



# Budget

## 2020-21

### **Portfolio Budget Statements 2020-21** **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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*Andrew Harvey, Chief Finance Officer, Department of Social Services,  
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**Senator the Hon Anne Ruston**

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



**The Hon Stuart Robert MP**

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

PARLIAMENT HOUSE  
CANBERRA 2600

President of the Senate  
Australian Senate  
Parliament House  
CANBERRA ACT 2600

Speaker  
House of Representatives  
Parliament House  
CANBERRA ACT 2600

Dear Mr President  
Dear Mr Speaker

We hereby submit Portfolio 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

The Hon Stuart Robert MP

## Abbreviations and conventions

The following notations may be used:

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nfp	not for publication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

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

## Enquiries

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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.au).

**USER GUIDE  
TO THE  
PORTFOLIO BUDGET STATEMENTS**



## USER GUIDE

The purpose of the *Portfolio Budget Statements 2020-21* (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.

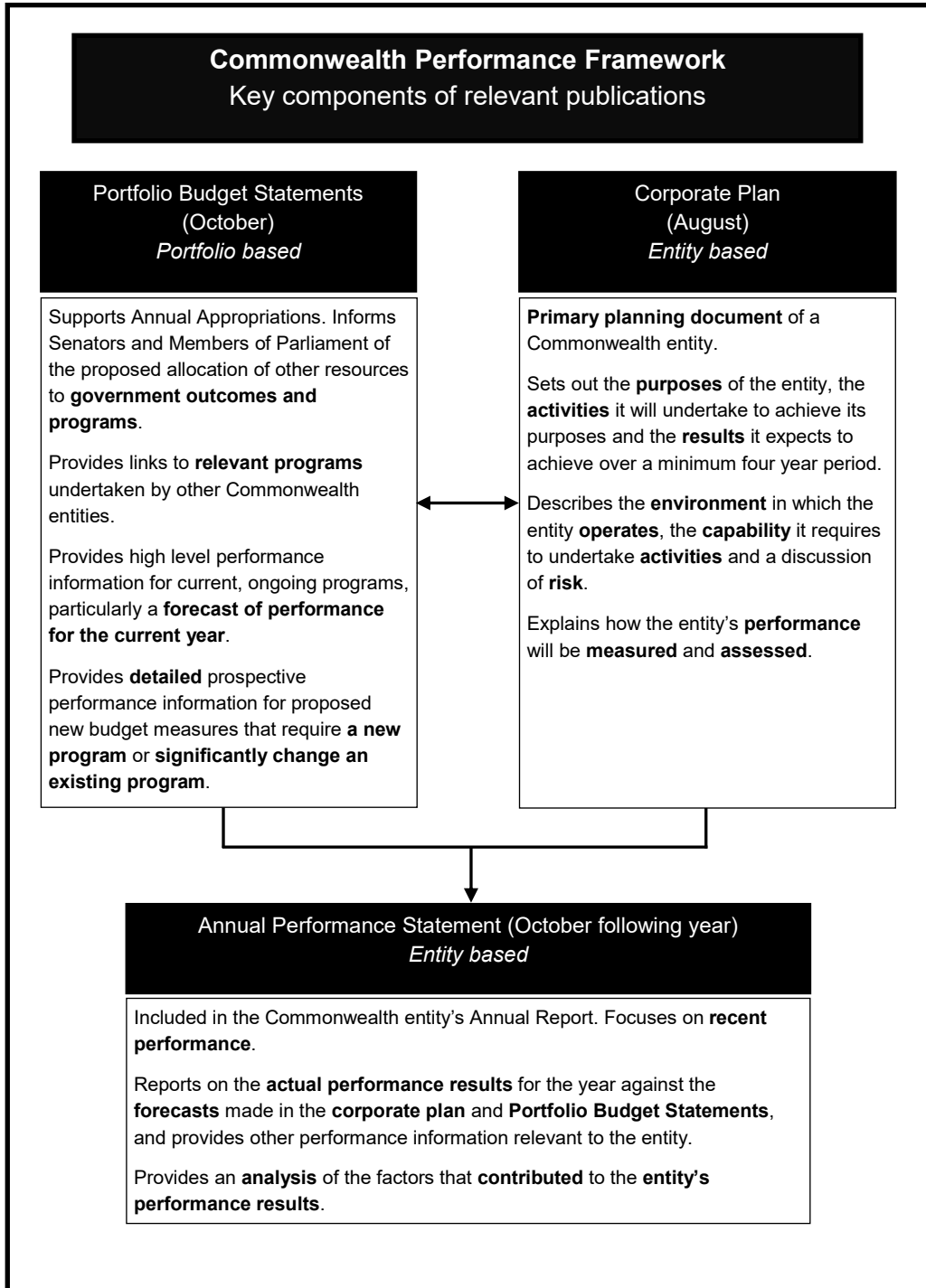
A key role of the PB Statements is to facilitate the understanding of proposed annual appropriations in Appropriation Bills (No. 1 and No. 2) 2020-21 (or Appropriation (Parliamentary Departments) Bill (No. 1) 2020-21 for the parliamentary departments). In this sense, the PB Statements are Budget related 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.





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# **PORTFOLIO OVERVIEW**



## **SOCIAL SERVICES PORTFOLIO OVERVIEW**

This document provides information about the changes within the Social Services Portfolio since the publication of the 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**

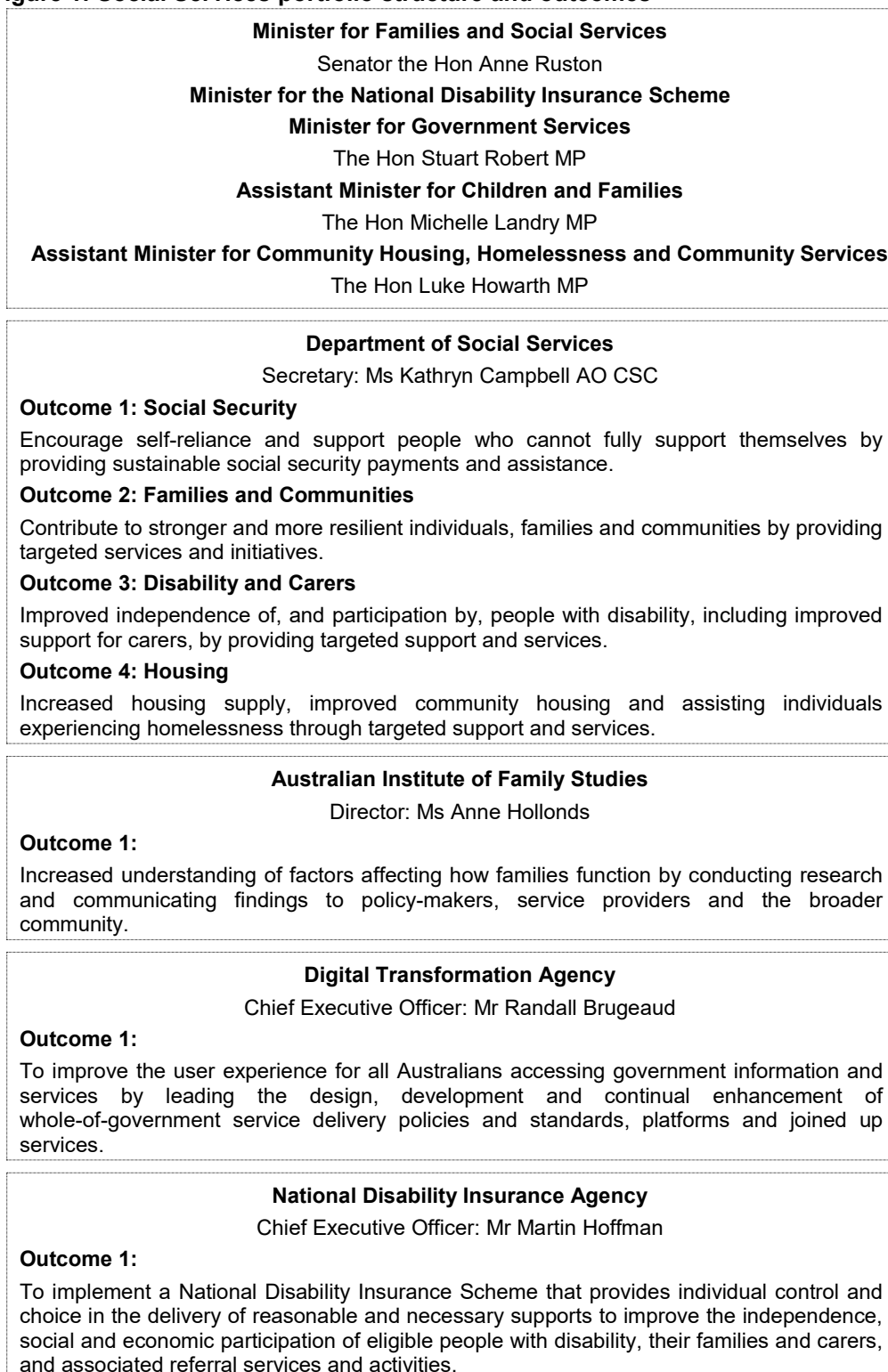
Hearing Australia's mission is to provide world leading research and hearing services for the wellbeing of all Australians. Hearing Australia is a Public Non-financial Corporation (Trading) entity established under the *Australian Hearing Services Act 1991*. Accordingly, Hearing Australia is not reported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



*Portfolio Overview*

**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

## **ENTITY RESOURCES AND PLANNED PERFORMANCE**

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**DEPARTMENT OF SOCIAL  
SERVICES**

**ENTITY RESOURCES AND PLANNED  
PERFORMANCE**



# DEPARTMENT OF SOCIAL SERVICES

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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.

Department of Social Services Budget Statements

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

	2019-20 Estimated actual \$'000	2020-21 Estimate \$'000
<b>Departmental</b>		
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
<b>Total departmental resourcing</b>	<b>548,960</b>	<b>482,349</b>
<b>Administered</b>		
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		
<i>Social Security (Administration) Act 1999</i>	106,241,124	127,962,253
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>	18,055,842	19,417,682
<i>Paid Parental Leave Act 2010</i>	2,414,060	2,277,082
<i>Student Assistance Act 1973</i>	420,016	400,355
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (i)</i>	205,307	nfp
<i>Public Governance, Performance and Accountability Act 2013</i>	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
<i>less payments to corporate entities from annual/special appropriations</i>	<i>8,482,457</i>	<i>12,483,796</i>
<b>Total administered resourcing</b>	<b>130,834,443</b>	<b>153,683,628</b>
<b>Total resourcing for the Department of Social Services</b>	<b>131,383,403</b>	<b>154,165,977</b>
	2019-20	2020-21
<b>Average staffing level (number)</b>	2,099	1,887

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

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

	2019-20 <i>Estimated actual</i> \$'000	2020-21 Estimate \$'000
Payments made by Services Australia on behalf of DSS:		
Special appropriations - <i>Social Security (Administration) Act 1999</i>	106,549,673	128,309,148
Special appropriations - <i>A New Tax System (Family Assistance) (Administration) Act 1999</i>	18,279,303	19,481,901
Special appropriations - <i>Paid Parental Leave Act 2010</i>	2,406,349	2,271,068
Special appropriations - <i>Student Assistance Act 1973</i>	384,404	405,676
Special appropriations - <i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (k)</i>	205,307	nfp
Annual administered appropriations	5,905	7,363
Payments made by the Department of Veterans' Affairs on behalf of DSS:		
Special appropriations - <i>Social Security (Administration) Act 1999</i>	43,057	41,461
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.

