

Portfolio Budget Statements 2020­21

**Budget Related Paper No. 1.12**

Social Services Portfolio

Budget Initiatives and Explanations of

Appropriations Specified by Outcomes

and Programs by Entity

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Start letter

Senator the Hon Anne Ruston 
Minister for Families and Social Services 
Senator for South Australian Government
Manager of Government Business in the Senate

The Hon Stuart Robert MP
Minister for the National Disability Insurance Scheme
Minister for Government Services 

PARLIAMENT HOUSE
CANBERRA 2600

President of the Senate
Australian Senate
Parliament House
CANBERRA ACT 2600

Speaker
House of Representatives
Parliament House
CANBERRA ACT 2600
                                                                                                                                          
Dear Mr President
Dear Mr Speaker

We hereby submit Portfolio Budget Statements in support of the 2020-21 Budget for the Social Services Portfolio.
These statements have been developed, and are submitted to the Parliament, as a statement on the outcomes for the portfolio.
We present these statements to provide accountability to the Parliament and, through it, the public.

Yours sincerely,

Senator the Hon Anne Ruston and The Hon Stuart Robert MP

End letter


#### Abbreviations and conventions

The following notations may be used:

NEC/nec not elsewhere classified

– nil

.. not zero, but rounded to zero

na not applicable (unless otherwise specified)

nfp not for publication

$m $ million

$b $ billion

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

#### Enquiries

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

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

| User guide  to the  Portfolio Budget Statements |
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# User guide

The purpose of the *Portfolio Budget Statements 2020­21* (PB Statements) is to inform Senators and Members of Parliament of the proposed allocation of resources to government outcomes by entities within the portfolio. Entities receive resources from the annual appropriations acts, special appropriations (including standing appropriations and special accounts), and revenue from other sources.

A key role of the PB Statements is to facilitate the understanding of proposed annual appropriations in Appropriation Bills (No. 1 and No. 2) 2020­21 (or Appropriation (Parliamentary Departments) Bill *(*No. 1) 2020­21 for the parliamentary departments). In this sense, the PB Statements are Budget related papers and are declared by the Appropriation Acts to be ‘relevant documents’ to the interpretation of the Acts according to section 15AB of the *Acts Interpretation Act 1901*.

The PB Statements provide information, explanation and justification to enable Parliament to understand the purpose of each outcome proposed in the Bills.

As required under section 12 of the *Charter of Budget Honesty Act 1998*, only entities within the general government sector are included as part of the Commonwealth general government sector fiscal estimates and produce PB Statements where they receive funding (either directly or via portfolio departments) through the annual appropriation acts.

The Commonwealth Performance Framework

The following diagram outlines the key components of the Commonwealth performance framework. The diagram identifies the content of each of the publications and the relationship between them. Links to the publications for each entity within the portfolio can be found in the introduction to Section 2: Outcomes and planned performance.

**Commonwealth Performance Framework**Key components of relevant publications

Portfolio Budget Statements (October)   
*Portfolio based*

Corporate Plan  
(August)  
*Entity based*

Supports Annual Appropriations. Informs Senators and Members of Parliament of the proposed allocation of other resources to **government outcomes and programs**.

Provides links to **relevant programs**  
undertaken by other Commonwealth  
entities.

Provides high level performance  
information for current, ongoing programs, particularly a **forecast of performance for the current year**.

Provides **detailed** prospective  
performance information for proposed new budget measures that require **a new program** or **significantly change an existing program**.

**Primary planning document** of a  
Commonwealth entity.

Sets out the **purposes** of the entity, the **activities** it will undertake to achieve its purposes and the **results** it expects to achieve over a minimum four year period.

Describes the **environment** in which the entity **operates**, the **capability** it requires to undertake **activities** and a discussion  
of **risk**.

Explains how the entity’s **performance** will be **measured** and **assessed**.

Annual Performance Statement (October following year) *Entity based*

Included in the Commonwealth entity’s Annual Report. Focuses on **recent  
performance**.

Reports on the **actual performance results** for the year against the **forecasts** made in the **corporate plan** and **Portfolio Budget Statements**, and provides other performance information relevant to the entity.

Provides an **analysis** of the factors that **contributed** to the **entity’s  
performance results**.

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Portfolio Overview

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# Social Services Portfolio overview

This document provides information about the changes within the Social Services Portfolio since the publication of the Economic and Fiscal Update July 2020.

## Ministers and portfolio responsibilities

The Minister and Assistant Ministers responsible for the portfolio and its entities are:

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

## Structure of the portfolio

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

### Department of Social Services

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

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

### Australian Institute of Family Studies

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

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

### Digital Transformation Agency

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

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

### National Disability Insurance Agency

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

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

### NDIS Quality and Safeguards Commission

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

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

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

### Services Australia

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

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

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

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

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

### Hearing Australia

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

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

For information on resourcing across the portfolio, please refer to Part 1: Agency Financial Resourcing in *Budget Paper No. 4: Agency Resourcing*.

Figure 1: Social Services portfolio structure and outcomes

| **Minister for Families and Social Services**  Senator the Hon Anne Ruston  **Minister for the National Disability Insurance Scheme**  **Minister for Government Services**  The Hon Stuart Robert MP  **Assistant Minister for Children and Families**  The Hon Michelle Landry MP  **Assistant Minister for Community Housing, Homelessness and Community Services**  The Hon Luke Howarth MP |
| --- |
|  |
| **Department of Social Services**  Secretary: Ms Kathryn Campbell AO CSC  **Outcome 1: Social Security**  Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.  **Outcome 2: Families and Communities**  Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.  **Outcome 3: Disability and Carers**  Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.  **Outcome 4: Housing**  Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services. |
|  |
| **Australian Institute of Family Studies**  Director: Ms Anne Hollonds  **Outcome 1:**  Increased understanding of factors affecting how families function by conducting research and communicating findings to policy-makers, service providers and the broader community. |
|  |
| **Digital Transformation Agency**  Chief Executive Officer: Mr Randall Brugeaud  **Outcome 1:**  To improve the user experience for all Australians accessing government information and services by leading the design, development and continual enhancement of whole‑of‑government service delivery policies and standards, platforms and joined up services. |
|  |
| **National Disability Insurance Agency**  Chief Executive Officer: Mr Martin Hoffman  **Outcome 1:**  To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities. |

| **NDIS Quality and Safeguards Commission**  Commissioner: Mr Graeme Head AO  **Outcome 1:**  Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. |
| --- |
|  |
| **Services Australia**  Chief Executive Officer: Ms Rebecca Skinner  **Outcome 1:**  Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery. |
|  |
| **Hearing Australia**  Managing Director: Mr Kim Terrell |

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# Department of Social Services

## Section 1: Entity overview and resources

### 1.1 Strategic direction statement

The Department of Social Services (DSS) provides assistance to individuals and families in Australian communities.

Through policies, payments, programs and services, DSS outcomes reflect four core areas in which we assist people: Social Security; Families and Communities; Disability and Carers; and Housing.

##### Key priorities for 2020-21

DSS is assisting the Australian Government in supporting Australians to get ahead and build a better life for themselves and their families, while supporting economic recovery and financial independence during the COVID-19 pandemic. During 2020‑21, DSS will lead the implementation of a number of measures in the Budget.

The Government is providing $16.8 billion to pay a Coronavirus Supplement to eligible income support recipients, including JobSeeker Payment, student payments, Farm Household Allowance and Parenting Payment recipients, and to enable broader and faster access to payment for those whose employment has been affected by the COVID‑19 pandemic.

##### Further Economic Support Payments for lower income Australians

Around 5 million Australians will benefit from two additional Economic Support Payments of $250 each. The payments will be provided to Age Pensioners, veterans, eligible concession cardholders and other eligible recipients who were eligible for the second Economic Support Payment paid in July 2020 and are not in receipt of the Coronavirus Supplement.

The first of these additional payments will be delivered progressively from 30 November 2020 to those who have a payment entitlement or hold a card on 27 November 2020. The second additional payment will be delivered progressively from 1 March 2021, to those who have a payment entitlement or hold a card on 26 February 2021.

This builds on the $9.4 billion provided through the first two $750 economic support payments.

##### Supporting economic recovery and financial independence during COVID-19

The Government recognises that, due to the effects of the COVID-19 pandemic, many young people will have lost their jobs or been unable to find employment. This may have interrupted their pathway towards demonstrating independence for the purposes of Youth Allowance or ABSTUDY eligibility. From 1 January 2021, a six month period (25 March 2020 to 24 September 2020) will be automatically recognised as a contribution to existing workforce independence criteria for Youth Allowance or ABSTUDY. This will reduce the required period for minimum work requirements by up to six months and reduce the required earnings for students in regional and remote areas by up to 50 per cent for applicants between 1 January 2021 and 24 September 2022.

To support the agricultural sector and young Australians affected by the economic impact of the COVID-19 pandemic, the Government is temporarily introducing new independence criteria for Youth Allowance (student) and ABSTUDY. From 30 November 2020 to 31 December 2021, a person who earns $15,000 through employment in the agricultural industry will be considered independent for the purposes of for Youth Allowance (student) or ABSTUDY.

New parents whose employment was interrupted by the pandemic will be supported by the introduction of an alternative Paid Parental Leave work test period for a limited time. Normally, parents must have worked 10 of the 13 months prior to the birth of a child to qualify. This timeframe is being temporarily extended to 10 months of 20 months for births and adoptions between 22 March 2020 and 31 March 2021.

##### Maintaining the delivery of frontline social services

The safety and wellbeing of communities, families, women and children remains a priority for the Government. The Government will continue to fund the national counselling helpline 1800RESPECT to support Australians impacted by, or at risk of, domestic and family violence.

The Government is investing in the Children and Parenting Support Additional Services program to support continued delivery of frontline parenting services for vulnerable Australian families and children.

From 1 July 2021, funding for microfinance, money support hubs and problem gambling financial counselling under the Financial Wellbeing and Capability Activity will be ongoing. These activities play an important role supporting individuals and families under financial stress.

##### Cashless welfare

The Government is providing ongoing funding for the existing Cashless Debit Card sites of the Ceduna region, South Australia; the East Kimberley and the Goldfields regions, Western Australia; and the Bundaberg and Hervey Bay region, Queensland and for the Northern Territory, and the Cape York region in Queensland. This will continue the positive impacts and effectiveness of the Cashless Debit Card and provide certainty for participants and stakeholders in Cashless Debit Card regions.

Additional investment in Cashless Debit Card technological enhancements will improve the user experience for Cashless Debit Card participants and businesses, and ensure the Cashless Debit Card works as effectively as possible, delivering budgeting support and reductions in social harm.

Additional funding will be allocated to support the transition of Income Management participants to the Cashless Debit Card in the Northern Territory, and the Cape York region in Queensland, across two years to 2022.

##### Supporting older Australians

Digital Skills for Older Australians extends the successful *Be Connected* partnership with the eSafety Commissioner and the Good Things Foundation to 30 June 2024. This measure bridges the digital divide between older Australians and other Australians with personalised and targeted learning to safely use the internet to bank, pay bills, access government information and remain connected with families and the community.

The Government is enhancing the Pension Loans Scheme to improve its attractiveness, governance and sustainability to better assist retirees.

##### Supporting Australians with disability

The Australian Government is committed to improving the Disability Employment Services program by further tailoring its support to those who need it most. In an initial response to the independent review of the Disability Employment Services program, the 2020‑21 Budget will provide ongoing investment in this program for people whose work capacity is under 30 hours and are on income support payments, enabling the Disability Employment Services providers to focus on people with disability who require the most assistance.

The 2020-21 Budget will provide funding to implement the new NDIS Participant Service Guarantee and roll out independent assessments paid for by the National Disability Insurance Agency, to streamline eligibility and planning decisions.

The Government is exploring ways to reduce the financial and administrative burden on participants to organise and manage funding for their NDIS supports, as well as options to increase flexibility for participants to use their NDIS funds, that meet the requirements of the NDIS.

##### Improving the care and support sector workforce

The Government is working to support the care and support sector workforce to improve workforce effectiveness and efficiency. This includes the disability workforce funded under the NDIS, aged and community care funded through the Department of Health, and veterans’ care funded by the Department of Veterans’ Affairs.

Measures include providing improved market demand and supply information to support service providers to help in their decision-making, including where to expand their operations. The Boosting the Local Care Workforce program will also be expanded to support job seekers and students find employment opportunities across the sector. These measures will assist in creating much-needed jobs and aid economic recovery, as well as delivering improved and safer services to the community.

##### Transitional arrangements for the cessation of the Social and Community Sector Supplementation payments

All DSS grants for frontline social services impacted by the cessation of the Social and Community Services Pay Equity Special Account will have their funding rebased from 1 July 2021 to ensure wage costs continue to be met.

##### Addressing inconsistencies in the Stillborn Baby Payment

From 1 January 2021, the Stillborn Baby Payment rate structure will be replaced with a single higher payment rate of $3,606.81, as well as improving assistance for some families who experience the loss of a child within their first year from birth.

Families not accessing Paid Parental Leave that experience a neonatal death would also receive assistance of up to $3,606.81, through Family Tax Benefit and Newborn Supplement, subject to income testing.

##### Responding to the needs of survivors of child sexual abuse

The Future National Redress Funding measure delivers on the Government’s commitment to improve and stabilise the operation of the National Redress Scheme, improve survivor experience with the Scheme and address public concerns and expectations.

A National Memorial for Victims and Survivors of Institutional Child Sexual Abuse will be established to highlight the commitment of the Australian Government for symbolic reparation and public recognition.

### 1.2 Entity resource statement

Table 1.1 shows the total resources from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4: Agency Resourcing.*

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses for Outcome X’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: Department of Social Services resource statement – Budget estimates for 2020­21 as at Budget October 2020

|  | *2019-20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *90,970* | 71,660 |
| Departmental appropriation (c) | *397,766* | 379,499 |
| s74 External Revenue (d) | *51,796* | 26,776 |
| Departmental capital budget (e) | *2,664* | 4,414 |
| Annual appropriations - other services - non-operating (f) |  |  |
| Equity injection | *5,764* | – |
| Total departmental annual appropriations | *548,960* | 482,349 |
| ***Total departmental resourcing*** | ***548,960*** | **482,349** |
| **Administered** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Outcome 1 | *53,329* | 20,857 |
| Outcome 2 | *739,576* | 803,112 |
| Outcome 3 (g) | *8,702,300* | 12,815,515 |
| Outcome 4 | *148,013* | 162,816 |
| Payments to corporate entities (h) | *1,413,257* | 1,213,499 |
| Total administered annual appropriations | *11,056,475* | 15,015,799 |
| Special appropriations |  |  |
| *Social Security (Administration) Act 1999* | *106,241,124* | 127,962,253 |
| *A New Tax System (Family Assistance) (Administration) Act 1999* | *18,055,842* | 19,417,682 |
| *Paid Parental Leave Act 2010* | *2,414,060* | 2,277,082 |
| *Student Assistance Act 1973* | *420,016* | 400,355 |
| *National Redress Scheme for Institutional Child Sexual*  *Abuse Act 2018* (i) | *205,307* | nfp |
| *Public Governance, Performance and Accountability Act 2013* | *119* | 200 |
| Total administered special appropriations | *127,336,468* | 150,057,572 |
| Special accounts |  |  |
| Opening balance | *402,363* | 507,155 |
| Appropriation receipts (j) | *509,900* | 576,464 |
| Non-appropriated receipts | *11,694* | 10,434 |
| Total special accounts receipts | *923,957* | 1,094,053 |
| *less payments to corporate entities from annual/special appropriations* | *8,482,457* | 12,483,796 |
| **Total administered resourcing** | ***130,834,443*** | **153,683,628** |
| **Total resourcing for the Department of Social Services** | ***131,383,403*** | **154,165,977** |
| Blank row |  |  |
|  | *2019­20* | 2020­21 |
| **Average staffing level (number)** | *2,099* | 1,887 |

Table 1.1: Department of Social Services resource statement – Budget estimates for 2020­21 as at Budget October 2020 (continued)

Third-party payments from and on behalf of other entities

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Payments made by Services Australia on behalf of DSS: |  |  |
| Special appropriations - *Social Security (Administration) Act 1999* | *106,549,673* | 128,309,148 |
| Special appropriations - *A New Tax System*  *(Family Assistance) (Administration) Act 1999* | *18,279,303* | 19,481,901 |
| Special appropriations - *Paid Parental Leave Act 2010* | *2,406,349* | 2,271,068 |
| *S*pecial appropriations - *Student Assistance Act 1973* | *384,404* | 405,676 |
| Special appropriations - *National* *Redress Scheme for*  *Institutional Child Sexual Abuse Act 2018* (k) | *205,307* | nfp |
| Annual administered appropriations | *5,905* | 7,363 |
| Payments made by the Department of Veterans' Affairs on behalf of DSS: |  |  |
| Special appropriations - *Social Security (Administration) Act 1999* | *43,057* | 41,461 |
| Payments made to other entities for the provision of services: |  |  |
| Department of Veterans' Affairs | *164* | 156 |
| Payments made to corporate entities within the Portfolio: |  |  |
| National Disability Insurance Agency  (Annual appropriations - ordinary annual services) (l) | *8,302,528* | 12,234,205 |
| National Disability Insurance Agency (Special Accounts) | *179,929* | 249,591 |
| Receipts received from other entities for the provision of services |  |  |
| Department of Health | *10,973* | 999 |
| Department of the Prime Minister and Cabinet | *6,893* | – |
| Department of Education, Skills and Employment | *7,449* | 4,942 |
| Department of Agriculture, Water and the Environment | *5,308* | 5,869 |
| National Disability Insurance Agency | *4,587* | 4,147 |
| Department of Veterans' Affairs | *1,638* | 2,300 |
| NDIS Quality and Safeguards Commission | *9,256* | 674 |
| National Indigenous Australians Agency | *–* | 2,949 |
| Department of Home Affairs | *2,104* | 1,485 |
| Other | *3,588* | 3,411 |

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

Prepared on a resourcing (that is, appropriations available) basis.

1. Appropriation Bill (No. 1) 2020-21.
2. Estimated adjusted balance carried forward from previous year for annual appropriations.
3. Excludes departmental capital budget.
4. Estimated External Revenue receipts under section 74 of the PGPA Act.
5. Departmental capital budgets are not separately identified in Appropriation Bill (No. 1) and form part of ordinary annual services items. Please refer to Table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.
6. Appropriation Bill (No. 2) 2020-21.
7. Includes Commonwealth cash contributions to the National Disability Insurance Agency for Reasonable and Necessary Support for Participants and Community Inclusion, and Capacity Development Grants programs.
8. ‘Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.
9. The payments relating to National Redress Scheme for Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.

Table 1.1: Department of Social Services resource statement – Budget estimates for 2020­21 as at Budget October 2020 (continued)

1. Includes amounts credited to the special accounts from DSS annual and special appropriations.
2. The payments relating to National Redress Scheme for Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.
3. The National Disability Insurance Agency is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to DSS, as the responsible non-corporate Commonwealth entity, which are then paid to the National Disability Insurance Agency.

### 1.3 Budget measures

Budget measures relating to DSS are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: Department of Social Services 2020­21 Budget measures

Measures announced after the Economic and Fiscal Update July 2020

|  | Program | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Payment measures** |  |  |  |  |  |
| Supporting Families Impacted by Stillbirth | 1.1, 1.2 |  |  |  |  |
| Administered payment |  | 577 | 1,174 | 1,189 | 1,205 |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **577** | **1,174** | **1,189** | **1,205** |
| COVID-19 Response Package – further  economic support payments | 1.1, 1.2, 1.6, 1.7, 1.8, 1.9 |  |  |  |  |
| Administered payment |  | 2,377,584 | 43,315 | 2,064 | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **2,377,584** | **43,315** | **2,064** | **–** |
| Totally and Permanently Incapacitated  Veterans – rent assistance (a) | 1.1, 1.6, 1.8, 1.9, 1.10 |  |  |  |  |
| Administered payment |  | – | – | 32,114 | 41,086 |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **–** | **–** | **32,114** | **41,086** |
| Humanitarian Program 2020-21 (b) | 1.1, 1.6, 1.8, 1.9, 1.10, 1.11 |  |  |  |  |
| Administered payment |  | (44,520) | (113,794) | (181,616) | (236,026) |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **(44,520)** | **(113,794)** | **(181,616)** | **(236,026)** |
| Social Services Programs – extension | 1.8 |  |  |  |  |
| Administered payment |  | 415 | – | – | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **415** | **–** | **–** | **–** |
| COVID-19 Response Package –  recognising the impacts of COVID-19  for Youth Allowance and ABSTUDY  independence | 1.10, 1.11 |  |  |  |  |
| Administered payment |  | 6,474 | 12,803 | 60 | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **6,474** | **12,803** | **60** | **–** |

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

Table 1.2: Department of Social Services 2020­21 Budget measures

Measures announced after the Economic and Fiscal Update July 2020 (continued)

|  | Program | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Payment measures (continued)** |  |  |  |  |  |
| Incentives to Encourage Young  Australians to Undertake Seasonal Work | 1.11 |  |  |  |  |
| Administered payment |  | – | 4,624 | 7,909 | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **–** | **4,624** | **7,909** | **–** |
| Treasury Portfolio – additional funding (c) | 1.12 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 365 | 362 | – | – |
| **Total** |  | **365** | **362** | **–** | **–** |
| COVID-19 Response Package – additional  funding for domestic and family violence  support (d) | 2.1 |  |  |  |  |
| Administered payment |  | nfp | nfp | nfp | nfp |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **nfp** | **nfp** | **nfp** | **nfp** |
| Cashless Debit Card – ongoing funding (e) | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | nfp | nfp | nfp | nfp |
| Departmental payment |  | nfp | nfp | nfp | nfp |
| **Total** |  | **nfp** | **nfp** | **nfp** | **nfp** |
| Digital Skills for Older Australians | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | – | 5,410 | 5,422 | 5,438 |
| Departmental payment |  | 4 | 44 | 16 | 16 |
| **Total** |  | **4** | **5,454** | **5,438** | **5,454** |
| Extension of Children and Parenting  Support Services – additional services | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | – | 12,390 | 12,527 | 12,702 |
| Departmental payment |  | – | 862 | 806 | 809 |
| **Total** |  | **–** | **13,252** | **13,333** | **13,511** |
| Extension of Funding for Financial  Wellbeing and Capability Measures | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | – | 16,074 | 14,538 | 12,490 |
| Departmental payment |  | – | 454 | 404 | 405 |
| **Total** |  | **–** | **16,528** | **14,942** | **12,895** |
| Forced Adoption Support Services  – continuation | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | – | 2,266 | 1,782 | 1,807 |
| Departmental payment |  | – | 112 | 75 | 75 |
| **Total** |  | **–** | **2,378** | **1,857** | **1,882** |

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

Table 1.2: Department of Social Services 2020­21 Budget measures

Measures announced after the Economic and Fiscal Update July 2020 (continued)

|  | Program | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Payment measures (continued)** |  |  |  |  |  |
| Future National Redress Funding | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | 7,000 | 21,000 | 22,018 | 23,054 |
| Departmental payment |  | 18,692 | 3,958 | 4,182 | 4,691 |
| **Total** |  | **25,692** | **24,958** | **26,200** | **27,745** |
| National Memorial for Victims and Survivors  of Institutional Child Sexual Abuse | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | 983 | 4,940 | 65 | 65 |
| Departmental payment |  | 253 | 355 | – | – |
| **Total** |  | **1,236** | **5,295** | **65** | **65** |
| JobMaker Plan – Second Women's Economic  Security Package (f) | 2.2 |  |  |  |  |
| Administered payment |  | 105,395 | 23,863 | 1,120 | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **105,395** | **23,863** | **1,120** | **–** |
| Place Based Income Management  – continuation | 2.4 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | – | 237 | – | – |
| **Total** |  | **–** | **237** | **–** | **–** |
| Employment Services (g) | 3.1 |  |  |  |  |
| Administered payment |  | 392 | (54,045) | (122,477) | (138,066) |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **392** | **(54,045)** | **(122,477)** | **(138,066)** |
| Prioritising Mental Health – continued  support | 3.1, 3.3 |  |  |  |  |
| Administered payment |  | 5,180 | 12,893 | 13,047 | 13,230 |
| Departmental payment |  | 240 | 385 | 386 | 387 |
| **Total** |  | **5,420** | **13,278** | **13,433** | **13,617** |
| JobMaker Plan – Deregulation Package (h) | 3.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **–** | **–** | **–** | **–** |
| Australia's Care and Support Workforce  Package | 3.2, 3.3 |  |  |  |  |
| Administered payment |  | – | 8,602 | 8,714 | – |
| Departmental payment |  | – | 557 | 557 | – |
| **Total** |  | **–** | **9,159** | **9,271** | **–** |

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

Table 1.2: Department of Social Services 2020­21 Budget measures

Measures announced after the Economic and Fiscal Update July 2020 (continued)

|  | Program | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Payment measures (continued)** |  |  |  |  |  |
| **Cross-Outcome** |  |  |  |  |  |
| Migration Program – 2020-21  planning levels (i) |  |  |  |  |  |
| Outcome 1 | 1.1, 1.3, 1.8, 1.9, 1.10, 1.11 |  |  |  |  |
| Administered payment |  | 5,859 | 7,472 | 3,995 | 2,546 |
| Departmental payment |  | – | – | – | – |
| Outcome 2 | 2.2 |  |  |  |  |
| Administered payment |  | (7) | (9) | 4,254 | 5,090 |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **5,852** | **7,463** | **8,249** | **7,636** |
| Ongoing Funding for Frontline Social  Services Impacted by the Cessation of  the Social and Community Services  Special Account |  |  |  |  |  |
| Outcome 2 | 2.1, 2.4 |  |  |  |  |
| Administered payment |  | – | 33,065 | 33,443 | 33,926 |
| Departmental payment |  | 197 | – | – | – |
| Outcome 3 | 3.1 |  |  |  |  |
| Administered payment |  | – | 10,517 | 10,646 | 10,795 |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **197** | **43,582** | **44,089** | **44,721** |
| **Total payment measures** |  |  |  |  |  |
| Administered |  | 2,465,332 | 52,560 | (129,186) | (210,658) |
| Departmental |  | 19,751 | 7,326 | 6,426 | 6,383 |
| **Total** |  | **2,485,083** | **59,886** | **(122,760)** | **(204,275)** |

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

The lead entity for the measure *Totally and Permanently Incapacitated Veterans – rent assistance* is the Department of Veterans’ Affairs. The full measure description and package details appear in *Budget Paper No. 2* under the Defence Portfolio.

The lead entity for the measure *Humanitarian Program 2020-21* is the Department of Home Affairs. The full measure description and package details appear in *Budget Paper No. 2* under the Home Affairs Portfolio.

The lead entity for the measure *Treasury Portfolio – additional funding* is the Department of the Treasury. The full measure description and package details appear in *Budget Paper No. 2* under the Treasury Portfolio.

The financial implications for the measure *COVID-19 Response Package – additional funding* *for domestic and family violence support* are not for publication due to commercial-in-confidence sensitivities.

The financial implications for the measure *Cashless Debit Card – ongoing funding* are not for publication due to commercial‑in‑confidence sensitivities.

Table 1.2: Department of Social Services 2020­21 Budget measures

Measures announced after the Economic and Fiscal Update July 2020 (continued)

The *JobMaker Plan – Second Women’s Economic Security Package* is a Cross Portfolio measure. The full measure description and package details appear in *Budget Paper No. 2* under Cross Portfolio.

The lead entity for the measure *Employment Services* is the Department of Education, Skills and Employment. The full measure description and package details appear in *Budget Paper No. 2* under the Education, Skills and Employment Portfolio.

The *JobMaker Plan – Deregulation Package* is a Cross Portfolio measure. The full measure description and package details appear in *Budget Paper No. 2* under Cross Portfolio.

The lead entity for the measure *Migration Program – 2020-21 planning levels* is the Department of Home Affairs. The full measure description and package details appear in *Budget Paper No. 2* under the Home Affairs Portfolio.

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports - to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for DSS can be found at: [www.dss.gov.au](https://www.dss.gov.au).

### 2.1 Budgeted expenses and performance for Outcome 1

| Outcome 1: Social Security  Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. |
| --- |

#### Linked programs

|  |
| --- |
| **Department of Education, Skills and Employment** |
| **Programs**   * Program 2.4 – Higher Education Loan Program * Program 4.1 – Employment Services |
| **Contribution to Outcome 1 made by linked programs**  The Department of Education, Skills and Employment is linked to Outcome 1 as the Higher Education Loan program contains eligibility requirements in connection with some of the payments and concessions that fall under this Outcome. Mutual obligation requirements and compliance frameworks for various payments under this Outcome are also stipulated in the Employment Services program. |
| **Department of Health** |
| **Programs**   * Program 5.3 – Immunisation |
| **Contribution to Outcome 1 made by linked programs**  The Department of Health has policy responsibility for the National Immunisation Program. Eligibility for the Family Tax Benefit Part A is contingent on satisfying requirements for age-related immunisation requirements contained in this Outcome. |
| **Services Australia** |
| **Programs**   * Program 1.1 – Services to the Community – Social Security and Welfare * Program 1.3 – Child Support |
| **Contribution to Outcome 1 made by linked programs**  Various payments, concessions and the Child Support Scheme under this Outcome are delivered through the above linked programs administered by Services Australia. |

#### Linked programs (continued)

|  |
| --- |
| **National Indigenous Australians Agency** |
| **Programs**   * Program 1.1 – Indigenous Advancement – Jobs, Land and the Economy * Program 1.2 – Indigenous Advancement – Children and Schooling |
| **Contribution to Outcome 1 made by linked programs**  Mutual exclusion provisions are shared between scholarships administered by the National Indigenous Australian Agency and scholarships administered under this Outcome. Mutual obligation requirements for various payments are linked under this Outcome. |
| **Department of Veterans’ Affairs** |
| **Programs**   * Program 1.1 – Veterans’ Income Support and Allowances |
| **Contribution to Outcome 1 made by linked programs**  Various payments and concessions under this Outcome are delivered through the above linked program administered by the Department of Veterans’ Affairs. |
| **The Treasury** |
| **Programs**   * Program 1.9 – National Partnership Payments to the States |
| **Contribution to Outcome 1 made by linked programs**  The Treasury, on behalf of DSS, makes National Partnership payments to the states for Social Impact Investment. |

##### Budgeted expenses for Outcome 1

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

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

| **Outcome 1: Social Security** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 - Family Tax Benefit** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 18,621,625 | 19,405,293 | 18,208,117 | 18,011,616 | 18,102,450 |
| **Administered Total** | 18,621,625 | 19,405,293 | 18,208,117 | 18,011,616 | 18,102,450 |
| **Total expenses for Program 1.1** | **18,621,625** | **19,405,293** | **18,208,117** | **18,011,616** | **18,102,450** |
| **Program 1.2 - Child Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 3,173 | 3,188 | 3,036 | 3,084 | 3,224 |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 19,296 | 12,389 | 10,028 | 8,153 | 8,636 |
| *Student Assistance Act 1973* | 82,689 | 80,867 | 82,522 | 84,007 | 85,634 |
| **Administered Total** | 105,158 | 96,444 | 95,586 | 95,244 | 97,494 |
| **Total expenses for Program 1.2** | **105,158** | **96,444** | **95,586** | **95,244** | **97,494** |
| **Program 1.3 - Income Support for Vulnerable People** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 151,117 | 226,519 | 133,451 | 139,070 | 147,082 |
| **Administered Total** | 151,117 | 226,519 | 133,451 | 139,070 | 147,082 |
| **Total expenses for Program 1.3** | **151,117** | **226,519** | **133,451** | **139,070** | **147,082** |
| **Program 1.4 - Income Support for People in Special Circumstances** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 667 | 1,363 | 1,367 | 1,371 | 1,377 |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 3,063 | – | – | – | – |
| **Administered Total** | 3,730 | 1,363 | 1,367 | 1,371 | 1,377 |
| **Total expenses for Program 1.4** | **3,730** | **1,363** | **1,367** | **1,371** | **1,377** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

| **Outcome 1: Social Security** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.5 - Supplementary Payments and Support for Income Support Recipients** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 25,359 | 23,109 | 22,248 | 22,138 | 23,366 |
| **Administered Total** | 25,359 | 23,109 | 22,248 | 22,138 | 23,366 |
| **Total expenses for Program 1.5** | **25,359** | **23,109** | **22,248** | **22,138** | **23,366** |
| **Program 1.6 - Income Support for Seniors** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 50,063,912 | 53,503,843 | 51,387,497 | 53,073,666 | 54,975,337 |
| **Administered Total** | 50,063,912 | 53,503,843 | 51,387,497 | 53,073,666 | 54,975,337 |
| **Total expenses for Program 1.6** | **50,063,912** | **53,503,843** | **51,387,497** | **53,073,666** | **54,975,337** |
| **Program 1.7 - Allowances and Concessions for Seniors** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 378,734 | 569,969 | 79,075 | 74,438 | 70,075 |
| **Administered Total** | 378,734 | 569,969 | 79,075 | 74,438 | 70,075 |
| **Total expenses for Program 1.7** | **378,734** | **569,969** | **79,075** | **74,438** | **70,075** |
| **Program 1.8 - Income Support for People with Disability** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 17,781,051 | 18,514,968 | 17,334,146 | 17,324,082 | 17,939,164 |
| **Administered Total** | 17,781,051 | 18,514,968 | 17,334,146 | 17,324,082 | 17,939,164 |
| **Total expenses for Program 1.8** | **17,781,051** | **18,514,968** | **17,334,146** | **17,324,082** | **17,939,164** |
| **Program 1.9 - Income Support for Carers** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,406 | 2,800 | 2,800 | 2,800 | 2,800 |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 9,375,816 | 10,104,106 | 9,778,690 | 10,142,187 | 10,628,247 |
| **Administered Total** | 9,377,222 | 10,106,906 | 9,781,490 | 10,144,987 | 10,631,047 |
| **Total expenses for Program 1.9** | **9,377,222** | **10,106,906** | **9,781,490** | **10,144,987** | **10,631,047** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

| **Outcome 1: Social Security** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.10 - Working Age Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 36,013 | 33,664 | 7,378 | 5,998 | 3,027 |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 26,836,280 | 41,250,649 | 22,229,911 | 19,113,245 | 18,132,306 |
| **Administered Total** | 26,872,293 | 41,284,313 | 22,237,289 | 19,119,243 | 18,135,333 |
| **Total expenses for Program 1.10** | **26,872,293** | **41,284,313** | **22,237,289** | **19,119,243** | **18,135,333** |
| **Program 1.11 - Student Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 3,294,916 | 3,624,564 | 2,306,009 | 2,202,238 | 2,215,910 |
| *Student Assistance Act 1973* | 322,461 | 317,634 | 262,930 | 267,488 | 266,161 |
| **Administered Total** | 3,617,377 | 3,942,198 | 2,568,939 | 2,469,726 | 2,482,071 |
| **Total expenses for Program 1.11** | **3,617,377** | **3,942,198** | **2,568,939** | **2,469,726** | **2,482,071** |
| **Program 1.12 - Program Support for Outcome 1** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 114,205 | 97,875 | 92,421 | 86,987 | 85,448 |
| s74 External Revenue (a) | 1,554 | 5,998 | 5,541 | 5,541 | 5,541 |
| Expenses not requiring  appropriation in the  Budget year (b) | 9,730 | 2,261 | 2,052 | 1,789 | 1,749 |
| **Departmental Total** | 125,489 | 106,134 | 100,014 | 94,317 | 92,738 |
| **Total expenses for Program 1.12** | **125,489** | **106,134** | **100,014** | **94,317** | **92,738** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

| **Outcome 1: Social Security** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 38,086 | 37,827 | 11,545 | 10,169 | 7,204 |
| Special appropriations | 126,959,492 | 147,637,098 | 121,837,660 | 120,465,412 | 122,597,592 |
| **Administered Total** | 126,997,578 | 147,674,925 | 121,849,205 | 120,475,581 | 122,604,796 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 114,205 | 97,875 | 92,421 | 86,987 | 85,448 |
| s74 External Revenue (a) | 1,554 | 5,998 | 5,541 | 5,541 | 5,541 |
| Expenses not requiring  appropriation in the  Budget year (b) | 9,730 | 2,261 | 2,052 | 1,789 | 1,749 |
| **Departmental Total** | 125,489 | 106,134 | 100,014 | 94,317 | 92,738 |
| **Total expenses for**  **Outcome 1** | **127,123,067** | **147,781,059** | **121,949,219** | **120,569,898** | **122,697,534** |
| Blank row |  |  |  |  |  |
| **Movement of administered**  **funds between years (c)** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 1: |  |  |  |  |  |
| Program 1.10 - Working Age  Payments | (12,951) | 9,270 | 1,122 | – | 2,559 |
| **Total movement of**  **administered funds** | **(12,951)** | **9,270** | **1,122** | **–** | **2,559** |

