister.

## Performance Measure

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

Target	2023–24	2024–25	2025–26	2026–27
<p>◆ 4.1.1-2A - States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.</p> <p><small>* New bilateral agreements under the extended NHHA expire at the end of 2023–24, beyond which funding is subject to negotiation.</small></p>	States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered	To be developed*	To be developed*	To be developed*

## Rationale

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

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

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

## Methodology

The number of social housing dwellings by category is based on the Australian Institute of Health and Welfare Housing Assistance in Australia report 2020 (the report is published annually).

The number of specialist homelessness services clients by cohort is based on the Australian Institute of Health and Welfare Specialist Homelessness Service annual report.

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

SS

State and territory relevant government department website where housing and homelessness strategies are published;

SS

Australian Institute of Health and Welfare Housing Assistance annual report;

SS

Australian Institute of Health and Welfare Specialist Homelessness Services annual report; and

SS

NHHA annual statements of assurance, submitted to the department by the states and territories.

## Supporting Information

- ▶ Administered outlays

## Program 4.2 Affordable Housing

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

### Key Activity – 4.2.1 National Rental Affordability Scheme (NRAS)

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

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

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

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

**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:

- ▶ provide approved participants a contribution per NRAS dwelling as direct payment or payment in-kind.

**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

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

Target	2023–24	2024–25	2025–26	2026–27
4.2.1-1A - 4.2.1-1A - At least 90% of statements of compliance are processed within 60 business days.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

## Rationale

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

- ▶ administered the NRAS legislative framework
- ▶ processed statements of compliance for rental dwellings and calculated and communicated financial incentives
- ▶ made decisions on the transfer of NRAS dwellings between approved participants or to another rental dwelling; and
- ▶ published and maintained guidelines for NRAS stakeholders.

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

## Methodology

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

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

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

**PS** Department of Social Services' Grants Processing System

**TS** Date of the notification email from the approved participant

## Performance Measure

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

Target	2023-24	2024-25	2025-26	2026-27
4.2.1-2A - At least 90% of allocations set under the National Rental Affordability Scheme are active and receiving incentive payments.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %



## Rationale

Measuring the allocations that received an incentive payment within the framework of the Scheme aims to demonstrate the department is improving the supply of affordable rental housing to low and moderate income households. While the department does not control whether an approved participant of the Scheme will act in accordance with the regulations to receive an incentive payment, the department seeks to maximise the proportion of active allocations and payments issued to maximise the supply of affordable rental housing to low and moderate income households.

Targeting 90 per cent of allocations set under the Scheme being **active** and **receiving an incentive payment** demonstrates the achievement of the key outcome of the Scheme, within the legislative allocation cap set by Parliament.

## Methodology

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

PS

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

## Supporting Information

- ▶ Administered outlays

## Cross Program Support

### Key Activity – Advice and Support to Ministers

Program Support is a key activity of Program Support for Outcomes 1 – 4 and aims to support programs across outcomes 1 – 4 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 4 outcomes.

Target	2023–24	2024–25	2025–26	2026–27
At least 95 per cent of ministerial briefs and correspondence across the 4 outcomes are provided on time.	≥ 95%	≥ 95%	≥ 95%	≥ 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 measure demonstrates the efficiency of the Program Support in achieving an objective of the key activity: Timely advice and support Ministers and Assistant Ministers.

### Methodology

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

PS

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