- (a) Appropriation Bill (No. 1) 2020-21.
- (b) Estimated adjusted balance carried forward from previous year for annual appropriations.
- (c) Excludes departmental capital budget.
- (d) Estimated External Revenue receipts under section 74 of the PGPA Act.
- (e) 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'.
- (f) Appropriation Bill (No. 2) 2020-21.
- (g) 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.
- (h) 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.
- (i) 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 2020-21 as at Budget October 2020 (continued)**

- 
- (j) Includes amounts credited to the special accounts from DSS annual and special appropriations.
  - (k) The payments relating to National Redress Scheme for Institutional Child Sexual Abuse are not for publication due to ongoing negotiations with other organisations.
  - (l) 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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Payment measures</b>					
Supporting Families Impacted by Stillbirth	1.1, 1.2				
Administered payment		577	1,174	1,189	1,205
Departmental payment		–	–	–	–
<b>Total</b>		<b>577</b>	<b>1,174</b>	<b>1,189</b>	<b>1,205</b>
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		–	–	–	–
<b>Total</b>		<b>2,377,584</b>	<b>43,315</b>	<b>2,064</b>	<b>–</b>
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		–	–	–	–
<b>Total</b>		<b>–</b>	<b>–</b>	<b>32,114</b>	<b>41,086</b>
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		–	–	–	–
<b>Total</b>		<b>(44,520)</b>	<b>(113,794)</b>	<b>(181,616)</b>	<b>(236,026)</b>
Social Services Programs – extension	1.8				
Administered payment		415	–	–	–
Departmental payment		–	–	–	–
<b>Total</b>		<b>415</b>	<b>–</b>	<b>–</b>	<b>–</b>
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		–	–	–	–
<b>Total</b>		<b>6,474</b>	<b>12,803</b>	<b>60</b>	<b>–</b>

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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020  
(continued)**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Payment measures (continued)</b>					
Incentives to Encourage Young Australians to Undertake Seasonal Work	1.11				
Administered payment		–	4,624	7,909	–
Departmental payment		–	–	–	–
<b>Total</b>		<b>–</b>	<b>4,624</b>	<b>7,909</b>	<b>–</b>
Treasury Portfolio – additional funding (c)	1.12				
Administered payment		–	–	–	–
Departmental payment		365	362	–	–
<b>Total</b>		<b>365</b>	<b>362</b>	<b>–</b>	<b>–</b>
COVID-19 Response Package – additional funding for domestic and family violence support (d)	2.1				
Administered payment		nfp	nfp	nfp	nfp
Departmental payment		–	–	–	–
<b>Total</b>		<b>nfp</b>	<b>nfp</b>	<b>nfp</b>	<b>nfp</b>
Cashless Debit Card – ongoing funding (e)	2.1, 2.4				
Administered payment		nfp	nfp	nfp	nfp
Departmental payment		nfp	nfp	nfp	nfp
<b>Total</b>		<b>nfp</b>	<b>nfp</b>	<b>nfp</b>	<b>nfp</b>
Digital Skills for Older Australians	2.1, 2.4				
Administered payment		–	5,410	5,422	5,438
Departmental payment		4	44	16	16
<b>Total</b>		<b>4</b>	<b>5,454</b>	<b>5,438</b>	<b>5,454</b>
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
<b>Total</b>		<b>–</b>	<b>13,252</b>	<b>13,333</b>	<b>13,511</b>
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
<b>Total</b>		<b>–</b>	<b>16,528</b>	<b>14,942</b>	<b>12,895</b>
Forced Adoption Support Services – continuation	2.1, 2.4				
Administered payment		–	2,266	1,782	1,807
Departmental payment		–	112	75	75
<b>Total</b>		<b>–</b>	<b>2,378</b>	<b>1,857</b>	<b>1,882</b>

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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020  
(continued)**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Payment measures (continued)</b>					
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
<b>Total</b>		<b>25,692</b>	<b>24,958</b>	<b>26,200</b>	<b>27,745</b>
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	–	–
<b>Total</b>		<b>1,236</b>	<b>5,295</b>	<b>65</b>	<b>65</b>
JobMaker Plan – Second Women's Economic Security Package (f)	2.2				
Administered payment		105,395	23,863	1,120	–
Departmental payment		–	–	–	–
<b>Total</b>		<b>105,395</b>	<b>23,863</b>	<b>1,120</b>	<b>–</b>
Place Based Income Management – continuation	2.4				
Administered payment		–	–	–	–
Departmental payment		–	237	–	–
<b>Total</b>		<b>–</b>	<b>237</b>	<b>–</b>	<b>–</b>
Employment Services (g)	3.1				
Administered payment		392	(54,045)	(122,477)	(138,066)
Departmental payment		–	–	–	–
<b>Total</b>		<b>392</b>	<b>(54,045)</b>	<b>(122,477)</b>	<b>(138,066)</b>
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
<b>Total</b>		<b>5,420</b>	<b>13,278</b>	<b>13,433</b>	<b>13,617</b>
JobMaker Plan – Deregulation Package (h)	3.2				
Administered payment		–	–	–	–
Departmental payment		–	–	–	–
<b>Total</b>		<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Australia's Care and Support Workforce Package	3.2, 3.3				
Administered payment		–	8,602	8,714	–
Departmental payment		–	557	557	–
<b>Total</b>		<b>–</b>	<b>9,159</b>	<b>9,271</b>	<b>–</b>

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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020  
(continued)**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Payment measures (continued)</b>					
<b>Cross-Outcome</b>					
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		–	–	–	–
<b>Total</b>		<b>5,852</b>	<b>7,463</b>	<b>8,249</b>	<b>7,636</b>
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		–	–	–	–
<b>Total</b>		<b>197</b>	<b>43,582</b>	<b>44,089</b>	<b>44,721</b>
<b>Total payment measures</b>					
Administered		2,465,332	52,560	(129,186)	(210,658)
Departmental		19,751	7,326	6,426	6,383
<b>Total</b>		<b>2,485,083</b>	<b>59,886</b>	<b>(122,760)</b>	<b>(204,275)</b>

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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020  
(continued)**

- (f) 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.
- (g) 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.
- (h) 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.
- (i) 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](http://www.dss.gov.au).

## 2.1 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 1

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

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

**Linked programs (continued)**

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



**Budgeted expenses for Outcome 1**

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

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

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

Department of Social Services Budget Statements

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

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

*Department of Social Services Budget Statements*

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

<b>Outcome 1: Social Security</b>	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 1.10 - Working Age Payments</b>					
Administered expenses					
Ordinary annual services (Appropriation Bill No. 1)	36,013	33,664	7,378	5,998	3,027
Special appropriations					
<i>Social Security</i> <i>(Administration) Act 1999</i>	26,836,280	41,250,649	22,229,911	19,113,245	18,132,306
<b>Administered Total</b>	<b>26,872,293</b>	<b>41,284,313</b>	<b>22,237,289</b>	<b>19,119,243</b>	<b>18,135,333</b>
<b>Total expenses for Program 1.10</b>	<b>26,872,293</b>	<b>41,284,313</b>	<b>22,237,289</b>	<b>19,119,243</b>	<b>18,135,333</b>
<b>Program 1.11 - Student Payments</b>					
Administered expenses					
Special appropriations					
<i>Social Security</i> <i>(Administration) Act 1999</i>	3,294,916	3,624,564	2,306,009	2,202,238	2,215,910
<i>Student Assistance Act 1973</i>	322,461	317,634	262,930	267,488	266,161
<b>Administered Total</b>	<b>3,617,377</b>	<b>3,942,198</b>	<b>2,568,939</b>	<b>2,469,726</b>	<b>2,482,071</b>
<b>Total expenses for Program 1.11</b>	<b>3,617,377</b>	<b>3,942,198</b>	<b>2,568,939</b>	<b>2,469,726</b>	<b>2,482,071</b>
<b>Program 1.12 - Program Support for Outcome 1</b>					
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
<b>Departmental Total</b>	<b>125,489</b>	<b>106,134</b>	<b>100,014</b>	<b>94,317</b>	<b>92,738</b>
<b>Total expenses for Program 1.12</b>	<b>125,489</b>	<b>106,134</b>	<b>100,014</b>	<b>94,317</b>	<b>92,738</b>

Department of Social Services Budget Statements

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 1: Social Security</b>					
<b>Outcome 1 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation 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
<b>Administered Total</b>	<b>126,997,578</b>	<b>147,674,925</b>	<b>121,849,205</b>	<b>120,475,581</b>	<b>122,604,796</b>
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
<b>Departmental Total</b>	<b>125,489</b>	<b>106,134</b>	<b>100,014</b>	<b>94,317</b>	<b>92,738</b>
<b>Total expenses for Outcome 1</b>	<b>127,123,067</b>	<b>147,781,059</b>	<b>121,949,219</b>	<b>120,569,898</b>	<b>122,697,534</b>
<b>Movement of administered funds between years (c)</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
Outcome 1:					
Program 1.10 - Working Age Payments	(12,951)	9,270	1,122	-	2,559
<b>Total movement of administered funds</b>	<b>(12,951)</b>	<b>9,270</b>	<b>1,122</b>	<b>-</b>	<b>2,559</b>

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

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

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

(c) 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**

<b>Program 1.1 - Family Tax Benefit</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.1.1 - Component 1 (Family Tax Benefit Part A)</b>					
Special appropriations					
<i>A New Tax System     (Family Assistance)     (Administration) Act 1999</i>	14,567,418	15,278,566	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
<b>1.1.2 - Component 2 (Family Tax Benefit Part B)</b>					
Special appropriations					
<i>A New Tax System     (Family Assistance)     (Administration) Act 1999</i>	4,054,208	4,126,727	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
<b>Total Program expenses</b>	<b>18,621,626</b>	<b>19,405,293</b>	<b>18,208,117</b>	<b>18,011,616</b>	<b>18,102,450</b>

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

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

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

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

<b>Program 1.3 - Income Support for Vulnerable People</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.3.1 - Component 1 (Special Benefit)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	151,117	226,519	133,451	139,070	147,082
Total component 1 expenses	151,117	226,519	133,451	139,070	147,082
<b>Total Program expenses</b>	<b>151,117</b>	<b>226,519</b>	<b>133,451</b>	<b>139,070</b>	<b>147,082</b>
<b>Program 1.4 - Income Support for People in Special Circumstances</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.4.1 - Component 1 (Payments under Special Circumstances)</b>					
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
<b>1.4.2 - Component 2 (Bereavement Allowance)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999 (a)</i>	3,063	–	–	–	–
Total component 2 expenses	3,063	–	–	–	–
<b>Total Program expenses</b>	<b>3,730</b>	<b>1,363</b>	<b>1,367</b>	<b>1,371</b>	<b>1,377</b>

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

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

<b>Program 1.5 - Supplementary Payments and Support for Income Support Recipients</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.5.1 - Component 1 (Essential Medical Equipment Payment)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	7,909	8,407	8,660	8,974	9,357
Total component 1 expenses	7,909	8,407	8,660	8,974	9,357
<b>1.5.2 - Component 2 (Utilities Allowance)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	17,450	14,702	13,588	13,164	14,009
Total component 2 expenses	17,450	14,702	13,588	13,164	14,009
<b>Total Program expenses</b>	<b>25,359</b>	<b>23,109</b>	<b>22,248</b>	<b>22,138</b>	<b>23,366</b>
<b>Program 1.6 - Income Support for Seniors</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.6.1 - Component 1 (Age Pension)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	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
<b>1.6.2 - Component 2 (Widow B Pension)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999 (a)</i>	4,031	–	–	–	–
Total component 2 expenses	4,031	–	–	–	–
<b>1.6.3 - Component 3 (Wife Pension (Age))</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999 (a)</i>	51,973	–	–	–	–
Total component 3 expenses	51,973	–	–	–	–
<b>Total Program expenses</b>	<b>50,133,912</b>	<b>53,503,843</b>	<b>51,387,497</b>	<b>53,073,666</b>	<b>54,975,337</b>