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

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. Expenses not requiring appropriation in the Budget year is made up of depreciation, amortisation expenses and audit fees.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.1.2: Program component expenses for Outcome 1

| **Program 1.1 - Family Tax Benefit** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.1.1 - Component 1 (Family Tax Benefit Part A)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 14,567,418 | 15,278,566 | 14,072,146 | 13,907,169 | 13,959,905 |
| Total component 1 expenses | 14,567,418 | 15,278,566 | 14,072,146 | 13,907,169 | 13,959,905 |
| *1.1.2 - Component 2 (Family Tax Benefit Part B)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 4,054,208 | 4,126,727 | 4,135,971 | 4,104,447 | 4,142,545 |
| Total component 2 expenses | 4,054,208 | 4,126,727 | 4,135,971 | 4,104,447 | 4,142,545 |
| **Total Program expenses** | **18,621,626** | **19,405,293** | **18,208,117** | **18,011,616** | **18,102,450** |

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

| **Program 1.2 - Child Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.2.1 - Component 1 (Single Income Family Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* (a) | 17,513 | 9,956 | 6,974 | 5,030 | 5,454 |
| Total component 1 expenses | 17,513 | 9,956 | 6,974 | 5,030 | 5,454 |
| *1.2.2 - Component 2 (Stillborn Baby Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 1,783 | 2,433 | 3,054 | 3,123 | 3,182 |
| Total component 2 expenses | 1,783 | 2,433 | 3,054 | 3,123 | 3,182 |
| *1.2.3 - Component 3 (Double Orphan Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 3,173 | 3,188 | 3,036 | 3,084 | 3,224 |
| Total component 3 expenses | 3,173 | 3,188 | 3,036 | 3,084 | 3,224 |
| *1.2.4 - Component 4 (Assistance for Isolated Children)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | 82,689 | 80,867 | 82,522 | 84,007 | 85,634 |
| Total component 4 expenses | 82,689 | 80,867 | 82,522 | 84,007 | 85,634 |
| **Total Program expenses** | **105,158** | **96,444** | **95,586** | **95,244** | **97,494** |

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

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

| **Program 1.3 - Income Support for Vulnerable People** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.3.1 - Component 1 (Special Benefit)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 151,117 | 226,519 | 133,451 | 139,070 | 147,082 |
| Total component 1 expenses | 151,117 | 226,519 | 133,451 | 139,070 | 147,082 |
| **Total Program expenses** | **151,117** | **226,519** | **133,451** | **139,070** | **147,082** |

| **Program 1.4 - Income Support for People in Special Circumstances** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.4.1 - Component 1 (Payments under Special Circumstances)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services (Appropriation Bill No.1) | 667 | 1,363 | 1,367 | 1,371 | 1,377 |
| Total component 1 expenses | 667 | 1,363 | 1,367 | 1,371 | 1,377 |
| *1.4.2 - Component 2 (Bereavement Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* (a) | 3,063 | – | – | – | – |
| Total component 2 expenses | 3,063 | – | – | – | – |
| **Total Program expenses** | **3,730** | **1,363** | **1,367** | **1,371** | **1,377** |

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

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

| **Program 1.5 - Supplementary Payments and Support for Income Support Recipients** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.5.1 - Component 1 (Essential Medical Equipment Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 7,909 | 8,407 | 8,660 | 8,974 | 9,357 |
| Total component 1 expenses | 7,909 | 8,407 | 8,660 | 8,974 | 9,357 |
| *1.5.2 - Component 2 (Utilities Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 17,450 | 14,702 | 13,588 | 13,164 | 14,009 |
| Total component 2 expenses | 17,450 | 14,702 | 13,588 | 13,164 | 14,009 |
| **Total Program expenses** | **25,359** | **23,109** | **22,248** | **22,138** | **23,366** |

| **Program 1.6 - Income Support for Seniors** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.6.1 - Component 1 (Age Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 50,077,908 | 53,503,843 | 51,387,497 | 53,073,666 | 54,975,337 |
| Total component 1 expenses | 50,077,908 | 53,503,843 | 51,387,497 | 53,073,666 | 54,975,337 |
| *1.6.2 - Component 2 (Widow B Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* (a) | 4,031 | – | – | – | – |
| Total component 2 expenses | 4,031 | – | – | – | – |
| *1.6.3 - Component 3 (Wife Pension (Age))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* (a) | 51,973 | – | – | – | – |
| Total component 3 expenses | 51,973 | – | – | – | – |
| **Total Program expenses** | **50,133,912** | **53,503,843** | **51,387,497** | **53,073,666** | **54,975,337** |

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

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

| **Program 1.7 - Allowances and Concessions for Seniors** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.7.1 - Component 1 (Energy Supplement for Commonwealth Seniors Health Card holders)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 378,734 | 569,969 | 79,075 | 74,438 | 70,075 |
| Total component 1 expenses | 378,734 | 569,969 | 79,075 | 74,438 | 70,075 |
| **Total Program expenses** | **378,734** | **569,969** | **79,075** | **74,438** | **70,075** |

| **Program 1.8 - Income Support for People with Disability** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.8.1 - Component 1 (Disability Support Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 17,739,316 | 18,471,110 | 17,294,501 | 17,288,192 | 17,907,329 |
| Total component 1 expenses | 17,739,316 | 18,471,110 | 17,294,501 | 17,288,192 | 17,907,329 |
| *1.8.2 - Component 2 (Mobility Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 41,735 | 43,858 | 39,645 | 35,890 | 31,835 |
| Total component 2 expenses | 41,735 | 43,858 | 39,645 | 35,890 | 31,835 |
| **Total Program expenses** | **17,781,051** | **18,514,968** | **17,334,146** | **17,324,082** | **17,939,164** |

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

| **Program 1.9 - Income Support for Carers** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.9.1 - Component 1 (Ex-Gratia Payments to Unsuccessful Applicants of Carer Payment (Child))* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,406 | 2,800 | 2,800 | 2,800 | 2,800 |
| Total component 1 expenses | 1,406 | 2,800 | 2,800 | 2,800 | 2,800 |
| *1.9.2 - Component 2 (Carer Allowance (Adult))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 1,783,407 | 1,920,796 | 1,757,570 | 1,809,863 | 1,888,800 |
| Total component 2 expenses | 1,783,407 | 1,920,796 | 1,757,570 | 1,809,863 | 1,888,800 |
| *1.9.3 - Component 3 (Carer Allowance (Child))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 631,127 | 667,312 | 687,899 | 716,663 | 757,117 |
| Total component 3 expenses | 631,127 | 667,312 | 687,899 | 716,663 | 757,117 |
| *1.9.4 - Component 4 (Carer Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 6,144,296 | 6,715,113 | 6,516,786 | 6,780,364 | 7,126,525 |
| Total component 4 expenses | 6,144,296 | 6,715,113 | 6,516,786 | 6,780,364 | 7,126,525 |
| *1.9.5 - Component 5 (Carer Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 587,333 | 609,626 | 620,431 | 633,695 | 647,860 |
| Total component 5 expenses | 587,333 | 609,626 | 620,431 | 633,695 | 647,860 |
| *1.9.6 - Component 6 (Child Disability Assistance Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 181,814 | 191,259 | 196,004 | 201,602 | 207,945 |
| Total component 6 expenses | 181,814 | 191,259 | 196,004 | 201,602 | 207,945 |
| *1.9.7 - Component 7 (Wife Pension (Disability Support Pension))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* (a) | 47,839 | – | – | – | – |
| Total component 7 expenses | 47,839 | – | – | – | – |
| **Total Program expenses** | **9,377,222** | **10,106,906** | **9,781,490** | **10,144,987** | **10,631,047** |

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

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

| **Program 1.10 - Working Age Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.10.1 - Component 1 (Compensation and Debt Relief)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 198 | 198 | 198 | 198 |
| Total component 1 expenses | – | 198 | 198 | 198 | 198 |
| *1.10.2 - Component 2 (Investment Approach to Welfare - Evaluation)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 32,267 | 21,003 | 200 | 200 | 200 |
| Total component 2 expenses | 32,267 | 21,003 | 200 | 200 | 200 |
| *1.10.3 - Component 3 (Newstart Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* (a) | 8,507,377 | – | – | – | – |
| Total component 3 expenses | 8,507,377 | – | – | – | – |
| *1.10.4 - Component 4 (Parenting Payment Partnered)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 1,113,983 | 1,238,206 | 703,808 | 722,853 | 733,733 |
| Total component 4 expenses | 1,113,983 | 1,238,206 | 703,808 | 722,853 | 733,733 |
| *1.10.5 - Component 5 (Parenting Payment Single)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 5,183,559 | 5,910,828 | 4,250,723 | 4,317,993 | 4,383,554 |
| Total component 5 expenses | 5,183,559 | 5,910,828 | 4,250,723 | 4,317,993 | 4,383,554 |
| *1.10.6 - Component 6 (Pensioner Education Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 37,430 | 25,826 | 20,046 | 19,678 | 20,273 |
| Total component 6 expenses | 37,430 | 25,826 | 20,046 | 19,678 | 20,273 |
| *1.10.7 - Component 7 (Sickness Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* (b) | 93,518 | 33,906 | – | – | – |
| Total component 7 expenses | 93,518 | 33,906 | – | – | – |
| *1.10.8 - Component 8 (Widow Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 138,408 | 78,429 | 8,019 | – | – |
| Total component 8 expenses | 138,408 | 78,429 | 8,019 | – | – |

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

| **Program 1.10 - Working Age Payments (continued)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.10.9 - Component 9 (Youth Allowance (Other))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 1,726,716 | 2,840,852 | 1,471,965 | 1,203,787 | 1,101,946 |
| Total component 9 expenses | 1,726,716 | 2,840,852 | 1,471,965 | 1,203,787 | 1,101,946 |
| *1.10.10 - Component 10 (Partner Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 14,579 | 8,368 | 188 | – | – |
| Total component 10 expenses | 14,579 | 8,368 | 188 | – | – |
| *1.10.11 - Component 11 (JobSeeker Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 10,020,710 | 31,114,234 | 15,775,162 | 12,848,934 | 11,892,800 |
| Total component 11 expenses | 10,020,710 | 31,114,234 | 15,775,162 | 12,848,934 | 11,892,800 |
| *1.10.12 - Component 12 (Social Impact Investment)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 3,746 | 7,974 | 5,858 | 5,600 | 2,629 |
| Total component 12 expenses | 3,746 | 7,974 | 5,858 | 5,600 | 2,629 |
| *1.10.13 - Component 13 (Drug Testing Trial - Treatment Fund)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 4,489 | 1,122 | – | – |
| Total component 13 expenses | – | 4,489 | 1,122 | – | – |
| **Total Program expenses** | **26,872,293** | **41,284,313** | **22,237,289** | **19,119,243** | **18,135,333** |

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

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

Table 2.1.2: Program components of Outcome 1

| **Program 1.11 - Student Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.11.1 - Component 1 (ABSTUDY - Secondary)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | 178,631 | 153,110 | 150,315 | 153,044 | 150,974 |
| Total component 1 expenses | 178,631 | 153,110 | 150,315 | 153,044 | 150,974 |
| *1.11.2 - Component 2 (ABSTUDY - Tertiary)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | 143,830 | 162,395 | 110,369 | 112,074 | 112,682 |
| Total component 2 expenses | 143,830 | 162,395 | 110,369 | 112,074 | 112,682 |
| *1.11.3 - Component 3 (Austudy)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 609,149 | 692,140 | 433,108 | 435,392 | 446,622 |
| Total component 3 expenses | 609,149 | 692,140 | 433,108 | 435,392 | 446,622 |
| *1.11.4 - Component 4 (Youth Allowance (student))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 2,685,767 | 2,825,600 | 1,760,096 | 1,647,825 | 1,644,062 |
| Total component 4 expenses | 2,685,767 | 2,825,600 | 1,760,096 | 1,647,825 | 1,644,062 |
| *1.11.5 - Component 5 (Student Start-up Loan - ABSTUDY)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | – | 2,129 | 2,246 | 2,370 | 2,505 |
| Total component 5 expenses | – | 2,129 | 2,246 | 2,370 | 2,505 |
| *1.11.6 - Component 6 (Student Start-up Loan)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | – | 106,824 | 112,805 | 119,021 | 125,226 |
| Total component 6 expenses | – | 106,824 | 112,805 | 119,021 | 125,226 |
| **Total Program expenses** | **3,617,377** | **3,942,198** | **2,568,939** | **2,469,726** | **2,482,071** |

Table 2.1.2: Program components of Outcome 1

| **Program 1.12 - Program Support for Outcome 1** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.12.1 - Component 1 (Departmental DSS - Outcome 1)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 114,205 | 97,875 | 92,421 | 86,987 | 85,448 |
| s74 External Revenue (a) | 1,554 | 5,998 | 5,541 | 5,541 | 5,541 |
| Expenses not requiring  appropriation in the  Budget year (b) | 9,730 | 2,261 | 2,052 | 1,789 | 1,749 |
| Total component 1 expenses | 125,489 | 106,134 | 100,014 | 94,317 | 92,738 |
| **Total Program expenses** | **125,489** | **106,134** | **100,014** | **94,317** | **92,738** |

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

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

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

Cash projections for Rent Assistance(a)

| **Cross-Program - Rent Assistance** | | | |
| --- | --- | --- | --- |
|  |  | 2019­20 | 2020­21 |
|  |  | Estimated | Budget |
|  |  | actual |  |
|  |  | $'000 | $'000 |
| *DSS: A New Tax System (Family Assistance)(Administration) Act 1999* |  |  |  |
| Family Tax Benefit |  | 1,874,911 | 1,941,906 |
| *DSS: Social Security (Administration) Act 1999* |  |  |  |
| Age Pension |  | 905,820 | 929,943 |
| Austudy |  | 38,428 | 45,840 |
| Bereavement Allowance |  | 66 | – |
| Carer Payment |  | 130,102 | 138,605 |
| Disability Support Pension |  | 737,629 | 758,076 |
| Newstart Allowance |  | 721,716 | – |
| JobSeeker Payment |  | – | 1,361,355 |
| Parenting Payment (Partnered) |  | 1,446 | 1,801 |
| Parenting Payment (Single) |  | 34,378 | 40,522 |
| Partner Allowance |  | 16 | 10 |
| Sickness Allowance |  | 5,102 | – |
| Special Benefit |  | 7,812 | 10,263 |
| Widow Allowance |  | 5,402 | 3,214 |
| Widow Pension B |  | 3 | – |
| Wife Pension (Age) |  | 517 | – |
| Wife Pension (Disability Support Pension) |  | 622 | – |
| Youth Allowance |  | 178,101 | 234,551 |
| *DSS: ABSTUDY (Student Assistance Act 1973)* |  | 18,674 | 19,549 |
| *Department of Veterans' Affairs: Veterans' Entitlements Act 1986* (b) |  | 26,737 | 24,170 |
| **Total cash projections** |  | **4,687,482** | **5,509,805** |

1. Rent Assistance is not a discrete sum of money separately payable under the law, but is a supplementary payment included in the calculation of the primary income support payment, Family Tax Benefit or service pension. This table provides cash projections for the Rent Assistance component included in the primary income support payment, Family Tax Benefit or service pension.
2. Rent Assistance is paid to eligible service pension and income support supplement recipients.

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

Table 2.1.3 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets for 2020-21 and beyond have been updated.

| **Outcome 1 –** Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | | |
| --- | --- | --- |
| **Program 1.1 –** **Family Tax Benefit** – To make payments to assist low and medium income families with the direct and indirect costs of raising dependent children. | | |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of the family assistance law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that the delivery of the payments / programs below are made in accordance with relevant legislation, policy and guidelines:   * Family Tax Benefit Part A * Family Tax Benefit Part B * Child Support Scheme | Agreement is in place.  Result*:* Met |
| Outputs:   * Administered outlays * Number of recipients * Number of children * Payment accuracy (Family Tax Benefit) | |
| 2020­21 | Extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit. | Payment targeted to low income families (67 per cent of support received by families under the Family Tax Benefit lower income free area). |
| Extent to which separated parents in the child support system are supporting their children. | At least 85 per cent of Family Tax Benefit children of separated parents meet the maintenance action test requirements. |
| Outputs:   * Administered outlays * Number of recipients * Number of children * Payment accuracy | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.1: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.2 –** **Child Payments** – To make payments to families in certain circumstances to assist with the costs of children. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Single Income Family Supplement is paid through Services Australia to eligible families under the provisions of the family assistance law.  Stillborn Baby Payment is made through Services Australia to eligible claimants under the provisions of the family assistance law.  Double Orphan Pension is paid through Services Australia to eligible claimants under the provisions of social security law.  Assistance for Isolated Children is paid through Services Australia to eligible families. The appropriation for payments is in the *Student Assistance Act 1973.* | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Single Income Family Supplement * Stillborn Baby Payment * Double Orphan Pension * Assistance for Isolated Children | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients * Number of children (Double Orphan Pension) | |
| 2020­21 | Proportion of stillbirths for which the Stillborn Baby Payment of Parental Leave Pay is paid. | 100 per cent of eligible families receive assistance through Stillborn Baby Payment or Parental Leave Pay. |
| Outputs:   * Administered outlays * Number of recipients * Number of children | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.2: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.3 – Income Support for Vulnerable People** – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australiato provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Special Benefit | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2020­21 | Extent to which payments are made to recipients who are unable to fully support themselves or access another payment. | The average duration of recipients on Special Benefit remains below 130 weeks. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.3: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.4 –** **Income Support for People in Special Circumstances** – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support. To make payments to Australians in circumstances beyond their control to support them in overcoming those circumstances and maintaining their financial wellbeing. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments under Special Circumstances are made to eligible claimants under the provisions of social security law and the PGPA Act.  Bereavement Allowance payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Payments under Special Circumstances * Bereavement Allowance | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients | |
| 2020­21 | Agreements are in place (where relevant) with providers to ensure Payments under Special Circumstances are made in accordance with relevant legislation, policy, guidelines and contractual arrangements. | 100 per cent of payments are made in accordance with the individual agreements. |
| Outputs:   * Administered outlays * Number of recipients | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.4: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.5 –** **Supplementary Payments and Support for Income Support Recipients** – To make payments and subsidise services to certain income support recipients and low income households to assist them financially and to help them continue to participate economically and socially. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Essential Medical Equipment Payment and Utilities Allowance are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Essential Medical Equipment Payment * Utilities Allowance | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients (Utilities Allowance) * Number of payments (Essential Medical Equipment Payment) | |
| 2020­21 | Extent to which payments are made to, or with respect to, people unable to fully support themselves. | Changes in Utilities Allowance recipient numbers align with movements in the total number of people receiving Partner Allowance, Widow Allowance and Disability Support Pension (who are younger than 21 with no dependent children). |
| Outputs:   * Administered outlays * Number of recipients | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.5: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.6 –** **Income Support for Seniors** – To make payments to senior Australians to assist them financially in a manner that encourages them to productively manage resources and life transitions. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Age Pension * Widow B Pension * Wife Pension (Age) | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy (Age Pension) | |
| 2020­21 | Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support. | 75 per cent or below of people of age pension age are supported by the Age Pension or other income support. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.6: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.7 –** **Allowances and Concessions for Seniors** – To make payments and provide services to senior Australians to assist with household expenses, enabling them to maintain their standard of living. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Allowances and Concessions for Seniors | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients | |
| 2020­21 | To provide financial support to eligible senior Australians to assist with their household expenses. | 100 per cent of eligible Commonwealth Health Card holders receive the Energy Supplement each year. |
| Outputs:   * Administered outlays * Number of recipients | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.7: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.8** **– Income Support for People with Disability** – To make payments to eligible people with disability who are unable to support themselves to achieve financial independence. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Disability Support Pension * Mobility Allowance | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy (Disability Support Pension) | |
| 2020­21 | Extent to which people of working age with a profound or severe disability are paid Disability Support Pension. | 90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.8: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.9** **–** **Income Support for Carers** – To make payments and allowances to financially assist eligible carers of people with disability or a severe medical condition. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law.  Ex-gratia payments to unsuccessful applicants of Carer Payment (Child) (Carer Adjustment Payment) are paid under the provisions of the PGPA Act. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Carer Allowance (Adult) and (Child) * Carer Payment * Carer Supplement * Child Disability Assistance Payment * Wife Pension (Disability Support Pension) | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy (Carer Allowance (Adult) and (Child) and Carer Payment) | |
| 2020­21 | Extent to which payments are made to, or with respect to, carers unable to fully support themselves. | 70 per cent of primary carers in Australia are supported by Carer Payment and Carer Allowance. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.9: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.10 –** **Working Age Payments** – To assist people who are temporarily unable to support themselves through work or have a limited capacity to work due to disability or caring responsibilities for young children. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Newstart Allowance * Parenting Payment * Sickness Allowance * Widow Allowance * Youth Allowance (Other) * Partner Allowance | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2020­21 | Extent to which payments are made to, or with respect to, people unable to fully support themselves. | Changes in recipient numbers align with movements in the unemployment rate. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.10: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.11 – Student Payments** – To achieve growth in skills, qualifications and productivity through providing income support and other financial assistance to students to assist them to undertake further education and training. To increase access and participation by Indigenous Australian students in school education, vocational education and training and higher education and accelerate their educational outcomes. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments and other financial assistance are made through Services Australia to eligible claimants under the provisions of social security and student assistance law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments and other financial assistance below are made in accordance with relevant legislation, policy and guidelines:   * ABSTUDY * Austudy * Youth Allowance (student) * Student Start­up Loans | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy (ABSTUDY, Austudy, Youth Allowance (student)) | |
| 2020­21 | Extent to which payment recipients have improved financial self-reliance. | The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments align with movements in the unemployment rate. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.11: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.12** **– Program Support for Outcome 1** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Total departmental funding for Outcome 1. | Funding is expended on activities that contribute to agency outcomes.  Result: Departmental funding is expended to achieve agency outcomes ($107.9 million). |
| 2020­21 | Cross-Outcome departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS Outcomes. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the Department across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Program 1.12: Nil.** | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Cross-Program – Rent Assistance** – To make payments to low and moderate income Australians receiving income support or Family Tax Benefit Part A to assist with the costs of renting private and community housing. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Rent Assistance payments are made through Services Australia to eligible claimants under the provisions of the social security law and family assistance law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Rent Assistance | Agreement is in place.  Result: Met |
| Output:   * Number of Commonwealth Rent Assistance income units | |
| 2020­21 | Extent to which income support or family payment recipients are assisted with the costs of renting private and community housing. | Of the individuals and families renting and receiving Rent Assistance, the proportion experiencing rental stress after receipt of Rent Assistance is at least 25 percentage points lower than it would be without Rent Assistance. |
| Output:   * Number of Commonwealth Rent Assistance income units | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purposes** | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | |
| **Material changes to Cross-Program – Rent Assistance: Nil.** | | |

### 2.2 Budgeted expenses and performance for Outcome 2

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

Linked programs

| **Attorney-General’s Department** |
| --- |
| **Programs**   * Program 1.1 – Attorney-General’s Department Operating Expenses – Civil Justice and Legal Services * Program 1.4 – Justice Services * Program 1.5 – Family Relationships * Program 1.6 – Indigenous Legal and Native Title Assistance |
| **Contribution to Outcome 2 made by linked programs**  The Attorney-General’s Department has policy responsibility for improving access to justice for Indigenous people and for family matters, including Family Law Services. These linked programs provide payments for services to support this responsibility, and are administered by DSS under this Outcome. |
| **Services Australia** |
| **Programs**   * Program 1.1 – Services to the Community – Social Security and Welfare |
| **Contribution to Outcome 2 made by linked programs**  The administrative aspects of Income Management and Cashless Debit Card and payments under the Paid Parental Leave Scheme and the Transition to Independent Living Allowance that fall under this Outcome are delivered by Services Australia through the above linked program. |

Linked programs (continued)

| **National Indigenous Australians Agency** |
| --- |
| **Programs**   * Program 1.2 – Indigenous Advancement – Children and Schooling * Program 1.3 – Indigenous Advancement – Safety and Wellbeing * Program 1.5 – Indigenous Advancement – Remote Australia Strategies |
| **Contribution to Outcome 2 made by linked programs**  These linked programs support Government efforts to ensure: Aboriginal and Torres Strait Islander children receive a healthy and safe start to life; and families and communities can access responsive, connected and fit-for-purpose services. These linked programs also contribute to this Outcome by supporting remote strategic investments. |
| **The Treasury** |
| **Programs**   * Program 1.9 – National Partnership Payments to the States |
| **Contribution to Outcome 2 made by linked programs**  The Treasury, on behalf of DSS, makes National Partnership payments to the states for the Social and Community Services Sector and other agreements. |

##### Budgeted expenses for Outcome 2

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

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

| **Outcome 2: Families and Communities** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 2.1 - Families and Communities** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 692,430 | 854,117 | 654,798 | 603,865 | 612,782 |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | (640) | 8 | 8 | – | – |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* (a) | 255,917 | nfp | nfp | nfp | nfp |
| Special Accounts |  |  |  |  |  |
| Other Services - Services for  Other Entities and Trust Moneys | 5,689 | 3,400 | 3,400 | – | – |
| **Administered total** | 953,396 | 857,525 | 658,206 | 603,865 | 612,782 |
| **Total expenses for**  **Program 2.1** | **953,396** | **857,525** | **658,206** | **603,865** | **612,782** |
| **Program 2.2 - Paid Parental Leave** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | 2,399,563 | 2,277,082 | 2,283,182 | 2,411,315 | 2,528,903 |
| **Administered total** | 2,399,563 | 2,277,082 | 2,283,182 | 2,411,315 | 2,528,903 |
| **Total expenses for**  **Program 2.2** | **2,399,563** | **2,277,082** | **2,283,182** | **2,411,315** | **2,528,903** |
| **Program 2.3 - Social and Community Services** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special Accounts |  |  |  |  |  |
| Social and Community Services  Pay Equity Special Account | 411,920 | 547,108 | – | – | – |
| **Administered total** | 411,920 | 547,108 | – | – | – |
| **Total expenses for**  **Program 2.3** | **411,920** | **547,108** | **–** | **–** | **–** |

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

| **Outcome 2: Families and Communities** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 2.4 - Program Support for Outcome 2** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 170,935 | 178,271 | 155,818 | 146,988 | 144,957 |
| s74 External Revenue (b) | 46,099 | 13,432 | 12,676 | 12,676 | 12,676 |
| Expenses not requiring  appropriation in the  Budget year (c) | 18,243 | 3,740 | 3,395 | 2,959 | 2,891 |
| **Departmental total** | 235,277 | 195,443 | 171,889 | 162,623 | 160,524 |
| **Outcome 2 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 692,430 | 854,117 | 654,798 | 603,865 | 612,782 |
| Special appropriations | 2,654,840 | 2,277,090 | 2,283,190 | 2,411,315 | 2,528,903 |
| Special accounts | 417,609 | 550,508 | 3,400 | – | – |
| **Administered total** | 3,764,879 | 3,681,715 | 2,941,388 | 3,015,180 | 3,141,685 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 170,935 | 178,271 | 155,818 | 146,988 | 144,957 |
| s74 External Revenue (b) | 46,099 | 13,432 | 12,676 | 12,676 | 12,676 |
| Expenses not requiring  appropriation in the  Budget year (c) | 18,243 | 3,740 | 3,395 | 2,959 | 2,891 |
| **Departmental total** | 235,277 | 195,443 | 171,889 | 162,623 | 160,524 |
| **Total expenses for**  **Outcome 2** | **4,000,156** | **3,877,158** | **3,113,277** | **3,177,803** | **3,302,209** |
| Blank row |  |  |  |  |  |
| **Movement of administered funds**  **between years** (d) | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 2: |  |  |  |  |  |
| Program 2.1 - Families and  Communities | (38,205) | 36,005 | – | – | 2,200 |
| **Total movement of**  **administered funds** | **(38,205)** | **36,005** | **–** | **–** | **2,200** |

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

1. The payments relating to National Redress Scheme for Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.
2. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
3. Expenses not requiring appropriation in the budget year is made up of depreciation, amortisation expenses and audit fees.
4. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

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

| **Program 2.1 - Families and Communities** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.1.1 - Component 1 (Civil Society)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 221 | 1,126 | 1,584 | 1,598 | 1,619 |
| Total component 1 expenses | 221 | 1,126 | 1,584 | 1,598 | 1,619 |
| *2.1.2 - Component 2 (Families and Children)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 290,986 | 294,849 | 320,497 | 320,072 | 325,222 |
| Total component 2 expenses | 290,986 | 294,849 | 320,497 | 320,072 | 325,222 |
| *2.1.3 - Component 3 (Families and Communities Services Improvement)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 2,728 | 2,667 | 2,662 | 2,665 | 2,674 |
| Total component 3 expenses | 2,728 | 2,667 | 2,662 | 2,665 | 2,674 |
| *2.1.4 - Component 4 (Financial Wellbeing and Capability)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 218,420 | 338,743 | 159,630 | 146,304 | 147,194 |
| Total component 4 expenses | 218,420 | 338,743 | 159,630 | 146,304 | 147,194 |
| *2.1.5 - Component 5 (National Initiatives)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 102,756 | 139,312 | 106,556 | 68,882 | 71,416 |
| Total component 5 expenses | 102,756 | 139,312 | 106,556 | 68,882 | 71,416 |
| *2.1.6 - Component 6 (Strong and Resilient Communities)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 57,454 | 57,833 | 44,056 | 44,474 | 44,705 |
| Total component 6 expenses | 57,454 | 57,833 | 44,056 | 44,474 | 44,705 |

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

| **Program 2.1 - Families and Communities (continued)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.1.7 - Component 7 (Transition to Independent Living Allowance)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,836 | 3,512 | 3,512 | 3,512 | 3,512 |
| Total component 7 expenses | 1,836 | 3,512 | 3,512 | 3,512 | 3,512 |
| *2.1.8 - Component 8 (Income Management Balancing Appropriation)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | (640) | 8 | 8 | – | – |
| Total component 8 expenses | (640) | 8 | 8 | – | – |
| *2.1.9 - Component 9 (Other Services - Services for Other Entities and Trust Moneys)* | | | | | |
| Special Account expenses |  |  |  |  |  |
| Other Services - Services for  Other Entities and Trust Moneys | 5,689 | 3,400 | 3,400 | – | – |
| Total component 9 expenses | 5,689 | 3,400 | 3,400 | – | – |
| *2.1.10 - Component 10 (National Redress Scheme for Institutional Child Sexual Abuse -*  *Redress payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* (a) | 253,567 | nfp | nfp | nfp | nfp |
| Total component 10 expenses | 253,567 | nfp | nfp | nfp | nfp |
| *2.1.11 - Component 11 (National Redress Scheme for Institutional Child Sexual Abuse - Psychological Support payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* (a) | 2,350 | nfp | nfp | nfp | nfp |
| Total component 11 expenses | 2,350 | nfp | nfp | nfp | nfp |
| *2.1.12 - Component 12 (Volunteer Management)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 5,539 | 6,075 | 6,301 | 6,358 | 6,440 |
| Total component 12 expenses | 5,539 | 6,075 | 6,301 | 6,358 | 6,440 |
| *2.1.13 - Component 13 (Volunteer Grants)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 12,390 | 10,000 | 10,000 | 10,000 | 10,000 |
| Total component 13 expenses | 12,390 | 10,000 | 10,000 | 10,000 | 10,000 |
| **Total Program expenses** | **953,296** | **857,525** | **658,206** | **603,865** | **612,782** |

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

| **Program 2.2 - Paid Parental Leave** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.2.1 - Component 1 (Dad and Partner Pay)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | 129,681 | 146,088 | 144,708 | 146,976 | 150,186 |
| Total component 1 expenses | 129,681 | 146,088 | 144,708 | 146,976 | 150,186 |
| *2.2.2 - Component 2 (Parental Leave Pay)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | 2,269,882 | 2,130,994 | 2,138,474 | 2,264,339 | 2,378,717 |
| Total component 2 expenses | 2,269,882 | 2,130,994 | 2,138,474 | 2,264,339 | 2,378,717 |
| **Total Program expenses** | **2,399,563** | **2,277,082** | **2,283,182** | **2,411,315** | **2,528,903** |
| Blank row |  |  |  |  |  |

| **Program 2.3 - Social and Community Services** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.3.1 - Component 1 (Social and Community Services Pay Equity Special Account)* | | | | | |
| Special Account expenses |  |  |  |  |  |
| Social and Community Services  Pay Equity Special Account (b) | 411,920 | 547,108 | – | – | – |
| Total component 1 expenses | 411,920 | 547,108 | – | – | – |
| **Total Program expenses** | **411,920** | **547,108** | **–** | **–** | **–** |

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

| **Program 2.4 - Program Support for Outcome 2** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.4.1 - Component 1 (Departmental DSS - Outcome 2)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 170,935 | 178,271 | 155,818 | 146,988 | 144,957 |
| s74 external revenue (c) | 46,099 | 13,432 | 12,676 | 12,676 | 12,676 |
| Expenses not requiring  appropriation in the  Budget year (d) | 18,243 | 3,740 | 3,395 | 2,959 | 2,891 |
| Total component 1 expenses | 235,277 | 195,443 | 171,889 | 162,623 | 160,524 |
| **Total Program expenses** | **235,277** | **195,443** | **171,889** | **162,623** | **160,524** |

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

1. The payments relating to National Redress Scheme for Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.

The funding for the Social and Community Services Pay Equity Special Account is directly appropriated through the *Social and Community Services Pay Equity Special Account Act 2012*. This Act ceases to have effect on 30 June 2021.