(a) 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)**

<b>Program 1.7 - Allowances and Concessions for Seniors</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.7.1 - Component 1 (Energy Supplement for Commonwealth Seniors Health Card holders)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	378,734	569,969	79,075	74,438	70,075
Total component 1 expenses	378,734	569,969	79,075	74,438	70,075
<b>Total Program expenses</b>	<b>378,734</b>	<b>569,969</b>	<b>79,075</b>	<b>74,438</b>	<b>70,075</b>
<b>Program 1.8 - Income Support for People with Disability</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.8.1 - Component 1 (Disability Support Pension)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	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
<b>1.8.2 - Component 2 (Mobility Allowance)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	41,735	43,858	39,645	35,890	31,835
Total component 2 expenses	41,735	43,858	39,645	35,890	31,835
<b>Total Program expenses</b>	<b>17,781,051</b>	<b>18,514,968</b>	<b>17,334,146</b>	<b>17,324,082</b>	<b>17,939,164</b>

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

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

(a) 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)**

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

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

<b>Program 1.10 - Working Age Payments (continued)</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.10.9 - Component 9 (Youth Allowance (Other))</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	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
<b>1.10.10 - Component 10 (Partner Allowance)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	14,579	8,368	188	–	–
Total component 10 expenses	14,579	8,368	188	–	–
<b>1.10.11 - Component 11 (JobSeeker Payment)</b>					
Special appropriations					
<i>Social Security     (Administration) Act 1999</i>	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
<b>1.10.12 - Component 12 (Social Impact Investment)</b>					
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
<b>1.10.13 - Component 13 (Drug Testing Trial - Treatment Fund)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation Bill No.1)	–	4,489	1,122	–	–
Total component 13 expenses	–	4,489	1,122	–	–
<b>Total Program expenses</b>	<b>26,872,293</b>	<b>41,284,313</b>	<b>22,237,289</b>	<b>19,119,243</b>	<b>18,135,333</b>

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

**Table 2.1.2: Program components of Outcome 1**

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

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**Table 2.1.2: Program components of Outcome 1**

<b>Program 1.12 - Program Support for Outcome 1</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>1.12.1 - Component 1 (Departmental DSS - Outcome 1)</b>					
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
<b>Total Program expenses</b>	<b>125,489</b>	<b>106,134</b>	<b>100,014</b>	<b>94,317</b>	<b>92,738</b>

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.

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

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

**Cash projections for Rent Assistance (a)**

**Cross-Program - Rent Assistance**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000
<i>DSS: A New Tax System (Family Assistance)(Administration) Act 1999</i>		
Family Tax Benefit	1,874,911	1,941,906
<i>DSS: Social Security (Administration) Act 1999</i>		
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
<i>DSS: ABSTUDY (Student Assistance Act 1973)</i>	18,674	19,549
<i>Department of Veterans' Affairs: Veterans' Entitlements Act 1986 (b)</i>	26,737	24,170
<b>Total cash projections</b>	<b>4,687,482</b>	<b>5,509,805</b>

(a) 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.

(b) 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 2020-21 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.

<b>Outcome 1 – Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.</b>		
<b>Program 1.1 – Family Tax Benefit – To make payments to assist low and medium income families with the direct and indirect costs of raising dependent children.</b>		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of the family assistance law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	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: <ul style="list-style-type: none"> <li>• Family Tax Benefit Part A</li> <li>• Family Tax Benefit Part B</li> <li>• Child Support Scheme</li> </ul>	Agreement is in place. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Number of children</li> <li>• Payment accuracy (Family Tax Benefit)</li> </ul>	
2020-21	Extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit.	Payment targeted to low income families (67 per cent of support received by families under the Family Tax Benefit lower income free area).
	Extent to which separated parents in the child support system are supporting their children.	At least 85 per cent of Family Tax Benefit children of separated parents meet the maintenance action test requirements.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Number of children</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.1: Nil.</b>		



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

<b>Program 1.2 – Child Payments</b> – To make payments to families in certain circumstances to assist with the costs of children.		
<b>Delivery</b>	<p>DSS administers the program as part of the social security system.</p> <p>Single Income Family Supplement is paid through Services Australia to eligible families under the provisions of the family assistance law.</p> <p>Stillborn Baby Payment is made through Services Australia to eligible claimants under the provisions of the family assistance law.</p> <p>Double Orphan Pension is paid through Services Australia to eligible claimants under the provisions of social security law.</p> <p>Assistance for Isolated Children is paid through Services Australia to eligible families. The appropriation for payments is in the <i>Student Assistance Act 1973</i>.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<p>Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines:</p> <ul style="list-style-type: none"> <li>• Single Income Family Supplement</li> <li>• Stillborn Baby Payment</li> <li>• Double Orphan Pension</li> <li>• Assistance for Isolated Children</li> </ul>	<p>Agreement is in place.</p> <p>Result: Met</p>
	<p>Outputs:</p> <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Number of children (Double Orphan Pension)</li> </ul>	
2020-21	<p>Proportion of stillbirths for which the Stillborn Baby Payment of Parental Leave Pay is paid.</p>	<p>100 per cent of eligible families receive assistance through Stillborn Baby Payment or Parental Leave Pay.</p>
	<p>Outputs:</p> <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Number of children</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.2: Nil.</b>		

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

<b>Program 1.3 – Income Support for Vulnerable People</b> – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Special Benefit</li> </ul> Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	Agreement is in place. Result: Met
2020-21	Extent to which payments are made to recipients who are unable to fully support themselves or access another payment. Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	The average duration of recipients on Special Benefit remains below 130 weeks.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.3: Nil.</b>		

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

<b>Program 1.4 – Income Support for People in Special Circumstances</b> – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support. To make payments to Australians in circumstances beyond their control to support them in overcoming those circumstances and maintaining their financial wellbeing.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments under Special Circumstances are made to eligible claimants under the provisions of social security law and the PGPA Act. Bereavement Allowance payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Payments under Special Circumstances</li> <li>• Bereavement Allowance</li> </ul>	Agreement is in place. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	
2020-21	Agreements are in place (where relevant) with providers to ensure Payments under Special Circumstances are made in accordance with relevant legislation, policy, guidelines and contractual arrangements.	100 per cent of payments are made in accordance with the individual agreements.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.4: Nil.</b>		

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

<b>Program 1.5 – Supplementary Payments and Support for Income Support Recipients</b> – To make payments and subsidise services to certain income support recipients and low income households to assist them financially and to help them continue to participate economically and socially.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Essential Medical Equipment Payment and Utilities Allowance are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Essential Medical Equipment Payment</li> <li>• Utilities Allowance</li> </ul>	Agreement is in place. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients (Utilities Allowance)</li> <li>• Number of payments (Essential Medical Equipment Payment)</li> </ul>	
2020-21	Extent to which payments are made to, or with respect to, people unable to fully support themselves.	Changes in Utilities Allowance recipient numbers align with movements in the total number of people receiving Partner Allowance, Widow Allowance and Disability Support Pension (who are younger than 21 with no dependent children).
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.5: Nil.</b>		

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

<b>Program 1.6 – Income Support for Seniors</b> – To make payments to senior Australians to assist them financially in a manner that encourages them to productively manage resources and life transitions.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Age Pension</li> <li>• Widow B Pension</li> <li>• Wife Pension (Age)</li> </ul> Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy (Age Pension)</li> </ul>	Agreement is in place. Result: Met
2020-21	Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support.  Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	75 per cent or below of people of age pension age are supported by the Age Pension or other income support.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.6: Nil.</b>		

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

<b>Program 1.7 – Allowances and Concessions for Seniors</b> – To make payments and provide services to senior Australians to assist with household expenses, enabling them to maintain their standard of living.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Allowances and Concessions for Seniors</li> </ul> Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	Agreement is in place. Result: Met
2020-21	To provide financial support to eligible senior Australians to assist with their household expenses.  Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	100 per cent of eligible Commonwealth Health Card holders receive the Energy Supplement each year.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.7: Nil.</b>		

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

<b>Program 1.8 – Income Support for People with Disability</b> – To make payments to eligible people with disability who are unable to support themselves to achieve financial independence.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>Disability Support Pension</li> <li>Mobility Allowance</li> </ul>	Agreement is in place. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>Administered outlays</li> <li>Number of recipients</li> <li>Payment accuracy (Disability Support Pension)</li> </ul>	
2020-21	Extent to which people of working age with a profound or severe disability are paid Disability Support Pension.	90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension.
	Outputs: <ul style="list-style-type: none"> <li>Administered outlays</li> <li>Number of recipients</li> <li>Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.8: Nil.</b>		

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

<b>Program 1.9 – Income Support for Carers</b> – To make payments and allowances to financially assist eligible carers of people with disability or a severe medical condition.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law. Ex-gratia payments to unsuccessful applicants of Carer Payment (Child) (Carer Adjustment Payment) are paid under the provisions of the PGPA Act.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Carer Allowance (Adult) and (Child)</li> <li>• Carer Payment</li> <li>• Carer Supplement</li> <li>• Child Disability Assistance Payment</li> <li>• Wife Pension (Disability Support Pension)</li> </ul>	Agreement is in place. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy (Carer Allowance (Adult) and (Child) and Carer Payment)</li> </ul>	
2020-21	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: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.9: Nil.</b>		



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

<b>Program 1.10 – Working Age Payments</b> – To assist people who are temporarily unable to support themselves through work or have a limited capacity to work due to disability or caring responsibilities for young children.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments are made through Services Australia to eligible claimants under the provisions of social security law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Parenting Payment</li> <li>• Sickness Allowance</li> <li>• Widow Allowance</li> <li>• Youth Allowance (Other)</li> <li>• Partner Allowance</li> </ul>	Agreement is in place. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	
2020-21	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: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.10: Nil.</b>		

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

<b>Program 1.11 – Student Payments</b> – To achieve growth in skills, qualifications and productivity through providing income support and other financial assistance to students to assist them to undertake further education and training. To increase access and participation by Indigenous Australian students in school education, vocational education and training and higher education and accelerate their educational outcomes.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Payments and other financial assistance are made through Services Australia to eligible claimants under the provisions of social security and student assistance law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	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: <ul style="list-style-type: none"> <li>• ABSTUDY</li> <li>• Austudy</li> <li>• Youth Allowance (student)</li> <li>• Student Start-up Loans</li> </ul>	Agreement is in place. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy (ABSTUDY, Austudy, Youth Allowance (student))</li> </ul>	
2020-21	Extent to which payment recipients have improved financial self-reliance.	The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments align with movements in the unemployment rate.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> <li>• Payment accuracy</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Program 1.11: Nil.</b>		

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

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

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

<b>Cross-Program – Rent Assistance</b> – To make payments to low and moderate income Australians receiving income support or Family Tax Benefit Part A to assist with the costs of renting private and community housing.		
<b>Delivery</b>	DSS administers the program as part of the social security system. Rent Assistance payments are made through Services Australia to eligible claimants under the provisions of the social security law and family assistance law.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Rent Assistance</li> </ul> Output: <ul style="list-style-type: none"> <li>• Number of Commonwealth Rent Assistance income units</li> </ul>	Agreement is in place. Result: Met
2020-21	Extent to which income support or family payment recipients are assisted with the costs of renting private and community housing.	Of the individuals and families renting and receiving Rent Assistance, the proportion experiencing rental stress after receipt of Rent Assistance is at least 25 percentage points lower than it would be without Rent Assistance.
	Output: <ul style="list-style-type: none"> <li>• Number of Commonwealth Rent Assistance income units</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purposes</b>	Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.	
<b>Material changes to Cross-Program – Rent Assistance: Nil.</b>		

## 2.2 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 2

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

### Linked programs

<p><b>Attorney-General's Department</b></p> <hr/> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Attorney-General's Department Operating Expenses – Civil Justice and Legal Services</li> <li>• Program 1.4 – Justice Services</li> <li>• Program 1.5 – Family Relationships</li> <li>• Program 1.6 – Indigenous Legal and Native Title Assistance</li> </ul>
<p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>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.</p>
<p><b>Services Australia</b></p> <hr/> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Services to the Community – Social Security and Welfare</li> </ul>
<p><b>Contribution to Outcome 2 made by linked programs</b></p> <p>The administrative aspects of Income Management and Cashless Debit Card and payments under the Paid Parental Leave Scheme and the Transition to Independent Living Allowance that fall under this Outcome are delivered by Services Australia through the above linked program.</p>