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

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

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

Table 2.2.3 below details the performance criteria for each program associated with Outcome 2. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets for 2020-21 and beyond have been updated.

|  |  |  |
| --- | --- | --- |
| Outcome 2 – Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. | | |
| **Program 2.1 –** **Families and Communities** – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning. | | |
| **Delivery** | Assist organisations through a program of grants, procurements and subsidies targeting families, children, young people, volunteers and other individuals with special circumstances. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and DSS. Agreements and contracts require:   * support and capacity building that contribute to strengthening individual and family functioning and communities; or * national leadership and representation for services to build capacity within the families and community sector that works to strengthen family and community functioning. | Standard of delivery is performed in accordance with the terms and conditions of organisations’ contracts and agreements with DSS.  Result: Met |
| Outputs:   * Administered outlays * Number of individuals assisted * Number of organisations contracted or receiving grant funding to deliver services | |
| 2020­21 | Extent to which individuals have improved individual and family functioning. | At least 75 per cent of clients in reporting services have improved family functioning. |
| Extent to which Families and Communities Service Improvement organisations support and drive continuous improvement of member organisations. | At least 90 per cent of members are satisfied with support received from funded service providers. |
| Extent of contribution to a reduction in violence through successful implementation of theNational Plan to Reduce Violence against Women and their Children 2010-2022. | Successful implementation of departmental actions to contribute towards a reduction in women experiencing family, domestic and sexual violence and a reduction in attitudes supportive of violence. |

Table 2.2.3: Performance criteria for Outcome 2 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 2.1 –** **Families and Communities** – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent of contribution to creating and implementing a national children's strategy and related initiatives. | A new children's strategy is approved/adopted by Commonwealth, State and Territory First Ministers, by June 2021. |
| Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock. | * At least a 20 per cent reduction in the number of people with multiple requests for emergency relief. * At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service. |
| Extent to which volunteer grant recipients are satisfied with the program. | 80 per cent of surveyed grant recipients considered the grants assisted in meeting their objective. |
| Extent to which participants are satisfied with the support received through the Be Connected program to develop their digital skills, confidence and online safety. | At least 85 per cent of participants report satisfaction with the quality of the Be Connected program supports. |
| Extent to which participants (seniors connected) are satisfied with the support received through Friend Line to help address loneliness and social isolation. | At least 80 per cent of participants report satisfaction with the quality of Friend Line support. |
| Extent to which the Cashless Debit Card supports a reduction in social harm in communities. | Evaluation results show improvements in social outcomes. |
| Extent to which participants are using their Cashless Debit Card to direct income support payments to essential goods and services, including to support the wellbeing of the participant. | 95 per cent of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items. |
| Timely finalisation of National Redress Scheme applications and offers made to survivors. | * At least 80 per cent of applications that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme. * In the prior six month period at least 80 per cent of applications lodged in that period that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme. |

Table 2.2.3: Performance criteria for Outcome 2 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 2.1 –** **Families and Communities** – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Maximise engagement of institutions with the National Redress Scheme. | Engagement of newly named institutions continues, and current participation is maintained, with institutions on board to cover 90 per cent of applications received. |
| Outputs:   * Administered outlays * Number of individuals assisted * Number of National Redress Scheme recipients * Number of National Redress Scheme applications received * Number of institutions that have joined the National Redress Scheme * Number of individuals engaged with Income Management and Cashless Debit Card * Number of organisations contracted or receiving grant funding to deliver services * Percentage of assisted individuals from priority groups | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. | |
| **Material changes to Program 2.1: Nil.** | | |

Table 2.2.3: Performance criteria for Outcome 2 (continued)

| **Program 2.2 –** **Paid Parental Leave** – To provide financial support to parents to help them take time off work following the birth or adoption of a child. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Dad and Partner Pay is paid by Services Australia directly to eligible fathers or partners in accordance with the *Paid Parental Leave Act 2010.*  Services Australia either funds employers to provide Parental Leave Pay to eligible employees, or provides Parental Leave Pay directly to eligible parents and other persons, according to the provisions of the *Paid Parental Leave Act 2010.* | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:   * Dad and Partner Pay * Parental Leave Pay | Agreement is in place.  Result: Met |
| Outputs:   * Administered outlays * Number of recipients | |
| 2020­21 | Extent to which parents take Parental Leave Pay. | 95 per cent of eligible Parental Leave Pay families access payment. |
| Extent to which parents take Dad and Partner Pay. | 95 per cent of eligible Dad and Partner Pay claimants access payment. |
| Outputs:   * Administered outlays * Number of individuals assisted | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. | |
| **Material changes to Program 2.2: Nil.** | | |

Table 2.2.3: Performance criteria for Outcome 2 (continued)

| **Program 2.3 –** **Social and Community Services** – To set aside funding for the implementation period of Fair Work Australia’s Social, Community and Disability Services Industry Equal Remuneration Order. | | |
| --- | --- | --- |
| **Delivery** | Funds are issued to eligible service providers to meet the Australian Government’s share of the pay increases.  Funds are issued to other government agencies to meet the Australian Government’s share of the pay increases for their eligible service providers. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | * Delivery complies with relevant legislation. * The funds appropriated to DSS are issued to meet the Australian Government’s share of the pay increases. | Payments made as described.  Result: Met |
| Output:   * Administered outlays | |
| 2020­21 | Funds appropriated to the department for the Social and Community Services pay equity order are issued to meet the Australian Government’s share of the pay increases. | 100 per cent of eligible grant recipients will receive the Social and Community Services Pay Equity Special Account payments as required by legislation by 30 June 2021. |
| Output:   * Administered outlays | |
| 2021­22 and beyond (a) | Not applicable. | Not applicable. |
| **Purpose** | Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. | |
| **Material changes to Program 2.3 resulting from the following 2020-21 Budget measure:**   * *Ongoing Funding for Frontline Social Services Impacted by the Cessation of the Social and Community Services Special Account* | | |

1. Program 2.3 – Social and Community Services ceases on 30 June 2021.

Table 2.2.3: Performance criteria for Outcome 2 (continued)

| **Program 2.4 –** **Program Support for Outcome 2** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Total departmental funding for Outcome 2. | Funding is expended on activities that contribute to agency outcomes.  Result: Departmental funding is expended to achieve agency outcomes ($202.3 million). |
| 2020­21 | Cross-Outcome departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS Outcomes. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the Department across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. | |
| **Material changes to Program 2.4: Nil.** | | |

**2.3 Budgeted expenses and performance for Outcome 3**

| Outcome 3: Disability and Carers  Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services. |
| --- |

Linked programs

|  |
| --- |
| **Department of Education, Skills and Employment** |
| **Programs**   * Program 4.1 – Employment Services |
| **Contribution to Outcome 3 made by linked programs**  The Department of Education, Skills and Employment is responsible for the provision of employment programs that assist job seekers into work. This Outcome benefits from this linked program as it encourages job seekers receiving working age payments support to meet their mutual obligation requirements and aligns program activities with broader economic participation policy and compliance frameworks. |
| **Department of Health** |
| **Programs**   * Program 2.1 – Mental Health * Program 6.1 – Access and Information * Program 6.2 – Aged Care Services * Program 6.3 – Aged Care Quality |
| **Contribution to Outcome 3 made by linked programs**  This Outcome benefits from these linked programs as they also seek to improve the independence of, and participation by, people with disability and carers. In particular, the Department of Health manages programs that will have partial or full funding transition to the NDIS. The Department of Health also has policy responsibility for Medicare Benefits Schedule items in relation to disability and mental health. |
| **Services Australia** |
| **Programs**   * Program 1.1 – Services to the Community – Social Security and Welfare |
| **Contribution to Outcome 3 made by linked programs**  Various payments and concessions under this Outcome are delivered through this linked program administered by Services Australia. |

Linked programs (continued)

|  |
| --- |
| **National Disability Insurance Agency** |
| **Programs**   * Program 1.1 – Reasonable and necessary support for participants * Program 1.2 – Community inclusion and capacity development grants * Program 1.3 – Agency Costs |
| Contribution to Outcome 3 made by linked programs  These linked programs provide for the delivery of the NDIS. |
| **NDIS Quality and Safeguards Commission** |
| **Programs**   * Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration |
| **Contribution to Outcome 3 made by linked programs**  The NDIS Quality and Safeguards Commission supports NDIS participants to exercise choice and control, ensure appropriate safeguards are in place for NDIS supports, and establish expectations for providers and their staff to deliver quality support. |
| **The Treasury** |
| **Programs**   * Program 1.7 – Assistance to the State for Disability Services * Program 1.9 – National Partnership Payments to the States |
| Contribution to Outcome 3 made by linked programs  The Treasury makes National Specific Purpose Payments to the states for disability services. It also makes National Partnership payments on behalf of DSS to the states on transition to the NDIS and other agreements. |

##### Budgeted expenses for Outcome 3

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

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

| **Outcome 3: Disability and Carers** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 3.1 - Disability Mental Health and Carers** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,501,020 | 1,828,862 | 1,886,477 | 1,872,374 | 1,873,397 |
| Special Accounts |  |  |  |  |  |
| National Disability Research  Special Account 2016 | 713 | 202 | – | – | – |
| National Disability Research  Special Account 2020 | – | 781 | – | – | – |
| **Administered total** | 1,501,733 | 1,829,845 | 1,886,477 | 1,872,374 | 1,873,397 |
| **Total expenses for**  **Program 3.1** | **1,501,733** | **1,829,845** | **1,886,477** | **1,872,374** | **1,873,397** |
| **Program 3.2 - National Disability Insurance Scheme** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 7,100,732 | 11,120,406 | 12,962,702 | 12,658,613 | 12,374,191 |
| Payments to corporate entities | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| **Administered total** | 8,513,989 | 12,333,905 | 14,203,236 | 14,034,352 | 13,633,375 |
| **Total expenses for**  **Program 3.2** | **8,513,989** | **12,333,905** | **14,203,236** | **14,034,352** | **13,633,375** |
| **Program 3.3 - Program Support for Outcome 3** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 121,780 | 97,206 | 92,438 | 87,332 | 85,237 |
| s74 External Revenue (a) | 3,625 | 6,163 | 5,706 | 5,706 | 5,706 |
| Expenses not requiring  appropriation in the  Budget year (b) | 10,541 | 2,261 | 2,052 | 1,789 | 1,749 |
| **Departmental total** | 135,946 | 105,630 | 100,196 | 94,827 | 92,692 |
| **Total expenses for**  **Program 3.3** | **135,946** | **105,630** | **100,196** | **94,827** | **92,692** |

Table 2.3.1: Budgeted expenses for Outcome 3 (continued)

| **Outcome 3: Disability and Carers** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 3 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 8,601,752 | 12,949,268 | 14,849,179 | 14,530,987 | 14,247,588 |
| Payments to corporate entities | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| Special Accounts | 713 | 983 | – | – | – |
| **Administered total** | 10,015,722 | 14,163,750 | 16,089,713 | 15,906,726 | 15,506,772 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 121,780 | 97,206 | 92,438 | 87,332 | 85,237 |
| s74 External Revenue (a) | 3,625 | 6,163 | 5,706 | 5,706 | 5,706 |
| Expenses not requiring  appropriation in the  Budget year (b) | 10,541 | 2,261 | 2,052 | 1,789 | 1,749 |
| **Departmental total** | 135,946 | 105,630 | 100,196 | 94,827 | 92,692 |
| **Total expenses for**  **Outcome 3** | **10,151,668** | **14,269,380** | **16,189,909** | **16,001,553** | **15,599,464** |
| Blank row |  |  |  |  |  |
| **Movement of administered funds**  **between years** (c) | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 3: |  |  |  |  |  |
| Program 3.1 - Disability Mental  Health and Carers | (51,075) | 51,075 | – | – | – |
| Program 3.2 - National Disability  Insurance Scheme | (60,950) | 29,628 | 25,572 | 5,750 | – |
| **Total movement of**  **administered funds** | **(112,025)** | **80,703** | **25,572** | **5,750** | **–** |

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

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. Expenses not requiring appropriation in the Budget year is made up of depreciation, amortisation expenses and audit fees.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.3.2: Program component expenses for Outcome 3

| **Program 3.1: Disability Mental Health and Carers** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.1.1 - Component 1 (Community Mental Health)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 52,571 | 59,283 | 75,057 | 76,010 | 77,074 |
| Total component 1 expenses | 52,571 | 59,283 | 75,057 | 76,010 | 77,074 |
| *3.1.2 - Component 2 (Disability and Carer Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 181,647 | 232,663 | 237,507 | 209,123 | 233,814 |
| Total component 2 expenses | 181,647 | 232,663 | 237,507 | 209,123 | 233,814 |
| *3.1.3 - Component 3 (Disability Employment)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,231,407 | 1,417,532 | 1,514,858 | 1,530,215 | 1,514,300 |
| Total component 3 expenses | 1,231,407 | 1,417,532 | 1,514,858 | 1,530,215 | 1,514,300 |
| *3.1.4 - Component 4 (Disability and Carer Service Improvement and Sector Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 35,395 | 119,384 | 59,055 | 57,026 | 48,209 |
| Total component 4 expenses | 35,395 | 119,384 | 59,055 | 57,026 | 48,209 |
| *3.1.5 - Component 5 (National Disability Research Special Account 2016)* | | | | | |
| Special Account Expenses: |  |  |  |  |  |
| National Disability Research  Special Account 2016 | 713 | 202 | – | – | – |
| Total component 5 expenses | 713 | 202 | – | – | – |
| *3.1.6 - Component 6 (National Disability Research Special Account 2020)* | | | | | |
| Special Account Expenses: |  |  |  |  |  |
| National Disability Research  Special Account 2020 | – | 781 | – | – | – |
| Total component 6 expenses | – | 781 | – | – | – |
| **Total Program expenses** | **1,501,733** | **1,829,845** | **1,886,477** | **1,872,374** | **1,873,397** |

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

| **Program 3.2: National Disability Insurance Scheme** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.2.1 - Component 1 (NDIS Transitioning Commonwealth Programs and Continuity of Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 190,147 | 56,737 | 43,267 | 45,884 | 23,160 |
| Total component 1 expenses | 190,147 | 56,737 | 43,267 | 45,884 | 23,160 |
| *3.2.2 - Component 2 (Sector Development Fund and Jobs and Market Fund)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 21,314 | 42,963 | 28,877 | – | – |
| Total component 2expenses | 21,314 | 42,963 | 28,877 | – | – |
| *3.2.3 - Component 3 (National Disability Insurance Scheme Participant Plans)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 6,754,758 | 10,887,871 | 12,756,119 | 12,476,526 | 12,212,778 |
| Total component 3 expenses | 6,754,758 | 10,887,871 | 12,756,119 | 12,476,526 | 12,212,778 |
| *3.2.4 - Component 4 (National Disability Insurance Scheme Information Linkages and Capacity Building)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 134,513 | 132,835 | 134,439 | 136,203 | 138,253 |
| Total component 4 expenses | 134,513 | 132,835 | 134,439 | 136,203 | 138,253 |
| *3.2.5 - Component 5 (Payments to Corporate Entity - NDIA agency costs)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Payments to corporate entities | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| Total component 5 expenses | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| **Total Program expenses** | **8,513,989** | **12,333,905** | **14,203,236** | **14,034,352** | **13,633,375** |

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

| **Program 3.3 - Program Support for Outcome 3** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.3.1 - Component 1 (Departmental DSS - Outcome 3)* | | | | | |
| Blank row |  |  |  |  |  |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 121,780 | 97,206 | 92,438 | 87,332 | 85,237 |
| s74 External Revenue (a) | 3,625 | 6,163 | 5,706 | 5,706 | 5,706 |
| Expenses not requiring  appropriation in the  Budget year (b) | 10,541 | 2,261 | 2,052 | 1,789 | 1,749 |
| Total component 1 expenses | 135,946 | 105,630 | 100,196 | 94,827 | 92,692 |
| **Total Program expenses** | **135,946** | **105,630** | **100,196** | **94,827** | **92,692** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the budget year as Government priorities change.

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

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

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

Table 2.3.3 below details the performance criteria for each program associated with Outcome 3. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets for 2020-21 and beyond have been updated.

|  |  |  |
| --- | --- | --- |
| Outcome 3 – Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services. | | |
| **Program 3.1** – **Disability Mental Health and Carers** – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life. | | |
| **Delivery** | Assist organisations through a program of grants, procurements and subsidies targeting support to people with disability, carers and people with, or at risk of, mental illness. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievements/Targets** |
| 2019­20 | Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and DSS. Agreements and contracts require services that contribute to developing capabilities and active participation in:   * employment assistance and other services to people with disability * direct advocacy support to people with disability * support to carers * support through community based initiatives to assist people with, or at risk of, mental illness * national leadership and representation for services to build capacity within the disability, carers or community mental health sectors | Standard of delivery is performed in accordance with the terms and conditions of organisations’ contracts and agreements with DSS.  Result: Met (a) |
| Outputs:   * Administered outlays * Number of individuals assisted * Number of organisations contracted or receiving grant funding to deliver services | |

Table 2.3.3: Performance criteria for Outcome 3 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 3.1** – **Disability Mental Health and Carers** – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which people with a disability are supported to find and maintain employment through Disability Employment Services. | * At least 40 per cent of job placements sustained to 13 weeks. * At least 30 per cent of job placements sustained to 26 weeks. * At least 20 per cent of job placements sustained to 52 weeks. |
| 2020­21 | Delivery by Disability Employment Services providers is in accordance with the specified requirements, including service level standards of the contracts and agreements between organisations and DSS. | At least 90 per cent of Disability Employment Services providers met service level standards of the contracts and agreements between organisations and DSS. |
| Extent to which carers access information, supports and services. | At least 10 per cent annual increase in people accessing Carer Gateway (website and 1800 number). |
| Number of people with disability provided with direct advocacy support through the National Disability Advocacy Program. | At least 75 per cent of people who accessed National Disability Advocacy Program reported improved choice and control to make their own decisions. |
| Number of people with disability provided with direct advocacy support through the NDIS Appeals program. | Number of individual NDIS Appeals clients is less than one per cent of active NDIS participants. |
| Extent of contribution to creating and implementing national disability policy and reform initiatives (Disability Strategy is a cross program activity, covering programs 3.1 and 3.2). | A new National Disability Strategy is finalised by the Commonwealth, State and Territory First Ministers by the end of 2021. |
| Outputs:   * Administered outlays * Number of carers assisted * Number of Disability Employment Services participants * Number of Disability Employment Services providers * Number of people with disability provided with direct advocacy support | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services. | |
| **Material changes to Program 3.1: Nil.** | | |

1. All contracts and agreements were delivered in accordance with the terms and conditions specified.

Table 2.3.3: Performance criteria for Outcome 3 (continued)

| **Program 3.2** – **National Disability Insurance Scheme (NDIS)** – To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund. | | |
| --- | --- | --- |
| **Delivery** | Negotiate NDIS agreements, policy settings and financial arrangements with states and territories for the transition to full scheme.  Through a program of grants for disability sector improvement, assist people with disability, people with severe mental illness, carers and service providers, to transition to the NDIS. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Policy, financial and partnership arrangements are in place to create an effective and sustainable NDIS including:   * developing and implementing policy settings for full scheme * implementing funding mechanisms for NDIS transitions * negotiating and implementing agreements with states and territories for full scheme | * Timely and effective policy advice (including Quality and Safeguards) is provided for full scheme.   Result: Met (a)   * Appropriate management of the NDIS cash flow.   Result: Met (b)   * Strategic implementation issues are identified and resolved.   Result: Met (c) |
| Outputs:   * Value and number of Jobs and Market Fund projects supporting the growth of the NDIS market and workforce * Value of Commonwealth program funding transitioned to the NDIS | |
| 2020­21 | Number of people supported through the NDIS. | * 500,000 NDIS participants by 30 June 2023. * Complete the transition of DSS Commonwealth program clients to the NDIS by 31 December 2020. |
| Market indicators signal that participants have improved opportunity to access services in the market. | * At least 75 per cent market utilisation rates by 30 June 2021. * At least 10 per cent improvement in NDIS market concentration in remote areas by 30 June 2021. |
| Extent to which outcomes for children with disability more closely align with outcomes for all children. | * At least 60 per cent of NDIS participants aged school age to 14 attend school in a mainstream class. * At least 70 per cent of NDIS participants with disability aged 18-24 have completed secondary school. |

Table 2.3.3: Performance criteria for Outcome 3 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 3.2 –** National Disability Insurance Scheme (NDIS) – To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which NDIS participant outcomes are met. | * At least 80 per cent of NDIS participants report satisfaction with the scheme planning process. * At least 25 per cent of working age NDIS participants in paid employment. * At least 45 per cent of NDIS participants involved in community and social activities. * No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances. * No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances. * No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances. |
| 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 | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services. | |
| **Material changes to Program 3.2:** **Nil.** | | |

1. Policy settings requiring finalisation before end of transition have been designed and are being implemented. Full scheme agreements with New South Wales (NSW), Victoria (VIC), Queensland (QLD), South Australia (SA), Tasmania (TAS), Australian Capital Territory (ACT) and Northern Territory (NT) embed enduring arrangements for the NDIS in those states and territories. A bilateral transition agreement remains in place in Western Australia (WA). QLD continues under a bilateral transition agreement until its full scheme agreement comes into effect on 1 October 2020.
2. The funding mechanism is agreed and is in place for all jurisdictions transitioning to full scheme NDIS.
3. Full scheme agreements with NSW, VIC, QLD, SA, TAS, ACT and NT embed enduring arrangements for the NDIS in those states and territories. A bilateral transition agreement remains in place in WA. QLD continues under a bilateral transition agreement until its full scheme agreement comes into effect no later than 1 January 2021.

Table 2.3.3: Performance criteria for Outcome 3 (continued)

| **Program 3.3** – **Program Support for Outcome 3** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Total departmental funding for Outcome 3. | Funding is expended on activities that contribute to agency outcomes.  Result: Departmental funding is expended to achieve agency outcomes ($116.9 million). |
| 2020­21 | Cross-Outcome departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS Outcomes. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the Department across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services. | |
| **Material changes to Program 3.3: Nil.** | | |

**2.4 Budgeted expenses and performance for Outcome 4**

| Outcome 4: Housing  Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services. |
| --- |

Linked programs

|  |
| --- |
| **The Treasury** |
| **Programs**   * Program 1.8 – Assistance to the States for Affordable Housing * Program 1.9 – National Partnership Payments to the States |
| **Contribution to Outcome 4 made by linked programs**  On behalf of DSS, the Treasury makes payments to the states for the National Housing and Homelessness Agreement. Annual incentives under the National Rental Affordability Scheme are issued by DSS as cash or refundable tax offset certificates. Refundable tax offset certificates are processed by the Australian Taxation Office. |

##### Budgeted expenses for Outcome 4

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

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

| **Outcome 4: Housing** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 4.1 - Housing and Homelessness** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 6,277 | 56,792 | 30,198 | 15 | 84 |
| **Administered total** | 6,277 | 56,792 | 30,198 | 15 | 84 |
| **Total expenses for Program 4.1** | **6,277** | **56,792** | **30,198** | **15** | **84** |
| **Program 4.2 - Affordable Housing** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 114,864 | 113,533 | 101,738 | 82,683 | 60,347 |
| **Administered total** | 114,864 | 113,533 | 101,738 | 82,683 | 60,347 |
| **Total expenses for Program 4.2** | **114,864** | **113,533** | **101,738** | **82,683** | **60,347** |
| **Program 4.3 - Program Support for Outcome 4** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 23,599 | 18,858 | 17,812 | 16,842 | 16,548 |
| s74 External Revenue (a) | 518 | 1,183 | 1,095 | 1,095 | 1,095 |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,029 | 435 | 395 | 346 | 337 |
| **Departmental total** | 26,146 | 20,476 | 19,302 | 18,283 | 17,980 |
| **Total expenses for Program 4.3** | **26,146** | **20,476** | **19,302** | **18,283** | **17,980** |

Table 2.4.1: Budgeted expenses for Outcome 4 (continued)

| **Outcome 4: Housing** | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 4 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 121,141 | 170,325 | 131,936 | 82,698 | 60,431 |
| **Administered total** | 121,141 | 170,325 | 131,936 | 82,698 | 60,431 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 23,599 | 18,858 | 17,812 | 16,842 | 16,548 |
| s74 External Revenue (a) | 518 | 1,183 | 1,095 | 1,095 | 1,095 |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,029 | 435 | 395 | 346 | 337 |
| **Departmental total** | 26,146 | 20,476 | 19,302 | 18,283 | 17,980 |
| **Total expenses for Outcome 4** | **147,287** | **190,801** | **151,238** | **100,981** | **78,411** |
| Blank row |  |  |  |  |  |
| **Movement of administered funds**  **between years** (c) | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 4: |  |  |  |  |  |
| Program 4.1 - Housing and  Homelessness | (7,509) | 7,509 | – | – | – |
| **Total movement of**  **administered funds** | **(7,509)** | **7,509** | **–** | **–** | **–** |

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

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act*.*
2. Expenses not requiring appropriation in the Budget year is made up of depreciation, amortisation expenses and audit fees.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.4.2: Program component expenses for Outcome 4

| **Program 4.1 - Housing and Homelessness** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *4.1.1 - Component 1 (Housing and Homelessness Service Improvement and Sector Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 6,277 | 56,792 | 30,198 | 15 | 84 |
| Total component 1 expenses | 6,277 | 56,792 | 30,198 | 15 | 84 |
| **Total Program expenses** | **6,277** | **56,792** | **30,198** | **15** | **84** |

| **Program 4.2 - Affordable Housing** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *4.2.1 - Component 1 (National Rental Affordability Scheme)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 114,864 | 113,533 | 101,738 | 82,683 | 60,347 |
| Total component 1 expenses | 114,864 | 113,533 | 101,738 | 82,683 | 60,347 |
| **Total Program expenses** | **114,864** | **113,533** | **101,738** | **82,683** | **60,347** |

| **Program 4.3 - Program Support for Outcome 4** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *4.3.1 - Component 1 (Departmental DSS - Outcome 4)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 23,599 | 18,858 | 17,812 | 16,842 | 16,548 |
| s74 External Revenue (a) | 518 | 1,183 | 1,095 | 1,095 | 1,095 |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,029 | 435 | 395 | 346 | 337 |
| Total component 1 expenses | 26,146 | 20,476 | 19,302 | 18,283 | 17,980 |
| **Total Program expenses** | **26,146** | **20,476** | **19,302** | **18,283** | **17,980** |

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

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

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

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

Table 2.4.3 below details the performance criteria for each program associated with Outcome 4. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets for 2020-21 and beyond have been updated.

| Outcome 4 – Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services. | | |
| --- | --- | --- |
| **Program 4.1 – Housing and Homelessness** – To provide support for affordable housing and homelessness prevention initiatives, including the design and implementation of innovative early stage projects. | | |
| **Delivery** | Fund organisations to design and implement initiatives that improve the availability of affordable housing and prevent homelessness. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and DSS. | Standard of delivery is performed in accordance with the terms and conditions of Homes for Homes’ and Hobart City Deal contracts and agreement with the department.  Result: Met |
| 2020­21 | Standard of delivery by states and territories and organisations is in accordance with the terms and conditions of contracts and agreements with DSS. | 100 per cent of states and territories meet their requirements under the National Housing and Homelessness Agreement by:   * having a publicly available housing strategy. * having a publicly available homelessness strategy. * contributing to the ongoing collection and transparent reporting of agreed data. * providing annual statement of assurance reports outlining their housing and homelessness expenditure. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services. | |
| **Material changes to Program 4.1: Nil.** | | |

Table 2.4.3: Performance criteria for Outcome 4 (continued)

| **Program 4.2 – Affordable Housing** – To improve the supply of affordable rental housing to low and moderate income households. | | |
| --- | --- | --- |
| **Delivery** | Provide National Rental Affordability Scheme incentives in accordance with statutory criteria to approved participants. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants who comply with the regulations, so National Rental Affordability Scheme dwellings are made available at reduced rents for eligible low and moderate income households. | Incentives are only issued when compliance to the regulations has been adhered to.  Result: Met (a) |
| Outputs:   * Percentage of dwellings that were paid an incentive for the relevant National Rental Affordability Scheme year. * Number of incentives issued for the relevant National Rental Affordability Scheme year (Cash payments and Refundable Tax Offsets). | |
| 2020­21 | Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants. | 90 per cent of statements of compliance are processed within 60 days. |
| Outputs:   * Percentage of dwellings that were paid an incentive for the relevant National Rental Affordability Scheme year. * Number of National Rental Affordability Scheme incentives issued for the relevant National Rental Affordability Scheme year (Cash payments and Refundable Tax Offsets). | |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services. | |
| **Material changes to Program 4.2: Nil.** | | |

1. 34,509 incentives were issued to approved participants in accordance with the regulations for the 2018‑19 National Rental Affordability Scheme year.

Table 2.4.3: Performance criteria for Outcome 4 (continued)

| **Program 4.3 – Program Support for Outcome 4** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Total departmental funding for Outcome 4. | Funding is expended on activities that contribute to agency outcomes.  Result: Departmental funding is expended to achieve agency outcomes ($22.5 million). |
| 2020­21 | Cross-Outcome Departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS Outcomes. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services. | |
| **Material changes to Program 4.3: Nil.** | | |

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2020­21 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Differences in entity resourcing and financial statements

Table 3.1 recognises revenue on an accrual basis.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

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

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

##### Departmental and Administered Items

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

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

##### Asset Valuation

All assets are initially recorded at cost. Property, plant and equipment and other infrastructure assets are periodically revalued to fair value.

##### Commentary – Financial Statements

###### Intangibles (Departmental)

Intangibles represent computer software at cost.

###### Employee provisions (Departmental)

Employee provisions consist of accrued leave entitlements, accrued salary and wages and superannuation payments that are owed to employees at the end of the financial year.

###### Receivables (Administered)

Administered receivables represent amounts owing to the Australian Government for overpayments to benefit recipients. The figure presented in the financial statements is net of provisions recognised for bad and doubtful debts.

###### Non-financial assets – other (Administered)

Other non-financial assets relate to estimated administered prepayments at the end of the financial year.

###### Personal benefits payable (Administered)

Personal benefits payable relates to special appropriation amounts recognised as payables due to the timing of payments to benefit recipients at the end of the financial year.

##### Departmental

###### Income and expenses

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

Revenue from the government for 2020­21 is estimated at $379.5 million, lower than in 2019­20. Expenditure for 2020­21 is estimated to be $427.7 million (inclusive of $42.1 million of unfunded depreciation), lower than in 2019­20 due to the transfer of the IT function to Services Australia through a Machinery of Government change.

###### Balance sheet

DSS’ budgeted net liability position for 2020­21 is expected to be $9.1 million, $15.5 million higher than 2019­20.

##### Administered

###### Income and expenses

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

DSS expenses administered on behalf of the Australian Government will total $166.0 billion in 2020­21, higher than in 2019­20 mainly due to the COVID-19 pandemic, as well as demographic changes and policy initiatives.

###### Balance sheet

Total assets administered on behalf of the Australian Government are expected to be $5.0 billion. The reduction when compared to 2019­20 is primarily due to a decrease in receivables

Total liabilities administered on behalf of the Australian Government are expected to be $7.6 billion. The reduction when compared to 2019­20 is primarily due to a decrease in personal benefits payable.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 288,486 | 241,085 | 247,343 | 249,439 | 253,992 |
| Suppliers | 146,343 | 136,280 | 97,155 | 77,804 | 67,579 |
| Depreciation and amortisation | 73,225 | 42,106 | 38,967 | 35,139 | 34,982 |
| Other expenses | 6,317 | – | – | – | – |
| Other financing costs | 8,487 | 8,212 | 7,936 | 7,668 | 7,381 |
| **Total expenses** | **522,858** | **427,683** | **391,401** | **370,050** | **363,934** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Sale of goods and rendering  of services | 49,598 | 25,273 | 25,018 | 25,018 | 25,018 |
| Rental Income | 2,198 | 1,503 | – | – | – |
| Other revenue | 1,713 | 1,470 | 1,470 | 1,470 | 1,470 |
| **Total own-source revenue** | **53,509** | **28,246** | **26,488** | **26,488** | **26,488** |
| **Gains** |  |  |  |  |  |
| Other gains | 699 | – | – | – | – |
| **Total gains** | **699** | **–** | **–** | **–** | **–** |
| **Total own-source income** | **54,208** | **28,246** | **26,488** | **26,488** | **26,488** |
| **Net (cost of)/contribution by**  **services** | **(468,650)** | **(399,437)** | **(364,913)** | **(343,562)** | **(337,446)** |
| Revenue from Government | 411,945 | 379,499 | 348,921 | 332,836 | 326,877 |
| **Surplus/(deficit) attributable**  **to the Australian**  **Government** | **(56,705)** | **(19,938)** | **(15,992)** | **(10,726)** | **(10,569)** |
| **OTHER COMPREHENSIVE**  **INCOME** |  |  |  |  |  |
| Changes in asset revaluation  reserves | (8) | – | – | – | – |
| **Total other comprehensive**  **income** | **(8)** | **–** | **–** | **–** | **–** |
| **Total comprehensive**  **income/(loss)** | **(56,713)** | **(19,938)** | **(15,992)** | **(10,726)** | **(10,569)** |
| **Total comprehensive**  **income/(loss) attributable to**  **the Australian Government** | **(56,713)** | **(19,938)** | **(15,992)** | **(10,726)** | **(10,569)** |

Table 3.1: Comprehensive income statement (showing net cost of services)   
for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive**  **income/(loss) excluding**  **depreciation/amortisation**  **expenses previously**  **funded through revenue**  **appropriations, depreciation**  **on ROU, principal**  **repayments on leased assets** | **(4,276)** | **–** | **–** | **–** | **–** |
| less depreciation/amortisation  expenses previously funded  through revenue  appropriations (a) | 38,931 | 7,227 | 6,424 | 5,413 | 5,256 |
| less depreciation/amortisation  expenses for ROU assets (b) | 34,294 | 34,879 | 32,543 | 29,726 | 29,726 |
| add Principal repayments on  leased assets (b) | 20,788 | 22,168 | 22,975 | 24,413 | 24,413 |
| **Total comprehensive**  **income/(loss) - as per**  **the statement of**  **comprehensive income** | **(56,713)** | **(19,938)** | **(15,992)** | **(10,726)** | **(10,569)** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the departmental capital budget) provided through Bill 1 equity appropriations. For information regarding departmental capital budgets, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 5,334 | 5,334 | 5,334 | 5,334 | 5,334 |
| Trade and other receivables | 85,636 | 78,723 | 76,978 | 76,466 | 76,466 |
| ***Total financial assets*** | ***90,970*** | ***84,057*** | ***82,312*** | ***81,800*** | ***81,800*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 581,359 | 544,198 | 538,004 | 504,392 | 470,642 |
| Property, plant and equipment | 1,485 | 3,313 | 5,368 | 7,823 | 10,210 |
| Intangibles | 62 | 884 | 1,751 | 2,627 | 3,503 |
| Other non-financial assets | 1,042 | 1,042 | 1,042 | 1,042 | 1,042 |
| ***Total non-financial assets*** | ***583,948*** | ***549,437*** | ***546,165*** | ***515,884*** | ***485,397*** |
| **Total assets** | **674,918** | **633,494** | **628,477** | **597,684** | **567,197** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 20,406 | 15,754 | 14,392 | 14,164 | 14,164 |
| Leases | 548,847 | 527,682 | 533,659 | 507,434 | 483,021 |
| Other payables | 7,255 | 7,255 | 7,255 | 7,255 | 7,255 |
| ***Total payables*** | ***576,508*** | ***550,691*** | ***555,306*** | ***528,853*** | ***504,440*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 91,691 | 91,608 | 93,345 | 95,182 | 95,182 |
| Other provisions | 273 | 273 | 273 | 273 | 273 |
| ***Total provisions*** | ***91,964*** | ***91,881*** | ***93,618*** | ***95,455*** | ***95,455*** |
| **Total liabilities** | **668,472** | **642,572** | **648,924** | **624,308** | **599,895** |
| **Net assets** | **6,446** | **(9,078)** | **(20,447)** | **(26,624)** | **(32,698)** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 331,165 | 335,579 | 340,202 | 344,751 | 349,246 |
| Reserves | 75,605 | 75,605 | 75,605 | 75,605 | 75,605 |
| Retained surpluses (accumulated  deficit) | (400,324) | (420,262) | (436,254) | (446,980) | (457,549) |
| ***Total parent entity interest*** | ***6,446*** | ***(9,078)*** | ***(20,447)*** | ***(26,624)*** | ***(32,698)*** |
| **Total equity** | **6,446** | **(9,078)** | **(20,447)** | **(26,624)** | **(32,698)** |

Prepared on Australian Accounting Standards basis.

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

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2020­21)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2020** |  |  |  |  |
| Balance carried forward from previous  period | (400,324) | 75,605 | 331,165 | 6,446 |
| ***Adjusted opening balance*** | ***(400,324)*** | ***75,605*** | ***331,165*** | ***6,446*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | (19,938) | – | – | (19,938) |
| ***Total comprehensive income*** | ***(19,938)*** | **–** | **–** | ***(19,938)*** |
| of which: |  |  |  |  |
| Attributable to the Australian  Government | (19,938) | – | – | (19,938) |
| **Transactions with owners** |  |  |  |  |
| ***Contributions by owners*** |  |  |  |  |
| Departmental Capital Budget | – | – | 4,414 | 4,414 |
| ***Subtotal transactions with owners*** | **–** | **–** | ***4,414*** | ***4,414*** |
| **Estimated closing balance as**  **at 30 June 2021** | **(420,262)** | **75,605** | **335,579** | **(9,078)** |
| **Closing balance attributable to**  **the Australian Government** | **(420,262)** | **75,605** | **335,579** | **(9,078)** |

Prepared on Australian Accounting Standards basis

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 469,833 | 387,063 | 350,728 | 333,277 | 326,645 |
| Goods and services | 54,716 | 26,776 | 25,018 | 25,018 | 25,018 |
| GST received | 17,947 | 651 | – | – | – |
| Other | 11,976 | – | – | – | – |
| ***Total cash received*** | ***554,472*** | ***414,490*** | ***375,746*** | ***358,295*** | ***351,663*** |
| **Cash used** |  |  |  |  |  |
| Employees | 292,953 | 241,168 | 245,606 | 247,602 | 253,992 |
| Suppliers | 163,612 | 141,791 | 98,729 | 78,112 | 65,377 |
| Other | 152 | 500 | 500 | 500 | 500 |
| Cash to the OPA | 70,578 | 651 | – | – | – |
| Lease liability - interest payments | 8,484 | 8,212 | 7,936 | 7,668 | 7,381 |
| ***Total cash used*** | ***535,779*** | ***392,322*** | ***352,771*** | ***333,882*** | ***327,250*** |
| **Net cash from/(used by)**  **operating activities** | **18,693** | **22,168** | **22,975** | **24,413** | **24,413** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Proceeds from sales of property,  plant and equipment | 3 | – | – | – | – |
| ***Total cash received*** | **3** | **–** | **–** | **–** | **–** |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant,  equipment and intangibles | 12,357 | 4,414 | 4,623 | 4,549 | 4,494 |
| ***Total cash used*** | ***12,357*** | ***4,414*** | ***4,623*** | ***4,549*** | ***4,494*** |
| **Net cash from/(used by)**  **investing activities** | **(12,354)** | **(4,414)** | **(4,623)** | **(4,549)** | **(4,494)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations – contributed equity | 10,470 | 4,414 | 4,623 | 4,549 | 4,494 |
| ***Total cash used*** | ***10,470*** | ***4,414*** | ***4,623*** | ***4,549*** | ***4,494*** |
| ***Cash used*** |  |  |  |  |  |
| Principal payments of lease liability | 20,788 | 22,168 | 22,975 | 24,413 | 24,413 |
| ***Total cash used*** | ***20,788*** | ***22,168*** | ***22,975*** | ***24,413*** | ***24,413*** |
| **Net cash from/(used by)**  **financing activities** | **(10,318)** | **(17,754)** | **(18,352)** | **(19,864)** | **(19,919)** |
| **Net increase/(decrease)**  **in cash held** | **(3,979)** | **–** | **–** | **–** | **–** |
| Cash and cash equivalents at the  beginning of the reporting period | 9,313 | 5,334 | 5,334 | 5,334 | 5,334 |
| **Cash and cash equivalents at**  **the end of the reporting period** | **5,334** | **5,334** | **5,334** | **5,334** | **5,334** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period ended   
30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget - Bill 1 (DCB) | 2,664 | 4,414 | 4,623 | 4,549 | 4,495 |
| Equity injections - Bill 2 | 5,764 | – | – | – | – |
| **Total new capital appropriations** | **8,428** | **4,414** | **4,623** | **4,549** | **4,495** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *8,428* | *4,414* | *4,623* | *4,549* | *4,495* |
| ***Total Items*** | ***8,428*** | ***4,414*** | ***4,623*** | ***4,549*** | ***4,495*** |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded by capital  appropriations (a) | 7,304 | – | – | – | – |
| Funded by capital appropriation -  DCB (b) | 3,653 | 4,414 | 4,623 | 4,549 | 4,495 |
| Funded internally from  departmental resources (c) | 1,400 | – | – | – | – |
| **TOTAL** | **12,357** | **4,414** | **4,623** | **4,549** | **4,495** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 12,357 | 4,414 | 4,623 | 4,549 | 4,495 |
| **Total cash used to acquire assets** | **12,357** | **4,414** | **4,623** | **4,549** | **4,495** |

Prepared on Australian Accounting Standards basis.

1. Includes both current Bill 2 and prior Act 2/4/6 appropriations.
2. Includes purchases from current and previous years’ departmental capital budgets (DCBs).
3. Includes the following sources of funding:

* current Bill 1 and prior year Act 1/3/5 appropriations (excluding amounts from the DCB);
* donations and contributions;
* gifts;
* internally developed assets;
* s74 External Revenue; and
* proceeds from the sale of assets.

Table 3.6: Statement of departmental asset movements (Budget year 2020­21)

|  | Buildings | Property, | Intangibles | Other | Total |
| --- | --- | --- | --- | --- | --- |
|  |  | plant & |  |  |  |
|  |  | equipment |  |  |  |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **As at 1 July 2020** |  |  |  |  |  |
| Gross book value | 52,341 | 1,305 | 889 | 1,042 | 55,577 |
| Gross book value - ROU asset | 568,290 | 498 | – |  | 568,788 |
| Accumulated depreciation/  amortisation and impairment | (7,068) | (125) | (827) | – | (8,020) |
| Accumulated depreciation/  amortisation and impairment -  ROU assets | (32,204) | (193) | – |  | (32,397) |
| **Opening net book balance** | **581,359** | **1,485** | **62** | **1,042** | **583,948** |
| **CAPITAL ASSET ADDITIONS** |  |  |  |  |  |
| **Estimated expenditure on new**  **or replacement assets** |  |  |  |  |  |
| By purchase – appropriation  ordinary annual services (a) | 1,618 | 1,920 | 876 | – | 4,414 |
| By purchase – appropriation  ordinary annual services -  ROU assets | 2,875 | 306 | – | – | 3,181 |
| **Total additions** | **4,493** | **2,226** | **876** | **–** | **7,595** |
| **Other movements** |  |  |  |  |  |
| Depreciation/amortisation  expense | (6,985) | (188) | (54) | – | (7,227) |
| Depreciation/amortisation  on ROU assets | (34,669) | (210) | – | – | (34,879) |
| **Total other movements** | **(41,654)** | **(398)** | **(54)** | **–** | **(42,106)** |
| **As at 30 June 2021** |  |  |  |  |  |
| Gross book value | 53,959 | 3,225 | 1,765 | 1,042 | 59,991 |
| Gross book value - ROU assets | 571,165 | 804 |  |  | 571,969 |
| Accumulated depreciation/  amortisation and impairment | (14,053) | (313) | – | – | (14,366) |
| Accumulated depreciation/  amortisation and impairment  - ROU assets | (66,873) | (403) | (881) | – | (68,157) |
| **Closing net book balance** | **544,198** | **3,313** | **884** | **1,042** | **549,437** |

Prepared on Australian Accounting Standards basis.

Appropriation ordinary annual services refers funding provided through Appropriation Bill (No. 1) 2020‑21 for depreciation/amortisation expenses, DCBs or other operational expenses.

Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Suppliers | 128,156 | 431,537 | 368,271 | 316,634 | 312,778 |
| Subsidies | 118,229 | 113,533 | 101,738 | 82,683 | 60,347 |
| Grants | 2,543,708 | 2,706,234 | 2,245,553 | 2,208,303 | 2,196,473 |
| Personal benefits | 129,688,417 | 150,137,332 | 124,358,138 | 123,118,717 | 125,377,535 |
| Finance costs | – | 108,953 | 115,051 | 121,391 | 127,731 |
| Payments to corporate  entities | 8,482,457 | 12,483,796 | 14,131,092 | 13,988,467 | 13,610,214 |
| Other expenses | 8,546 | 34,072 | 37,379 | – | – |
| **Total expenses**  **administered on behalf**  **of Government** | **140,969,513** | **166,015,457** | **141,357,222** | **139,836,195** | **141,685,078** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| **Non-taxation revenue** |  |  |  |  |  |
| Interest | 53,454 | 82,158 | 77,344 | 77,528 | 84,131 |
| Dividends | 3,775 | 1,007 | 1,010 | 1,007 | 1,007 |
| Sale of Goods and  rendering of services | 255,058 | 344,434 | 366,151 | 377,914 | 394,243 |
| Other sources of  non­taxation revenues | 43,569 | 43,251 | 35,895 | 26,512 | 21,879 |
| ***Total non-taxation revenue*** | ***355,856*** | ***470,850*** | ***480,400*** | ***482,961*** | ***501,260*** |
| **Total own-source revenue**  **administered on behalf**  **of Government** | **355,856** | **470,850** | **480,400** | **482,961** | **501,260** |
| **Gains** |  |  |  |  |  |
| Other gains | 220,670 | – | – | – | – |
| **Total gains administered** |  |  |  |  |  |
| **on behalf of Government** | **220,670** | **–** | **–** | **–** | **–** |
| **Total own-source income**  **administered on behalf**  **of Government** | **576,526** | **470,850** | **480,400** | **482,961** | **501,260** |
| **Net (cost of)/contribution**  **by services** | **(140,392,987)** | **(165,544,607)** | **(140,876,822)** | **(139,353,234)** | **(141,183,818)** |
| **Surplus/(deficit)** | **(140,392,987)** | **(165,544,607)** | **(140,876,822)** | **(139,353,234)** | **(141,183,818)** |
| **Total comprehensive**  **income/(loss)** | **(140,392,987)** | **(165,544,607)** | **(140,876,822)** | **(139,353,234)** | **(141,183,818)** |

Prepared on Australian Accounting Standards basis.

Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents (a) | 518,528 | 553,935 | 557,930 | 557,930 | 557,930 |
| Receivables | 4,706,346 | 3,551,777 | 3,685,284 | 3,609,278 | 3,538,360 |
| Investments | 1,173,527 | 878,813 | 642,845 | 560,843 | 556,360 |
| ***Total financial assets*** | ***6,398,401*** | ***4,984,525*** | ***4,886,059*** | ***4,728,051*** | ***4,652,650*** |
| **Total assets administered on**  **behalf of Government** | **6,398,401** | **4,984,525** | **4,886,059** | **4,728,051** | **4,652,650** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 98,706 | 98,670 | 98,637 | 98,637 | 98,637 |
| Subsidies | 88,621 | 86,267 | 80,052 | 70,012 | 58,243 |
| Personal benefits payable | 3,886,824 | 2,558,048 | 2,369,485 | 2,284,265 | 2,876,436 |
| Grants | 53,174 | 53,174 | 53,174 | 53,174 | 53,174 |
| Other payables | 6,000 | 6,000 | 6,000 | 6,000 | 6,000 |
| ***Total payables*** | ***4,133,325*** | ***2,802,159*** | ***2,607,348*** | ***2,512,088*** | ***3,092,490*** |
| **Provisions** |  |  |  |  |  |
| Personal benefits provision | 4,732,782 | 4,761,100 | 4,693,637 | 4,684,192 | 4,687,096 |
| ***Total provisions*** | ***4,732,782*** | ***4,761,100*** | ***4,693,637*** | ***4,684,192*** | ***4,687,096*** |
| **Total liabilities administered on**  **behalf of Government** | **8,866,107** | **7,563,259** | **7,300,985** | **7,196,280** | **7,779,586** |
| **Net assets/(liabilities)** | **(2,467,706)** | **(2,578,734)** | **(2,414,926)** | **(2,468,229)** | **(3,126,936)** |

Prepared on Australian Accounting Standards basis.

1. Includes special account balances.

Table 3.9: Schedule of budgeted administered cash flows (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Goods and services | 121,372 | 337,067 | 373,959 | 378,974 | 395,638 |
| Interest | 2,562 | 92,169 | 81,043 | 44,891 | 44,891 |
| Dividends | 3,775 | 1,009 | 1,009 | 1,008 | 1,007 |
| Other | 975,673 | 475,650 | 612,375 | 816,504 | 859,986 |
| ***Total cash received*** | ***1,103,382*** | ***905,895*** | ***1,068,386*** | ***1,241,377*** | ***1,301,522*** |
| **Cash used** |  |  |  |  |  |
| Grant payments | 2,932,726 | 2,645,234 | 2,245,553 | 2,208,303 | 2,196,473 |
| Subsidies paid | 116,120 | 115,887 | 107,953 | 92,723 | 72,116 |
| Personal benefits | 127,825,558 | 150,806,653 | 125,302,543 | 123,980,808 | 125,594,669 |
| Supplier | 146,968 | 431,499 | 368,233 | 316,563 | 312,707 |
| Payments to corporate  entities | 8,381,805 | 12,483,796 | 14,131,092 | 13,988,467 | 13,610,214 |
| Other | 8,542 | 34,072 | 37,379 | – | – |
| ***Total cash used*** | ***139,411,719*** | ***166,517,141*** | ***142,192,753*** | ***140,586,864*** | ***141,786,179*** |
| **Net cash from/(used by)**  **operating activities** | **(138,308,337)** | **(165,611,246)** | **(141,124,367)** | **(139,345,487)** | **(140,484,657)** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Repayments of loans and  advances | 67,252 | 34,800 | 30,700 | 29,200 | 26,900 |
| ***Total cash received*** | ***67,252*** | ***34,800*** | ***30,700*** | ***29,200*** | ***26,900*** |
| **Cash used** |  |  |  |  |  |
| Loans and advances | 210,956 | 252,135 | 321,933 | 217,139 | 224,039 |
| ***Total cash used*** | ***210,956*** | ***252,135*** | ***321,933*** | ***217,139*** | ***224,039*** |
| **Net cash from/(used**  **by) investing activities** | **(143,704)** | **(217,335)** | **(291,233)** | **(187,939)** | **(197,139)** |
| ***Net increase/(decrease)***  ***in cash held*** | ***(138,452,041)*** | ***(165,828,581)*** | ***(141,415,600)*** | ***(139,533,426)*** | ***(140,681,796)*** |
| Cash and cash equivalents  at beginning of reporting  period | 412,483 | 518,528 | 553,935 | 557,930 | 557,930 |
| Cash from Official Public  Account for: |  |  |  |  |  |
| – Appropriations | 139,021,894 | 166,799,230 | 142,503,860 | 140,798,556 | 142,000,887 |
| Cash to Official Public  Account for: |  |  |  |  |  |
| – Appropriations | 463,808 | 935,242 | 1,084,265 | 1,265,130 | 1,319,091 |
| **Cash and cash**  **equivalents at end**  **of reporting period** | **518,528** | **553,935** | **557,930** | **557,930** | **557,930** |

Prepared on Australian Accounting Standards basis.

Department o

Australian Institute of Family Studies

Entity resources and planned performance

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Australian Institute of Family Studies

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# Australian Institute of Family Studies

## Section 1: Entity overview and resources

### 1.1 Strategic direction statement

The Australian Institute of Family Studies (AIFS) is the Australian Government’s key research body in the area of family wellbeing. AIFS’ role is to conduct research and communicate findings to policy-makers, service providers and the community about factors affecting family wellbeing.

AIFS’ work builds an evidence base about ‘what works for families’, which can be translated into action on the ground. We also influence policy and practice by:

* Providing advice on the design and implementation of policies and services.
* Evaluating the effectiveness of policies and programs.
* Building the capability of policy and service providers to design and deliver evidence‑informed services for children, families and communities.

#### As a result of AIFS' actions:

* Policy makers use our insights to enact systemic change via policy and resource allocation.
* Service providers use our insights to develop their people, deliver direct action, and enhance their programs and practices for better family outcomes.
* The outcome is more effective legislation, programs and practices.
* The impact is better outcomes for Australian families.

#### Key priorities 2020-21

Throughout 2020-21, the majority of AIFS’ work will again be undertaken on behalf of government agencies commissioning research evidence to inform specific policy and service delivery decisions affecting families, and their communities, in Australia. Commissioning bodies include Australian Government agencies; and state, territory and local governments. Key users of the research include providers of services to families and children; courts and legal professionals; researchers and policy makers; and the broader community.

Key projects to be undertaken in 2020-21 include:

##### Families and Society program area

*Implement multiple waves of the Families in Australia Survey*

This major initiative provides insights and analysis about how families are coping with and adjusting to the COVID-19 pandemic and beyond. The survey touches on areas of everyday life including family relationships, work, education, finances and caring responsibilities.

##### Family Law and Family Violence program area

*Elder Abuse Prevalence Study*

The National Elder Abuse Prevalence Study is the first large-scale effort to assess the nature of elder abuse and the extent to which it occurs among those in the Australian population aged 65 and over.

*Evaluation of the Small Claims Property Pilot*

Evaluation of a new court-based model for small value property matters (up to $500,000 excluding debt and superannuation) to be trialled in four Federal Circuit Court Registries. The pilot aims to increase access to mechanisms to resolve post‑separation property matters for parties (particularly women) for whom the value of the property pool may make it uneconomic to pursue an outcome through family law system services (mediation or a court process) due to a gap in the availability of efficient, low‑cost avenues for property settlement.

*Evaluation of the Lawyer-assisted Property Mediation: Legal Aid Commission Trial*

Evaluation of a trial program to provide legally assisted mediation for small value property matters (up to $500,000 excluding debt and superannuation). The pilot aims to increase access to mechanisms to resolve post-separation property matters for parties (particularly women) for whom the value of the property pool may make it uneconomic to pursue an outcome through family law system services (mediation or a court process) due to a gap in the availability of efficient, low‑cost avenues for property settlement.

##### Family Policy and Practice program area

*Families and Children Expert Panel*

This project builds the capacity of service providers funded under DSS' Families and Children Activity to deliver evidence-informed programs and practices and to build the evidence base through evaluation.

##### Longitudinal and Lifecourse Studies program area

*Growing up in Australia: The Longitudinal Study of Australian Children*

A major study following the development of around 10,000 children and their families from urban and rural areas in all states and territories of Australia. A key aim of the study is to identify policy opportunities for improving supports for children and families, and for early intervention and prevention strategies. The study also provides valuable insight into the paths Australian children and their families take through life.

*Ten to Men: The Longitudinal Study of Australian Male Health*

*Ten to Men* is the first national longitudinal study in Australia to focus exclusively on male health and wellbeing. Its findings will inform the National Male Health Policy and contribute to the development of health programs and policies that are targeted to the special health needs of men and boys.

*Building a New Life in Australia: The Longitudinal Study of Humanitarian Migrants*

This study examines how humanitarian migrants settle into a new life in Australia. The study has followed participants from their early months in Australia to their eligibility for citizenship in order to better understand the factors that influence settlement outcomes, both positively and negatively.

##### Knowledge Translation and Impact program area

*Implement a knowledge translation capability-building program for our stakeholders*

We will deliver a capability-building program to provide training and support to organisations to increase their ability to integrate research and evidence into their decision-making processes.

*The National Workforce Centre on Child Mental Health (Emerging Minds)*

AIFS is one of four agencies contributing to the delivery of the Emerging Minds program, which aims to equip professionals with resources to identify, assess and better support the mental health needs of children aged 0 to 12 years.

*Child Family Community Australia information exchange*

A leading source of evidence-based web resources, publications and webinar based professional development for the child, family and community welfare sector.

##### Australian Gambling Research Centre

*Gambling in Australia During COVID-19 Study*

This study aims to understand how people in Australia adjusted to changes in gambling availability during the COVID-19 pandemic and related restrictions.

*The Relationship between Gambling and Domestic Violence against Women*

This is a collaborative study funded by Australia's National Research Organisation for Women's Safety to investigate the nature of the relationship between gambling and domestic violence, including the role of gambling in economic abuse and the use of gambling venues as 'safe spaces' for women experiencing violence.

*National Consumer Protection Framework for Online Wagering: Baseline Study*

The National Consumer Protection Framework for Online Wagering: Baseline Study examines opportunities, challenges, uptake and perceived usefulness of consumer protection measures for online wagering. The study was commissioned by DSS as part of a larger four-phase evaluation of the National Consumer Protection Framework for Online Wagering.

*National Gambling Reporting System*

A system to provide annual and systematic monitoring of gambling trends within and across Australian jurisdictions. It is intended to inform the development and implementation of evidence-based policy and practice responses to prevent and reduce gambling-related harm in the community.

##### Additional strategic initiatives

*Delivering the reformatted AIFS Conference in June 2021* (rescheduled from June 2020 because of the COVID-19 pandemic): to connect sectors, researchers, policy makers and practitioners with the latest knowledge and insights about families.

*Redeveloping our website:* to make evidence easier to find, and easier to apply in practice.

##### External challenges and opportunities

Families have faced multiple challenges in 2020, with the bushfires and the COVID‑19 pandemic placing major strains on family life, relationships and livelihoods. Families have had to adapt to these external disruptions and cope with significant financial pressures and uncertainty.

Individuals look to their families for support every day and even more so during times of crisis. In these tumultuous times, families need a voice to convey their experiences and needs to the policy makers, practitioners and advocates who make decisions that affect families’ lives. More than ever, evidence based on ‘what works for families’ is necessary to ensure decisions are made that support families to do their job well.

This gives AIFS the opportunity to ask how it could be even more of a trusted voice for families. The suite of skills, research methodologies, perspectives and data assets at its disposal has the potential to make positive change for families across Australia, during a time of social and economic upheaval. A major priority for AIFS in 2020‑21 will be renewing its strategy for the post COVID-19 world.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing*.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses by Outcome 1’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: Australian Institute of Family Studies resource statement – Budget estimates for 2020­21 as at Budget October 2020

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *6,694* | 6,607 |
| Departmental appropriation (c) | *4,452* | 4,466 |
| s74 External Revenue (d) | *10,098* | 11,927 |
| Departmental capital budget (e) | *189* | 190 |
| Total departmental annual appropriations | *21,433* | 23,190 |
| ***Total departmental resourcing*** | ***21,433*** | **23,190** |
| **Total resourcing for the Australian Institute of Family Studies** | ***21,433*** | **23,190** |
| Blank row |  |  |
|  | *2019­20* | 2020­21 |
| **Average staffing level (number)** | *84* | 82 |

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

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

1. Appropriation Bill (No. 1) 2020­21.
2. Estimated adjusted balance carried forward from previous year for annual appropriations.
3. Excludes departmental capital budget.
4. Estimated external revenue receipts under section 74 of the PGPA Act.
5. Departmental capital budgets are not separately identified in Appropriation Bill (No.1) and form part of ordinary annual services items. Please refer to Table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.

### 1.3 Budget measures

There are no new Budget measures relating to AIFS.

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the Public Governance, Performance and Accountability Act 2013. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports - to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for AIFS can be found at: www.aifs.gov.au.

### 2.1 Budgeted expenses and performance for Outcome 1

| **Outcome 1:**  **Increased understanding of factors affecting how families function by conducting research and communicating findings to policy-makers, service providers and the broader community.** |
| --- |

**Budgeted expenses for Outcome 1**

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

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

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 - Australian Institute of Family Studies** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 4,452 | 4,466 | 4,456 | 4,460 | 4,478 |
| s74 External Revenue (a) | 10,603 | 13,202 | 12,635 | 12,712 | 13,093 |
| Expenses not requiring  appropriation in the  Budget year (b) | 954 | 1,091 | 1,240 | 1,251 | 1,164 |
| **Departmental total** | 16,009 | 18,759 | 18,331 | 18,423 | 18,735 |
| **Total expenses for**  **Program 1.1** | **16,009** | **18,759** | **18,331** | **18,423** | **18,735** |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 4,452 | 4,466 | 4,456 | 4,460 | 4,478 |
| s74 External Revenue (a) | 10,603 | 13,202 | 12,635 | 12,712 | 13,093 |
| Expenses not requiring  appropriation in the  Budget year (b) | 954 | 1,091 | 1,240 | 1,251 | 1,164 |
| **Departmental total** | 16,009 | 18,759 | 18,331 | 18,423 | 18,735 |
| **Total expenses for**  **Outcome 1** | **16,009** | **18,759** | **18,331** | **18,423** | **18,735** |

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

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. Expenses not requiring appropriation in the Budget year are made up of depreciation, amortisation expenses and audit fees.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets have been updated.

| Outcome 1 – Increased understanding of factors affecting how families function by conducting research and communicating findings to policy-makers, service providers and the broader community. | | |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – To increase understanding of factors affecting how Australian families function by conducting research and communicating findings to policy-makers, service providers and the broader community, AIFS will manage its resources to:   * undertake high-quality, impartial research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Delivery** | Research outputs, including research projects involving a range of data collection and analytical methods (including qualitative, quantitative and mixed methods), as well as undertaking longitudinal studies and analyses of major datasets such as the Australian Bureau of Statistics census, data linkage and completing literature reviews and submissions to government inquiries.  AIFS will focus its work across four strategic areas:  **Create knowledge:** research and advice in the design, implementation and evaluation of policy and practice.  **Communicate for impact:** resources and education for policy, practice, researchers and the public knowledge about families and communities.  **Collaborate and connect:** bringing policy makers, service providers and researchers together.  **Activate:** sustainability as an independent institute. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | **Output criteria** | |
| **Credible research on Australian Families** |  |
| Total number of projects (total) | 31 |
| Number of commissioned projects | 27 |
| Number of commissioning bodies | 14 |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – To increase understanding of factors affecting how Australian families function by conducting research and communicating findings to policy-makers, service providers and the broader community, AIFS will manage its resources to:   * undertake high-quality, impartial research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | **Access to high quality research and information** |  |
| Number of publications and products released | 58 |
| Number of external presentations | 55 |
| Number of AIFS webinars | 18 |
| **Platforms for cross-sector dialogue and collaboration** |  |
| Number of AIFS events | 1 (a) |
| Number of attendees | 70 (a) |
| Number of partnerships | 24 |
| Number of advisory group representation | 38 |
| **Practices and processes that ensure sustainability** |  |
| Leadership and Development Sessions | 17 |
| Wellbeing sessions | 7 |
| Number of APS new starter induction training | 9 |
| **Outcomes criteria** | |
| **End users seek out AIFS’ research, resources and expertise** |  |
| Number of e-News subscribers | 31,840 |
| Accessing publications (number of page views) | 3.4 million (b) |
| Number of webinar attendees | 11,447 |
| Number media citations | 3,661 |
| Number of media comment | 107 |
| Stakeholder survey – Frequency of engagement – minimum monthly | 78 per cent |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – To increase understanding of factors affecting how Australian families function by conducting research and communicating findings to policy-makers, service providers and the broader community, AIFS will manage its resources to:   * undertake high-quality, impartial research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | **End users find AIFS research and resources relevant to their work** |  |
| AIFS resources are easy to find | 79 per cent |
| AIFS resources are accessible and easy to understand | 86 per cent |
| Whether used AIFS resources | 86 per cent |
| **Organisational capability enables AIFS to achieve impact** |  |
| Australian Public Service employee census  scores | Not available (c) |
| Staff engagement |
| Staff wellbeing |
| Innovation |
| **Impact criteria (stakeholder survey results)** |  |
| AIFS resources expand stakeholders’ knowledge about issues affecting families | 95 per cent |
| AIFS resources are Incorporated into work practice | 84 per cent |
| AIFS resources are used to make evidence-based decisions | 85 per cent |
| AIFS resources are used to debate and discuss different options for action | 84 per cent |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – To increase understanding of factors affecting how Australian families function by conducting research and communicating findings to policy-makers, service providers and the broader community, AIFS will manage its resources to:   * undertake high-quality, impartial research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | **Outcomes criteria** |  |
| **End users seek out AIFS’ research, resources and expertise** |  |
| Number of e-News subscribers | Greater than or equal to 2019‑20 |
| Accessing publications (number of page views) | Greater than or equal to 2019‑20 |
| Number of webinar attendees | Greater than or equal to 2019‑20 |
| Number media citations | Greater than or equal to 2019‑20 |
| Number of media comment | Greater than or equal to 2019‑20 |
| Stakeholder survey – Frequency of engagement – minimum monthly | Greater than or equal to 2019‑20 |
| **End users find AIFS research and resources relevant to their work** |  |
| AIFS resources are easy to find | Greater than or equal to 2019‑20 |
| AIFS resources are accessible and easy to understand | Greater than or equal to 2019‑20 |
| End users used AIFS resources | Greater than or equal to 2019‑20 |
| **Organisational capability enables AIFS to achieve impact** |  |
| APS employee census scores |  |
| Staff engagement | Greater than or equal to 2019‑20 |
| Staff wellbeing | Greater than or equal to 2019‑20 |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – To increase understanding of factors affecting how Australian families function by conducting research and communicating findings to policy-makers, service providers and the broader community, AIFS will manage its resources to:   * undertake high-quality, impartial research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Innovation (d) | Greater than or equal to 2018‑19 |
| **Impact criteria (stakeholder survey results)** |  |
| AIFS resources expand stakeholders’ knowledge about issues affecting families | Greater than or equal to 2019‑20 |
| AIFS resources are Incorporated into work practice | Greater than or equal to 2019‑20 |
| AIFS resources are used to make evidence-based decisions | Greater than or equal to 2019‑20 |
| AIFS resources are used to debate and discuss different options for action | Greater than or equal to 2019‑20 |
| 2021­22 and beyond | As per 2020­21 | Targets will be set for Outcomes and Impacts criteria only. Outputs will be monitored year on year with no target set for future years. AIFS will use 2018‑19, 2019‑20 and 2020‑21 trends to set targets for 2021‑22 and beyond. |
| Purpose | To increase the understanding of factors affecting Australian families by conducting research and communicating findings to policy-makers, service providers and the broader community. | |
| **Material changes to Program 1.1:****Nil.**  **In 2019-20 AIFS reported against a revised performance framework:**  A program logic is now used to link inputs, activities, outputs, outcomes and impacts against AIFS’ Strategic Goals and Impact Pathway. Based on this, AIFS no longer set year-on-year targets for outputs. Small increases or decreases in output numbers (e.g. number of projects) are not particularly meaningful on their own. Instead AIFS will report on the previous year and the current year. However, AIFS consider targets outcome and impact performance criteria to be meaningful to measuring performance against its purpose. Year‑on‑year targets should be informed by previous trend data and represent feasible stretch targets. Data from 2019-20 and 2020-21 will be used to baseline and establish appropriate target increments for 2021-22 and 2022-23. | | |

1. AIFS cancelled multiple events in 2019-20 due to the COVID-19 pandemic and postponed the AIFS 2020 Conference until 2021.
2. Prior to 2019-20, most AIFS publications spanned more than one webpage. To read a publication a user had to click through multiple pages. In 2019-20, to improve the user experience, publications were converted from a multi‑page to a single-page format. The resulting decline in page views is due to that conversion, not to fewer publications being viewed.
3. The APS Census is held in May each year. Due to the COVID-19 pandemic it has been postponed to October 2020, hence there are no data available for the 2019-20 actuals.
4. Innovation will not be asked in the next Employee Census.

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2020­21 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Differences between entity resourcing and financial statements

The financial statements in Section 3 recognise revenue on an accrual basis and the entity resourcing is based on available appropriation and cash receipts.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

**Departmental**

Income and Expenses

AIFS is budgeting for a break-even position in 2020­21 and the forward years after adjusting for depreciation and amortisation expenses.

Total own-sourced revenue for 2020­21 is expected to be $13.2 million and revenue from government is expected to be $4.5 million.

Balance Sheet

AIFS has a budgeted net assets position of $0.6 million in 2020­21.

Total Assets for 2020­21 are estimated to be $14.3 million, comprising $7.1 million of financial assets and $7.2 million in non-financial assets.

Total Liabilities for 2020­21 are estimated to be $13.6 million, with the primary liabilities being accrued employee entitlements, which total $1.8 million, supplier payables $0.5 million and unearned revenue $6.7 million.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 10,225 | 10,964 | 11,715 | 11,790 | 12,077 |
| Suppliers | 4,751 | 6,657 | 5,338 | 5,355 | 5,478 |
| Depreciation and amortisation (a) | 921 | 1,058 | 1,207 | 1,218 | 1,131 |
| Finance costs | 108 | 80 | 71 | 60 | 49 |
| Losses from assets sales | 4 | – | – | – | – |
| **Total expenses** | **16,009** | **18,759** | **18,331** | **18,423** | **18,735** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Sale of goods and rendering of  services | 9,979 | 12,466 | 12,604 | 11,976 | 13,063 |
| Royalties | 35 | – | – | – | – |
| Other revenue | 1 | 736 | 31 | 736 | 30 |
| **Total own-source revenue** | **10,015** | **13,202** | **12,635** | **12,712** | **13,093** |
| **Gains** |  |  |  |  |  |
| Sale of assets | 15 | – | – | – | – |
| Other gains | 39 | 33 | 33 | 33 | 33 |
| **Total gains** | **54** | **33** | **33** | **33** | **33** |
| **Total own-source income** | **10,069** | **13,235** | **12,668** | **12,745** | **13,126** |
| **Net (cost of)/contribution**  **by services** | **(5,940)** | **(5,524)** | **(5,663)** | **(5,678)** | **(5,609)** |
| Revenue from Government | 4,452 | 4,466 | 4,456 | 4,460 | 4,478 |
| **Surplus/(deficit) attributable to**  **the Australian Government** | **(1,488)** | **(1,058)** | **(1,207)** | **(1,218)** | **(1,131)** |
| **Total comprehensive**  **income/(loss) attributable**  **to the Australian Government** | **(1,488)** | **(1,058)** | **(1,207)** | **(1,218)** | **(1,131)** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive income/(loss)**  **excluding depreciation/**  **amortisation expenses previously**  **funded through revenue**  **appropriations, depreciation on**  **ROU, principal repayments on**  **leased assets** | **(567)** | **–** | **–** | **–** | **–** |
| less depreciation/amortisation  expenses previously funded  through revenue  appropriations (a) | 921 | 1,058 | 1,207 | 1,218 | 1,131 |
| **Total comprehensive**  **income/(loss) - as per**  **the statement of**  **comprehensive income** | **(1,488)** | **(1,058)** | **(1,207)** | **(1,218)** | **(1,131)** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the departmental capital budget) provided through Bill 1 equity appropriations. For information regarding departmental capital budgets, please refer to Table 3.5 Departmental Capital Budget Statement.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash  equivalents | 1,360 | 296 | 272 | 353 | 558 |
| Trade and other  receivables | 6,905 | 6,129 | 5,933 | 5,091 | 5,063 |
| Other financial assets | 284 | 687 | 658 | 662 | 682 |
| ***Total financial assets*** | ***8,549*** | ***7,112*** | ***6,863*** | ***6,106*** | ***6,303*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 4,296 | 3,748 | 3,200 | 2,652 | 2,104 |
| Property, plant and  equipment | 2,429 | 2,067 | 1,815 | 1,539 | 1,224 |
| Intangibles | 28 | 810 | 533 | 270 | 122 |
| Other non-financial  assets | 407 | 531 | 432 | 434 | 444 |
| ***Total non-financial***  ***assets*** | ***7,160*** | ***7,156*** | ***5,980*** | ***4,895*** | ***3,894*** |
| **Total assets** | **15,709** | **14,268** | **12,843** | **11,001** | **10,197** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 573 | 499 | 397 | 400 | 409 |
| Other payables | 6,483 | 7,017 | 7,216 | 6,934 | 7,628 |
| ***Total payables*** | ***7,056*** | ***7,516*** | ***7,613*** | ***7,334*** | ***8,037*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 4,427 | 3,979 | 3,499 | 2,985 | 2,436 |
| ***Total interest bearing***  ***liabilities*** | ***4,427*** | ***3,979*** | ***3,499*** | ***2,985*** | ***2,436*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 2,370 | 1,785 | 1,760 | 1,738 | 1,720 |
| Other provisions | 370 | 370 | 370 | 370 | 370 |
| ***Total provisions*** | ***2,740*** | ***2,155*** | ***2,130*** | ***2,108*** | ***2,090*** |
| **Total liabilities** | **14,223** | **13,650** | **13,242** | **12,427** | **12,563** |
| **Net assets** | **1,486** | **618** | **(399)** | **(1,426)** | **(2,366)** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 4,552 | 4,742 | 4,932 | 5,123 | 5,314 |
| Reserves | 296 | 296 | 296 | 296 | 296 |
| Retained surplus  (accumulated deficit) | (3,362) | (4,420) | (5,627) | (6,845) | (7,976) |
| ***Total parent entity***  ***interest*** | ***1,486*** | ***618*** | ***(399)*** | ***(1,426)*** | ***(2,366)*** |
| **Total Equity** | **1,486** | **618** | **(399)** | **(1,426)** | **(2,366)** |

Prepared on Australian Accounting Standards basis.

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

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2020­21)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2020** |  |  |  |  |
| Balance carried forward from  previous period | (3,362) | 296 | 4,552 | 1,486 |
| ***Adjusted opening balance*** | ***(3,362)*** | ***296*** | ***4,552*** | ***1,486*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | (1,058) | – | – | (1,058) |
| ***Total comprehensive income*** | ***(1,058)*** | ***–*** | ***–*** | ***(1,058)*** |
| of which: |  |  |  |  |
| **Transactions with owners** |  |  |  |  |
| ***Contributions by owners*** |  |  |  |  |
| Departmental Capital Budget (DCB) | – | – | 190 | 190 |
| ***Sub-total transactions with owners*** | ***–*** | ***–*** | ***190*** | ***190*** |
| **Estimated closing balance as**  **at 30 June 2021** | **(4,420)** | **296** | **4,742** | **618** |
| **Closing balance attributable to**  **the Australian Government** | **(4,420)** | **296** | **4,742** | **618** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 4,539 | 6,739 | 4,577 | 5,312 | 4,557 |
| Sale of goods and rendering  of services | 9,599 | 11,559 | 12,754 | 11,627 | 13,597 |
| Net GST received | (73) | (146) | 18 | 1 | 2 |
| Other | 484 | 312 | 60 | 732 | 10 |
| ***Total cash received*** | ***14,549*** | ***18,464*** | ***17,409*** | ***17,672*** | ***18,166*** |
| **Cash used** |  |  |  |  |  |
| Employees | 10,019 | 11,438 | 11,634 | 11,756 | 11,988 |
| Suppliers | 4,286 | 6,822 | 5,308 | 5,321 | 5,446 |
| Other | 548 | – | – | – | – |
| ***Total cash used*** | ***14,853*** | ***18,260*** | ***16,942*** | ***17,077*** | ***17,434*** |
| **Net cash from/(used by)**  **operating activities** | **(304)** | **204** | **467** | **595** | **732** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Proceeds from sales of  property, plant and  equipment | 15 | – | – | – | – |
| ***Total cash received*** | ***15*** | ***–*** | ***–*** | ***–*** | ***–*** |
| **Cash used** |  |  |  |  |  |
| Purchase of property,  plant and equipment | 112 | 930 | 130 | 131 | 120 |
| ***Total cash used*** | ***112*** | ***930*** | ***130*** | ***131*** | ***120*** |
| **Net cash from/(used by)**  **investing activities** | **(97)** | **(930)** | **(130)** | **(131)** | **(120)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Contributed equity | 189 | 190 | 190 | 191 | 191 |
| ***Total cash received*** | ***189*** | ***190*** | ***190*** | ***191*** | ***191*** |
| **Cash used** |  |  |  |  |  |
| Lease Liability - principal  payments | – | 448 | 480 | 514 | 549 |
| Lease Liability - interest  payments | 89 | 80 | 71 | 60 | 49 |
| ***Total cash used*** | ***(89)*** | ***(528)*** | ***(551)*** | ***(574)*** | ***(598)*** |
| **Net cash from/(used by)**  **financing activities** | **100** | **(338)** | **(361)** | **(383)** | **(407)** |
| **Net increase/(decrease)**  **in cash held** | **(301)** | **(1,064)** | **(24)** | **81** | **205** |
| Cash and cash equivalents  at the beginning of the  reporting period | 1,661 | 1,360 | 296 | 272 | 353 |
| **Cash and cash equivalents**  **at the end of the reporting**  **period** | **1,360** | **296** | **272** | **353** | **558** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget - Bill 1 (DCB) | 189 | 190 | 190 | 191 | 191 |
| **Total new capital appropriations** | **189** | **190** | **190** | **191** | **191** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *189* | *190* | *190* | *191* | *191* |
| ***Total items*** | ***189*** | ***190*** | ***190*** | ***191*** | ***191*** |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded by capital appropriation -  DCB (a) | 189 | 190 | 190 | 191 | 191 |
| **TOTAL** | **189** | **190** | **190** | **191** | **191** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 189 | 190 | 190 | 191 | 191 |
| **Total cash used to acquire assets** | **189** | **190** | **190** | **191** | **191** |

Prepared on Australian Accounting Standards basis.