**Linked programs (continued)**

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

**Budgeted expenses for Outcome 2**

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

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

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

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 2: Families and Communities</b>					
<b>Program 2.4 - Program Support for Outcome 2</b>					
Departmental expenses					
Departmental appropriations	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
<b>Departmental total</b>	<b>235,277</b>	<b>195,443</b>	<b>171,889</b>	<b>162,623</b>	<b>160,524</b>
<b>Outcome 2 Totals by appropriation type</b>					
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	–	–
<b>Administered total</b>	<b>3,764,879</b>	<b>3,681,715</b>	<b>2,941,388</b>	<b>3,015,180</b>	<b>3,141,685</b>
Departmental expenses					
Departmental appropriations	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
<b>Departmental total</b>	<b>235,277</b>	<b>195,443</b>	<b>171,889</b>	<b>162,623</b>	<b>160,524</b>
<b>Total expenses for Outcome 2</b>	<b>4,000,156</b>	<b>3,877,158</b>	<b>3,113,277</b>	<b>3,177,803</b>	<b>3,302,209</b>
<b>Movement of administered funds between years (d)</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
Outcome 2:					
Program 2.1 - Families and Communities	(38,205)	36,005	–	–	2,200
<b>Total movement of administered funds</b>	<b>(38,205)</b>	<b>36,005</b>	<b>–</b>	<b>–</b>	<b>2,200</b>

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

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

<b>Program 2.1 - Families and Communities</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.1.1 - Component 1 (Civil Society)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation 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
<b>2.1.2 - Component 2 (Families and Children)</b>					
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
<b>2.1.3 - Component 3 (Families and Communities Services Improvement)</b>					
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
<b>2.1.4 - Component 4 (Financial Wellbeing and Capability)</b>					
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
<b>2.1.5 - Component 5 (National Initiatives)</b>					
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
<b>2.1.6 - Component 6 (Strong and Resilient Communities)</b>					
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

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

<b>Program 2.1 - Families and Communities (continued)</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.1.7 - Component 7 (Transition to Independent Living Allowance)</b>					
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
<b>2.1.8 - Component 8 (Income Management Balancing Appropriation)</b>					
Special appropriations					
<i>Social Security   (Administration) Act 1999</i>	(640)	8	8	-	-
Total component 8 expenses	(640)	8	8	-	-
<b>2.1.9 - Component 9 (Other Services - Services for Other Entities and Trust Moneys)</b>					
Special Account expenses					
Other Services - Services for Other Entities and Trust Moneys	5,689	3,400	3,400	-	-
Total component 9 expenses	5,689	3,400	3,400	-	-
<b>2.1.10 - Component 10 (National Redress Scheme for Institutional Child Sexual Abuse - Redress payment)</b>					
Special appropriations					
<i>National Redress Scheme for   Institutional Child Sexual   Abuse Act 2018 (a)</i>	253,567	nfp	nfp	nfp	nfp
Total component 10 expenses	253,567	nfp	nfp	nfp	nfp
<b>2.1.11 - Component 11 (National Redress Scheme for Institutional Child Sexual Abuse - Psychological Support payment)</b>					
Special appropriations					
<i>National Redress Scheme for   Institutional Child Sexual   Abuse Act 2018 (a)</i>	2,350	nfp	nfp	nfp	nfp
Total component 11 expenses	2,350	nfp	nfp	nfp	nfp
<b>2.1.12 - Component 12 (Volunteer Management)</b>					
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
<b>2.1.13 - Component 13 (Volunteer Grants)</b>					
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
<b>Total Program expenses</b>	<b>953,296</b>	<b>857,525</b>	<b>658,206</b>	<b>603,865</b>	<b>612,782</b>

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

<b>Program 2.2 - Paid Parental Leave</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.2.1 - Component 1 (Dad and Partner Pay)</b>					
Special appropriations					
<i>Paid Parental Leave Act 2010</i>	129,681	146,088	144,708	146,976	150,186
Total component 1 expenses	129,681	146,088	144,708	146,976	150,186
<b>2.2.2 - Component 2 (Parental Leave Pay)</b>					
Special appropriations					
<i>Paid Parental Leave Act 2010</i>	2,269,882	2,130,994	2,138,474	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
<b>Total Program expenses</b>	<b>2,399,563</b>	<b>2,277,082</b>	<b>2,283,182</b>	<b>2,411,315</b>	<b>2,528,903</b>
<b>Program 2.3 - Social and Community Services</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.3.1 - Component 1 (Social and Community Services Pay Equity Special Account)</b>					
Special Account expenses					
Social and Community Services Pay Equity Special Account (b)	411,920	547,108	–	–	–
Total component 1 expenses	411,920	547,108	–	–	–
<b>Total Program expenses</b>	<b>411,920</b>	<b>547,108</b>	<b>–</b>	<b>–</b>	<b>–</b>

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

<b>Program 2.4 - Program Support for Outcome 2</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>2.4.1 - Component 1 (Departmental DSS - Outcome 2)</b>					
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
<b>Total Program expenses</b>	<b>235,277</b>	<b>195,443</b>	<b>171,889</b>	<b>162,623</b>	<b>160,524</b>

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.

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

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

Table 2.2.3 below details the performance criteria for each program associated with Outcome 2. It also summarises how each program is delivered and where 2020-21 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.

<b>Outcome 2 – Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.</b>		
<b>Program 2.1 – Families and Communities</b> – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning.		
<b>Delivery</b>	Assist organisations through a program of grants, procurements and subsidies targeting families, children, young people, volunteers and other individuals with special circumstances.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	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: <ul style="list-style-type: none"> <li>• support and capacity building that contribute to strengthening individual and family functioning and communities; or</li> <li>• national leadership and representation for services to build capacity within the families and community sector that works to strengthen family and community functioning.</li> </ul>	Standard of delivery is performed in accordance with the terms and conditions of organisations' contracts and agreements with DSS. Result: Met
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of individuals assisted</li> <li>• Number of organisations contracted or receiving grant funding to deliver services</li> </ul>	
2020-21	Extent to which individuals have improved individual and family functioning.	At least 75 per cent of clients in reporting services have improved family functioning.
	Extent to which Families and Communities Service Improvement organisations support and drive continuous improvement of member organisations.	At least 90 per cent of members are satisfied with support received from funded service providers.
	Extent of contribution to a reduction in violence through successful implementation of the National Plan to Reduce Violence against Women and their Children 2010-2022.	Successful implementation of departmental actions to contribute towards a reduction in women experiencing family, domestic and sexual violence and a reduction in attitudes supportive of violence.

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

<b>Program 2.1 – Families and Communities – To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2020-21	Extent of contribution to creating and implementing a national children's strategy and related initiatives.	A new children's strategy is approved/adopted by Commonwealth, State and Territory First Ministers, by June 2021.
	Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock.	<ul style="list-style-type: none"> <li>At least a 20 per cent reduction in the number of people with multiple requests for emergency relief.</li> <li>At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.</li> </ul>
	Extent to which volunteer grant recipients are satisfied with the program.	80 per cent of surveyed grant recipients considered the grants assisted in meeting their objective.
	Extent to which participants are satisfied with the support received through the Be Connected program to develop their digital skills, confidence and online safety.	At least 85 per cent of participants report satisfaction with the quality of the Be Connected program supports.
	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.	<ul style="list-style-type: none"> <li>At least 80 per cent of applications that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme.</li> <li>In the prior six month period at least 80 per cent of applications lodged in that period that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme.</li> </ul>

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

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

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

<b>Program 2.2 – Paid Parental Leave</b> – To provide financial support to parents to help them take time off work following the birth or adoption of a child.		
<b>Delivery</b>	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 <i>Paid Parental Leave Act 2010</i> . Services Australia either funds employers to provide Parental Leave Pay to eligible employees, or provides Parental Leave Pay directly to eligible parents and other persons, according to the provisions of the <i>Paid Parental Leave Act 2010</i> .	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	Agreement is in place with Services Australia to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>• Dad and Partner Pay</li> <li>• Parental Leave Pay</li> </ul> Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of recipients</li> </ul>	Agreement is in place. Result: Met
2020-21	Extent to which parents take Parental Leave Pay.	95 per cent of eligible Parental Leave Pay families access payment.
	Extent to which parents take Dad and Partner Pay.	95 per cent of eligible Dad and Partner Pay claimants access payment.
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of individuals assisted</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.	
<b>Material changes to Program 2.2: Nil.</b>		



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

<b>Program 2.3 – Social and Community Services</b> – To set aside funding for the implementation period of Fair Work Australia’s Social, Community and Disability Services Industry Equal Remuneration Order.		
<b>Delivery</b>	<p>Funds are issued to eligible service providers to meet the Australian Government’s share of the pay increases.</p> <p>Funds are issued to other government agencies to meet the Australian Government’s share of the pay increases for their eligible service providers.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<ul style="list-style-type: none"> <li>• Delivery complies with relevant legislation.</li> <li>• The funds appropriated to DSS are issued to meet the Australian Government’s share of the pay increases.</li> </ul>	<p>Payments made as described.</p> <p>Result: Met</p>
	<p>Output:</p> <ul style="list-style-type: none"> <li>• Administered outlays</li> </ul>	
2020-21	<p>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.</p>	<p>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.</p>
	<p>Output:</p> <ul style="list-style-type: none"> <li>• Administered outlays</li> </ul>	
2021-22 and beyond (a)	Not applicable.	Not applicable.
<b>Purpose</b>	Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.	
<p><b>Material changes to Program 2.3 resulting from the following 2020-21 Budget measure:</b></p> <ul style="list-style-type: none"> <li>• <i>Ongoing Funding for Frontline Social Services Impacted by the Cessation of the Social and Community Services Special Account</i></li> </ul>		

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

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

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

## 2.3 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 3

### Outcome 3: Disability and Carers

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

#### Linked programs

<p><b>Department of Education, Skills and Employment</b></p> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 4.1 – Employment Services</li> </ul>
<p><b>Contribution to Outcome 3 made by linked programs</b></p> <p>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.</p>
<p><b>Department of Health</b></p> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 2.1 – Mental Health</li> <li>• Program 6.1 – Access and Information</li> <li>• Program 6.2 – Aged Care Services</li> <li>• Program 6.3 – Aged Care Quality</li> </ul>
<p><b>Contribution to Outcome 3 made by linked programs</b></p> <p>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.</p>
<p><b>Services Australia</b></p> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Services to the Community – Social Security and Welfare</li> </ul>
<p><b>Contribution to Outcome 3 made by linked programs</b></p> <p>Various payments and concessions under this Outcome are delivered through this linked program administered by Services Australia.</p>

**Linked programs (continued)**

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

**Budgeted expenses for Outcome 3**

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

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 3: Disability and Carers</b>					
<b>Program 3.1 - Disability Mental Health and Carers</b>					
Administered expenses					
Ordinary annual services (Appropriation 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	–	–	–
<b>Administered total</b>	<b>1,501,733</b>	<b>1,829,845</b>	<b>1,886,477</b>	<b>1,872,374</b>	<b>1,873,397</b>
<b>Total expenses for Program 3.1</b>	<b>1,501,733</b>	<b>1,829,845</b>	<b>1,886,477</b>	<b>1,872,374</b>	<b>1,873,397</b>
<b>Program 3.2 - National Disability Insurance Scheme</b>					
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
<b>Administered total</b>	<b>8,513,989</b>	<b>12,333,905</b>	<b>14,203,236</b>	<b>14,034,352</b>	<b>13,633,375</b>
<b>Total expenses for Program 3.2</b>	<b>8,513,989</b>	<b>12,333,905</b>	<b>14,203,236</b>	<b>14,034,352</b>	<b>13,633,375</b>
<b>Program 3.3 - Program Support for Outcome 3</b>					
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
<b>Departmental total</b>	<b>135,946</b>	<b>105,630</b>	<b>100,196</b>	<b>94,827</b>	<b>92,692</b>
<b>Total expenses for Program 3.3</b>	<b>135,946</b>	<b>105,630</b>	<b>100,196</b>	<b>94,827</b>	<b>92,692</b>