1. Does not include annual finance lease costs. Includes purchases from current and previous years’ Departmental Capital Budgets.

Table 3.6: Statement of departmental asset movements (Budget year 2020­21)

|  | Land | Other | Computer | Total |
| --- | --- | --- | --- | --- |
|  | and | property, | software |  |
|  | Buildings | plant and | and |  |
|  |  | equipment | intangibles |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **As at 1 July 2020** |  |  |  |  |
| Gross book value | – | 2,470 | 389 | 2,859 |
| Gross book value - ROU  assets | 4,844 | – | – | 4,844 |
| Accumulated  depreciation/amortisation  and impairment | – | (319) | (83) | (402) |
| Accumulated  depreciation/amortisation  and impairment - ROU assets | (548) | – | – | (548) |
| **Opening net book balance** | **4,296** | **2,151** | **306** | **6,753** |
| **CAPITAL ASSET ADDITIONS** |  |  |  |  |
| **Estimated expenditure on**  **new or replacement assets** |  |  |  |  |
| By purchase – appropriation  ordinary annual services (a) | – | 190 | – | 190 |
| By purchase – other | – | 70 | 670 | 740 |
| **Total additions** | **–** | **260** | **670** | **930** |
| **Other movements** |  |  |  |  |
| Depreciation/amortisation expense | – | (344) | (166) | (510) |
| Depreciation/amortisation  expense on ROU assets | (548) | – | – | (548) |
| **Total other movements** | **(548)** | **(344)** | **(166)** | **(1,058)** |
| **As at 30 June 2021** |  |  |  |  |
| Gross book value | 4,844 | 2,730 | 1,059 | 8,633 |
| Accumulated  depreciation/amortisation  and impairment | (1,096) | (663) | (249) | (2,008) |
| **Closing net book balance** | **3,748** | **2,067** | **810** | **6,625** |

Prepared on Australian Accounting Standards basis.

1. Appropriation ordinary annual services refers to funding provided through Appropriation Bill (No. 1) 2020­21 for depreciation/amortisation expenses, Departmental Capital Budgets or other operational expenses.
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Department o

Digital Transformation Agency

Entity resources and planned performance

Digital Transformation Agency

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# Digital Transformation Agency

## Section 1: Entity overview and resources

### 1.1 Strategic direction statement

The role of the Digital Transformation Agency (DTA) is to lead digital transformation to make government services simple, clear and fast.

The COVID–19 pandemic has driven unprecedented demand for digital information, services and support. It has reminded us of the critical role of digital in our nation’s response and recovery. While challenging, it has provided a strong base for us to accelerate the delivery of government service transformation.

The DTA improves the delivery of government services by:

* Leading and coordinating whole of government digital and ICT:
* Strategies
* Policies
* Advice
* Standards
* Procurement
* Leading and supporting the delivery of shared capabilities and services that enable digital transformation.

The DTA continues to lead the development of the Digital Identity program. As part of the 2020‑21 Budget measure *JobMaker Plan –* *Digital Business Plan*, the Australian Government has provided the DTA with $50.2 million over two years from 2020-21. This funding is part of the broader commitment of $256.6 million to the DTA and partner agencies to deliver Digital Identity.

Digital Identity is all about making it easier and safer for people and businesses to get services and do business online. Expanding Digital Identity will see additional services connected to the system (including state and territory services). Improvements to privacy and security protections will be assured by the Office of the Australian Information Commissioner and the Australian Cyber Security Centre. A major component led by the DTA will be the development of legislation to expand the use of Digital Identity beyond Commonwealth entities. The legislation will embed the highest level of privacy, security protections and formalise ongoing governance arrangements for the system.

In 2020-21, DTA will focus on the following priorities:

* Lead whole-of-government digital and ICT strategies, policies and advice that enables modern, efficient and joined-up government services.
* Coordinate and drive common platforms, technologies and services that enhance user experiences by making government simple, clear and fast.
* Build the digital profession to enhance digital and ICT skills and capabilities across the Australian Public Service.
* Collaborate and partner with others, nationally and internationally, to accelerate the digital transformation of government services.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing*.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses by Outcome 1’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: Digital Transformation Agency resource statement – Budget estimates for 2020­21 as at Budget October 2020

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Prior year appropriations available | *33,290* | 51,601 |
| Departmental appropriation (b) | *66,629* | 86,722 |
| s74 External Revenue (c) | *34,478* | 2,121 |
| Total departmental annual appropriations | *134,397* | 140,444 |
| Special accounts (d) |  |  |
| Opening balance | *95,738* | 91,273 |
| Non appropriation receipts | *314,420* | 161,282 |
| Total special accounts | *410,158* | 252,555 |
| ***Total departmental resourcing*** | ***544,555*** | **392,999** |
| **Total resourcing for Digital Transformation Agency** | ***544,555*** | **392,999** |
| Blank row |  |  |
|  | *2019-20* | 2020-21 |
| **Average staffing level (number)** | *217* | 182 |
| Blank row |  |  |
| **Third party payments from and on behalf of other entities** |  |  |
|  | *2019­20* | 2020­21 |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Receipts received from other entities for the provision of services  (disclosed in s74 External Revenue and Special accounts sections above) | *348,898* | 163,403 |

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

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

1. Appropriation Bill (No. 1) 2020-21.
2. Excludes departmental capital budget.
3. Estimated External Revenue receipts under section 74 of the PGPA Act.
4. Excludes trust moneys held in Services for Other Entities and Trust Moneys (SOETM) and other special accounts. For further information on special accounts, please refer to *Budget Paper No. 4 – Agency Resourcing*. Please also see Table 2.1 for further information on outcome and program expenses broken down by various funding sources, e.g. annual appropriations, special appropriations and special accounts.

### 1.3 Budget measures

Budget measures relating to DTA are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: Digital Transformation Agency 2020­21 budget measures  
Measures announced after the Economic and Fiscal Update July 2020

|  |  | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Program | $'000 | $'000 | $'000 | $'000 |
| **Payment measures** |  |  |  |  |  |
| JobMaker Plan – Digital Business Plan (a) | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 23,138 | 27,135 | – | – |
| **Total** |  | **23,138** | **27,135** | **–** | **–** |
| myGov Enhancement and Sustainment | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **–** | **–** | **–** | **–** |
| Social Services Portfolio – additional  resourcing (b) | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 15,800 | – | – | – |
| **Total** |  | **15,800** | **–** | **–** | **–** |
| **Total payment measures** |  |  |  |  |  |
| Administered |  | – | – | – | – |
| Departmental |  | 38,938 | 27,135 | – | – |
| **Total** |  | **38,938** | **27,135** | **–** | **–** |

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

The *JobMaker Plan* – *Digital Business Plan* is a Cross Portfolio measure. The full measure description and package details appear in *Budget Paper No. 2* under Cross Portfolio.

The lead entity for the measure *Social Services Portfolio* – *additional resourcing* is Services Australia. The full measure description and package details appear in *Budget Paper No. 2* under the Social Services Portfolio.

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports - to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for the DTA can be found at: www.dta.gov.au.

### 2.1 Budgeted expenses and performance for Outcome 1

| **Outcome 1:**  **To improve the user experience for all Australians accessing government information and services by leading the design, development and continual enhancement of whole-of-government service delivery policies and standards, platforms and joined up services.** |
| --- |

**Budgeted expenses for Outcome 1**

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

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

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1: Digital Transformation Agency** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 66,629 | 86,722 | 60,494 | 33,389 | 33,518 |
| s74 External Revenue (a) | 2,419 | 2,121 | 2,170 | 2,120 | 2,121 |
| Special appropriations |  |  |  |  |  |
| *ICT Coordinated Procurement* | 10,957 | 24,185 | 15,284 | 4,783 | 844 |
| Expenses not requiring  appropriation in the Budget  year (b) | 1,936 | 816 | 1,208 | 1,552 | 1,854 |
| **Departmental total** | 81,941 | 113,844 | 79,156 | 41,844 | 38,337 |
| **Total expenses for program 1.1** | **81,941** | **113,844** | **79,156** | **41,844** | **38,337** |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 66,629 | 86,722 | 60,494 | 33,389 | 33,518 |
| s74 External Revenue (a) | 2,419 | 2,121 | 2,170 | 2,120 | 2,121 |
| Special appropriations | 10,957 | 24,185 | 15,284 | 4,783 | 844 |
| Expenses not requiring  appropriation in the Budget  year (b) | 1,936 | 816 | 1,208 | 1,552 | 1,854 |
| **Departmental total** | 81,941 | 113,844 | 79,156 | 41,844 | 38,337 |
| **Total expenses for Outcome 1** | **81,941** | **113,844** | **79,156** | **41,844** | **38,337** |

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

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. Expenses not requiring appropriation in the Budget year are made up of depreciation and amortisation expenses, resources received free of charge and expenses where funding has been provided in a prior year.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets for 2020-21 and beyond have been updated.

|  |  |  |
| --- | --- | --- |
| Outcome 1 – To improve the user experience for all Australians accessing government information and services by leading the design, development and continual enhancement of whole-of-government service delivery policies and standards, platforms and joined up services. | | |
| **Program 1.1** –The objective of this program is to support agency delivery of high volume services, build and contribute to whole-of-government platforms and increase capability of the public service to deliver digital transformation. | | |
| **Delivery** | During 2020-21 and the forward years, the DTA will:   * Provide advice to government on digital transformation. * Lead the vision and strategy for whole-of-government platforms and services that meet customer needs. * Coordinate and drive the delivery of whole-of-government platforms and services. * Coordinate and drive the development of a secure cloud-based desktop (Protected Utility). * Improve digital and ICT sourcing. * Provide advice, guidance and tools to uplift Australian Public Service (APS) capability. * Provide training and career development opportunities focused on digital and ICT skills and capabilities. * Lead and promote whole-of-government digital governance in line with current guidance and strategies. * Lead and coordinate inter-agency collaboration on key digital whole‑of‑government projects. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | * Provide advice to Government and Commonwealth entities on digital and ICT investment to deliver a better user experience. * Develop whole-of-government digital platforms and services to reduce costs, reduce duplication and provide better infrastructure for Commonwealth entities. * Improve the sourcing experience for the sellers and buyers of government digital products and services. * Improve the digital capability of the APS to accelerate the government's transformation agenda. | * Provided advice to government and Commonwealth entities on how to leverage emerging technologies. * Provided advice to government and Commonwealth entities on the design and delivery of digital and ICT projects. * Led and partnered on the development and enhancement of digital platforms and services. * Provided greater value for money when buying government digital products and services. |
|  | | |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1** *–* The objective of this program is to support agency delivery of high volume services, build and contribute to whole-of-government platforms and increase capability of the public service to deliver digital transformation. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 |  | * Delivered programs and resources that increased the ICT and digital capability of Commonwealth entities and their staff. |
| 2020­21 | Stakeholders and partners receive high quality and timely advice on strategies and policies to facilitate modern, efficient, and joined-up government services. | Our leadership drives digital transformation in government and increased user-focus in digital government service delivery. |
| Whole-of-government digital platforms, technologies and services reduce costs and duplication, provide better infrastructure for Commonwealth entities, and enhance the user experience. | Increase in, or enhancement of, digital platforms, technologies and services that make government simple, clear and fast. |
| Sourcing improvements enhance the experience for buyers and sellers of government digital products and services. | Improvements to sourcing of digital products and services drive greater value for money for the APS and more opportunities for Australian businesses, including Small and Medium-sized Enterprises. |
| Advice, programs, training and resources delivered improve the digital capability of the APS. | Quality of advice, programs, training and resources supports and builds digital leadership, attracts emerging talent, and increases capability of staff across the APS. |
| Collaboration and partnerships nationally and internationally promote digital transformation to improve government services. | Our work increases cooperation and consistent approaches across all levels of government, and increases collaboration nationally and internationally, as well as with industry and other stakeholder groups. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** (a) | Simple, clear and fast public services. | |
| **Material changes to Program 1.1: Nil.** | | |

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

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2020­21 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Differences between entity resourcing and financial statements

The entity resource statement (Table 1.1) provides a consolidated view of all the resources available to the DTA in 2020­21. This includes appropriation receivable that is yet to be drawn to cover payables and provisions on the balance sheet. The comprehensive income statement (Table 3.1) shows the operating appropriation provided in 2020­21.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

Budgeted Revenue from Government in 2020­21 is estimated at $86.7 million, an increase of $51.5 million compared to the estimate for 2020­21 reported in the 2019‑20 Portfolio Budget Statements.

Budgeted Sales of Goods and Rendering of Services in 2020­21 is estimated at $31.6 million, a decrease of $49.3 million compared to the estimate for 2020­21 reported in the 2019­20 Portfolio Budget Statements. This decrease is largely attributable to a technical accounting adjustment relating to the ICT Coordinated Procurement Special Account, resulting in the majority of transactions being treated as agency pass through costs, rather than revenue and expenditure.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 32,262 | 23,583 | 24,004 | 23,112 | 23,670 |
| Suppliers | 45,158 | 86,340 | 51,285 | 14,852 | 11,071 |
| Depreciation and amortisation (a) | 4,771 | 3,705 | 3,705 | 3,744 | 3,457 |
| Finance costs | 168 | 216 | 162 | 136 | 139 |
| Write-down and impairment of assets | (418) | – | – | – | – |
| **Total expenses** | **81,941** | **113,844** | **79,156** | **41,844** | **38,337** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Sale of goods and rendering  of services | 24,462 | 31,640 | 21,294 | 10,712 | 5,659 |
| Interest | 1 | – | – | – | – |
| Other revenue | 41 | – | – | – | – |
| **Total own-source revenue** | **24,504** | **31,640** | **21,294** | **10,712** | **5,659** |
| **Gains** |  |  |  |  |  |
| Other gains | 239 | 185 | 577 | 577 | 557 |
| **Total gains** | **239** | **185** | **577** | **577** | **557** |
| **Total own-source income** | **24,743** | **31,825** | **21,871** | **11,289** | **6,216** |
| **Net (cost of)/contribution**  **by services** | **(57,198)** | **(82,019)** | **(57,285)** | **(30,555)** | **(32,121)** |
| Revenue from Government | 66,629 | 86,722 | 60,494 | 33,389 | 33,518 |
| **Surplus/(deficit) attributable to**  **the Australian Government** | **9,431** | **4,703** | **3,209** | **2,834** | **1,397** |
| **OTHER COMPREHENSIVE INCOME** |  |  |  |  |  |
| Changes in asset revaluation surplus | (42) | – | – | – | – |
| **Total other comprehensive income** | **(42)** | – | **–** | **–** | **–** |
| **Total comprehensive income/(loss)** | **9,389** | **4,703** | **3,209** | **2,834** | **1,397** |
| **Total comprehensive income/(loss)**  **attributable to the Australian**  **Government** | **9,389** | **4,703** | **3,209** | **2,834** | **1,397** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive income/(loss)**  **excluding depreciation/**  **amortisation expenses previously**  **funded through revenue**  **appropriations, depreciation on**  **ROU, principal repayments on**  **leased assets** | **11,363** | **5,356** | **3,748** | **3,724** | **2,501** |
| less depreciation/amortisation  expenses previously funded through  revenue appropriations (a) | (1,697) | (631) | (631) | (975) | (1,297) |
| less: depreciation/amortisation  expenses for ROU assets (b) | (3,074) | (3,074) | (3,074) | (2,769) | (2,160) |
| add: Principal repayments on leased  assets (b) | 2,797 | 3,052 | 3,166 | 2,854 | 2,353 |
| **Total comprehensive income/(loss)**  **- as per the statement of**  **comprehensive income** | **9,389** | **4,703** | **3,209** | **2,834** | **1,397** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget) provided through Bill 1 equity appropriations. For information regarding Departmental Capital Budgets, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 91,703 | 89,974 | 84,765 | 82,317 | 87,310 |
| Trade and other receivables | 46,046 | 45,000 | 45,000 | 55,000 | 45,000 |
| Other financial assets | 6,580 | 6,580 | 6,580 | 6,580 | 6,580 |
| ***Total financial assets*** | ***144,329*** | ***141,554*** | ***136,345*** | ***143,897*** | ***138,890*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 17,932 | 14,481 | 11,030 | 12,574 | 9,280 |
| Property, plant and equipment | 1,646 | 1,392 | 1,138 | 886 | 723 |
| Other non-financial assets | 588 | 588 | 588 | 588 | 588 |
| ***Total non-financial assets*** | ***20,166*** | ***16,461*** | ***12,756*** | ***14,048*** | ***10,591*** |
| **Total assets** | **164,495** | **158,015** | **149,101** | **157,945** | **149,481** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 22,333 | 22,333 | 22,333 | 22,333 | 22,333 |
| Other payables | 69,209 | 68,337 | 68,349 | 78,227 | 71,377 |
| ***Total payables*** | ***91,542*** | ***90,670*** | ***90,682*** | ***100,560*** | ***93,710*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 13,093 | 10,109 | 7,125 | 12,407 | 9,396 |
| ***Total interest bearing liabilities*** | ***13,093*** | ***10,109*** | ***7,125*** | ***12,407*** | ***9,396*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 10,099 | 10,099 | 10,099 | 10,099 | 10,099 |
| Other provisions | 1,265 | 1,265 | 1,265 | 1,265 | 1,265 |
| ***Total provisions*** | ***11,364*** | ***11,364*** | ***11,364*** | ***11,364*** | ***11,364*** |
| **Total liabilities** | **115,999** | **112,143** | **109,171** | **124,331** | **114,470** |
| **Net assets** | **48,496** | **45,872** | **39,930** | **33,614** | **35,011** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 13,671 | 13,671 | 13,671 | 13,671 | 13,671 |
| Reserves | 325 | 325 | 325 | 325 | 325 |
| Retained surplus (accumulated  deficit) | 34,500 | 31,876 | 25,934 | 19,618 | 21,015 |
| ***Total parent entity interest*** | ***48,496*** | ***45,872*** | ***39,930*** | ***33,614*** | ***35,011*** |
| **Total equity** | **48,496** | **45,872** | **39,930** | **33,614** | **35,011** |

Prepared on Australian Accounting Standards basis.

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

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2020­21)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2020** |  |  |  |  |
| Balance carried forward from  previous period | 34,500 | 325 | 13,671 | 48,496 |
| ***Adjusted opening balance*** | ***34,500*** | ***325*** | ***13,671*** | ***48,496*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | 4,703 | – | – | 4,703 |
| ***Total comprehensive income*** | ***4,703*** | ***–*** | ***–*** | ***4,703*** |
| ***Contributions by owners*** |  |  |  |  |
| Other | (7,327) | – | – | (7,327) |
| ***Sub-total transactions with***  ***owners*** | ***(7,327)*** | ***–*** | ***–*** | ***(7,327)*** |
| **Estimated closing balance as at**  **30 June 2021** | **31,876** | **325** | **13,671** | **45,872** |
| **Closing balance attributable to**  **the Australian Government** | **31,876** | **325** | **13,671** | **45,872** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 86,654 | 86,896 | 60,506 | 33,267 | 36,668 |
| Sale of goods and rendering of  services | 348,898 | 163,403 | 107,833 | 18,505 | 7,780 |
| Net GST received | 27,123 | 15,000 | 11,000 | 4,000 | 3,000 |
| ***Total cash received*** | ***462,675*** | ***265,299*** | ***179,339*** | ***55,772*** | ***47,448*** |
| **Cash used** |  |  |  |  |  |
| Employees | 33,404 | 23,583 | 24,004 | 23,112 | 23,670 |
| Suppliers | 391,841 | 232,918 | 148,247 | 26,068 | 13,514 |
| Interest payments on lease liability | 145 | 216 | 162 | 136 | 139 |
| s74 External Revenue  transferred to the OPA | 38,658 | 7,327 | 9,151 | 9,150 | 2,121 |
| ***Total cash used*** | ***464,048*** | ***264,044*** | ***181,564*** | ***58,466*** | ***39,444*** |
| **Net cash from/(used by)**  **operating activities** | **(1,373)** | **1,255** | **(2,225)** | **(2,694)** | **8,004** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant and  equipment and intangibles | 653 | – | – | – | – |
| ***Total cash used*** | ***653*** | ***–*** | ***–*** | ***–*** | ***–*** |
| **Net cash from/(used by)**  **investing activities** | **(653)** | **–** | **–** | **–** | **–** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Principal payments on lease liability | 2,797 | 2,984 | 2,984 | (246) | 3,011 |
| ***Total cash used*** | ***2,797*** | ***2,984*** | ***2,984*** | ***(246)*** | ***3,011*** |
| **Net cash from/(used by)**  **financing activities** | **(2,797)** | ***(2,984)*** | **(2,984)** | **246** | **(3,011)** |
| **Net increase/(decrease) in cash**  **held** | **(4,823)** | **(1,729)** | **(5,209)** | **(2,448)** | **4,993** |
| Cash and cash equivalents at the  beginning of the reporting period | 96,526 | 91,703 | 89,974 | 84,765 | 82,317 |
| **Cash and cash equivalents at**  **the end of the reporting period** | **91,703** | **89,974** | **84,765** | **82,317** | **87,310** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded internally from departmental  resources (a) | 653 | – | – | – | – |
| **TOTAL** | **653** | **–** | **–** | **–** | **–** |
| **RECONCILIATION OF CASH USED**  **TO ACQUIRE ASSETS TO ASSET**  **MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 653 | – | – | – | – |
| **Total cash used to acquire assets** | **653** | **–** | **–** | **–** | **–** |

Prepared on Australian Accounting Standards basis.

(a) Includes the following sources of funding:

* current Bill 1 and prior year Act 1/3/5 appropriations (excluding amounts from the DCB);
* donations and contributions;
* gifts;
* internally developed assets;
* s74 External Revenue; and
* proceeds from the sale of assets.

Table 3.6: Statement of asset movements (Budget year 2020­21)

|  | Buildings | Other | Total |
| --- | --- | --- | --- |
|  |  | property, |  |
|  |  | plant and |  |
|  |  | equipment |  |
|  | $'000 | $'000 | $'000 |
| **As at 1 July 2020** |  |  |  |
| Gross book value | 6,174 | 2,041 | 8,215 |
| Gross book value - ROU assets | 16,132 | – | 16,132 |
| Accumulated depreciation/  amortisation and impairment | (1,300) | (395) | (1,695) |
| Accumulated depreciation/amortisation  and impairment - ROU assets | (3,074) | – | (3,074) |
| **Opening net book balance** | **17,932** | **1,646** | **19,578** |
| **Other movements** |  |  |  |
| Depreciation/amortisation expense | (467) | (254) | (721) |
| Depreciation/amortisation expense  on ROU assets | (2,984) | – | (2,984) |
| **Total other movements** | **(3,451)** | **(254)** | **(3,705)** |
| **As at 30 June 2021** |  |  |  |
| Gross book value | 6,174 | 2,041 | 8,215 |
| Gross book value - ROU assets | 16,132 | – | 16,132 |
| Accumulated depreciation/  amortisation and impairment | (1,767) | (649) | (2,416) |
| Accumulated depreciation/  amortisation and impairment - ROU assets | (6,058) | – | (6,058) |
| **Closing net book balance** | **14,481** | **1,392** | **15,873** |

Prepared on Australian Accounting Standards basis.

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National Disability Insurance Agency

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# National Disability Insurance Agency

## Section 1: Entity overview and resources

### 1.1 Strategic direction statement

The National Disability Insurance Agency (NDIA) was established under the *National Disability Insurance Act 2013* (the Act) and has responsibility for administering the NDIS. The Act (in conjunction with other laws) gives effect to Australia’s obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The NDIS was established in 2013 as a new way of providing support to Australians with significant and permanent disability, their families and carers.

The NDIA is overseen by a Board which has responsibility for ensuring the proper, efficient and effective performance of the NDIA’s functions, and setting the NDIA’s strategic direction. The NDIA’s governance structure also includes an Independent Advisory Council that provides independent advice to the Board, which the Board must consider when performing its duties.

#### Key areas of focus

Transitioning from a period of rapid growth and expansion to a more mature operating environment, the NDIA will remain focused on the participant experience and creating systems and processes to build better outcomes. The NDIA will continue to be mindful of the need to respond to and recover from the COVID‑19 pandemic.

The NDIA’s work will re-orient in the next four years by:

* Responding to COVID-19 pandemic to capturing opportunities in recovery.
* Meeting bilateral estimates to transition state and territory clients as well as adding new participants, to focussing on participant outcomes and experience.
* Promoting market supply, to enabling provider quality innovation and competitiveness.

Participants continue to remain at the very centre of everything the NDIA does.

How the NDIA supports participants and what they can expect from the NDIA is outlined in two significant documents:

* **The Participant Service Charter** shows how the NDIA is going to work with and support participants.
* **The Participant Service Improvement Plan 2020‑21** shows what participants can expect from the NDIA in tangible and specific detail to ensure the NDIA fulfils the Charter.

For more information on areas of priority and initiatives that the NDIA will be pursuing, please refer to the NDIA 2020-24 Corporate Plan.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses by Outcome 1’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: National Disability Insurance Agency resource statement – Budget estimates for 2020­21 as at Budget October 2020

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Opening balance/cash reserves at 1 July** | *3,859,860* | 2,497,240 |
| **Funds from Government** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Outcome 1 | *1,413,257* | 1,213,499 |
| Total annual appropriations | *1,413,257* | 1,213,499 |
| Amounts received from related entities |  |  |
| Amounts from portfolio department (b) | *7,056,235* | 11,270,297 |
| Total amounts received from related entities | *7,056,235* | 11,270,297 |
| **Total funds from Government** | ***8,469,492*** | **12,483,796** |
| **Funds from other sources** |  |  |
| Contributions from state and territory governments (c) | *7,838,913* | 9,041,601 |
| Resources received free of charge (d) | *1,524,039* | 1,540,937 |
| Interest | *49,721* | 13,487 |
| Other (e) | *7,873* | – |
| **Total funds from other sources** | ***9,420,546*** | **10,596,025** |
| **Total net resourcing for the National Disability Insurance Agency** | ***21,749,898*** | **25,577,061** |
| Blank row |  |  |
|  | *2019­20* | 2020­21 |
| **Average staffing level (number)** | *3,779* | 4,000 |
| **Third party payments from and on behalf of other entities** | | |
|  | *2019­20* | 2020­21 |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Payments made to other entities for the provision of services  (disclosed above) | *123,771* | 75,474 |

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

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

The NDIA is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to the Department of Social Services, as a responsible non-corporate Commonwealth entity, which are then paid to the NDIA and are considered ‘departmental’ for all purposes.

Appropriation Bill (No. 1) 2020­21.

1. Community cash contributions for Reasonable and Necessary Support for Participants and Community Inclusion and Capacity Development Grants programs.
2. Cash contributions from state and territory governments.
3. Services provided in-kind to participants on behalf of the Australian Government and/or state and territory governments.
4. Rental income, gains and other non-taxation revenue.

### 1.3 Budget measures

Budget measures relating to NDIA are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: National Disability Insurance Agency 2020­21 Budget measures

Measures announced after the Economic and Fiscal Update July 2020

|  |  | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
| --- | --- | --- | --- | --- | --- |
|  | Program | $'000 | $'000 | $'000 | $'000 |
| **Receipt measures** |  |  |  |  |  |
| National Disability Insurance  Scheme | 1.3 |  |  |  |  |
| Administered receipt |  | – | – | – | – |
| Departmental receipt |  | (35,211) | (40,135) | (41,436) | – |
| **Total** |  | **(35,211)** | **(40,135)** | **(41,436)** | **–** |
| **Total receipt measures** |  |  |  |  |  |
| Administered |  | – | – | – | – |
| Departmental |  | (35,211) | (40,135) | (41,436) | – |
| **Total** |  | **(35,211)** | **(40,135)** | **(41,436)** | **–** |
| **Payment measures** |  |  |  |  |  |
| COVID-19 Response Package –  Worker Mobility Reduction  Payment Initiative | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **–** | **–** | **–** | **–** |
| National Disability Insurance  Scheme | 1.3 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 255,400 | 191,606 | 142,075 | – |
| **Total** |  | **255,400** | **191,606** | **142,075** | **–** |
| **Total payment measures** |  |  |  |  |  |
| Administered |  | – | – | – | – |
| Departmental |  | 255,400 | 191,606 | 142,075 | – |
| **Total** |  | **255,400** | **191,606** | **142,075** | **–** |

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

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports - to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for the NDIA can be found at: www.ndis.gov.au.

### 2.1 Budgeted expenses and performance for outcome 1

| Outcome 1:  To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities. |
| --- |

#### Linked programs

|  |
| --- |
| **Department of Social Services** |
| **Programs**   * Program 1.8 – Income Support for People with Disability * Program 1.9 – Income Support for Carers * Program 2.3 – Social and Community Services * Program 3.1 – Disability Mental Health and Carers * Program 3.2 – National Disability Insurance Scheme |
| **Contribution to Outcome 1 made by linked programs**  DSS contributes to improving the wellbeing and social and economic participation of people with a disability, their families and carers by developing the policy and legal framework for the NDIS in which the NDIA operates. DSS also administers the NDIA’s funding arrangements and payments of grants for Program 1.2 – Community Inclusion and Capacity Development Grants. |
| **Department of Health** |
| **Programs**   * Program 2.1 – Mental Health * Program 4.2 – Hearing Services |
| **Contribution to Outcome 1 made by linked programs**  The Department of Health contributes to improving the wellbeing and social and economic participation of people with disability, their families and carers including through the provision of relevant supports to people with disability and NDIS participants. |

#### Linked programs (continued)

|  |
| --- |
| **Services Australia** |
| **Program**   * Program 1.1 – Services to the Community – Social Security and Welfare |
| **Contribution to Outcome 1 made by linked program**  Services Australia contributes to improving the wellbeing and social and economic participation of people with disability, their families and carers by supporting the NDIA with the delivery of shared services arrangements, provision of specialised resources, and the provision of payments on the NDIA’s behalf. |
| **NDIS Quality and Safeguards Commission** |
| **Program**   * Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration * Program 1.2 – Program Support for the NDIS Quality and Safeguards Commission |
| **Contribution to Outcome 1 made by linked program**  The NDIS Quality and Safeguards Commission contributes to improving the wellbeing and social and economic participation of people with disability, their families and their carers by: regulating NDIS providers; developing a nationally consistent approach to delivering quality and safeguards for people with disability receiving supports; registering providers who provide supports under the NDIS; managing complaints; receiving and acting on reportable incidents; providing leadership in behaviour support; and providing education and training for providers, workers and auditors. |

##### Budgeted expenses for Outcome 1

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

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

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 - Reasonable and necessary support for participants** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Payment from related entities | 6,921,594 | 11,137,462 | 12,756,119 | 12,476,526 | 12,212,778 |
| Contributions from state and territory  governments | 7,838,913 | 9,041,601 | 9,781,449 | 10,220,887 | 11,385,169 |
| Revenues from other independent  sources (a) | 1,523,659 | 1,540,937 | 1,268,960 | 1,324,685 | 717,281 |
| Expenses not requiring appropriation  in the Budget year (b) | 1,330,462 | – | – | – | – |
| Revenue – other (c) | 6,318 | – | – | – | – |
| **Total expenses for Program 1.1** | **17,620,946** | **21,720,000** | **23,806,528** | **24,022,098** | **24,315,228** |
| **Program 1.2 - Community inclusion and capacity development grants** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Payment from related entities | 134,641 | 132,835 | 134,439 | 136,203 | 138,253 |
| Expenses not requiring appropriation  in the Budget year (b) | (427) | – | – | – | – |
| Revenue – other (c) | 464 | – | – | – | – |
| **Total expenses for Program 1.2** | **134,678** | **132,835** | **134,439** | **136,203** | **138,253** |
| **Program 1.3 - Agency costs** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| Revenues from other independent  sources (a) | 380 | – | – | – | – |
| Expenses not requiring appropriation  in the Budget year (b) | 45,791 | 294,714 | 235,968 | 82,002 | 4,483 |
| Revenue – other (c) | 50,812 | 13,487 | 8,563 | 7,262 | 6,261 |
| **Total expenses for Program 1.3** | **1,510,240** | **1,521,700** | **1,485,065** | **1,465,003** | **1,269,928** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 1 totals by resource type** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| Payment from related entities | 7,056,235 | 11,270,297 | 12,890,558 | 12,612,729 | 12,351,031 |
| Contributions from state and territory  governments | 7,838,913 | 9,041,601 | 9,781,449 | 10,220,887 | 11,385,169 |
| Revenues from other independent  sources (a) | 1,524,039 | 1,540,937 | 1,268,960 | 1,324,685 | 717,281 |
| Expenses not requiring appropriation  in the Budget year (b) | 1,375,826 | 294,714 | 235,968 | 82,002 | 4,483 |
| Revenue – other (c) | 57,594 | 13,487 | 8,563 | 7,262 | 6,261 |
| **Total expenses for Outcome 1** | **19,265,864** | **23,374,535** | **25,426,032** | **25,623,304** | **25,723,409** |

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

1. Revenues from other independent sources relates to services provided in-kind to participants on behalf of either the Australian Government and/or state and territory governments.
2. Expenses not requiring appropriation in the Budget year relates to approved operating loss in 2019-20 and the Tune Operating Review and AASB 16 Lease accounting treatment in the forward estimates.
3. Rental income, interest received and other non-taxation revenue.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets for 2020-21 and beyond have been updated.

| Outcome 1 – To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities. | | |
| --- | --- | --- |
| **Program 1.1** **–** **Reasonable and necessary support for participants** – The objective of this program is to provide funding for reasonable and necessary supports to eligible people with disability through consistent, high quality plans, and to ensure they are in control and have choices to appropriately support their independence and social and economic participation.  This program contributes to the outcome by the delivery of financially sustainable funding for participants’ reasonable supports, enabling participants to source services in their plans to achieve their goals. | | |
| **Delivery** | The program provides funding for reasonable and necessary supports to eligible participants in the NDIS with an approved plan. Funding arrangements are via cash payments to participants and registered service providers and the allocation of existing Commonwealth and state and territory arrangements. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | * Number of participants * NDIS support costs * Participant satisfaction | Result:   * Number of participants in the NDIS met operational targets (reaching 391,999). * Costs exceeded budget due to strong growth in participant numbers and increased supports to participants. * Participant satisfaction survey results 81 to 85 per cent positive across the various stages of the participant pathway. |
| 2020­21 | * NDIS support costs * Participant satisfaction * Participant Service Guarantee timeframes | * Support costs per participant are within budget. * Participant satisfaction survey results are greater than 80 per cent positive. * Participant Service Guarantee timeframes are met. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |

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

|  |  |
| --- | --- |
| **Program 1.1** **–** **Reasonable and necessary support for participants** – The objective of this program is to provide funding for reasonable and necessary supports to eligible people with disability through consistent, high quality plans, and to ensure they are in control and have choices to appropriately support their independence and social and economic participation.  This program contributes to the outcome by the delivery of financially sustainable funding for participants’ reasonable supports, enabling participants to source services in their plans to achieve their goals. | |
| **Purpose** | **Improving outcomes for people with disability**  Supporting people with disability to pursue their goals and maximise their independence and social and economic participation.  Providing reasonable and necessary supports, including early intervention supports, for NDIS participants.  Supporting people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.  Developing the capacity of people with disability to participate in the community and in employment. |
| **Material changes to Program 1.1: Nil.** | |

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

|  |  |  |
| --- | --- | --- |
| **Program 1.2 – Community inclusion and capacity development grants** – The objective of this program is to provide funding to organisations to assist them to increase social and community participation for people with disability.  By increasing community and social involvement of people with disability, this program directly targets and contributes to those parts of the outcome. This has additional benefits for increasing community awareness of people with disability and their capabilities which will improve economic participation and thus independence. | | |
| **Delivery** | The NDIA will provide funding to organisations via grants which will allow them to assist all people with disability, not only eligible participants. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | Number and nominal value of grants provided. | Result: All grants successfully delivered in accordance with the program agreed with the Commonwealth and state and territory jurisdictions. |
| 2020­21 | Number and nominal value of grants provided. | All grants successfully delivered in accordance with the program agreed with the Commonwealth and state and territory jurisdictions. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | **Improving outcomes for people with disability**  Supporting people with disability to pursue their goals and maximise their independence and social and economic participation.  Developing the capacity of people with disability to participate in the community and in employment. | |
| **Material changes to Program 1.2: Nil.** | | |

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

| **Program 1.3** **– Agency costs** – The Agency costs program ensures efficient and effective use of the NDIA operating resources to implement the outcomes of the NDIA.  This program contributes to the outcome as it is the primary delivery mechanism for the implementation of the NDIS. The NDIA is responsible for assessing applicants to the NDIS and developing plans, for those whom are eligible, in a manner which is based on insurance principles, and administering the payments made under Program 1.1 and 1.2. | | |
| --- | --- | --- |
| **Delivery** | The NDIA develops and maintains the strategies and frameworks being used in the transition of the NDIS to full scheme. These include the process for assessment and planning, disability services market development and community engagement and communications. The NDIA executes these through a network of service centres throughout Australia and by working together with its community partners to deliver elements of the NDIS to people with a disability and the wider sector. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | * NDIA operating costs. * The NDIA is able to successfully achieve delivery of service network across Australia. | Result:   * NDIA operating costs exceeded budget due to strong growth in participant numbers and increased supports to participants. * Required service network across Australia is operational as per bilateral agreements. |
| 2020­21 | NDIA operating costs. | NDIA operating costs are within budget. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purposes** | Funding the operations of the NDIA and its delivery partners to achieve the following:  **Improving outcomes for people with disability**  Facilitating the development of a nationally consistent approach to the access to, and the planning and funding of, supports for people with disability.  Supporting people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.  **Safeguarding the sustainability of the NDIS**  Building a sustainable scheme based on NDIS insurance principles, including assessing and reporting on whether NDIS investments improve outcomes and minimise lifetime support costs.  **Building stakeholder confidence**  Building trust and confidence amongst stakeholders (participants, carers, the community and the disability services market) through communication and engagement. | |
| **Material changes to Program 1.3: Nil.** | | |

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2020­21 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Explanatory notes and analysis of budgeted financial statements

In 2020‑­21, the NDIS enters the fifth year of transition to full scheme. The large uptake in participants is represented by the increase in participant plan expenses to   
$21.7 billion in 2020-21. Participant plan expenses continue to increase across the forward estimates as further participants join the NDIS, rising to $24.3 billion in 2023‑24.

The growth in supplier expenses, primarily driven by the growth in community partnership costs for services provided by the NDIA’s community partners is the largest component of the NDIA operating costs and peaks at $1.0 billion in 2020-21, before reducing as the NDIS moves from the transition phase to full scheme. Similarly, employee benefit expenses increase to $412.8 million in 2020-21 and $421.1 million in 2021-22 as the NDIS completes its transition prior to stabilising once full scheme is reached.

The Tune Operating Review in Program 1.3 was undertaken at the end of 2019 which resulted in a new measure: *National Disability Insurance Scheme*. This was an independent review conducted by Mr David Tune AO PSM of the NDIA operating costs leading to resourcing recommendations to help improve the participant experience. An operating loss of $612.7 million over 3 years, 2020-21 to 2022-23 is forecast, which includes an operating loss of $294.7 million in 2020-21.

Sale of goods and services revenue increases from $15.0 billion in 2019-20 to   
$20.3 billion in 2020-21 and further increases to $23.7 billion by 2023-24. This change is due to the increase in participant numbers as the NDIS continues transition to full scheme.

Program 1.1 has also had an increase in package costs with an additional $837.0 million in 2020-21, $1.8 billion in 2021-22 and $872.0 million in 2022-23 to provide supports to participants.

Since 2017-18 Commonwealth funding for programs 1.1 and 1.2 has been appropriated to the DSS and paid to the NDIA as required. These amounts are reflected as revenue from the sale of goods and services in these years. Commonwealth funding for the NDIA’s operating costs will continue to be appropriated to the NDIA and is reflected as revenue from Government.

The NDIA receives services provided in-kind to participants on behalf of state and territory governments, reflected as resources received free of charge. This revenue rises from $1.5 billion in 2019-20 with a slight increase in 2020-21 before reducing in the forward years.

The NDIA had an operating loss of $1.4 billion in 2019-20. This is primarily the result of an increased level of participant plan expenses.

**Balance sheet**

The NDIA is budgeting for a net asset position of $870.0 million in 2020‑­21.

Total assets in 2020‑­21 are forecast to be $3.7 billion, comprised of $3.4 billion in financial assets and $303.9 million in non-financial assets. The most significant asset is cash of $2.8 billion. Total liabilities are expected to be $2.8 billion, comprised primarily of $1.6 billion in participant plan provisions, $131.9 million in supplier payables and $79.9 million in unpaid employee entitlements.

**Statement of cash flows**

The NDIA’s budgeted cash flows largely reflect activity in the income statement, with no significant variations between income and expenses and their associated cash flows. The total cash received from operating activities will increase from $16.9 billion in 2019‑20 to $22.3 billion in 2020‑21, rising to $25.1 billion in 2023‑24. This primarily reflects increased funding from the Commonwealth, and state and territory governments as the NDIS moves towards full scheme. This will be offset by increased cash payments for reasonable and necessary support, and employee and supplier expenses as the Scheme grows.

**Capital budget statement**

The NDIA will invest $22.0 million in the purchase of leasehold improvements during 2020‑21, as the NDIA completes its property rollout. With the majority of states and territories now at full scheme, the NDIA’s network is close to being fully established. Capital funding in the forward years will then be used to maintain and refurbish leasehold improvements in 2021‑22 and beyond.

This will be funded internally through departmental resources.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 406,657 | 412,849 | 421,083 | 429,486 | 372,691 |
| Suppliers | 1,039,473 | 1,041,383 | 995,341 | 965,485 | 824,481 |
| Grants | 134,678 | 132,835 | 134,439 | 136,203 | 138,253 |
| Depreciation and amortisation | 61,906 | 64,502 | 65,776 | 67,087 | 70,294 |
| Finance costs | 2,204 | 2,966 | 2,865 | 2,945 | 2,462 |
| Participant plan expenses | 17,620,946 | 21,720,000 | 23,806,528 | 24,022,098 | 24,315,228 |
| **Total expenses** | **19,265,864** | **23,374,535** | **25,426,032** | **25,623,304** | **25,723,409** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Sale of goods and rendering  of services | 14,903,012 | 20,311,898 | 22,672,007 | 22,833,616 | 23,736,200 |
| Other (a) | 49,721 | 13,487 | 8,563 | 7,262 | 6,261 |
| **Total own-source revenue** | **14,952,733** | **20,325,385** | **22,680,570** | **22,840,878** | **23,742,461** |
| **Gains** |  |  |  |  |  |
| Other gains | 1,524,048 | 1,540,937 | 1,268,960 | 1,324,685 | 717,281 |
| **Total gains** | **1,524,048** | **1,540,937** | **1,268,960** | **1,324,685** | **717,281** |
| **Total own-source income** | **16,476,781** | **21,866,322** | **22,095,530** | **23,293,563** | **24,459,742** |
| **Net (cost of)/contribution**  **by services** |  |  |  |  |  |
| **(2,789,083)** | **(1,508,213)** | **(1,476,502)** | **(1,457,741)** | **(1,263,667)** |
| Revenue from Government | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| **Surplus/(deficit) attributable to**  **the Australian Government** | **(1,375,826)** | **(294,714)** | **(235,968)** | **(82,002)** | **(4,483)** |
| **Total comprehensive**  **income/(loss) attributable to**  **the Australian Government** | **(1,375,826)** | **(294,714)** | **(235,968)** | **(82,002)** | **(4,483)** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019-20  $'000 | 2020-21  $'000 | 2021-22  $'000 | 2022-23  $'000 | 2023-24  $'000 |
| **Total comprehensive income/(loss)**  **excluding depreciation/**  **amortisation expenses**  **previously funded through**  **revenue appropriations,**  **depreciation on ROU,**  **principal repayments on**  **leased assets** | **(1,373,513)** | **(290,611)** | **(231,741)** | **(77,648)** | **–** |
| less: Depreciation/  amortisation expenses  on ROU assets (b) | 39,536 | 43,208 | 44,482 | 45,793 | 47,144 |
| add: Principal repayments on  leased assets (b) | 37,223 | 39,105 | 40,255 | 41,439 | 42,661 |
| **Total comprehensive income/(loss)**  **- as per the statement of**  **comprehensive income** | **(1,375,826)** | **(294,714)** | **(235,968)** | **(82,002)** | **(4,483)** |

Prepared on Australian Accounting Standards basis.

1. Interest Revenue.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 2,497,240 | 2,814,728 | 2,619,961 | 2,580,521 | 2,572,208 |
| Trade and other receivables | 1,009,117 | 399,227 | 399,374 | 399,589 | 398,851 |
| Other financial assets | 140,000 | 140,000 | 140,000 | 140,000 | 140,000 |
| ***Total financial assets*** | ***3,646,357*** | ***3,353,955*** | ***3,159,335*** | ***3,120,110*** | ***3,111,059*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 291,701 | 293,321 | 295,711 | 298,856 | 300,941 |
| Property, plant and equipment | 1,969 | 2,963 | 3,957 | 4,951 | 5,945 |
| Other non-financial assets | 12,413 | 7,566 | 7,566 | 7,566 | 7,566 |
| ***Total non-financial assets*** | ***306,083*** | ***303,850*** | ***307,234*** | ***311,373*** | ***314,452*** |
| **Total assets** | **3,952,440** | **3,657,805** | **3,466,569** | **3,431,483** | **3,425,511** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 139,428 | 131,936 | 168,708 | 207,507 | 200,001 |
| Other payables | 791,054 | 791,554 | 792,428 | 793,256 | 792,345 |
| ***Total payables*** | ***930,482*** | ***923,490*** | ***961,136*** | ***1,000,763*** | ***992,346*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 195,973 | 202,029 | 208,267 | 214,695 | 221,314 |
| ***Total interest bearing liabilities*** | ***195,973*** | ***202,029*** | ***208,267*** | ***214,695*** | ***221,314*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 79,618 | 79,921 | 80,226 | 80,533 | 80,842 |
| Grants | 1,574,980 | 1,574,980 | 1,574,980 | 1,574,980 | 1,574,980 |
| Other provisions | 6,725 | 7,437 | 7,980 | 8,534 | 8,534 |
| ***Total provisions*** | ***1,661,323*** | ***1,662,338*** | ***1,663,186*** | ***1,664,047*** | ***1,664,356*** |
| **Total liabilities** | **2,787,778** | **2,787,857** | **2,832,589** | **2,879,505** | **2,878,016** |
| **Net assets** | **1,164,662** | **869,948** | **633,980** | **551,978** | **547,495** |
| **EQUITY\*** |  |  |  |  |  |
| Contributed equity | 205,733 | 205,733 | 205,733 | 205,733 | 205,733 |
| Reserves | 22,137 | 22,137 | 22,137 | 22,137 | 22,137 |
| Retained surplus  (accumulated deficit) | 936,792 | 642,078 | 406,110 | 324,108 | 319,625 |
| **Total equity** | **1,164,662** | **869,948** | **633,980** | **551,978** | **547,495** |

Prepared on Australian Accounting Standards basis.

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

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2020­21)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as**  **at 1 July 2020** |  |  |  |  |
| Balance carried forward from previous period | 936,792 | 22,137 | 205,733 | 1,164,662 |
| ***Adjusted opening balance*** | ***936,792*** | ***22,137*** | ***205,733*** | ***1,164,662*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | (294,714) | – | – | (294,714) |
| ***Total comprehensive income*** | ***(294,714)*** | ***–*** | ***–*** | ***(294,714)*** |
| **Estimated closing balance as**  **at 30 June 2021** | **642,078** | **22,137** | **205,733** | **869,948** |
| **Closing balance attributable to**  **the Australian Government** | **642,078** | **22,137** | **205,733** | **869,948** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Receipts from Government | 1,413,257 | 1,213,499 | 1,240,534 | 1,375,739 | 1,259,184 |
| Sale of goods and rendering  of services | 15,295,796 | 20,921,051 | 22,672,007 | 22,833,616 | 23,736,200 |
| Interest received | 55,553 | 13,487 | 8,563 | 7,262 | 6,261 |
| Net GST received | 122,695 | 143,831 | 99,544 | 96,940 | 89,442 |
| ***Total cash received*** | ***16,895,192*** | ***22,239,026*** | ***24,020,648*** | ***24,313,557*** | ***25,002,383*** |
| **Cash used** |  |  |  |  |  |
| Employees | 385,279 | 411,660 | 419,981 | 428,463 | 372,907 |
| Suppliers | 880,863 | 1,439,849 | 1,000,953 | 970,989 | 887,033 |
| Net GST paid | 98,844 | 143,094 | 99,691 | 97,155 | 88,704 |
| Interest payments on  lease liability | 2,533 | 2,254 | 2,322 | 2,391 | 2,462 |
| Participant plan expenses | 16,354,291 | 19,783,628 | 22,495,107 | 22,652,998 | 23,543,287 |
| Grants | 147,368 | 132,835 | 134,439 | 136,203 | 138,253 |
| ***Total cash used*** | ***18,057,462*** | ***21,913,320*** | ***24,152,493*** | ***24,288,199*** | ***25,032,646*** |
| **Net cash from/(used by)**  **operating activities** | **(1,162,270)** | **377,836** | **(132,388)** | **24,804** | **58,441** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Proceeds from sales of  non-financial assets | 9 | – | – | – | – |
| ***Total cash received*** | ***9*** | ***–*** | ***–*** | ***–*** | ***–*** |
| **Cash used** |  |  |  |  |  |
| Purchases of non-financial  assets | 23,136 | 21,955 | 22,667 | 23,359 | 24,093 |
| Purchase of investments | 140,000 | - | - | - | - |
| ***Total cash used*** | ***163,136*** | ***21,243*** | ***22,124*** | ***22,805*** | ***24,093*** |
| **Net cash from/(used by)**  **investing activities** | **(163,127)** | **(21,243)** | **(22,124)** | **(22,805)** | **(24,093)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Principal payments on lease  liability | 37,223 | 39,105 | 40,255 | 41,439 | 42,661 |
| ***Total cash used*** | ***37,223*** | ***39,105*** | ***40,255*** | ***41,439*** | ***42,661*** |
| **Net cash from/(used by)**  **financing activities** | **(37,223)** | **(39,105)** | **(40,255)** | **(41,439)** | **(42,661)** |
| **Net increase/(decrease)**  **in cash held** | **(1,362,620)** | **317,488** | **(194,767)** | **(39,440)** | **(8,313)** |
| Cash and cash equivalents at the  beginning of the reporting period | 3,859,860 | 2,497,240 | 2,814,728 | 2,619,961 | 2,580,521 |
| **Cash and cash equivalents at**  **the end of the reporting**  **period** | **2,497,240** | **2,814,728** | **2,619,961** | **2,580,521** | **2,572,208** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded internally from  departmental resources | 27,580 | 21,955 | 22,667 | 23,359 | 24,093 |
| **TOTAL** | **27,580** | **21,955** | **22,667** | **23,359** | **24,093** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 27,580 | 21,955 | 22,667 | 23,359 | 24,093 |
| **Total cash used to acquire assets** | **27,580** | **21,955** | **22,667** | **23,359** | **24,093** |

Prepared on Australian Accounting Standards basis.

Table 3.6: Statement of departmental asset movements (Budget year 2020­21)

|  | Buildings | Other | Total |
| --- | --- | --- | --- |
|  | property, |  |
|  | plant and |  |
|  | equipment |  |
| $'000 | $'000 | $'000 |
| **As at 1 July 2020** |  |  |  |
| Gross book value | 125,519 | 2,386 | 127,905 |
| Gross book value – ROU assets | 228,630 | 2,989 | 231,619 |
| Accumulated depreciation/  amortisation and impairment | (23,964) | (2,354) | (26,318) |
| Accumulated depreciation/amortisation  and impairment – ROU assets | (38,484) | (1,052) | (39,536) |
| **Opening net book balance** | **291,701** | **1,969** | **293,670** |
| **Capital asset additions** |  |  |  |
| **Estimated expenditure on new or**  **replacement assets** |  |  |  |
| By purchase – internal resources (a) | 20,955 | 1,000 | 21,955 |
| By purchase – appropriation equity  – ROU assets | 44,407 | 754 | 45,161 |
| **Total additions** | **65,362** | **1,754** | **67,116** |
| **Other movements** |  |  |  |
| Depreciation/amortisation expense | (21,294) | – | (21,294) |
| Depreciation/amortisation on ROU assets | (42,448) | (760) | (43,208) |
| **Total other movements** | **(63,742)** | **(760)** | **(64,502)** |
| **As at 30 June 2021** |  |  |  |
| Gross book value | 146,474 | 3,386 | 149,860 |
| Gross book value – ROU assets | 273,037 | 3,743 | 276,780 |
| Accumulated depreciation/amortisation  and impairment | (45,258) | (2,354) | (47,612) |
| Accumulated depreciation/amortisation  and impairment – ROU assets | (80,932) | (1,812) | (82,744) |
| **Closing net book balance** | **293,321** | **2,963** | **296,284** |

Prepared on Australian Accounting Standards basis.

1. Purchase will be funded internally via Departmental resources.

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NDIS Quality and Safeguards Commission

Entity resources and planned performance

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NDIS Quality and Safeguards Commission

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# NDIS Quality and Safeguards Commission

## Section 1: Entity overview and resources

### Strategic direction statement

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent body that works with people with disability, providers and the community to deliver nationally consistent, responsive and effective regulation of NDIS providers. It was established by the *National Disability Insurance Scheme Act 2013*, as amended by the *National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) Act 2017,* and is a non-corporate entity subject to the PGPA Act.

The NDIS Commission is responsible for the following functions, as it commences in each jurisdiction:

* to uphold the rights of, and promote the health, safety and wellbeing of, people with disability receiving supports or services, including those received under the NDIS;
* to develop a nationally consistent approach to managing quality and safeguards for people with disability receiving supports or services, including those received under the NDIS;
* to promote the provision of advice, information, education and training to NDIS providers and people with disability;
* to secure compliance through effective enforcement arrangements, including through the monitoring and investigation functions, and analysis of reports from NDIS providers on serious incidents affecting NDIS participants;
* to promote continuous improvement amongst NDIS providers and the delivery of progressively higher standards of supports and services to people with disability in the NDIS;
* to develop and oversee the broad policy design for a nationally consistent framework relating to the screening of workers involved in the provision of supports and services to people with disability;
* to engage in, promote and coordinate the sharing of information;
* to provide NDIS market oversight, including:
* monitoring changes in the NDIS market which may indicate emerging risk; and
* monitoring and mitigating the risks of unplanned service withdrawal.
* to monitor registered NDIS provider compliance with their conditions of registration, including in relation to the screening of workers in accordance with the NDIS practice standards;
* to investigate, manage and resolve complaints conferred to the NDIS Commission, including notification and management of reportable incidents; and
* to provide leadership in relation to behaviour support, and in the reduction and elimination of the use of restrictive practices by NDIS providers.

**Key priorities for 2020-21**

From 1 July 2020, the key priorities for the NDIS Commission will be:

* to commence operations in Western Australia;
* to help manage the ongoing impact of the COVID-19 pandemic, including by supporting the whole‑of‑government response and providing advice to providers;
* to engage with NDIS participants, their families, carers and providers to improve the quality and safety of NDIS supports and services;
* to ensure that participants are empowered to exercise their rights to access good quality services, as informed, protected consumers, with participants able to make complaints to the NDIS Commission about services that do not meet the NDIS Code of Conduct and Practice Standards;
* to provide oversight of reportable incidents and complaints relating to abuse and neglect of people with disability who receive NDIS supports and services;
* to build intelligence to monitor and forecast changes in the NDIS market, and serious incidents affecting NDIS participants, to develop an informed view of quality and risk in the sector;
* to lead the reduction and elimination of the use of restrictive practices in the NDIS by providing leadership in behaviour support;
* to further develop the NDIS Commission to ensure it has the systems, skills and capabilities to regulate, support and educate the providers and participants to promote continuous improvement;
* to draw information from across NDIS Commission functions to report on the experience of people with disability who receive NDIS services and develop information and education to build the capability of NDIS providers to deliver safe and quality services; and
* to work with DSS and states and territories to finalise implementation of nationally consistent NDIS worker screening.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing*.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses by Outcome 1’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: NDIS Quality and Safeguards Commission resource statement – Budget estimates for 2020­21 as at Budget October 2020

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *11,817* | 9,615 |
| Departmental appropriation (c) | *46,115* | 82,428 |
| s74 External Revenue (d) | *5,923* | – |
| Departmental capital budget (e) | *–* | 3,880 |
| Annual appropriations - other services - non-operating (f) |  |  |
| Prior year appropriations available (b) | *329* | 692 |
| Total departmental annual appropriations | *64,184* | 96,615 |
| ***Total departmental resourcing*** | ***64,184*** | **96,615** |
| **Administered** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Outcome 1 | *5,124* | 4,945 |
| Total administered annual appropriations | *5,124* | 4,945 |
| ***Total administered resourcing*** | ***5,124*** | **4,945** |
| **Total resourcing for entity NDIS Quality and Safeguards Commission** | ***69,308*** | **101,560** |
| Blank row |  |  |
|  | *2019-20* | 2020-21 |
| **Average staffing level (number)** | *212* | 350 |

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

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

1. Appropriation Bill (No. 1) 2020-21.
2. Excludes $3.5 million subject to administrative quarantine by Finance or withheld under section 51 of the PGPA Act.
3. Excludes departmental capital budget.
4. Estimated External Revenue receipts under section 74 of the PGPA Act.
5. Departmental capital budgets are not separately identified in Appropriation Bill (No.1) and form part of ordinary annual services items. Please refer to Table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.
6. Appropriation Bill (No. 2) 2020-21.

### 1.3 Budget measures

Budget measures relating to the NDIS Commission are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: NDIS Quality and Safeguards Commission Budget measures

Measures announced after the Economic and Fiscal Update July 2020

|  |  | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Program | $'000 | $'000 | $'000 | $'000 |
| **Payment measures** |  |  |  |  |  |
| National Disability Insurance Scheme | 1.2 |  |  |  |  |
| Administered payment |  | 28,609 | 23,186 | 20,073 | 21,050 |
| Departmental payment |  | – | – | – | – |
| **Total** |  | **28,609** | **23,186** | **20,073** | **21,050** |
| **Total payment measures** |  |  |  |  |  |
| Departmental |  | 28,609 | 23,186 | 20,073 | 21,050 |
| Administered |  | – | – | – | – |
| **Total** |  | **28,609** | **23,186** | **20,073** | **21,050** |

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

## Section 2: Outcomes and planned performance

### 2.1 Outcomes and performance information

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports - to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statements for the NDIS Commission can be found at: www.ndiscommission.gov.au.

### 2.1 Budgeted expenses and performance for outcome 1

| Outcome 1:  Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. |
| --- |

#### Linked programs

| **National Disability Insurance Agency** |
| --- |
| **Programs**   * Program 1.1 – Reasonable and necessary support to participants * Program 1.2 – Community inclusion and capacity development grants |
| **Department of Social Services** |
| **Programs**   * Program 3.2 – National Disability Insurance Scheme |
| **Contribution to Outcome 1 made by linked programs**  The linked programs provide for the delivery of the NDIS. |

##### Budgeted expenses for Outcome 1

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

Table 2.1.1: Budgeted expenses for Outcome 1

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1: Support for National Disability Insurance Scheme providers in relation to registration** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 5,124 | 4,945 | 4,507 | 4,575 | 4,643 |
| **Administered Total** | 5,124 | 4,945 | 4,507 | 4,575 | 4,643 |
| **Total expenses for Program 1.1** | **5,124** | **4,945** | **4,507** | **4,575** | **4,643** |
| **Program 1.2: Program support for NDIS Quality and Safeguards Commission** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 46,115 | 82,428 | 72,997 | 67,081 | 68,508 |
| s74 External Revenue (a) | 5,732 | – | – | – | – |
| Expenses not requiring appropriation  in the Budget year (b) | 4,798 | (339) | 2,194 | 2,238 | 1,882 |
| **Departmental Total** | 56,645 | 82,089 | 75,191 | 69,319 | 70,390 |
| **Total expenses for Program 1.2** | **56,645** | **82,089** | **75,191** | **69,319** | **70,390** |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services (Appropriation Bill No. 1) | 5,124 | 4,945 | 4,507 | 4,575 | 4,643 |
| **Administered Total** | 5,124 | 4,945 | 4,507 | 4,575 | 4,643 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 46,115 | 82,428 | 72,997 | 67,081 | 68,508 |
| s74 External Revenue (a) | 5,732 | – | – | – | – |
| Expenses not requiring appropriation  in the Budget year (b) | 4,798 | (339) | 2,194 | 2,238 | 1,882 |
| **Departmental Total** | 56,645 | 82,089 | 75,191 | 69,319 | 70,390 |
| **Total expenses for Outcome 1** | **61,769** | **87,034** | **79,698** | **73,894** | **75,033** |

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

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. Expenses not requiring appropriation in the Budget year are made up of depreciation expenses.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2020­21 Budget measures have created new programs or materially changed existing programs.

Following a review of existing performance measures, performance criteria and targets for 2020-21 and beyond have been updated.

| Outcome 1 – Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. | | |
| --- | --- | --- |
| **Program 1.1** **– Support for National Disability Insurance Scheme providers in relation to registration** – Support for NDIS providers in relation to registration to support service providers with the costs of obtaining NDIS registration and to support the provision of education and training for providers, workers and auditors. | | |
| **Delivery** | Provide support to providers, workers and auditors in relation to transition to the new registration process. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | * Establish quality management expectation of service providers. * New service providers registered in NDIS Commission Provider Registration system. | Result:   * Service providers demonstrated capacity to provide quality support and service provision to NDIS participants. * Service providers were assessed by an approved quality auditor as meeting the applicable NDIS Practice Standards prior to being approved as a registered NDIS provider. |
| 2020­21 | Provide guidance and support to service providers, workers and auditors. | The program supports provision of guidance, education and training for providers, workers and auditors. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Promote the delivery of quality supports and services to people with disability under the NDIS and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. | |
| **Material changes to Program 1.1: Nil.** | | |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.2 – Program Support for the NDIS Quality and Safeguards Commission** – To provide departmental funding for the annual operating costs of the NDIS Commission to enable the NDIS Commission to achieve its outcomes. | | |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2019­20 | * The NDIS Commission will establish office locations across Australia. * The NDIS Commission will expand internal capacity to deliver its outcome. * Refine performance measures. * Handle complaints about the quality and safety of NDIS services. | Result:   * An office location was established in Western Australia. * Internal capacity was increased incrementally as operations were expanded. * Agency wide performance metrics were further developed and approved. * In addition to New South Wales and South Australia, complaints about the quality and safety of NDIS services were handled in Queensland, Victoria, Tasmania, Northern Territory and the Australian Capital Territory. |
| 2020­21 | * Manage complaints about the quality and safety of NDIS services. * Manage reportable incidents with respect to NDIS services. * Increase capability and capacity of behaviour support practitioners through leadership and guidance on education. * Manage the registration of NDIS service providers. | * Complaints about the quality and safety of NDIS services managed across Australia. * Reportable incidents are effectively managed across Australia. * Leadership and guidance on behavior support is provided across Australia. * Service provider registration is managed across Australia. |
| 2021­22 and beyond | As per 2020­21 | As per 2020­21 |
| **Purpose** | Promote the delivery of quality supports and services to people with disability under the NDIS and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. | |
| **Material changes to Program 1.2: Nil.** | | |

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2020­21 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Explanatory notes and analysis of budgeted financial statements

**Departmental**

Income and expenses

The NDIS Commission commenced its operations on 1 July 2018 in New South Wales and South Australia. On 1 July 2019, it commenced operations in Queensland, Victoria, Tasmania, the Northern Territory and the Australian Capital Territory. It will commence operations in Western Australia from 1 December 2020.

The total revenue from government for 2020-21 is budgeted to be $82.4 million compared to $51.8 million in 2019-20. This increase in funding is to assist the NDIS Commission to expand its capacity to deliver its outcome across the eight states and territories on a nationally consistent basis. There is some additional funding in 2020-21 to assist the NDIS Commission in providing additional support during the COVID-19 pandemic.

Expenditure, inclusive of $4.5 million unfunded depreciation, is estimated to increase to $82.1 million from $56.7 million.

Balance sheet

Total assets are budgeted to be $39.5 million in 2020-21 compared to $38.4 million in 2019-20.

Total liabilities for 2019-20 are budgeted to be $21.9 million compared to $25.0 million in 2019-20 caused by a decrease in lease liabilities, as a result of principal re-payments.

The NDIS Commission net asset position is budgeted to be $17.6 million for 2020-21 compared to $13.3 million for 2019-20. This is largely due to the decrease in lease liabilities.

**Administered**

Income and expenses

The NDIS Commission is expecting to administer a grant program totalling $4.4 million in 2020-21 compared to $4.8 million in 2019-20. It has $0.5 million to assist Western Australia providers with the transition to the new registration process compared with $0.3 million in 2019-20.

Balance sheet

Total assets administered on behalf of the Government for 2020-21 are expected to be $0.2 million in line with 2019-20.

Total liabilities administered on behalf of the Government for 2020-21 are expected to be $0.1 million in line with 2019-20.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 27,493 | 44,384 | 43,435 | 44,501 | 45,141 |
| Suppliers | 14,435 | 29,457 | 27,033 | 19,952 | 20,634 |
| Depreciation and amortisation (a) | 4,085 | 4,514 | 4,574 | 4,743 | 4,519 |
| Finance costs | 200 | 175 | 149 | 123 | 96 |
| Other expenses | 10,432 | 3,559 | – | – | – |
| **Total expenses** | **56,645** | **82,089** | **75,191** | **69,319** | **70,390** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Other | 5,626 | **–** | – | – | – |
| **Total own-source revenue** | **5,626** | **–** | **–** | **–** | **–** |
| **Gains** |  |  |  |  |  |
| Other | 106 | **–** | – | – | – |
| **Total gains** | **106** | **–** | **–** | **–** | **–** |
| **Total own-source income** | **5,732** | **–** | **–** | **–** | **–** |
| **Net (cost of)/contribution by**  **services** | **(50,913)** | **(82,089)** | **(75,191)** | **(69,319)** | **(70,390)** |
| Revenue from Government | 46,115 | 82,428 | 72,997 | 67,081 | 68,508 |
| **Surplus/(deficit) attributable to**  **the Australian Government** | **(4,798)** | **339** | **(2,194)** | **(2,238)** | **(1,882)** |
| **OTHER COMPREHENSIVE INCOME** |  |  |  |  |  |
| Changes in asset revaluation surplus | 29 | **–** | **–** | **–** | **–** |
| **Total other comprehensive income** | **29** | **–** | **–** | **–** | **–** |
| **Total comprehensive income/(loss)** | **(4,769)** | **339** | **(2,194)** | **(2,238)** | **(1,882)** |
| **Total comprehensive income/(loss)**  **attributable to the Australian**  **Government** | **(4,769)** | **339** | **(2,194)** | **(2,238)** | **(1,882)** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019-20  $'000 | 2020-21  $'000 | 2021-22  $'000 | 2022-23  $'000 | 2023-24  $'000 |
| **Total comprehensive income/(loss)**  **excluding depreciation/**  **amortisation expenses previously**  **funded through revenue**  **appropriations, depreciation on**  **ROU, principal repayments on**  **leased assets** | **(2,765)** | **2,595** | **–** | **–** | **–** |
| less: Depreciation/amortisation  expenses previously funded through  revenue appropriations (a) | 1,599 | 1,950 | 2,010 | 2,179 | 1,955 |
| less: depreciation/amortisation expenses  for ROU assets (b) | 2,486 | 2,564 | 2,564 | 2,564 | 2,564 |
| add: Principal repayments on leased  assets (b) | 2,081 | 2,258 | 2,380 | 2,505 | 2,637 |
| **Total comprehensive income/(loss)**  **- as per the statement of**  **comprehensive income** | **(4,769)** | **339** | **(2,194)** | **(2,238)** | **(1,882)** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the departmental capital budget) provided through Bill 1 equity appropriations. For information regarding departmental capital budgets, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 329 | 2,983 | 2,962 | 2,962 | 2,962 |
| Trade and other receivables | 11,423 | 11,440 | 11,444 | 11,444 | 11,444 |
| ***Total financial assets*** | ***11,752*** | ***14,423*** | ***14,406*** | ***14,406*** | ***14,406*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 25,332 | 23,729 | 19,665 | 15,601 | 11,587 |
| Property, plant and equipment | 1,294 | 1,345 | 1,336 | 1,162 | 1,165 |
| ***Total non-financial assets*** | ***26,626*** | ***25,074*** | ***21,001*** | ***16,763*** | ***12,752*** |
| **Total assets** | **38,378** | **39,497** | **35,407** | **31,169** | **27,158** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 932 | 991 | 970 | 970 | 970 |
| Other payables | 386 | 386 | 386 | 386 | 386 |
| ***Total payables*** | ***1,318*** | ***1,377*** | ***1,356*** | ***1,356*** | ***1,356*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 17,417 | 14,240 | 11,860 | 9,355 | 6,718 |
| ***Total interest bearing liabilities*** | ***17,417*** | ***14,240*** | ***11,860*** | ***9,355*** | ***6,718*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 5,473 | 5,491 | 5,495 | 5,495 | 5,495 |
| Other provisions | 821 | 821 | 821 | 821 | 821 |
| ***Total provisions*** | ***6,294*** | ***6,312*** | ***6,316*** | ***6,316*** | ***6,316*** |
| **Total liabilities** | **25,029** | **21,929** | **19,532** | **17,027** | **14,390** |
| **Net assets** | **13,349** | **17,568** | **15,875** | **14,142** | **12,768** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 11,668 | 15,548 | 16,049 | 16,554 | 17,062 |
| Reserves | 29 | 29 | 29 | 29 | 29 |
| Retained surplus (accumulated  deficit) | 1,652 | 1,991 | (203) | (2,441) | (4,323) |
| ***Total parent entity interest*** | ***13,349*** | ***17,568*** | ***15,875*** | ***14,142*** | ***12,768*** |
| **Total equity** | **13,349** | **17,568** | **15,875** | **14,142** | **12,768** |

Prepared on Australian Accounting Standards basis.

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

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2020­21)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2020** |  |  |  |  |
| Balance carried forward from  previous period | 1,652 | 29 | 11,668 | 13,349 |
| ***Adjusted opening balance*** | ***1,652*** | ***29*** | ***11,668*** | ***13,349*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | 339 | – | – | 339 |
| ***Total comprehensive income*** | ***339*** | ***–*** | ***–*** | ***339*** |
| of which: |  |  |  |  |
| Attributable to the Australian  Government | 339 | – | – | 339 |
| **Transactions with owners** |  |  |  |  |
| ***Contributions by owners*** |  |  |  |  |
| Departmental Capital Budget (DCB) | – | – | 3,880 | 3,880 |
| ***Sub-total transactions with***  ***owners*** | ***–*** | ***–*** | ***3,880*** | ***3,880*** |
| **Estimated closing balance as at**  **30 June 2021** | **1,991** | **29** | **15,548** | **17,568** |
| **Closing balance attributable to**  **the Australian Government** | **1,991** | **29** | **15,548** | **17,568** |

Prepared on Australian Accounting Standards basis.

Note: The non-controlling interest disclosure is not required if an entity does not have non-controlling interests.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 48,317 | 82,410 | 72,993 | 67,081 | 68,508 |
| Net GST received | 1,890 | – | – | – | – |
| Other | 5,923 | – | – | – | – |
| ***Total cash received*** | ***56,130*** | ***82,410*** | ***72,993*** | ***67,081*** | ***68,508*** |
| **Cash used** |  |  |  |  |  |
| Employees | 25,770 | 44,366 | 43,431 | 44,501 | 45,141 |
| Suppliers | 6,364 | 29,398 | 27,054 | 19,952 | 20,634 |
| Interest payments on lease liability | 194 | 175 | 149 | 123 | 96 |
| s74 External Revenue  transferred to the OPA | 5,923 | – | – | – | – |
| Other | 15,849 | 3,559 | – | – | – |
| ***Total cash used*** | ***54,100*** | ***77,498*** | ***70,634*** | ***64,576*** | ***65,871*** |
| **Net cash from/(used by)**  **operating activities** | **2,030** | **4,912** | **2,359** | **2,505** | **2,637** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant and  equipment and intangibles | 3,706 | 3,880 | 501 | 505 | 508 |
| ***Total cash used*** | ***3,706*** | ***3,880*** | ***501*** | ***505*** | ***508*** |
| **Net cash from/(used by)**  **investing activities** | **(3,706)** | **(3,880)** | **(501)** | **(505)** | **(508)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Contributed equity | 3,706 | 3,880 | 501 | 505 | 508 |
| ***Total cash received*** | ***3,706*** | ***3,880*** | ***501*** | ***505*** | ***508*** |
| **Cash used** |  |  |  |  |  |
| Principal payments on lease liability | 2,081 | 2,258 | 2,380 | 2,505 | 2,637 |
| ***Total cash used*** | ***2,081*** | ***2,258*** | ***2,380*** | ***2,505*** | ***2,637*** |
| **Net cash from/(used by)**  **financing activities** | **1,625** | **1,622** | **(1,879)** | **(2,000)** | **(2,129)** |
| **Net increase/(decrease) in cash**  **held** | **(51)** | **2,654** | **(21)** | **–** | **–** |
| Cash and cash equivalents at the  beginning of the reporting period | 380 | 329 | 2,983 | 2,962 | 2,962 |
| **Cash and cash equivalents at**  **the end of the reporting period** | **329** | **2,983** | **2,962** | **2,962** | **2,962** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget - Bill 1 (DCB) | – | 3,880 | 501 | 505 | 508 |
| Equity injections - Bill 2 | 4,069 | – | – | – | – |
| **Total new capital appropriations** | **4,069** | **3,880** | **501** | **505** | **508** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *4,069* | *3,880* | *501* | *505* | *508* |
| ***Total items*** | ***4,069*** | ***3,880*** | ***501*** | ***505*** | ***508*** |
| **PURCHASE OF NON-FINANCIAL ASSETS** |  |  |  |  |  |
| Funded by capital appropriations (a) | 4,069 | – | – | – | – |
| Funded by capital appropriation -  DCB (b) | – | 3,880 | 501 | 505 | 508 |
| **TOTAL** | **4,069** | **3,880** | **501** | **505** | **508** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 3,706 | 3,880 | 501 | 505 | 508 |
| **Total cash used to acquire assets** | **3,706** | **3,880** | **501** | **505** | **508** |

Prepared on Australian Accounting Standards basis.