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 3: Disability and Carers</b>					
<b>Outcome 3 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation 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	–	–	–
<b>Administered total</b>	<b>10,015,722</b>	<b>14,163,750</b>	<b>16,089,713</b>	<b>15,906,726</b>	<b>15,506,772</b>
Departmental expenses					
Departmental appropriations s74 External Revenue (a)	121,780 3,625	97,206 6,163	92,438 5,706	87,332 5,706	85,237 5,706
Expenses not requiring appropriation in the Budget year (b)	10,541	2,261	2,052	1,789	1,749
<b>Departmental total</b>	<b>135,946</b>	<b>105,630</b>	<b>100,196</b>	<b>94,827</b>	<b>92,692</b>
<b>Total expenses for Outcome 3</b>	<b>10,151,668</b>	<b>14,269,380</b>	<b>16,189,909</b>	<b>16,001,553</b>	<b>15,599,464</b>
<b>Movement of administered funds between years (c)</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'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	–
<b>Total movement of administered funds</b>	<b>(112,025)</b>	<b>80,703</b>	<b>25,572</b>	<b>5,750</b>	<b>–</b>

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

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

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

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

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

<b>Program 3.1: Disability Mental Health and Carers</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>3.1.1 - Component 1 (Community Mental Health)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation 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
<b>3.1.2 - Component 2 (Disability and Carer Support)</b>					
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
<b>3.1.3 - Component 3 (Disability Employment)</b>					
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
<b>3.1.4 - Component 4 (Disability and Carer Service Improvement and Sector Support)</b>					
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
<b>3.1.5 - Component 5 (National Disability Research Special Account 2016)</b>					
Special Account Expenses:					
National Disability Research Special Account 2016	713	202	–	–	–
Total component 5 expenses	713	202	–	–	–
<b>3.1.6 - Component 6 (National Disability Research Special Account 2020)</b>					
Special Account Expenses:					
National Disability Research Special Account 2020	–	781	–	–	–
Total component 6 expenses	–	781	–	–	–
<b>Total Program expenses</b>	<b>1,501,733</b>	<b>1,829,845</b>	<b>1,886,477</b>	<b>1,872,374</b>	<b>1,873,397</b>

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

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



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

<b>Program 3.3 - Program Support for Outcome 3</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>3.3.1 - Component 1 (Departmental DSS - Outcome 3)</b>					
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
<b>Total Program expenses</b>	<b>135,946</b>	<b>105,630</b>	<b>100,196</b>	<b>94,827</b>	<b>92,692</b>

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.

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

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

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

Table 2.3.3 below details the performance criteria for each program associated with Outcome 3. It also summarises how each program is delivered and where 2020-21 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.

<b>Outcome 3 – Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.</b>		
<b>Program 3.1 – Disability Mental Health and Carers – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life.</b>		
<b>Delivery</b>	Assist organisations through a program of grants, procurements and subsidies targeting support to people with disability, carers and people with, or at risk of, mental illness.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievements/Targets</b>
2019-20	<p>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:</p> <ul style="list-style-type: none"> <li>• employment assistance and other services to people with disability</li> <li>• direct advocacy support to people with disability</li> <li>• support to carers</li> <li>• support through community based initiatives to assist people with, or at risk of, mental illness</li> <li>• national leadership and representation for services to build capacity within the disability, carers or community mental health sectors</li> </ul>	<p>Standard of delivery is performed in accordance with the terms and conditions of organisations' contracts and agreements with DSS.</p> <p>Result: Met (a)</p>
	<p>Outputs:</p> <ul style="list-style-type: none"> <li>• Administered outlays</li> <li>• Number of individuals assisted</li> <li>• Number of organisations contracted or receiving grant funding to deliver services</li> </ul>	

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

<b>Program 3.1 – Disability Mental Health and Carers – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2020-21	Extent to which people with a disability are supported to find and maintain employment through Disability Employment Services.	<ul style="list-style-type: none"> <li>At least 40 per cent of job placements sustained to 13 weeks.</li> <li>At least 30 per cent of job placements sustained to 26 weeks.</li> <li>At least 20 per cent of job placements sustained to 52 weeks.</li> </ul>
2020-21	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: <ul style="list-style-type: none"> <li>Administered outlays</li> <li>Number of carers assisted</li> <li>Number of Disability Employment Services participants</li> <li>Number of Disability Employment Services providers</li> <li>Number of people with disability provided with direct advocacy support</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.	
<b>Material changes to Program 3.1: Nil.</b>		

(a) All contracts and agreements were delivered in accordance with the terms and conditions specified.

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

<p><b>Program 3.2 – National Disability Insurance Scheme (NDIS)</b> – To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund.</p>		
<b>Delivery</b>	<p>Negotiate NDIS agreements, policy settings and financial arrangements with states and territories for the transition to full scheme.</p> <p>Through a program of grants for disability sector improvement, assist people with disability, people with severe mental illness, carers and service providers, to transition to the NDIS.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<p>Policy, financial and partnership arrangements are in place to create an effective and sustainable NDIS including:</p> <ul style="list-style-type: none"> <li>developing and implementing policy settings for full scheme</li> <li>implementing funding mechanisms for NDIS transitions</li> <li>negotiating and implementing agreements with states and territories for full scheme</li> </ul>	<ul style="list-style-type: none"> <li>Timely and effective policy advice (including Quality and Safeguards) is provided for full scheme. Result: Met (a)</li> <li>Appropriate management of the NDIS cash flow. Result: Met (b)</li> <li>Strategic implementation issues are identified and resolved. Result: Met (c)</li> </ul>
	<p>Outputs:</p> <ul style="list-style-type: none"> <li>Value and number of Jobs and Market Fund projects supporting the growth of the NDIS market and workforce</li> <li>Value of Commonwealth program funding transitioned to the NDIS</li> </ul>	
2020-21	<p>Number of people supported through the NDIS.</p>	<ul style="list-style-type: none"> <li>500,000 NDIS participants by 30 June 2023.</li> <li>Complete the transition of DSS Commonwealth program clients to the NDIS by 31 December 2020.</li> </ul>
	<p>Market indicators signal that participants have improved opportunity to access services in the market.</p>	<ul style="list-style-type: none"> <li>At least 75 per cent market utilisation rates by 30 June 2021.</li> <li>At least 10 per cent improvement in NDIS market concentration in remote areas by 30 June 2021.</li> </ul>
	<p>Extent to which outcomes for children with disability more closely align with outcomes for all children.</p>	<ul style="list-style-type: none"> <li>At least 60 per cent of NDIS participants aged school age to 14 attend school in a mainstream class.</li> <li>At least 70 per cent of NDIS participants with disability aged 18-24 have completed secondary school.</li> </ul>

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

<b>Program 3.2 – National Disability Insurance Scheme (NDIS) – To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2020-21	Extent to which NDIS participant outcomes are met.	<ul style="list-style-type: none"> <li>• At least 80 per cent of NDIS participants report satisfaction with the scheme planning process.</li> <li>• At least 25 per cent of working age NDIS participants in paid employment.</li> <li>• At least 45 per cent of NDIS participants involved in community and social activities.</li> <li>• No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances.</li> <li>• No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances.</li> <li>• No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances.</li> </ul>
	Outputs: <ul style="list-style-type: none"> <li>• Administered outlays (NDIS; NDIS Transition; NDIS Participant Plans; Information, Linkages and Capacity Building; Establishment of the NDIS Quality and Safeguards Commission; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)</li> <li>• Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the NDIS</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services.	
<b>Material changes to Program 3.2: Nil.</b>		

- (a) 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.
- (b) The funding mechanism is agreed and is in place for all jurisdictions transitioning to full scheme NDIS.
- (c) 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)**

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

## 2.4 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 4

### **Outcome 4: Housing**

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

### **Linked programs**

#### **The Treasury**

#### **Programs**

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

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

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

**Budgeted expenses for Outcome 4**

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

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 4: Housing</b>					
<b>Program 4.1 - Housing and Homelessness</b>					
Administered expenses					
Ordinary annual services (Appropriation Bill No.1)	6,277	56,792	30,198	15	84
<b>Administered total</b>	<b>6,277</b>	<b>56,792</b>	<b>30,198</b>	<b>15</b>	<b>84</b>
<b>Total expenses for Program 4.1</b>	<b>6,277</b>	<b>56,792</b>	<b>30,198</b>	<b>15</b>	<b>84</b>
<b>Program 4.2 - Affordable Housing</b>					
Administered expenses					
Ordinary annual services (Appropriation Bill No.1)	114,864	113,533	101,738	82,683	60,347
<b>Administered total</b>	<b>114,864</b>	<b>113,533</b>	<b>101,738</b>	<b>82,683</b>	<b>60,347</b>
<b>Total expenses for Program 4.2</b>	<b>114,864</b>	<b>113,533</b>	<b>101,738</b>	<b>82,683</b>	<b>60,347</b>
<b>Program 4.3 - Program Support for Outcome 4</b>					
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
<b>Departmental total</b>	<b>26,146</b>	<b>20,476</b>	<b>19,302</b>	<b>18,283</b>	<b>17,980</b>
<b>Total expenses for Program 4.3</b>	<b>26,146</b>	<b>20,476</b>	<b>19,302</b>	<b>18,283</b>	<b>17,980</b>



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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 4: Housing</b>					
<b>Outcome 4 Totals by appropriation type</b>					
Administered expenses					
Ordinary annual services (Appropriation Bill No.1)	121,141	170,325	131,936	82,698	60,431
<b>Administered total</b>	<b>121,141</b>	<b>170,325</b>	<b>131,936</b>	<b>82,698</b>	<b>60,431</b>
Departmental expenses					
Departmental appropriations 74 External Revenue (a)	23,599 518	18,858 1,183	17,812 1,095	16,842 1,095	16,548 1,095
Expenses not requiring appropriation in the Budget year (b)	2,029	435	395	346	337
<b>Departmental total</b>	<b>26,146</b>	<b>20,476</b>	<b>19,302</b>	<b>18,283</b>	<b>17,980</b>
<b>Total expenses for Outcome 4</b>	<b>147,287</b>	<b>190,801</b>	<b>151,238</b>	<b>100,981</b>	<b>78,411</b>
<b>Movement of administered funds between years (c)</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
Outcome 4:					
Program 4.1 - Housing and Homelessness	(7,509)	7,509	-	-	-
<b>Total movement of administered funds</b>	<b>(7,509)</b>	<b>7,509</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

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

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

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

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

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

<b>Program 4.2 - Affordable Housing</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>4.2.1 - Component 1 (National Rental Affordability Scheme)</b>					
Annual administered expenses					
Ordinary annual services (Appropriation 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
<b>Total Program expenses</b>	<b>114,864</b>	<b>113,533</b>	<b>101,738</b>	<b>82,683</b>	<b>60,347</b>

<b>Program 4.3 - Program Support for Outcome 4</b>					
	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>4.3.1 - Component 1 (Departmental DSS - Outcome 4)</b>					
Annual departmental expenses					
Departmental appropriation	23,599	18,858	17,812	16,842	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
<b>Total Program expenses</b>	<b>26,146</b>	<b>20,476</b>	<b>19,302</b>	<b>18,283</b>	<b>17,980</b>

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.

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

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

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

Table 2.4.3 below details the performance criteria for each program associated with Outcome 4. It also summarises how each program is delivered and where 2020-21 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.

<b>Outcome 4 – Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.</b>		
<b>Program 4.1 – Housing and Homelessness</b> – To provide support for affordable housing and homelessness prevention initiatives, including the design and implementation of innovative early stage projects.		
<b>Delivery</b>	Fund organisations to design and implement initiatives that improve the availability of affordable housing and prevent homelessness.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	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
2020-21	Standard of delivery by states and territories and organisations is in accordance with the terms and conditions of contracts and agreements with DSS.	100 per cent of states and territories meet their requirements under the National Housing and Homelessness Agreement by: <ul style="list-style-type: none"> <li>• having a publicly available housing strategy.</li> <li>• having a publicly available homelessness strategy.</li> <li>• contributing to the ongoing collection and transparent reporting of agreed data.</li> <li>• providing annual statement of assurance reports outlining their housing and homelessness expenditure.</li> </ul>
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.	
<b>Material changes to Program 4.1: Nil.</b>		

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

<b>Program 4.2 – Affordable Housing</b> – To improve the supply of affordable rental housing to low and moderate income households.		
<b>Delivery</b>	Provide National Rental Affordability Scheme incentives in accordance with statutory criteria to approved participants.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	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: <ul style="list-style-type: none"> <li>• Percentage of dwellings that were paid an incentive for the relevant National Rental Affordability Scheme year.</li> <li>• Number of incentives issued for the relevant National Rental Affordability Scheme year (Cash payments and Refundable Tax Offsets).</li> </ul>	
2020-21	Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants.	90 per cent of statements of compliance are processed within 60 days.
	Outputs: <ul style="list-style-type: none"> <li>• Percentage of dwellings that were paid an incentive for the relevant National Rental Affordability Scheme year.</li> <li>• Number of National Rental Affordability Scheme incentives issued for the relevant National Rental Affordability Scheme year (Cash payments and Refundable Tax Offsets).</li> </ul>	
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.	
<b>Material changes to Program 4.2: Nil.</b>		

(a) 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)**

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

## Section 3: 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 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 2019-20 to 2023-24. These statements are prepared in accordance with the requirements of the Australian Government's financial budget and reporting framework.

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

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

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

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

#### **Asset Valuation**

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

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**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 2020-21 before allowing for unfunded items. Under net cash funding arrangements, asset replacement is funded through capital appropriations.

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

**Balance sheet**

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

**Administered**

**Income and expenses**

DSS will administer the collection of non-taxation revenue estimated at \$470.9 million in 2020-21, higher than 2019-20 mainly due to recoveries of 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 2020-21, higher than in 2019-20 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 2019-20 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 2019-20 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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
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
<b>Total expenses</b>	<b>522,858</b>	<b>427,683</b>	<b>391,401</b>	<b>370,050</b>	<b>363,934</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Sale of goods and rendering of services	49,598	25,273	25,018	25,018	25,018
Rental Income	2,198	1,503	–	–	–
Other revenue	1,713	1,470	1,470	1,470	1,470
<b>Total own-source revenue</b>	<b>53,509</b>	<b>28,246</b>	<b>26,488</b>	<b>26,488</b>	<b>26,488</b>
<b>Gains</b>					
Other gains	699	–	–	–	–
<b>Total gains</b>	<b>699</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total own-source income</b>	<b>54,208</b>	<b>28,246</b>	<b>26,488</b>	<b>26,488</b>	<b>26,488</b>
<b>Net (cost of)/contribution by services</b>	<b>(468,650)</b>	<b>(399,437)</b>	<b>(364,913)</b>	<b>(343,562)</b>	<b>(337,446)</b>
Revenue from Government	411,945	379,499	348,921	332,836	326,877
<b>Surplus/(deficit) attributable to the Australian Government</b>	<b>(56,705)</b>	<b>(19,938)</b>	<b>(15,992)</b>	<b>(10,726)</b>	<b>(10,569)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in asset revaluation reserves	(8)	–	–	–	–
<b>Total other comprehensive income</b>	<b>(8)</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total comprehensive income/(loss)</b>	<b>(56,713)</b>	<b>(19,938)</b>	<b>(15,992)</b>	<b>(10,726)</b>	<b>(10,569)</b>
<b>Total comprehensive income/(loss) attributable to the Australian Government</b>	<b>(56,713)</b>	<b>(19,938)</b>	<b>(15,992)</b>	<b>(10,726)</b>	<b>(10,569)</b>

**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 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Total comprehensive income/(loss) excluding depreciation/amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>(4,276)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
less depreciation/amortisation expenses previously funded through revenue appropriations (a)	38,931	7,227	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
<b>Total comprehensive income/(loss) - as per the statement of comprehensive income</b>	<b>(56,713)</b>	<b>(19,938)</b>	<b>(15,992)</b>	<b>(10,726)</b>	<b>(10,569)</b>

Prepared on Australian Accounting Standards basis.

- (a) 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.
- (b) Applies leases under AASB 16 Leases.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	5,334	5,334	5,334	5,334	5,334
Trade and other receivables	85,636	78,723	76,978	76,466	76,466
<b>Total financial assets</b>	<b>90,970</b>	<b>84,057</b>	<b>82,312</b>	<b>81,800</b>	<b>81,800</b>
<b>Non-financial assets</b>					
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
<b>Total non-financial assets</b>	<b>583,948</b>	<b>549,437</b>	<b>546,165</b>	<b>515,884</b>	<b>485,397</b>
<b>Total assets</b>	<b>674,918</b>	<b>633,494</b>	<b>628,477</b>	<b>597,684</b>	<b>567,197</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
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
<b>Total payables</b>	<b>576,508</b>	<b>550,691</b>	<b>555,306</b>	<b>528,853</b>	<b>504,440</b>
<b>Provisions</b>					
Employee provisions	91,691	91,608	93,345	95,182	95,182
Other provisions	273	273	273	273	273
<b>Total provisions</b>	<b>91,964</b>	<b>91,881</b>	<b>93,618</b>	<b>95,455</b>	<b>95,455</b>
<b>Total liabilities</b>	<b>668,472</b>	<b>642,572</b>	<b>648,924</b>	<b>624,308</b>	<b>599,895</b>
<b>Net assets</b>	<b>6,446</b>	<b>(9,078)</b>	<b>(20,447)</b>	<b>(26,624)</b>	<b>(32,698)</b>
<b>EQUITY*</b>					
<b>Parent entity interest</b>					
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)
<b>Total parent entity interest</b>	<b>6,446</b>	<b>(9,078)</b>	<b>(20,447)</b>	<b>(26,624)</b>	<b>(32,698)</b>
<b>Total equity</b>	<b>6,446</b>	<b>(9,078)</b>	<b>(20,447)</b>	<b>(26,624)</b>	<b>(32,698)</b>

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 2020-21)**

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

Prepared on Australian Accounting Standards basis

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	469,833	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	–	–	–	–
<b>Total cash received</b>	<b>554,472</b>	<b>414,490</b>	<b>375,746</b>	<b>358,295</b>	<b>351,663</b>
<b>Cash used</b>					
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
<b>Total cash used</b>	<b>535,779</b>	<b>392,322</b>	<b>352,771</b>	<b>333,882</b>	<b>327,250</b>
<b>Net cash from/(used by) operating activities</b>	<b>18,693</b>	<b>22,168</b>	<b>22,975</b>	<b>24,413</b>	<b>24,413</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sales of property, plant and equipment	3	–	–	–	–
<b>Total cash received</b>	<b>3</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Cash used</b>					
Purchase of property, plant, equipment and intangibles	12,357	4,414	4,623	4,549	4,494
<b>Total cash used</b>	<b>12,357</b>	<b>4,414</b>	<b>4,623</b>	<b>4,549</b>	<b>4,494</b>
<b>Net cash from/(used by) investing activities</b>	<b>(12,354)</b>	<b>(4,414)</b>	<b>(4,623)</b>	<b>(4,549)</b>	<b>(4,494)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations – contributed equity	10,470	4,414	4,623	4,549	4,494
<b>Total cash used</b>	<b>10,470</b>	<b>4,414</b>	<b>4,623</b>	<b>4,549</b>	<b>4,494</b>
<b>Cash used</b>					
Principal payments of lease liability	20,788	22,168	22,975	24,413	24,413
<b>Total cash used</b>	<b>20,788</b>	<b>22,168</b>	<b>22,975</b>	<b>24,413</b>	<b>24,413</b>
<b>Net cash from/(used by) financing activities</b>	<b>(10,318)</b>	<b>(17,754)</b>	<b>(18,352)</b>	<b>(19,864)</b>	<b>(19,919)</b>
<b>Net increase/(decrease) in cash held</b>	<b>(3,979)</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Cash and cash equivalents at the beginning of the reporting period	9,313	5,334	5,334	5,334	5,334
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>5,334</b>	<b>5,334</b>	<b>5,334</b>	<b>5,334</b>	<b>5,334</b>

Prepared on Australian Accounting Standards basis.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>NEW CAPITAL APPROPRIATIONS</b>					
Capital budget - Bill 1 (DCB)	2,664	4,414	4,623	4,549	4,495
Equity injections - Bill 2	5,764	–	–	–	–
<b>Total new capital appropriations</b>	<b>8,428</b>	<b>4,414</b>	<b>4,623</b>	<b>4,549</b>	<b>4,495</b>
<i>Provided for:</i>					
<i>Purchase of non-financial assets</i>	8,428	4,414	4,623	4,549	4,495
<b>Total Items</b>	<b>8,428</b>	<b>4,414</b>	<b>4,623</b>	<b>4,549</b>	<b>4,495</b>
<b>PURCHASE OF NON-FINANCIAL ASSETS</b>					
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	–	–	–	–
<b>TOTAL</b>	<b>12,357</b>	<b>4,414</b>	<b>4,623</b>	<b>4,549</b>	<b>4,495</b>
<b>RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE</b>					
Total purchases	12,357	4,414	4,623	4,549	4,495
<b>Total cash used to acquire assets</b>	<b>12,357</b>	<b>4,414</b>	<b>4,623</b>	<b>4,549</b>	<b>4,495</b>

Prepared on Australian Accounting Standards basis.

(a) Includes both current Bill 2 and prior Act 2/4/6 appropriations.

(b) Includes purchases from current and previous years' departmental capital budgets (DCBs).

(c) 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 2020-21)**

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

Prepared on Australian Accounting Standards basis.

(a) 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)**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
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	–	–
<b>Total expenses administered on behalf of Government</b>	<b>140,969,513</b>	<b>166,015,457</b>	<b>141,357,222</b>	<b>139,836,195</b>	<b>141,685,078</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
<b>Non-taxation revenue</b>					
Interest	53,454	82,158	77,344	77,528	84,131
Dividends	3,775	1,007	1,010	1,007	1,007
Sale of Goods and rendering of services	255,058	344,434	366,151	377,914	394,243
Other sources of non-taxation revenues	43,569	43,251	35,895	26,512	21,879
<b>Total non-taxation revenue</b>	<b>355,856</b>	<b>470,850</b>	<b>480,400</b>	<b>482,961</b>	<b>501,260</b>
<b>Total own-source revenue administered on behalf of Government</b>	<b>355,856</b>	<b>470,850</b>	<b>480,400</b>	<b>482,961</b>	<b>501,260</b>
<b>Gains</b>					
Other gains	220,670	–	–	–	–
<b>Total gains administered on behalf of Government</b>	<b>220,670</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total own-source income administered on behalf of Government</b>	<b>576,526</b>	<b>470,850</b>	<b>480,400</b>	<b>482,961</b>	<b>501,260</b>
<b>Net (cost of)/contribution by services</b>	<b>(140,392,987)</b>	<b>(165,544,607)</b>	<b>(140,876,822)</b>	<b>(139,353,234)</b>	<b>(141,183,818)</b>
<b>Surplus/(deficit)</b>	<b>(140,392,987)</b>	<b>(165,544,607)</b>	<b>(140,876,822)</b>	<b>(139,353,234)</b>	<b>(141,183,818)</b>
<b>Total comprehensive income/(loss)</b>	<b>(140,392,987)</b>	<b>(165,544,607)</b>	<b>(140,876,822)</b>	<b>(139,353,234)</b>	<b>(141,183,818)</b>

Prepared on Australian Accounting Standards basis.