1. Includes both current Bill 2 and prior Act 2/4/6 appropriations and special capital appropriations.
2. Does not include annual finance lease costs. Include purchases from current and previous years' departmental capital budgets.

Table 3.6: Statement of departmental asset movements (Budget year 2020­21)

|  | Buildings | Other | Total |
| --- | --- | --- | --- |
|  |  | property, |  |
|  |  | plant and |  |
|  |  | equipment |  |
|  | $'000 | $'000 | $'000 |
| **As at 1 July 2020** |  |  |  |
| Gross book value | 10,288 | 1,869 | 12,157 |
| Gross book value - ROU assets | 19,498 | – | 19,498 |
| Accumulated depreciation/  amortisation and impairment | (1,968) | (575) | (2,543) |
| Accumulated depreciation/  amortisation and impairment  - ROU assets | (2,486) | – | (2,486) |
| **Opening net book balance** | **25,332** | **1,294** | **26,626** |
| **Capital asset additions** |  |  |  |
| **Estimated expenditure on new**  **or replacement assets** |  |  |  |
| By purchase - appropriation  ordinary annual services (a) | 3,380 | 501 | 3,881 |
| **Total additions** | **3,380** | **501** | **3,881** |
| **Other movements** |  |  |  |
| Depreciation/amortisation expense | (1,500) | (450) | (1,950) |
| Depreciation/amortisation on ROU assets | (2,564) | – | (2,564) |
| Other - ROU assets | (919) | – | (919) |
| **Total other movements** | **(4,983)** | **(450)** | **(5,433)** |
| **As at 30 June 2021** |  |  |  |
| Gross book value | 13,668 | 2,370 | 16,038 |
| Gross book value - ROU assets | 18,579 | – | 18,579 |
| Accumulated depreciation/  amortisation and impairment | (3,468) | (1,025) | (4,493) |
| Accumulated depreciation/  amortisation and impairment  - ROU assets | (5,050) | – | (5,050) |
| **Closing net book balance** | **23,729** | **1,345** | **25,074** |

Prepared on Australian Accounting Standards basis.

1. Appropriation ordinary annual services refers to funding provided through Appropriation Bill (No.1) 2020‑21 for depreciation/amortisation expenses, departmental capital budgets or other operational expenses.

Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

|  | 2019-20 | 2020­21 | 2021­22 | 2022-23 | 2023-24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Suppliers | 341 | 500 | – | – | – |
| Grants | 4,783 | 4,445 | 4,507 | 4,575 | 4,643 |
| **Total expenses administered**  **on behalf of Government** | **5,124** | **4,945** | **4,507** | **4,575** | **4,643** |
| **Non-taxation revenue** |  |  |  |  |  |
| Fees and fines | 13 | – | – | – | – |
| ***Total non-taxation revenue*** | ***13*** | ***–*** | **–** | **–** | **–** |
| **Total own-source revenue**  **administered on behalf of**  **Government** | **13** | **–** | **–** | **–** | **–** |
| **Total own-sourced income**  **administered on behalf of**  **Government** | **13** | **–** | **–** | **–** | **–** |
| **Net (cost of)/contribution by services** | **5,111** | **4,945** | **4,507** | **4,575** | **4,643** |
| **Surplus/(deficit)** | **5,111** | **4,945** | **4,507** | **4,575** | **4,643** |
| **Total comprehensive income/(loss)** | **5,111** | **4,945** | **4,507** | **4,575** | **4,643** |

Prepared on Australian Accounting Standards basis.

Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Trade and other receivables | 211 | 211 | 211 | 211 | 211 |
| ***Total financial assets*** | ***211*** | ***211*** | ***211*** | ***211*** | ***211*** |
| **Total assets administered on**  **behalf of Government** | **211** | **211** | **211** | **211** | **211** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 96 | 96 | 96 | 96 | 96 |
| Grants | – | 10 | 21 | 21 | 21 |
| ***Total payables*** | ***96*** | ***106*** | ***117*** | ***117*** | ***117*** |
| **Total liabilities administered on**  **behalf of Government** | **96** | **106** | **117** | **117** | **117** |
| **Net assets/(liabilities)** | **115** | **105** | **94** | **94** | **94** |

Prepared on Australian Accounting Standards basis.

Table 3.9: Schedule of budgeted administered cash flow (for the period ended  
30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Net GST received | 714 | – | – | – | – |
| Other | 13 | – | – | – | – |
| ***Total cash received*** | ***727*** | **–** | **–** | **–** | **–** |
| **Cash used** |  |  |  |  |  |
| Grant | 4,783 | 4,435 | 4,496 | 4,575 | 4,643 |
| Suppliers | 689 | 500 | – | – | – |
| Net GST paid | 496 | – | – | – | – |
| ***Total cash used*** | ***5,968*** | ***4,935*** | ***4,496*** | ***4,575*** | ***4,643*** |
| **Net cash from/(used by)**  **operating activities** | **(5,241)** | **(4,935)** | **(4,496)** | **(4,575)** | **(4,643)** |
| ***Net increase/(decrease)***  ***in cash held*** | ***(5,241)*** | ***(4,935)*** | ***(4,496)*** | ***(4,575)*** | ***(4,643)*** |
| Cash and cash equivalents at  beginning of reporting period | – | – | – | – | – |
| Cash from Official Public Account for: |  |  |  |  |  |
| - Appropriations | 5,968 | 4,935 | 4,496 | 4,575 | 4,643 |
| *Total cash from Official Public*  *Account* | *5,968* | *4,935* | *4,496* | *4,575* | *4,643* |
| Cash to Official Public Account for: |  |  |  |  |  |
| - Appropriations | (727) | – | – | – | – |
| *Total cash to Official Public Account* | *(727)* | – | – | – | – |
| **Cash and cash equivalents at end**  **of reporting period** | **–** | **–** | **–** | **–** | **–** |

Prepared on Australian Accounting Standards basis.

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Entity resources and planned performance

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# Services Australia

## Section 1: Entity overview and resources

### Strategic direction statement

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

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

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

**Key priorities for 2020-21**

Services Australia’s key priorities, guided by the Services Australia 2020‑21 Corporate Plan, include a number of significant activities:

* **Service Delivery Modernisation**: tangible service delivery improvements driven through work streams and priority projects, focused on improving the customer experience.
* **Technology Foundations**: improving technology and systems through transformation projects and investment in core technology enablers, to support simple, easy to access services.
* **Organisational Health**:modernising the agency to enable sustained performance and ongoing change that is customer-focused.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives), and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing*.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses by Outcome 1’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

The Average Staffing Level represents the average number of paid staff directly employed by Services Australia (full time, part time and casual). The Services Australia’s total workforce is a blended workforce, comprising Average Staffing Level, contracted staff and people employed by outsourced providers, which provides the Services Australia flexibility in meeting demand for services.

Table 1.1: Services Australia resource statement – Budget estimates for 2020­21 as at Budget October 2020

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Prior year appropriations available | *1,121,192* | 1,294,797 |
| Annual appropriations - ordinary annual services (a,b) |  |  |
| Departmental appropriation (c) | *5,063,501* | 4,970,851 |
| s74 External Revenue (d) | *232,458* | 233,735 |
| Departmental capital budget (DCB) (e,f) | *196,936* | 195,567 |
| Annual appropriations - other services - non-operating (g) |  |  |
| Equity injection (f) | *155,137* | 197,956 |
| Total departmental annual appropriations | *5,648,032* | 5,598,109 |
| **Total departmental resourcing** | ***6,769,224*** | **6,892,906** |
| **Administered** |  |  |
| Annual appropriations - ordinary annual services (a,b) |  |  |
| Prior year appropriations available | *3,056* | 4,699 |
| Outcome 1 | *1,643* | 1,686 |
| s74 retained receipts (h) | *1,251* | 1,686 |
| Total administered annual appropriations | *5,950* | 8,071 |
| Total administered special appropriations | *600* | 600 |
| Special accounts |  |  |
| Opening balance | *120,021* | 159,979 |
| Appropriation receipts (i) | *1,101* | 1,686 |
| Non-appropriation receipts (j) | *1,980,225* | 1,965,479 |
| Adjustments (k) | *40,621* | 48,593 |
| Total special account receipts | *2,141,968* | 2,175,737 |
| *less administered appropriations drawn from annual/special*  *appropriations and credited to special accounts* (i) | *1,101* | 1,686 |
| **Total administered resourcing** | ***2,147,417*** | **2,182,722** |
| **Total resourcing for Services Australia** | ***8,916,641*** | **9,075,628** |
| Blank row |  |  |
|  | *2019­20* | 2020­21 |
| **Average staffing level (number)** | *26,703* | 27,650 |

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

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

1. 2019-20 Estimated Actual includes *Supply Act (No. 1) 2019‑2020, Appropriation Act (No. 1) 2019-2020*, *Appropriation Act (No.3) 2019-2020*, *Appropriation Act (No. 5)* and *Appropriation (Coronavirus Economic Response Package) Act (No.1) 2019-2020*.
2. 2020-21 Budget Estimate includes *Supply Act (No. 1) 2020-21* and Appropriation Bill (No. 1) 2020-21.
3. Departmental appropriation in 2020-21 includes $0.279 million relating to previous years' outputs.
4. Estimated external revenue retained under section 74 of the PGPA Act.
5. The DCB appropriation is not separately identified in *Supply Act (No. 1)* and Appropriation Bill (No. 1) and forms part of ordinary annual services items.
6. The DCB and Equity injection 2019-20 Estimated Actual includes $19.260 million received as a result of machinery of government changes.
7. Supply Act (No. 2) and Appropriation Bill (No. 2).
8. Administered repayments received by Services Australia.
9. Amounts credited to special accounts from annual administered appropriations relating to Child Support.
10. Non-appropriation receipts comprise receipts from non-custodial parents through the Child Support special account, deposits for recovery of compensation and monies credited to the Services for Other Entities and Trust Monies special account.
11. The available balance of the Child Support special account is adjusted under s77 of the *Child Support (Registration and Collection) Act 1988* (Child Support Act) for deductions made by employers but not yet received, and under s78 of the Child Support Act for unexplained remittances not yet credited.

Table 1.1: Services Australia resource statement – Budget estimates for 2020­21 as at Budget October 2020 (continued)

Payments made on behalf of other entities (as disclosed in the respective entity’s resource statement)

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Department of Agriculture, Water and the Environment** |  |  |
| Special appropriation - *Farm Household Support Act 2014 s105*  payments for Farm Household Allowance and Exceptional  circumstances relief payments | *134,355* | 155,038 |
| **Total** | ***134,355*** | **155,038** |
| **Department of Education, Skills and Employment** |  |  |
| Special appropriation - *A New Tax System (Family Assistance)*  *(Administration) Act 1999* |  |  |
| Child Care Subsidy | *8,524,809* | 8,435,152 |
| Additional Child Care Subsidy | *850* | 122,798 |
| Annual appropriation |  |  |
| Additional Child Care Subsidy | *61,775* | – |
| PaTH Internship Supplement | *1,633* | 10,000 |
| **Total** | ***8,589,067*** | **8,567,950** |
| **Department of Foreign Affairs and Trade** |  |  |
| Annual Appropriation |  |  |
| MH17 Family Support Package | *124* | 304 |
| **Total** | ***124*** | **304** |
| **Department of Health** |  |  |
| Special account - Medicare Guarantee Fund |  |  |
| Medical Benefits | *24,725,024* | 28,018,481 |
| Pharmaceutical Benefits | *12,574,759* | 13,005,571 |
| Special appropriation - *Private Health Insurance Act 2007* | *6,076,357* | 6,373,483 |
| Special appropriation - *Dental Benefits Act 2008* | *283,501* | 341,208 |
| Special appropriation - *National Health Act 1953 - Aids and*  *Appliances* | *102,107* | 91,077 |
| Special appropriation - *Medical Indemnity Agreement Act 2002* | *120,798* | 80,703 |
| Special account - Australian Childhood Immunisation Register | *9,256* | 3,853 |
| Special appropriation - *Midwife Professional Indemnity*  *(Commonwealth Contribution) Scheme Act 2010* | *–* | 2,956 |
| Special appropriation - *Aged Care Act 1997* | *16,523,172* | 17,818,591 |
| Special appropriation - *National Health Act 1953 - Continence Aids*  *Assistance Scheme* | *88,038* | 90,900 |
| Special appropriation - *Public Governance, Performance and*  *Accountability Act 2013 s77* | *674* | 2,000 |
| Annual appropriation |  |  |
| Pharmaceutical Benefits | *179,169* | 5,700 |
| Health Workforce | *512,611* | 514,573 |
| Medical Benefits | *82,679* | 89,755 |
| Medical Indemnity | *229* | 242 |
| Primary Care Practice Incentives | *454,086* | 413,418 |
| Primary Health Care Quality and Coordination | *12,887* | – |
| Preventative Health and Chronic Disease | *525* | 500 |
| Hearing Services | *450,068* | 586,158 |
| **Total** | ***62,195,939*** | **67,439,169** |

Table 1.1: Services Australia resource statement – Budget estimates for 2020­21 as at Budget October 2020 (continued)

Payments made on behalf of other entities (continued)

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Department of Home Affairs** |  |  |
| Special appropriation - *Social Security (Administration) Act 1999* |  |  |
| Australian Victim of Terrorism Overseas Payment | *1,226* | 375 |
| Disaster Recovery Allowance | *15,620* | 3,620 |
| Disaster Recovery Payment | *233,539* | 8,557 |
| Annual appropriation |  |  |
| Ex gratia assistance - New Zealand citizens | *639* | – |
| Asylum Seeker Support | *39,486* | 19,596 |
| Back to School Payment | *34,558* | – |
| **Total** | ***325,068*** | **32,148** |
| **Department of Infrastructure, Transport, Regional Development and Communications** |  |  |
| Annual appropriation |  |  |
| Bass Strait Passenger Vehicle Equalisation Scheme | *40,775* | 52,254 |
| Tasmanian Freight Equalisation Scheme | *161,167* | 174,759 |
| **Total** | ***201,942*** | **227,013** |
| **Department of Social Services** |  |  |
| Special appropriation - *Social Security (Administration) Act 1999* | *106,549,673* | 128,309,148 |
| Special appropriation - *A New Tax System (Family Assistance)*  *(Administration) Act 1999* | *18,279,303* | 19,481,901 |
| Special appropriation - *Paid Parental Leave Act 2010* | *2,406,349* | 2,271,068 |
| Special appropriation - *Student Assistance Act 1973* | *384,404* | 405,676 |
| Special appropriations - *National Redress Scheme for Institutional*  *Child Sexual Abuse Act 2018* (a) | *205,307* | nfp |
| Annual administered appropriation | *5,905* | 7,363 |
| **Total** | ***127,830,941*** | **150,475,156** |
| **Department of Veterans' Affairs** |  |  |
| Special appropriation - *Veterans’ Entitlements Act 1986*  *and related acts* | *3,217,923* | 2,861,695 |
| Special appropriation - *Military Rehabilitation and Compensation*  *Act 2004* | *118,530* | 141,371 |
| Special appropriation - *Safety, Rehabilitation and Compensation*  *Act 1988* | *9,141* | 7,036 |
| Special appropriation - *Australian Participants in British Nuclear*  *Tests (Treatment) Act 2006* | *12,853* | 11,240 |
| **Total** | ***3,358,447*** | **3,021,342** |
| **Total Payments made on behalf of other entities** | ***202,635,883*** | **229,918,120** |

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

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

Table 1.1: Services Australia resource statement – Budget estimates for 2020­21 as at Budget October 2020 (continued)

Payments made to related entities for the provision of services

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Blank row |  |  |
| Australian Federal Police | *3,628* | 2,000 |
| Australian Postal Corporation | *61,329* | 70,473 |
| Comcare | *21,505* | 20,087 |
| Commonwealth Superannuation Corporation | *5,292* | 5,285 |
| Department of Education, Skills and Employment | *11,015* | 9,900 |
| Department of Finance | *12,578* | 10,110 |
| Department of Home Affairs | *2,130* | 1,727 |
| Digital Transformation Agency | *87,570* | 19,318 |
| Reserve Bank of Australia | *12,724* | 13,966 |
| Other | *16,484* | 849 |
| **Total payments to related entities for the provision of services** | ***234,255*** | **153,715** |

Table 1.1: Services Australia resource statement – Budget estimates for 2020­21 as at Budget October 2020 (continued)

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

|  | *2019­20* | 2020­21 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Australian Bureau of Statistics | *61* | 142 |
| Australian Digital Health Agency | *12,078* | 25,346 |
| Australian Electoral Commission | *8,046* | 189 |
| Australian Taxation Office | *10,643* | 10,448 |
| Department of Education, Skills and Employment | *8,628* | 7,404 |
| Department of Foreign Affairs and Trade | *4,997* | 177 |
| Department of Health | *24,365* | 4,268 |
| Department of Home Affairs | *1,849* | 712 |
| Department of the Prime Minister and Cabinet | *1,436* | 256 |
| Department of Social Services | *4,057* | 10,624 |
| Department of Veterans' Affairs | *37,864* | 68,048 |
| National Disability Insurance Agency | *90,284* | 75,474 |
| NDIS Quality and Safeguards Commission | *–* | 2,000 |
| Other | *11,538* | – |
| **Total revenue received from related entities for the provision**  **of services** | ***215,846*** | **205,088** |

### 1.3 Budget measures

Budget measures relating to Services Australia are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: Services Australia 2020­21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020

| Program | | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Receipt measures** (a) |  |  |  |  |  |
| **Department of Health** |  |  |  |  |  |
| COVID-19 Response Package – guaranteeing  Medicare and access to medicines – extension (b) | 1.2 |  |  |  |  |
| Administered receipt |  | – | – | – | – |
| Departmental receipt |  | – | (46) | (46) | (46) |
| **Total receipt measures** |  |  |  |  |  |
| Administered |  | – | – | – | – |
| Departmental |  | – | (46) | (46) | (46) |
| **Total** |  | **–** | **(46)** | **(46)** | **(46)** |
| **Payment measures** (a) |  |  |  |  |  |
| **Services Australia** |  |  |  |  |  |
| Health Delivery Modernisation – phase two | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 67,593 | 64,309 | (7,970) | (8,818) |
| Services Australia – provision of remote services  – continuation | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 24,695 | – | – | – |
| Social Services Portfolio – additional resourcing | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 7,307 | 1,275 | 476 | 478 |
| Welfare Payment Infrastructure Transformation  – tranche four (c) | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 35,966 | 80,907 | 68,653 | 33,630 |
| **Cross Portfolio** |  |  |  |  |  |
| JobMaker Plan – Deregulation Package | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | – | 207 | 5,139 | 1,029 |
| JobMaker Plan – Digital Business Plan | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 51,567 | 45,483 | – | – |
| JobMaker Plan – Second Women's Economic  Security Package | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 6,847 | (58) | (938) | (942) |

Table 1.2: Services Australia 2020­21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020 (continued)

| Program | | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Department of Education, Skills and Employment** |  |  |  |  |  |
| COVID-19 Response Package – child care  – Victorian recovery payments and other  support measures | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 5,670 | 468 | 399 | 397 |
| Employment Services | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 17,621 | 24,928 | (2,520) | (2,787) |
| JobMaker Plan – higher education – additional  support for students and education providers | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 4,169 | (2) | (4) | 2 |
| **Department of Health** |  |  |  |  |  |
| Ageing and Aged Care | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 3,428 | 1,236 | (235) | (243) |
| COVID-19 Response Package – guaranteeing  Medicare and access to medicines – extension | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment (b) |  | 11,099 | 11 | 11 | 11 |
| COVID-19 Response Package – supporting  mental health | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 303 | 371 | – | – |
| Guaranteeing Medicare – Medicare Benefits  Schedule review | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 13 | (255) | (254) | (259) |
| Improving Access to Medicines – New  Medicines Funding Guarantee – Pharmaceutical  Benefits Scheme and improved payment  administration implementation | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | (2,447) | (1,912) | (1,913) | (1,921) |
| Improving Access to Medicines – Pharmaceutical  Benefits Scheme and Repatriation Pharmaceutical  Benefits Scheme – new and amended listings | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 450 | 93 | 109 | 127 |
| Support for Australia’s Thalidomide Survivors | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 2,257 | 357 | 360 | 94 |
| **Department of Home Affairs** |  |  |  |  |  |
| Humanitarian Program 2020-21 | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | (853) | (2,514) | (3,661) | (4,060) |
| Migration Program – 2020-21 planning levels | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 61 | (1) | (87) | (95) |

Table 1.2: Services Australia 2020­21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020 (continued)

| Program | | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Department of Social Services** |  |  |  |  |  |
| Cashless Debit Card – ongoing funding (d) | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | nfp | nfp | nfp | nfp |
| COVID-19 Response Package – further economic  support payments | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 21,098 | – | 1,060 | – |
| COVID-19 Response Package – recognising the  impacts of COVID-19 for Youth Allowance and  ABSTUDY independence | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 2,473 | 1,208 | 745 | – |
| Incentives to Encourage Young Australians to  Undertake Seasonal Work | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 2,920 | 235 | 661 | – |
| Place Based Income Management – continuation | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | – | 9,369 | – | – |
| Social Services Programs – extension | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 369 | – | – | – |
| Supporting Families Impacted by Stillbirth | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 2,762 | 466 | 181 | – |
| **Department of the Treasury** |  |  |  |  |  |
| Treasury Portfolio – additional funding | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 1,189 | 125 | 7 | – |
| **Department of Veterans' Affairs** |  |  |  |  |  |
| Mental Health Support for Veterans and Their  Families | 1.2 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 139 | – | – | – |
| Totally and Permanently Incapacitated Veterans  – rent assistance | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | 15 | 966 | 4,864 | 70 |

Table 1.2: Services Australia 2020­21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020 (continued)

| Program | | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 |
| **Digital Transformation Agency** |  |  |  |  |  |
| myGov Enhancement and Sustainment (e) | 1.1 |  |  |  |  |
| Administered payment |  | – | – | – | – |
| Departmental payment |  | – | – | – | – |
| **Total payment measures** (f) |  |  |  |  |  |
| Administered |  | – | – | – | – |
| Departmental |  | 266,711 | 227,272 | 65,083 | 16,713 |
| **Total** |  | **266,711** | **227,272** | **65,083** | **16,713** |

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

1. Measures are listed by lead entity. Full measure details appear in *Budget Paper No. 2*.
2. The measure *COVID-19 Response Package – guaranteeing Medicare and access to medicines – extension* is included as a receipt and a payment measure.
3. The figures shown in the table for the *Welfare Payment Infrastructure Transformation – tranche four* measure represent whole‑of‑government impact on the underlying cash. Funding provided to Services Australia is: 2020-21 ($235.1 million); 2021‑22 ($154.1 million); 2022‑23 ($64.8 million); 2023‑24 ($102.3 million).
4. The financial implications for the measure *Cashless Debit Card – ongoing funding* are not for publication due to commercial in confidence sensitivities.
5. The costs for the *myGov Enhancement and Sustainment* measure will be absorbed by Services Australia.
6. Note the total includes the whole-of-government impact for the *Welfare Payment Infrastructure Transformation – tranche four* measure. Refer to footnote (c) above.

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports - to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for the Services Australia can be found at: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au).

### 2.1 Budgeted expenses and performance for Outcome 1

| **Outcome 1:**  **Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery.** |
| --- |

#### Linked programs for Outcome 1

|  |
| --- |
| **Australian Digital Health Agency** |
| **Programs**   * Program 1.1 – Digital Health |
| **Australian Taxation Office** |
| **Programs**   * Program 1.1 – Australian Tax Office * Program 1.12 – Private Health Insurance Rebate |
| **Australian Transaction Reports and Analysis Centre** |
| **Programs**   * Program 1.1 – AUSTRAC |
| **Department of Agriculture, Water and the Environment** |
| **Programs**   * Program 1.12 – Rural Programmes |
| **Department of Education, Skills and Employment** |
| **Programs**   * Program 1.1 – Support for the Child Care System * Program 1.2 – Child Care Subsidy * Program 3.1 – Building Skills and Capability * Program 4.1 – Employment Services |
| **Department of Foreign Affairs and Trade** |
| **Programs**   * Program 1.1 – Foreign Affairs Operations * Program 2.1 – Consular Services * Program 2.2 – Passport Services |

#### Linked programs for Outcome 1 (continued)

|  |
| --- |
| **Department of Health** |
| **Programs**   * Program 1.1 – Health Policy Research and Analysis * Program 2.2 – Aboriginal and Torres Strait Islander Health * Program 2.3 – Health Workforce * Program 2.4 – Preventive Health and Chronic Disease Support * Program 2.5 – Primary Health Care Quality and Coordination * Program 2.6 – Primary Care Practice Incentives * Program 4.1 – Medical Benefits * Program 4.2 – Hearing Services * Program 4.3 – Pharmaceutical Benefits * Program 4.4 – Private Health Insurance * Program 4.5 – Medical Indemnity * Program 4.6 – Dental Services * Program 4.7 – Health Benefit Compliance * Program 4.8 – Targeted Assistance - Aids and Appliances * Program 5.3 – Immunisation * Program 6.2 – Aged Care Services |
| **Department of Home Affairs** |
| **Programs**   * Program 1.3 – Onshore Compliance and Detention * Program 1.7 – National Security and Criminal Justice * Program 1.10 – Australian Government Disaster Financial Support Payments * Program 2.1 – Multicultural Affairs and Citizenship * Program 2.4 – Refugee, Humanitarian, Settlement and Migrant Services |
| **Department of Infrastructure, Transport, Regional Development and Communications** |
| **Programs**   * Program 2.1 – Surface Transport |

#### Linked programs for Outcome 1 (continued)

|  |
| --- |
| **Department of Social Services** |
| **Programs**   * Program 1.1 – Family Tax Benefit * Program 1.2 – Child Payments * Program 1.3 – Income Support for Vulnerable People * Program 1.4 – Income Support for People in Special Circumstances * Program 1.5 – Supplementary Payments and Support for Income Support Recipients * Program 1.6 – Income Support for Seniors * Program 1.7 – Allowances and Concessions for Seniors * Program 1.8 – Income Support for People with Disability * Program 1.9 – Income Support for Carers * Program 1.10 – Working Age Payments * Program 1.11 – Student Payments * Outcome 1 Cross Program: Rent Assistance * Program 2.1 – Families and Communities * Program 2.2 – Paid Parental Leave * Program 3.1 – Disability, Mental Health and Carers |
| **Department of Veterans’ Affairs** |
| **Programs**   * Program 1.1 – Veterans' Income Support and Allowances * Program 2.1 – General Medical Consultations and Services * Program 2.2 – Veterans' Hospital Services * Program 2.3 – Veterans' Pharmaceuticals Benefits * Program 2.4 – Veterans' Community Care and Support * Program 2.5 – Veterans' Counselling and Other Health Services |
| **National Disability Insurance Agency** |
| **Programs**   * Program 1.1 – Reasonable and necessary support for participants * Program 1.3 – Agency costs |
| **National Indigenous Australians Agency** |
| **Programs**   * Program 1.1– Indigenous Advancement – Jobs, Land and the Economy |

#### Linked programs for Outcome 1 (continued)

|  |
| --- |
| **Organ and Tissue Authority** |
| **Programs**   * Program 1.1 – A Nationally Coordinated System for Organ and Tissue Donation for Transplantation |
| **Professional Services Review** |
| **Programs**   * Program 1.1 – Safeguarding the Integrity of the Medicare Program and Pharmaceutical Benefits Scheme |
| **Contribution made by Outcome 1** Outcome 1 contributes to the linked programs above by the provision of a range of information, services and payments on behalf of the entities listed within Australia and where applicable, overseas*.* |

Budgeted expenses for Outcome 1

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

Table 2.1.1: Budgeted expenses for Outcome 1

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1: Services to the Community - Social Security and Welfare** | | | | | |
| Administered expenses |  |  |  |  |  |
| Expenses not requiring  appropriation in the  Budget year (a) | 172 | – | – | – | – |
| **Administered total** | 172 | – | – | – | – |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 3,847,035 | 3,996,557 | 3,230,979 | 2,870,269 | 2,750,723 |
| s74 External Revenue (b) | 205,122 | 173,066 | 198,688 | 177,938 | 178,356 |
| Expenses not requiring  appropriation in the  Budget year (a) | 268,151 | 248,391 | 211,459 | 144,663 | 119,647 |
| **Departmental total** | 4,320,308 | 4,418,014 | 3,641,126 | 3,192,870 | 3,048,726 |
| **Total expenses for program 1.1** | **4,320,480** | **4,418,014** | **3,641,126** | **3,192,870** | **3,048,726** |
| **Program 1.2: Services to the Community - Health** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 579,029 | 599,916 | 569,635 | 503,260 | 516,784 |
| s74 External Revenue (b) | 27,140 | 38,822 | 11,559 | 11,532 | 10,762 |
| Expenses not requiring  appropriation in the  Budget year (a) | 55,803 | 50,529 | 53,674 | 48,092 | 40,474 |
| **Departmental total** | 661,972 | 689,267 | 634,868 | 562,884 | 568,020 |
| **Total expenses for program 1.2** | **661,972** | **689,267** | **634,868** | **562,884** | **568,020** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.3: Child Support** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Act No. 1  and Bill No. 3) | 1,101 | 1,686 | 1,723 | 1,762 | 1,803 |
| Special accounts: |  |  |  |  |  |
| Child Support special account | 1,914,644 | 1,685,438 | 1,722,173 | 1,759,665 | 1,801,195 |
| Expenses not requiring  appropriation in the  Budget year (a) | 51,205 | 87,904 | 88,393 | 88,890 | 89,442 |
| **Administered total** | 1,966,950 | 1,775,028 | 1,812,289 | 1,850,317 | 1,892,440 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 403,980 | 411,904 | 407,809 | 411,414 | 411,513 |
| s74 External Revenue (b) | 1,942 | 1,700 | 1,700 | 1,700 | 1,700 |
| Expenses not requiring  appropriation in the  Budget year (a) | 27,700 | 21,494 | 13,330 | 10,000 | 10,000 |
| **Departmental total** | 433,622 | 435,098 | 422,839 | 423,114 | 423,213 |
| **Total expenses for program 1.3** | **2,400,572** | **2,210,126** | **2,235,128** | **2,273,431** | **2,315,653** |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Act No. 1 and  Bill No. 3) | 1,101 | 1,686 | 1,723 | 1,762 | 1,803 |
| Special accounts: |  |  |  |  |  |
| Child Support special account | 1,914,644 | 1,685,438 | 1,722,173 | 1,759,665 | 1,801,195 |
| Expenses not requiring  appropriation in the  Budget year (a) | 51,377 | 87,904 | 88,393 | 88,890 | 89,442 |
| **Administered total** | 1,967,122 | 1,775,028 | 1,812,289 | 1,850,317 | 1,892,440 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 4,830,044 | 5,008,377 | 4,208,424 | 3,784,943 | 3,679,020 |
| s74 External Revenue (b) | 234,204 | 213,588 | 211,947 | 191,170 | 190,818 |
| Expenses not requiring  appropriation in the  Budget year (a) | 351,654 | 320,414 | 278,462 | 202,755 | 170,121 |
| **Departmental total** | 5,415,902 | 5,542,379 | 4,698,833 | 4,178,868 | 4,039,959 |
| **Total expenses for Outcome 1** | **7,383,024** | **7,317,407** | **6,511,122** | **6,029,185** | **5,932,399** |

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

1. Expenses not requiring appropriation in the Budget year includes depreciation, amortisation expenses, resources received free of charge, write-down and impairment of assets, and make good expenses.
2. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act, adjusted for $15.0 million for the purchase of non-financial assets.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2020‑21 Budget measures have created new programs or materially changed existing programs.

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

| Outcome 1 – Support individuals, families and communities to achieve greater self‑sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery. | | |
| --- | --- | --- |
| **Program 1.1 – Services to the Community ̶ Social Security and Welfare** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government. | | |
| **Delivery** | Services Australia provides social security and welfare payments and services to the community through service centres located across Australia, online services and smart centres. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customer satisfaction** | | |
| 2019­20 | Customer satisfaction: Achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100  Result: 79.5 out of 100 |
| 2020­21 | Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100 |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Correct payments** | | |
| 2019­20 | Achievement of payment quality standards: Centrelink: Delivery of correct customer payments. | Greater than or equal to 95 per cent Result: 98.5 per cent |
| Internal reviews: Percentage of decision reviews requested by Centrelink customers finalised within standard. | Greater than or equal to 70 per cent Result: 72.4 per cent |
| Achievement of payment integrity standards: Centrelink: Debt under recovery. | Greater than or equal to 60 per cent Result: 95.8 per cent |
| 2020­21 | Achievement of payment quality standards: Centrelink: delivery of correct customer payments. | Greater than or equal to 95 per cent |
| Internal reviews: percentage of decision reviews requested by Centrelink customers finalised within standard. | Greater than or equal to 70 per cent |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

| **Program 1.1 – Services to the Community ̶ Social Security and Welfare** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Correct Payments (continued)** | | |
| 2020­21 | Achievement of payment integrity standards: Centrelink: debt under recovery. | Greater than or equal to 60 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Ease and timeliness of service** | | |
| 2019­20 | Achievement of face-to-face service level standards: Average wait time. | Less than or equal to 15 minutes Result: 14:16 minutes |
| Achievement of telephony service level standards: Average speed of answer. | Less than or equal to 16 minutes Result: 14:11 minutes |
| Achievement of processing service level standards: Claims processed within standard. | Greater than or equal to 82 per cent Result: 79.8 per cent |
| 2020­21 | Achievement of face-to-face service level standards: average wait time. | Less than or equal to 15 minutes |
| Achievement of telephony service level standards: average speed of answer. | Less than or equal to 16 minutes |
| Achievement of processing service level standards: claims processed within standard. | Greater than or equal to 82 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Customers interacting digitally** | | |
| 2019­20 | Achievement of digital service level standards: Departmental interactions completed through digital channels. | Greater than or equal to 5 per cent increase Result: 31 per cent increase |
| Achievement of digital service level standards: Availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent Result: 99 per cent |
| 2020­21 | Achievement of digital service level standards: interactions completed through digital channels. | Greater than or equal to 5 per cent increase |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Purpose** (a) | To support Australians by efficiently delivering high quality, accessible services and payments on behalf of government. | |
| **Material changes to Program 1.1: Nil.** | | |

1. Refers to updated purpose reflected in the 2020-21 Corporate plan.

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.2 – Services to the Community – Health** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government. | | |
| **Delivery** | Services Australia provides health payments and services to the community and systems that support the delivery of services by providers and business through service centres located across Australia, online services and smart centres. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customer satisfaction** | | |
| 2019­20 | Satisfaction with Medicare provider service delivery: General practitioners, pharmacists and practice managers. | Greater than or equal to 70 per cent Result: 85.2 per cent |
| Customer satisfaction: Achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100 Result: 86.1 |
| 2020­21 | Satisfaction with Medicare provider service delivery: practitioners, pharmacists and practice managers. | Greater than or equal to 70 per cent |
| Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100 |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Correct payments** | | |
| 2019­20 | Achievement of payment quality standards: Medicare: Delivery of accurate medical benefits and services. | Greater than or equal to 98 per cent Result: 98.9 per cent |
| 2020­21 | Achievement of payment quality standards: Medicare: delivery of accurate medical benefits and services. | Greater than or equal to 98 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Ease and timeliness of service** | | |
| 2019­20 | Achievement of face-to-face service level standards: Average wait time. | Less than or equal to 15 minutes Result: 13:48 minutes |
| Achievement of telephony service level standards: Average speed of answer – Pharmaceutical Benefits Scheme authorities and My Health Record Providers. | 30 seconds Result: 34 seconds |
| Achievement of telephony service level standards: Average speed of answer – Providers. | Less than or equal to 2 minutes Result: 1:59 |
| Achievement of telephony service level standards: Average speed of answer – Customers. | Less than or equal to 7 minutes Result: 6:58 |
| Achievement of processing service level standards: Claims processed within standard. | Greater than or equal to 82 per cent  Result: 90.4 per cent |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.2 – Services to the Community – Health** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government. | | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Ease and timeliness of service (continued)** | | |
| 2020­21 | Achievement of face-to-face service level standards: average wait time. | Less than or equal to 15 minutes |
| Achievement of telephony service level standards: average speed of answer – Pharmaceutical Benefits Scheme authorities. | Less than or equal to 30 seconds |
| Achievement of telephony service level standards: average speed of answer – providers. | Less than or equal to 2 minutes |
| Achievement of telephony service level standards: average speed of answer – customers. | Less than or equal to 7 minutes |
| Achievement of processing service level standards: claims processed within standard. | Greater than or equal to 82 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Customers interacting digitally** | | |
| 2019­20 | Achievement of digital service level standards: Medicare Benefits Schedule digital claiming rate. | Greater than or equal to 97 per cent Result: 99.2 per cent |
| Achievement of digital service level standards: Departmental interactions completed via digital channels. | Greater than or equal to 5 per cent increase Result: 9.5 per cent increase |
| Achievement of digital service level standards: Availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent Result: 99.6 per cent |
| 2020­21 | Achievement of digital service level standards: Medicare Benefits Schedule digital claiming rate. | Greater than or equal to 97 per cent |
| Achievement of digital service level standards: interactions completed via digital channels. | Greater than or equal to 5 per cent increase |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Purpose** (b) | To support Australians by efficiently delivering high quality, accessible services and payments on behalf of government. | |
| **Material changes to Program 1.2: Nil.** | | |

1. Refers to updated purpose reflected in the 2020-21 Corporate Plan.

Table 2.1.2: Performance criteria for Outcome 1 (continued)

| **Program 1.3 – Child Support** – The Child Support program is designed to ensure that both parents contribute to the cost of their children, according to their capacity. | | |
| --- | --- | --- |
| **Delivery** | Services Australia assists separated and separating parents by the collection and disbursement of child support payments through online services and smart centres. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customer satisfaction** | | |
| 2019­20 | Customer satisfaction: Achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100  Result: 79.0 |
| 2020­21 | Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100 |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Correct payments** | | |
| 2019­20 | Child Support collection: Percentage of domestic active paying parents with less than one month Child Support collect liability. | Greater than or equal to 63 per cent Result: 65.2 per cent |
| Achievement of payment quality standards: Child Support: Debt under arrangement. | Greater than or equal to 40 per cent Result: 45.2 per cent |
| 2020­21 | Child Support collection: percentage of domestic active paying parents with less than one month Child Support liability outstanding. | Greater than or equal to 63 per cent |
| Achievement of payment quality standards: Child Support: debt under arrangement. | Greater than or equal to 41 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Ease and timeliness of service** | | |
| 2019­20 | Achievement of telephony service level standards: Average speed of answer. | Less than or equal to 3 minutes Result: 13:55 |
| Achievement of processing service level standards ̶ New registrations processed within standard. | Greater than or equal to 82 per cent Result: 83.9 per cent |
| 2020­21 | Achievement of telephony service level standards: average speed of answer. | Less than or equal to 3 minutes |
| Achievement of processing service level standards ̶ Registrations processed within standard. | Greater than or equal to 82 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

| **Program 1.3 – Child Support** – The Child Support program is designed to ensure that both parents contribute to the cost of their children, according to their capacity. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customers interacting digitally** | | |
| 2019­20 | Achievement of digital service level standards: Departmental Interactions completed via digital channels. | Greater than or equal to 5 per cent increase Result: 10.2 per cent |
| Achievement of digital service level standards: Availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent Result: 99.5 per cent |
| 2020­21 | Achievement of digital service level standards: interactions completed via digital channels. | Greater than or equal to 5 per cent increase |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent |
| 2021­22 and beyond | Not applicable. | Not applicable. |
| **Purpose** (c) | To support Australians by efficiently delivering high quality, accessible services and payments on behalf of government. | |
| **Material changes to Program 1.3: Nil.** | | |

1. Refers to the updated purpose reflected in the 2020-21 Corporate Plan.

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements, which provide a comprehensive snapshot of entity finances for the 2020-21 budget year, including the impact of budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Differences between entity resourcing and financial statements

Table 1.1 (Entity Resource Statement) represents funding available to Services Australia, whereas the financial statements (Tables 3.1 to 3.9) show operations of Services Australia presented under entity level financial reporting requirements.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

**Financial Statements**

Comprehensive income statement (Table 3.1)

Since the 2019-20 Additional Estimates, revenue from government in 2020‑21 has increased by $1,150.4 million to $4,970.6 million, primarily due to additional funding in response to COVID-19, and new budget measures including Welfare Payment Infrastructure Transformation, Health Delivery Modernisation—Phase Two and the extension of the Cashless Debit Card and Remote Servicing.

Total expenses in 2020-21 have increased by $1,175.8 million since the 2019‑20 Additional Estimates, mainly reflecting additional expenses associated with the Budget measures outlined above.

Balance sheet (Table 3.2)

Since the 2019‑20 Additional Estimates, estimated net assets as at 30 June 2021 have increased by $577.8 million to $1,777.5 million, primarily due to a $271.8 million increase in non-financial assets related to software including Welfare Payment Infrastructure Transformation and Health Delivery Modernisation Phase Two measures, a $220.3 million increase associated with purchases of land and buildings, and an $85.7 million increase relating to other variations. Total liabilities are forecast to increase by $134.2 million from the 2019‑20 Additional Estimates primarily due to an increase in lease liabilities.

Statement of changes in equity (Table 3.3)

Total estimated equity as at 30 June 2021 has increased by $577.8 million to $1,777.5 million since the 2019‑20 Additional Estimates, due to an increase in contributed equity of $ 325.6 million, a decrease in accumulated deficit by $235.9 million primarily due to less than expected expenditure on measures related to COVID-19, and a movement in revaluation reserve by $16.3 million.

Statement of Cash flows (Table 3.4)

Since the 2019-20 Additional Estimates, cash received and used has been updated for adjustments in appropriation, own-source revenue, and estimated expenditure.

Departmental Capital Budget Statement (Table 3.5)

Total capital appropriations in 2020-21 have increased by $203.8 million to $393.5 million, due to an equity injection of $190.0 million related to Budget measures, and $13.8 million for other minor variations. The departmental capital budget for asset replacement remains relatively consistent over the forward estimates, whereas equity injections related to budget measures reduce from $198.0 million in 2020‑21, to $134.3 million in 2021‑22, $3.0 million in 2022-23 and $0.5 million in 2023-24.

Statement of asset movements (Table 3.6)

As at 30 June 2021, the estimated net book value of land, buildings, plant and equipment and software assets have increased by $606.2 million since the 2019‑20 Additional Estimates. This is primarily due to asset additions in 2020-21 as a result of budget measures such as Welfare Payment Infrastructure Transformation, as well as asset purchases funded through the departmental capital budget.

**Administered Schedules**

Income and expenses (Table 3.7)

Since the 2019-20 Additional Estimates, estimated revenue for 2020-21 has increased by $22.9 million, mainly reflecting changes in estimated child support maintenance revenue.

Assets and liabilities (Table 3.8)

Since the 2019-20 Additional Estimates, the estimated net assets have decreased in 2020-21 by $82.7 million, primarily due to the transfer of Hearing Australia to the DSS.

Cash flows (Table 3.9)

Since the 2019‑20 Additional Estimates, changes to administered cash flows and balances are primarily due to changes in health compensation and child support maintenance receipts and payments.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 2,804,278 | 2,928,244 | 2,443,185 | 2,360,704 | 2,368,346 |
| Supplier expenses | 1,859,940 | 1,921,913 | 1,571,895 | 1,193,415 | 1,071,837 |
| Depreciation and amortisation | 699,744 | 670,590 | 666,151 | 606,656 | 580,321 |
| Finance costs | 30,960 | 18,440 | 14,351 | 14,783 | 16,084 |
| Write-down and impairment  of assets | 18,720 | – | – | – | – |
| Other expenses | 2,260 | 3,192 | 3,251 | 3,310 | 3,371 |
| **Total expenses** | **5,415,902** | **5,542,379** | **4,698,833** | **4,178,868** | **4,039,959** |
| **LESS:** |  |  |  |  |  |
| **OWN SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Rendering of services | 234,735 | 214,262 | 213,355 | 192,391 | 191,821 |
| Rental income | 16,266 | 14,326 | 13,592 | 13,779 | 13,997 |
| Resources received free  of charge | 26,692 | 33,685 | 2,125 | 2,147 | 2,170 |
| Other Revenue | 393 | – | – | – | – |
| **Total own-source revenue** | **278,086** | **262,273** | **229,072** | **208,317** | **207,988** |
| **Gains** |  |  |  |  |  |
| Other Gains | 3,643 | – | – | – | – |
| **Total gains** | **3,643** | **–** | **–** | **–** | **–** |
| **Total own-source Income** | **281,729** | **262,273** | **229,072** | **208,317** | **207,988** |
| **Net cost of services** | **(5,134,173)** | **(5,280,106)** | **(4,469,761)** | **(3,970,551)** | **(3,831,971)** |
| Revenue from government | 5,063,501 | 4,970,572 | 4,162,134 | 3,720,099 | 3,594,064 |
| **Deficit attributable to the**  **Australian Government** | **(70,672)** | **(309,534)** | **(307,627)** | **(250,452)** | **(237,907)** |
| **OTHER COMPREHENSIVE**  **INCOME** |  |  |  |  |  |
| Changes in asset revaluation  surplus | 16,341 | **–** | – | – | – |
| **Total other comprehensive**  **income** | **16,341** | **–** | **–** | **–** | **–** |
| **Total comprehensive deficit**  **attributable to the Australian**  **Government** | **(54,331)** | **(309,534)** | **(307,627)** | **(250,452)** | **(237,907)** |

Prepared on an Australian Accounting Standards basis

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive**  **income/(loss) excluding**  **depreciation/ amortisation**  **expenses previously funded**  **through revenue**  **appropriations, depreciation**  **on ROU, principal**  **repayments on leased**  **assets** | **346,551** | **21,886** | **14,954** | **14,954** | **14,954** |
| less depreciation/amortisation  expenses previously funded  through revenue  appropriations (a) | (324,499) | (286,119) | (275,717) | (202,453) | (167,307) |
| less depreciation/amortisation  expenses for ROU (b) | (375,245) | (384,471) | (390,434) | (404,203) | (413,014) |
| add principal repayments  on leased assets (b) | 298,862 | 339,170 | 343,570 | 341,250 | 327,460 |
| **Total comprehensive**  **income/(loss) - as per the**  **statement of**  **comprehensive income** | **(54,331)** | **(309,534)** | **(307,627)** | **(250,452)** | **(237,907)** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the departmental capital budget) provided through Bill 1 equity appropriations. For information regarding departmental capital budgets, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash | 20,795 | 20,795 | 20,795 | 20,795 | 20,795 |
| Trade and other receivables | 1,445,183 | 1,450,545 | 1,434,298 | 1,452,877 | 1,472,257 |
| ***Total financial assets*** | ***1,465,978*** | ***1,471,340*** | ***1,455,093*** | ***1,473,672*** | ***1,493,052*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 2,595,875 | 2,283,852 | 2,074,759 | 2,290,023 | 2,379,857 |
| Plant and equipment | 473,195 | 517,886 | 524,300 | 617,832 | 649,098 |
| Software | 623,077 | 700,363 | 724,909 | 649,254 | 577,205 |
| Prepayments | 134,396 | 125,617 | 155,417 | 140,106 | 119,532 |
| ***Total non-financial assets*** | ***3,826,543*** | ***3,627,718*** | ***3,479,385*** | ***3,697,215*** | ***3,725,692*** |
| **Total assets** | **5,292,521** | **5,099,058** | **4,934,478** | **5,170,887** | **5,218,744** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 238,481 | 246,641 | 252,275 | 256,675 | 256,805 |
| Employee benefits | 48,812 | 32,026 | 41,365 | 41,365 | 41,365 |
| Other payables | 17,484 | 17,484 | 17,484 | 17,484 | 17,484 |
| ***Total payables*** | ***304,777*** | ***296,151*** | ***311,124*** | ***315,524*** | ***315,654*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 2,395,995 | 2,120,821 | 1,921,882 | 2,208,034 | 2,299,254 |
| ***Total interest bearing liabilities*** | ***2,395,995*** | ***2,120,821*** | ***1,921,882*** | ***2,208,034*** | ***2,299,254*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 860,570 | 866,788 | 865,225 | 863,953 | 862,476 |
| Other provisions | 37,640 | 37,770 | 37,913 | 38,053 | 38,206 |
| ***Total provisions*** | ***898,210*** | ***904,558*** | ***903,138*** | ***902,006*** | ***900,682*** |
| **Total liabilities** | **3,598,982** | **3,321,530** | **3,136,144** | **3,425,564** | **3,515,590** |
| **Net assets** | **1,693,539** | **1,777,528** | **1,798,334** | **1,745,323** | **1,703,154** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 3,094,001 | 3,487,524 | 3,815,911 | 4,013,306 | 4,208,998 |
| Reserves | 215,745 | 215,745 | 215,745 | 215,745 | 215,745 |
| Accumulated deficit | (1,616,207) | (1,925,741) | (2,233,322) | (2,483,728) | (2,721,589) |
| ***Total parent entity interest*** | ***1,693,539*** | ***1,777,528*** | ***1,798,334*** | ***1,745,323*** | ***1,703,154*** |
| **Total equity** | **1,693,539** | **1,777,528** | **1,798,334** | **1,745,323** | **1,703,154** |

Prepared on an Australian Accounting Standards basis.

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

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2020­21)

|  | Accumulated | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | Deficit | revaluation | equity/capital | equity |
|  |  | reserve |  |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2020** |  |  |  |  |
| Balance carried forward from previous  period | (1,616,207) | 215,745 | 3,094,001 | 1,693,539 |
| ***Adjusted opening balance*** | ***(1,616,207)*** | ***215,745*** | ***3,094,001*** | ***1,693,539*** |
| **Comprehensive income** |  |  |  |  |
| Surplus (deficit) for the period | (309,534) | – | – | (309,534) |
| ***Total comprehensive income*** | **(309,534)** | **–** | **–** | **(309,534)** |
| **Transactions with owners** |  |  |  |  |
| ***Contribution by owners*** |  |  |  |  |
| Equity injection: |  |  |  |  |
| Equity Injection - Appropriation | – | – | 197,956 | 197,956 |
| Departmental Capital Budget (DCB) | – | – | 195,567 | 195,567 |
| ***Sub-total transactions with owners*** | **–** | **–** | **393,523** | **393,523** |
| **Closing balance attributable to the**  **Australian Government** | **(1,925,741)** | **215,745** | **3,487,524** | **1,777,528** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 5,484,584 | 5,467,800 | 4,664,294 | 4,077,719 | 3,934,915 |
| Rendering of services (a) | 235,797 | 233,735 | 226,947 | 206,170 | 205,818 |
| Net GST received | 240,082 | 236,309 | 213,248 | 170,029 | 154,413 |
| Other (b) | 108,439 | – | – | – | – |
| **Total cash received** | **6,068,902** | **5,937,844** | **5,104,489** | **4,453,918** | **4,295,146** |
| **Cash used** |  |  |  |  |  |
| Employees | 2,773,309 | 2,966,241 | 2,462,838 | 2,361,976 | 2,369,823 |
| Suppliers | 2,301,086 | 2,080,169 | 1,779,755 | 1,341,586 | 1,204,150 |
| Borrowing and other financing costs | 17 | – | – | – | – |
| Lease liability - Interest payments | 30,432 | 17,830 | 13,730 | 14,150 | 15,440 |
| Competitive neutrality payments | 240 | 427 | 435 | 443 | 451 |
| Returns to the official public account | 584,862 | 515,762 | 485,867 | 376,153 | 360,185 |
| Other | 5,502 | 3,245 | 3,294 | 3,360 | 2,637 |
| **Total cash used** | **5,695,448** | **5,583,674** | **4,745,919** | **4,097,668** | **3,952,686** |
| **Net cash from/(used by) operating**  **activities** | **373,454** | **354,170** | **358,570** | **356,250** | **342,460** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Proceeds from sale of plant  and equipment | 544 | – | – | – | – |
| **Total cash received** | **544** | **–** | **–** | **–** | **–** |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant and  equipment and software (c) | 410,192 | 416,548 | 343,387 | 212,395 | 210,692 |
| **Total cash used** | **410,192** | **416,548** | **343,387** | **212,395** | **210,692** |
| **Net cash from/(used by)**  **investing activities** | **(409,648)** | **(416,548)** | **(343,387)** | **(212,395)** | **(210,692)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Contributed equity (d) | 344,051 | 401,548 | 328,387 | 197,395 | 195,692 |
| **Total cash received** | **344,051** | **401,548** | **328,387** | **197,395** | **195,692** |
| **Cash used** |  |  |  |  |  |
| Lease liability - principal Payments | 298,862 | 339,170 | 343,570 | 341,250 | 327,460 |
| **Total cash used** | **298,862** | **339,170** | **343,570** | **341,250** | **327,460** |
| **Net cash from/(used by)**  **financing activities** | **45,189** | **62,378** | **(15,183)** | **(143,855)** | **(131,768)** |
| **Net increase/(decrease)**  **in cash held** | **8,995** | **–** | **–** | **–** | **–** |
| Cash at the beginning of the  reporting period | 11,800 | 20,795 | 20,795 | 20,795 | 20,795 |
| **Cash at the end of the**  **reporting period** | **20,795** | **20,795** | **20,795** | **20,795** | **20,795** |

Prepared on an Australian Accounting Standards basis.

1. Cash received for rendering of services excludes GST.
2. Receipts for pass-through costs are estimated as net expense payments.
3. 2019-20 Estimated actual includes $1.4 million of payments relating to make good expenses.
4. Cash received for contributed equity in 2020-21 includes $8.0 million relating to movement of funds from 2019-20 to 2020-21.

Table 3.5: Departmental capital budget statement (for the period 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget - Bill No. 1 (DCB) | 196,936 | 195,567 | 194,134 | 194,365 | 195,180 |
| Equity injections - Bill No. 2 | 148,840 | 197,956 | 134,253 | 3,030 | 512 |
| **Total new capital appropriations** | **345,776** | **393,523** | **328,387** | **197,395** | **195,692** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *345,776* | *393,523* | *328,387* | *197,395* | *195,692* |
| ***Total Items*** | ***345,776*** | ***393,523*** | ***328,387*** | ***197,395*** | ***195,692*** |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded by capital appropriations (a,d) | 148,115 | 204,981 | 134,253 | 3,030 | 512 |
| Funded by capital appropriation  - DCB (b,d) | 195,936 | 196,567 | 194,134 | 194,365 | 195,180 |
| Funded internally from departmental  resources (c) | 37,656 | 15,000 | 15,000 | 15,000 | 15,000 |
| **TOTAL** | **381,707** | **416,548** | **343,387** | **212,395** | **210,692** |
| **RECONCILIATION OF CASH USED TO**  **ACQUIRE ASSETS TO ASSET**  **MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 381,707 | 416,548 | 343,387 | 212,395 | 210,692 |
| plus reduction in payables | 27,071 | – | – | – | – |
| **Total cash used to acquire assets** | **408,778** | **416,548** | **343,387** | **212,395** | **210,692** |

Prepared on an Australian Accounting Standards basis.

1. Includes both current Bill 2 and prior Act 2/4/6 appropriations.
2. Does not include annual finance lease costs. Includes purchases from current and previous years’ Departmental capital budgets (DCBs).
3. Includes funding from s74 receipts.
4. Purchase of non-financial assets funded by capital appropriations exceeds capital appropriations by $8.0 million in 2020-21 relating to movement of funds from 2019-20 to 2020-21.

Table 3.6: Statement of departmental asset movements (Budget year 2020­21)

|  | Land | Buildings | Plant and | Software | Total |
| --- | --- | --- | --- | --- | --- |
|  |  |  | equipment |  |  |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **As at 1 July 2020** |  |  |  |  |  |
| Gross book value - ROU | 1,057 | 2,624,435 | 120,252 | – | 2,745,744 |
| Gross book value - other | 4,209 | 350,643 | 444,146 | 1,367,514 | 2,166,512 |
| Accumulated depreciation/amortisation  and impairment - ROU | (32) | (349,270) | (25,950) | – | (375,252) |
| Accumulated depreciation/amortisation  and impairment - other | – | (35,167) | (65,253) | (744,437) | (844,857) |
| **Opening net book balance** | **5,234** | **2,590,641** | **473,195** | **623,077** | **3,692,147** |
| **Capital asset additions** |  |  |  |  |  |
| **Estimated expenditure on new or**  **replacement assets** |  |  |  |  |  |
| By purchase - appropriation equity (a) | – | – | 36,564 | 168,417 | 204,981 |
| By purchase - appropriation ordinary  annual services - ROU | – | 61,179 | 2,817 | – | 63,996 |
| By purchase - appropriation ordinary  annual services - other (b) | – | 69,398 | 95,184 | 31,985 | 196,567 |
| By purchase - other | – | – | 15,000 | – | 15,000 |
| **Total additions** | **–** | **130,577** | **149,565** | **200,402** | **480,544** |
| **Other movements** |  |  |  |  |  |
| Depreciation/amortisation expense  - ROU | – | (358,307) | (26,164) | – | (384,471) |
| Depreciation/amortisation expense  - other | – | (84,293) | (78,710) | (123,116) | (286,119) |
| **Total other movements** | **–** | **(442,600)** | **(104,874)** | **(123,116)** | **(670,590)** |
| **As at 30 June 2021** |  |  |  |  |  |
| Gross book value - ROU | 1,057 | 2,685,614 | 123,069 | – | 2,809,740 |
| Gross book value - other | 4,209 | 420,041 | 590,894 | 1,567,916 | 2,583,060 |
| Accumulated depreciation/amortisation  and impairment - ROU | (32) | (707,577) | (52,114) | – | (759,723) |
| Accumulated depreciation/amortisation  and impairment - other | – | (119,460) | (143,963) | (867,553) | (1,130,976) |
| **Closing net book balance** | **5,234** | **2,278,618** | **517,886** | **700,363** | **3,502,101** |

Prepared on Australian Accounting Standards basis.

1. Appropriation equity refers to equity injections appropriations provided through *Supply Act (No. 2) 2020‑21* and Appropriation Bill (No.2) 2020-21.
2. Appropriation ordinary annual services refers to funding provided through *Supply Act (No. 1) 2020‑21* and Appropriation Bill (No.1) 2020-21.

Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Child support maintenance expense | 1,915,745 | 1,687,124 | 1,723,896 | 1,761,427 | 1,802,998 |
| Write-down and impairment of assets | 51,377 | 87,904 | 88,393 | 88,890 | 89,442 |
| **Total expenses administered on**  **behalf of Government** | **1,967,122** | **1,775,028** | **1,812,289** | **1,850,317** | **1,892,440** |
| **LESS:** |  |  |  |  |  |
| **INCOME** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| **Non-taxation revenue** |  |  |  |  |  |
| Child support maintenance revenue | 1,715,227 | 1,765,022 | 1,802,283 | 1,840,311 | 1,882,434 |
| Compensation recovery for health  care services | 51,114 | 51,476 | 51,476 | 51,476 | 51,476 |
| Competitive neutrality revenue | 5,955 | – | – | – | – |
| Fees and fines | 8,804 | 9,187 | 9,384 | 9,586 | 9,809 |
| Other revenue | 441 | 441 | 441 | 441 | 441 |
| ***Total non-taxation revenue*** | ***1,781,541*** | ***1,826,126*** | ***1,863,584*** | ***1,901,814*** | ***1,944,160*** |
| **Total own-source revenue**  **administered on behalf**  **of Government** | **1,781,541** | **1,826,126** | **1,863,584** | **1,901,814** | **1,944,160** |
| **Gains** |  |  |  |  |  |
| Other Gains | 251,988 | 10,000 | 10,000 | 10,000 | 10,000 |
| **Total gains** | **251,988** | **10,000** | **10,000** | **10,000** | **10,000** |
| **Total own-sourced income**  **administered on behalf**  **of Government** | **2,033,529** | **1,836,126** | **1,873,584** | **1,911,814** | **1,954,160** |
| **Net contribution by services** | **66,407** | **61,098** | **61,295** | **61,497** | **61,720** |
| **Surplus/(deficit)** | **66,407** | **61,098** | **61,295** | **61,497** | **61,720** |
| **Total comprehensive income/(loss)** | **66,407** | **61,098** | **61,295** | **61,497** | **61,720** |

Prepared on Australian Accounting Standards basis.

Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 159,979 | 159,979 | 159,979 | 159,979 | 159,979 |
| Child support receivables | 1,209,905 | 1,277,257 | 1,345,984 | 1,416,115 | 1,487,801 |
| Trade and other receivables | 17,012 | 17,012 | 17,012 | 17,012 | 17,012 |
| ***Total financial assets*** | ***1,386,896*** | ***1,454,248*** | ***1,522,975*** | ***1,593,106*** | ***1,664,792*** |
| **Total assets administered on**  **behalf of Government** | **1,386,896** | **1,454,248** | **1,522,975** | **1,593,106** | **1,664,792** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Recovery of compensation payable | 8,022 | 8,022 | 8,022 | 8,022 | 8,022 |
| Child support and other payables | 34,318 | 34,318 | 34,318 | 34,318 | 34,318 |
| Child support payments received  in advance | 22,558 | 22,558 | 22,558 | 22,558 | 22,558 |
| ***Total payables*** | ***64,898*** | ***64,898*** | ***64,898*** | ***64,898*** | ***64,898*** |
| **Provisions** |  |  |  |  |  |
| Child support provisions | 1,207,942 | 1,275,294 | 1,344,021 | 1,414,152 | 1,485,838 |
| Recovery of compensation provisions | 90,646 | 90,646 | 90,646 | 90,646 | 90,646 |
| ***Total provisions*** | ***1,298,588*** | ***1,365,940*** | ***1,434,667*** | ***1,504,798*** | ***1,576,484*** |
| **Total liabilities administered on**  **behalf of Government** | **1,363,486** | **1,430,838** | **1,499,565** | **1,569,696** | **1,641,382** |
| **Net assets/(liabilities)** | **23,410** | **23,410** | **23,410** | **23,410** | **23,410** |

Prepared on Australian Accounting Standards basis.

Table 3.9: Schedule of budgeted administered cash flow on behalf of Government (for the period ended 30 June)

|  | 2019­20 | 2020­21 | 2021­22 | 2022­23 | 2023­24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Child support | 1,623,060 | 1,619,772 | 1,655,169 | 1,691,296 | 1,731,312 |
| Health compensation | 354,506 | 345,107 | 353,735 | 362,578 | 371,642 |
| Fees and fines | 8,892 | 9,187 | 9,384 | 9,586 | 9,809 |
| Competitive neutrality | 9,412 | – | – | – | – |
| Dividends | 3,959 | – | – | – | – |
| Other | 1,734 | 1,224 | 1,524 | 1,524 | 1,524 |
| ***Total cash received*** | ***2,001,563*** | ***1,975,290*** | ***2,019,812*** | ***2,064,984*** | ***2,114,287*** |
| **Cash used** |  |  |  |  |  |
| Child support | 1,622,986 | 1,619,772 | 1,655,169 | 1,691,296 | 1,731,312 |
| Health compensation | 264,966 | 293,520 | 302,148 | 310,991 | 320,055 |
| Other | 1,575 | 900 | 1,200 | 1,200 | 1,200 |
| ***Total cash used*** | ***1,889,527*** | ***1,914,192*** | ***1,958,517*** | ***2,003,487*** | ***2,052,567*** |
| **Net cash from/(used by) operating**  **activities** | **112,036** | **61,098** | **61,295** | **61,497** | **61,720** |
| ***Net increase/(decrease) in cash held*** | ***112,036*** | ***61,098*** | ***61,295*** | ***61,497*** | ***61,720*** |
| Cash and cash equivalents at beginning  of reporting period | 120,021 | 159,979 | 159,979 | 159,979 | 159,979 |
| Cash from the Official Public Account |  |  |  |  |  |
| - Appropriations | 41,868 | 50,879 | 51,978 | 53,101 | 54,342 |
| *Total cash from the Official Public*  *Account* | *41,868* | *50,879* | *51,978* | *53,101* | *54,342* |
| Cash to the Official Public Account for: |  |  |  |  |  |
| - Appropriations | 42,353 | 50,279 | 51,378 | 52,501 | 53,742 |
| - Special accounts | 49,117 | 51,587 | 51,587 | 51,587 | 51,587 |
| - Other | 22,476 | 10,111 | 10,308 | 10,510 | 10,733 |
| *Total cash to the Official Public*  *Account* | *113,946* | *111,977* | *113,273* | *114,598* | *116,062* |
| **Cash and cash equivalents at end**  **of reporting period** | **159,979** | **159,979** | **159,979** | **159,979** | **159,979** |

Prepared on Australian Accounting Standards basis.

# Portfolio glossary

| accrual accounting | System of accounting in which items are brought to account and included in the financial statements as they are earned or incurred, rather than as they are received or paid. |
| --- | --- |
| additional estimates | Where amounts appropriated at budget time are insufficient, Parliament may appropriate more funds to portfolios through the Additional Estimates Acts. |
| administered funds | Usually the funds or expenses an entity manages on behalf of the Government. |
| administered items | Appropriation that consists of funding managed on behalf of the Commonwealth. This funding is not at the discretion of the entity, and any unspent appropriation is returned to the Consolidated Revenue Fund (CRF) at the end of the financial year. An administered item is a component of an administered program. It may be a measure but will not constitute a program in its own right. |
| annual appropriation | Two appropriation bills are introduced into Parliament in May and comprise the Budget. Further Bills are introduced later in the financial year as part of the additional estimates. Parliamentary departments have their own appropriations. |
| Appropriation | An amount of public money Parliament authorises for spending (i.e. funds to be withdrawn from the CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under special appropriations, with spending restricted to the purposes specified in the Appropriation Acts. |
| Appropriation Bill (No. 1) | The Bill proposes spending from the CRF for the ordinary annual services of Government. Once the Bill is passed by Parliament and given Royal Assent, it becomes the Appropriation Act (No. 1). |

|  |  |
| --- | --- |
| Appropriation Bill (No. 2) | This bill proposes spending from the CRF for purposes other than the ordinary annual services of Government. Under existing arrangements between the two Houses of Parliament (the ‘Compact’), this Bill includes appropriation funding of administered expenses for new outcomes, for payments to the states and territories, and for departmental or administered capital. Funding for extensions to existing programs can be included in Appropriation Bill (No. 1). Once the bill is passed by Parliament and given Royal Assent, it becomes the Appropriation Act (No. 2). |
| Appropriation Bills (No. 3 and No. 4) | If an amount provided in Appropriation Acts (No.1 or No. 2) is not enough to meet approved expenditure to be paid in a financial year, supplementary appropriation may be sought in Appropriation Bills (No. 3 or No. 4). However, they are also commonly referred to as the Additional Estimates Bills. Once these bills are passed by Parliament and given Royal Assent, they become the Appropriation Acts (No. 3 and No. 4). |
| assets | Future economic benefits controlled by an entity as a result of past transactions or other past events. |
| average staffing levels | The average number of employees receiving salary/wages (or compensation in lieu of salary/wages) over a financial year, with adjustments for casual and part-time employees to show the full­time equivalent. |
| Consolidated Revenue Fund (CRF) | The principal operating fund from which money is drawn to pay for the activities of the Government. Section 81 of the Australian Constitution provides that all revenue raised or monies received by the Executive Government form one consolidated revenue fund from which appropriations are made for the purposes of the Australian Government. |
| cross-portfolio budget measure | A budget measure that affects programs administered in a number of portfolios. |

|  |  |
| --- | --- |
| departmental items | Resources (assets, liabilities, revenues and expenses) that entity chief executive officers control directly. This includes outsourced activities funded and controlled by the entity. Examples of departmental items include entity running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program. |
| depreciation | Apportionment of an asset’s capital value as an expense over its estimated useful life to take account of normal usage, obsolescence or the passage of time. |
| equity or net assets | Residual interest in the assets of an entity after deduction of its liabilities. |
| estimates | An entity’s expected revenues, expenses, assets, liabilities and cash flows. They are prepared for each program in the Budget, in consultation with the Department of Finance (see also *forward estimates* and *additional estimates*). |
| expenses | Total value of all of the resources consumed in producing goods and services or the loss of future economic benefits in the form of reductions in assets or increases in liabilities of an entity. |
| forward estimates | The financial statement estimate for the three out years after the budget year. |
| grants | Non-reciprocal transfers of economic resources, in which the payer entity does not receive approximately equal value in return. |
| key performance indicators | Qualitative and quantitative measures of a program that provide a guide on performance where direct causal links are not obvious and changes in performance are difficult to measure directly. |
| measure | A new policy or savings decision of the Government with financial impacts on the Government’s underlying cash balance, fiscal balance, operating balance, headline cash balance, net debt or net worth. |

|  |  |
| --- | --- |
| Mid-Year Economic and Fiscal Outlook (MYEFO) | Provides an update of the Government’s budget estimates by examining expenses and revenues year to date, as well as provisions for new decisions that have been taken since the Budget. The report provides updated information to allow assessment of the Government’s fiscal performance against the fiscal strategy set out in its current fiscal strategy statement. |
| outcome | The intended result, consequence or impact of government actions on the Australian community. |
| outcome statement | Articulates the intended results, activities and target group of an Australian Government entity. An outcome statement serves three main purposes within the financial framework:   * to explain and control the purposes for which annual appropriations are approved by the Parliament for use by entities; * to provide a basis for annual budgeting, including (financial) reporting against the use of appropriated funds; and * to measure and assess entity and program (non­financial) performance in contributing to government policy objectives. |
| performance information | Evidence about performance that is collected and used systematically. Evidence may relate to appropriateness, effectiveness and efficiency. It may be about outcomes, factors that affect outcomes, and what can be done to improve them. |
| portfolio | A minister’s area of responsibility as a member of Cabinet. A portfolio consists of one or more Departments of State (portfolio departments) and entities with similar general objectives and outcomes. |
| program | An activity that delivers benefits, services or transfer payments to individuals, industry and/or the community as a whole, with the aim of achieving the intended result specified in an outcome statement. |

|  |  |
| --- | --- |
| *Public Governance, Performance and Accountability Act 2013* (PGPA Act) | The primary piece of Commonwealth resource management legislation, establishing a coherent system of governance and accountability for public resources, with an emphasis on planning, performance and reporting. The Act applies to all Commonwealth entities and Commonwealth companies from 1 July 2014. |
| receipts | The total or gross amount received by the Commonwealth. Each receipt item is either revenue, an offset within outlays, or financing transactions. Receipts include taxes, interest, charges for goods and services, borrowings and government business enterprise dividends received. |
| revenue | Total value of resources earned or received to cover the production of goods and services, or increases in future economic benefits in the form of increases in assets or reductions in liabilities of an entity. |
| special accounts | Balances existing within the CRF that are supported by standing appropriations (PGPA Act, sections 78 and 80). Special accounts allow money in the CRF to be acknowledged as set aside (hypothecated) for a particular purpose. Amounts credited to a special account may only be spent for the purposes of the special account. Special accounts can only be established by a written determination of the Finance Minister (PGPA Act, section 78) or through an Act of Parliament (referred to in section 80 of the PGPA Act). |
| special appropriation (including standing appropriations) | An amount of money appropriated by a particular Act of Parliament for a specific purpose and number of years. For special appropriations, the authority to withdraw funds from the CRF does not generally cease at the end of the financial year.  Standing appropriations are a subcategory consisting of ongoing special appropriations; the amount appropriated will depend on circumstances specified in the legislation. |

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# Abbreviations

|  |  |
| --- | --- |
| AIFS | Australian Institute of Family Studies |
| APS | Australian Public Service |
| DCB | Departmental Capital Budget |
| DSS | Department of Social Services |
| DTA | Digital Transformation Agency |
| GST | Goods and Services Tax |
| ICT | Information and Communication Technology |
| NDIA | National Disability Insurance Agency |
| NDIS | National Disability Insurance Scheme |
| NDIS Commission | NDIS Quality and Safeguards Commission |
| PGPA Act | *Public Governance, Performance and Accountability  Act 2013* |