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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents (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
<b>Total financial assets</b>	<b>6,398,401</b>	<b>4,984,525</b>	<b>4,886,059</b>	<b>4,728,051</b>	<b>4,652,650</b>
<b>Total assets administered on behalf of Government</b>	<b>6,398,401</b>	<b>4,984,525</b>	<b>4,886,059</b>	<b>4,728,051</b>	<b>4,652,650</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
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
<b>Total payables</b>	<b>4,133,325</b>	<b>2,802,159</b>	<b>2,607,348</b>	<b>2,512,088</b>	<b>3,092,490</b>
<b>Provisions</b>					
Personal benefits provision	4,732,782	4,761,100	4,693,637	4,684,192	4,687,096
<b>Total provisions</b>	<b>4,732,782</b>	<b>4,761,100</b>	<b>4,693,637</b>	<b>4,684,192</b>	<b>4,687,096</b>
<b>Total liabilities administered on behalf of Government</b>	<b>8,866,107</b>	<b>7,563,259</b>	<b>7,300,985</b>	<b>7,196,280</b>	<b>7,779,586</b>
<b>Net assets/(liabilities)</b>	<b>(2,467,706)</b>	<b>(2,578,734)</b>	<b>(2,414,926)</b>	<b>(2,468,229)</b>	<b>(3,126,936)</b>

Prepared on Australian Accounting Standards basis.  
(a) Includes special account balances.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Goods and services	121,372	337,067	373,959	378,974	395,638
Interest	2,562	92,169	81,043	44,891	44,891
Dividends	3,775	1,009	1,009	1,008	1,007
Other	975,673	475,650	612,375	816,504	859,986
<b>Total cash received</b>	<b>1,103,382</b>	<b>905,895</b>	<b>1,068,386</b>	<b>1,241,377</b>	<b>1,301,522</b>
<b>Cash used</b>					
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	–	–
<b>Total cash used</b>	<b>139,411,719</b>	<b>166,517,141</b>	<b>142,192,753</b>	<b>140,586,864</b>	<b>141,786,179</b>
<b>Net cash from/(used by) operating activities</b>	<b>(138,308,337)</b>	<b>(165,611,246)</b>	<b>(141,124,367)</b>	<b>(139,345,487)</b>	<b>(140,484,657)</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Repayments of loans and advances	67,252	34,800	30,700	29,200	26,900
<b>Total cash received</b>	<b>67,252</b>	<b>34,800</b>	<b>30,700</b>	<b>29,200</b>	<b>26,900</b>
<b>Cash used</b>					
Loans and advances	210,956	252,135	321,933	217,139	224,039
<b>Total cash used</b>	<b>210,956</b>	<b>252,135</b>	<b>321,933</b>	<b>217,139</b>	<b>224,039</b>
<b>Net cash from/(used by) investing activities</b>	<b>(143,704)</b>	<b>(217,335)</b>	<b>(291,233)</b>	<b>(187,939)</b>	<b>(197,139)</b>
<b>Net increase/(decrease) in cash held</b>	<b>(138,452,041)</b>	<b>(165,828,581)</b>	<b>(141,415,600)</b>	<b>(139,533,426)</b>	<b>(140,681,796)</b>
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
<b>Cash and cash equivalents at end of reporting period</b>	<b>518,528</b>	<b>553,935</b>	<b>557,930</b>	<b>557,930</b>	<b>557,930</b>

Prepared on Australian Accounting Standards basis.

**AUSTRALIAN INSTITUTE OF FAMILY  
STUDIES**

**ENTITY RESOURCES AND PLANNED  
PERFORMANCE**



# 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 2020-21 as at Budget October 2020**

	<i>2019-20 Estimated actual \$'000</i>	2020-21 Estimate \$'000
<b>Departmental</b>		
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
<b>Total departmental resourcing</b>	<b>21,433</b>	<b>23,190</b>
<b>Total resourcing for the Australian Institute of Family Studies</b>	<b>21,433</b>	<b>23,190</b>
	<i>2019-20</i>	2020-21
<b>Average staffing level (number)</b>	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.

(a) Appropriation Bill (No. 1) 2020-21.

(b) Estimated adjusted balance carried forward from previous year for annual appropriations.

(c) Excludes departmental capital budget.

(d) Estimated external revenue receipts under section 74 of the PGPA Act.

(e) 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](http://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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 1.1 - Australian Institute of Family Studies</b>					
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
<b>Departmental total</b>	<b>16,009</b>	<b>18,759</b>	<b>18,331</b>	<b>18,423</b>	<b>18,735</b>
<b>Total expenses for Program 1.1</b>	<b>16,009</b>	<b>18,759</b>	<b>18,331</b>	<b>18,423</b>	<b>18,735</b>
<b>Outcome 1 Totals by appropriation type</b>					
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
<b>Departmental total</b>	<b>16,009</b>	<b>18,759</b>	<b>18,331</b>	<b>18,423</b>	<b>18,735</b>
<b>Total expenses for Outcome 1</b>	<b>16,009</b>	<b>18,759</b>	<b>18,331</b>	<b>18,423</b>	<b>18,735</b>

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

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

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

**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.

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

<b>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.</b>		
<p><b>Program 1.1 – Australian Institute of Family Studies</b> – 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:</p> <ul style="list-style-type: none"> <li>• undertake high-quality, impartial research relating to the wellbeing of families in Australia;</li> <li>• disseminate findings through multiple channels to identified target audiences;</li> <li>• connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and</li> <li>• 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.</li> </ul>		
<b>Delivery</b>	<p>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.</p> <p>AIFS will focus its work across four strategic areas:</p> <p><b>Create knowledge:</b> research and advice in the design, implementation and evaluation of policy and practice.</p> <p><b>Communicate for impact:</b> resources and education for policy, practice, researchers and the public knowledge about families and communities.</p> <p><b>Collaborate and connect:</b> bringing policy makers, service providers and researchers together.</p> <p><b>Activate:</b> sustainability as an independent institute.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<b>Output criteria</b>	
	<b>Credible research on Australian Families</b>	
	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)**

Year	Performance criteria	Actual Achievement/Targets
2019-20	<b>Program 1.1 – Australian Institute of Family Studies</b> – 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:	
	<ul style="list-style-type: none"> <li>• undertake high-quality, impartial research relating to the wellbeing of families in Australia;</li> <li>• disseminate findings through multiple channels to identified target audiences;</li> <li>• connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and</li> <li>• 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.</li> </ul>	
	<b>Access to high quality research and information</b>	
	Number of publications and products released	58
	Number of external presentations	55
	Number of AIFS webinars	18
	<b>Platforms for cross-sector dialogue and collaboration</b>	
	Number of AIFS events	1 (a)
	Number of attendees	70 (a)
	Number of partnerships	24
	Number of advisory group representation	38
	<b>Practices and processes that ensure sustainability</b>	
	Leadership and Development Sessions	17
	Wellbeing sessions	7
	Number of APS new starter induction training	9
	<b>Outcomes criteria</b>	
	<b>End users seek out AIFS’ research, resources and expertise</b>	
	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)**

Year	Performance criteria	Actual Achievement/Targets
2019-20	<b>Program 1.1 – Australian Institute of Family Studies</b> – 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:	
	<ul style="list-style-type: none"> <li>• undertake high-quality, impartial research relating to the wellbeing of families in Australia;</li> <li>• disseminate findings through multiple channels to identified target audiences;</li> <li>• connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and</li> <li>• 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.</li> </ul>	
	<b>End users find AIFS research and resources relevant to their work</b>	
	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
	<b>Organisational capability enables AIFS to achieve impact</b>	
	Australian Public Service employee census scores	Not available (c)
	Staff engagement	
	Staff wellbeing	
	Innovation	
	<b>Impact criteria (stakeholder survey results)</b>	
	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)**

Year	Performance criteria	Actual Achievement/Targets
<p><b>Program 1.1 – Australian Institute of Family Studies</b> – 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:</p> <ul style="list-style-type: none"> <li>• undertake high-quality, impartial research relating to the wellbeing of families in Australia;</li> <li>• disseminate findings through multiple channels to identified target audiences;</li> <li>• connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and</li> <li>• 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.</li> </ul>		
2020-21	<b>Outcomes criteria</b>	
	<b>End users seek out AIFS’ research, resources and expertise</b>	
	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
	<b>End users find AIFS research and resources relevant to their work</b>	
	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
	<b>Organisational capability enables AIFS to achieve impact</b>	
	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)**

<p><b>Program 1.1 – Australian Institute of Family Studies</b> – 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:</p> <ul style="list-style-type: none"> <li>• undertake high-quality, impartial research relating to the wellbeing of families in Australia;</li> <li>• disseminate findings through multiple channels to identified target audiences;</li> <li>• connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and</li> <li>• 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.</li> </ul>		
Year	Performance criteria	Actual Achievement/Targets
2020-21	Innovation (d)	Greater than or equal to 2018-19
	<b>Impact criteria (stakeholder survey results)</b>	
	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
2021-22 and beyond	As per 2020-21	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.	
<p><b>Material changes to Program 1.1: Nil.</b></p> <p><b>In 2019-20 AIFS reported against a revised performance framework:</b></p> <p>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.</p>		

- (a) AIFS cancelled multiple events in 2019-20 due to the COVID-19 pandemic and postponed the AIFS 2020 Conference until 2021.
- (b) 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.
- (c) 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.
- (d) 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 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**

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 2020-21 and the forward years after adjusting for depreciation and amortisation expenses.

Total own-sourced revenue for 2020-21 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 2020-21.

Total Assets for 2020-21 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 2020-21 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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
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	–	–	–	–
<b>Total expenses</b>	<b>16,009</b>	<b>18,759</b>	<b>18,331</b>	<b>18,423</b>	<b>18,735</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
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
<b>Total own-source revenue</b>	<b>10,015</b>	<b>13,202</b>	<b>12,635</b>	<b>12,712</b>	<b>13,093</b>
<b>Gains</b>					
Sale of assets	15	–	–	–	–
Other gains	39	33	33	33	33
<b>Total gains</b>	<b>54</b>	<b>33</b>	<b>33</b>	<b>33</b>	<b>33</b>
<b>Total own-source income</b>	<b>10,069</b>	<b>13,235</b>	<b>12,668</b>	<b>12,745</b>	<b>13,126</b>
<b>Net (cost of)/contribution by services</b>	<b>(5,940)</b>	<b>(5,524)</b>	<b>(5,663)</b>	<b>(5,678)</b>	<b>(5,609)</b>
Revenue from Government	4,452	4,466	4,456	4,460	4,478
<b>Surplus/(deficit) attributable to the Australian Government</b>	<b>(1,488)</b>	<b>(1,058)</b>	<b>(1,207)</b>	<b>(1,218)</b>	<b>(1,131)</b>
<b>Total comprehensive income/(loss) attributable to the Australian Government</b>	<b>(1,488)</b>	<b>(1,058)</b>	<b>(1,207)</b>	<b>(1,218)</b>	<b>(1,131)</b>

**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 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Total comprehensive income/(loss) excluding depreciation/ amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>(567)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
less depreciation/amortisation expenses previously funded through revenue appropriations (a)	921	1,058	1,207	1,218	1,131
<b>Total comprehensive income/(loss) - as per the statement of comprehensive income</b>	<b>(1,488)</b>	<b>(1,058)</b>	<b>(1,207)</b>	<b>(1,218)</b>	<b>(1,131)</b>

Prepared on Australian Accounting Standards basis.

(a) 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)**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	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
<b>Total financial assets</b>	<b>8,549</b>	<b>7,112</b>	<b>6,863</b>	<b>6,106</b>	<b>6,303</b>
<b>Non-financial assets</b>					
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
<b>Total non-financial assets</b>	<b>7,160</b>	<b>7,156</b>	<b>5,980</b>	<b>4,895</b>	<b>3,894</b>
<b>Total assets</b>	<b>15,709</b>	<b>14,268</b>	<b>12,843</b>	<b>11,001</b>	<b>10,197</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	573	499	397	400	409
Other payables	6,483	7,017	7,216	6,934	7,628
<b>Total payables</b>	<b>7,056</b>	<b>7,516</b>	<b>7,613</b>	<b>7,334</b>	<b>8,037</b>
<b>Interest bearing liabilities</b>					
Leases	4,427	3,979	3,499	2,985	2,436
<b>Total interest bearing liabilities</b>	<b>4,427</b>	<b>3,979</b>	<b>3,499</b>	<b>2,985</b>	<b>2,436</b>
<b>Provisions</b>					
Employee provisions	2,370	1,785	1,760	1,738	1,720
Other provisions	370	370	370	370	370
<b>Total provisions</b>	<b>2,740</b>	<b>2,155</b>	<b>2,130</b>	<b>2,108</b>	<b>2,090</b>
<b>Total liabilities</b>	<b>14,223</b>	<b>13,650</b>	<b>13,242</b>	<b>12,427</b>	<b>12,563</b>
<b>Net assets</b>	<b>1,486</b>	<b>618</b>	<b>(399)</b>	<b>(1,426)</b>	<b>(2,366)</b>
<b>EQUITY*</b>					
<b>Parent entity interest</b>					
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)
<b>Total parent entity interest</b>	<b>1,486</b>	<b>618</b>	<b>(399)</b>	<b>(1,426)</b>	<b>(2,366)</b>
<b>Total Equity</b>	<b>1,486</b>	<b>618</b>	<b>(399)</b>	<b>(1,426)</b>	<b>(2,366)</b>

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 2020-21)**

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

Prepared on Australian Accounting Standards basis.



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

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

Prepared on Australian Accounting Standards basis.

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

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

Prepared on Australian Accounting Standards basis.

(a) 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 2020-21)**

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

Prepared on Australian Accounting Standards basis.

(a) 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.



# **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.

*Digital Transformation Agency Budget Statements*

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 2020-21 as at Budget October 2020**

	<i>2019-20 Estimated actual \$'000</i>	2020-21 Estimate \$'000
<b>Departmental</b>		
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
<b>Total departmental resourcing</b>	<b>544,555</b>	<b>392,999</b>
<b>Total resourcing for Digital Transformation Agency</b>	<b>544,555</b>	<b>392,999</b>

	<i>2019-20</i>	2020-21
<b>Average staffing level (number)</b>	<i>217</i>	182

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

	<i>2019-20 Estimated actual \$'000</i>	2020-21 Estimate \$'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.

(a) Appropriation Bill (No. 1) 2020-21.

(b) Excludes departmental capital budget.

(c) Estimated External Revenue receipts under section 74 of the PGPA Act.

(d) 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 2020-21 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
<b>Payment measures</b>					
JobMaker Plan – Digital Business Plan (a)	1.1				
Administered payment		–	–	–	–
Departmental payment		23,138	27,135	–	–
<b>Total</b>		<b>23,138</b>	<b>27,135</b>	<b>–</b>	<b>–</b>
myGov Enhancement and Sustainment	1.1				
Administered payment		–	–	–	–
Departmental payment		–	–	–	–
<b>Total</b>		<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Social Services Portfolio – additional resourcing (b)	1.1				
Administered payment		–	–	–	–
Departmental payment		15,800	–	–	–
<b>Total</b>		<b>15,800</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total payment measures</b>					
Administered		–	–	–	–
Departmental		38,938	27,135	–	–
<b>Total</b>		<b>38,938</b>	<b>27,135</b>	<b>–</b>	<b>–</b>

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.

- (a) 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.
- (b) 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](http://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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 1.1: Digital Transformation Agency</b>					
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					
<i>ICT Coordinated Procurement</i>	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
<b>Departmental total</b>	<b>81,941</b>	<b>113,844</b>	<b>79,156</b>	<b>41,844</b>	<b>38,337</b>
<b>Total expenses for program 1.1</b>	<b>81,941</b>	<b>113,844</b>	<b>79,156</b>	<b>41,844</b>	<b>38,337</b>
<b>Outcome 1 Totals by appropriation type</b>					
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
<b>Departmental total</b>	<b>81,941</b>	<b>113,844</b>	<b>79,156</b>	<b>41,844</b>	<b>38,337</b>
<b>Total expenses for Outcome 1</b>	<b>81,941</b>	<b>113,844</b>	<b>79,156</b>	<b>41,844</b>	<b>38,337</b>

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

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

(b) Expenses not requiring appropriation in the Budget year are made up of depreciation 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 2020-21 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.

<b>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.</b>		
<b>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.</b>		
<b>Delivery</b>	<p>During 2020-21 and the forward years, the DTA will:</p> <ul style="list-style-type: none"> <li>• Provide advice to government on digital transformation.</li> <li>• Lead the vision and strategy for whole-of-government platforms and services that meet customer needs.</li> <li>• Coordinate and drive the delivery of whole-of-government platforms and services.</li> <li>• Coordinate and drive the development of a secure cloud-based desktop (Protected Utility).</li> <li>• Improve digital and ICT sourcing.</li> <li>• Provide advice, guidance and tools to uplift Australian Public Service (APS) capability.</li> <li>• Provide training and career development opportunities focused on digital and ICT skills and capabilities.</li> <li>• Lead and promote whole-of-government digital governance in line with current guidance and strategies.</li> <li>• Lead and coordinate inter-agency collaboration on key digital whole-of-government projects.</li> </ul>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<ul style="list-style-type: none"> <li>• Provide advice to Government and Commonwealth entities on digital and ICT investment to deliver a better user experience.</li> <li>• Develop whole-of-government digital platforms and services to reduce costs, reduce duplication and provide better infrastructure for Commonwealth entities.</li> <li>• Improve the sourcing experience for the sellers and buyers of government digital products and services.</li> <li>• Improve the digital capability of the APS to accelerate the government's transformation agenda.</li> </ul>	<ul style="list-style-type: none"> <li>• Provided advice to government and Commonwealth entities on how to leverage emerging technologies.</li> <li>• Provided advice to government and Commonwealth entities on the design and delivery of digital and ICT projects.</li> <li>• Led and partnered on the development and enhancement of digital platforms and services.</li> <li>• Provided greater value for money when buying government digital products and services.</li> </ul>



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

<b>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.</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20		<ul style="list-style-type: none"> <li>Delivered programs and resources that increased the ICT and digital capability of Commonwealth entities and their staff.</li> </ul>
2020-21	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.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose (a)</b>	Simple, clear and fast public services.	
<b>Material changes to Program 1.1: Nil.</b>		

(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 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**

The entity resource statement (Table 1.1) provides a consolidated view of all the resources available to the DTA in 2020-21. 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 2020-21.

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

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

Budgeted Sales of Goods and Rendering of Services in 2020-21 is estimated at \$31.6 million, a decrease of \$49.3 million compared to the estimate for 2020-21 reported in the 2019-20 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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
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)	–	–	–	–
<b>Total expenses</b>	<b>81,941</b>	<b>113,844</b>	<b>79,156</b>	<b>41,844</b>	<b>38,337</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Sale of goods and rendering of services	24,462	31,640	21,294	10,712	5,659
Interest	1	–	–	–	–
Other revenue	41	–	–	–	–
<b>Total own-source revenue</b>	<b>24,504</b>	<b>31,640</b>	<b>21,294</b>	<b>10,712</b>	<b>5,659</b>
<b>Gains</b>					
Other gains	239	185	577	577	557
<b>Total gains</b>	<b>239</b>	<b>185</b>	<b>577</b>	<b>577</b>	<b>557</b>
<b>Total own-source income</b>	<b>24,743</b>	<b>31,825</b>	<b>21,871</b>	<b>11,289</b>	<b>6,216</b>
<b>Net (cost of)/contribution by services</b>	<b>(57,198)</b>	<b>(82,019)</b>	<b>(57,285)</b>	<b>(30,555)</b>	<b>(32,121)</b>
Revenue from Government	66,629	86,722	60,494	33,389	33,518
<b>Surplus/(deficit) attributable to the Australian Government</b>	<b>9,431</b>	<b>4,703</b>	<b>3,209</b>	<b>2,834</b>	<b>1,397</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in asset revaluation surplus	(42)	–	–	–	–
<b>Total other comprehensive income</b>	<b>(42)</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total comprehensive income/(loss)</b>	<b>9,389</b>	<b>4,703</b>	<b>3,209</b>	<b>2,834</b>	<b>1,397</b>
<b>Total comprehensive income/(loss) attributable to the Australian Government</b>	<b>9,389</b>	<b>4,703</b>	<b>3,209</b>	<b>2,834</b>	<b>1,397</b>

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

<b>Note: Impact of net cash appropriation arrangements</b>					
	2019-20	2020-21	2021-22	2022-23	2023-24
	Estimated	Budget	Forward	Forward	Forward
	actual		estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Total comprehensive income/(loss) excluding depreciation/amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>11,363</b>	<b>5,356</b>	<b>3,748</b>	<b>3,724</b>	<b>2,501</b>
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
<b>Total comprehensive income/(loss) - as per the statement of comprehensive income</b>	<b>9,389</b>	<b>4,703</b>	<b>3,209</b>	<b>2,834</b>	<b>1,397</b>

Prepared on Australian Accounting Standards basis.

- (a) 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.
- (b) Applies leases under AASB 16 Leases.

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

	2019-20	2020-21	2021-22	2022-23	2023-24
	Estimated actual	Budget	Forward estimate	Forward estimate	Forward estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
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
<b>Total financial assets</b>	<b>144,329</b>	<b>141,554</b>	<b>136,345</b>	<b>143,897</b>	<b>138,890</b>
<b>Non-financial assets</b>					
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
<b>Total non-financial assets</b>	<b>20,166</b>	<b>16,461</b>	<b>12,756</b>	<b>14,048</b>	<b>10,591</b>
<b>Total assets</b>	<b>164,495</b>	<b>158,015</b>	<b>149,101</b>	<b>157,945</b>	<b>149,481</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	22,333	22,333	22,333	22,333	22,333
Other payables	69,209	68,337	68,349	78,227	71,377
<b>Total payables</b>	<b>91,542</b>	<b>90,670</b>	<b>90,682</b>	<b>100,560</b>	<b>93,710</b>
<b>Interest bearing liabilities</b>					
Leases	13,093	10,109	7,125	12,407	9,396
<b>Total interest bearing liabilities</b>	<b>13,093</b>	<b>10,109</b>	<b>7,125</b>	<b>12,407</b>	<b>9,396</b>
<b>Provisions</b>					
Employee provisions	10,099	10,099	10,099	10,099	10,099
Other provisions	1,265	1,265	1,265	1,265	1,265
<b>Total provisions</b>	<b>11,364</b>	<b>11,364</b>	<b>11,364</b>	<b>11,364</b>	<b>11,364</b>
<b>Total liabilities</b>	<b>115,999</b>	<b>112,143</b>	<b>109,171</b>	<b>124,331</b>	<b>114,470</b>
<b>Net assets</b>	<b>48,496</b>	<b>45,872</b>	<b>39,930</b>	<b>33,614</b>	<b>35,011</b>
<b>EQUITY*</b>					
<b>Parent entity interest</b>					
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
<b>Total parent entity interest</b>	<b>48,496</b>	<b>45,872</b>	<b>39,930</b>	<b>33,614</b>	<b>35,011</b>
<b>Total equity</b>	<b>48,496</b>	<b>45,872</b>	<b>39,930</b>	<b>33,614</b>	<b>35,011</b>

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 2020-21)**

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

Prepared on Australian Accounting Standards basis.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	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
<b>Total cash received</b>	<b>462,675</b>	<b>265,299</b>	<b>179,339</b>	<b>55,772</b>	<b>47,448</b>
<b>Cash used</b>					
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
<b>Total cash used</b>	<b>464,048</b>	<b>264,044</b>	<b>181,564</b>	<b>58,466</b>	<b>39,444</b>
<b>Net cash from/(used by) operating activities</b>	<b>(1,373)</b>	<b>1,255</b>	<b>(2,225)</b>	<b>(2,694)</b>	<b>8,004</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash used</b>					
Purchase of property, plant and equipment and intangibles	653	–	–	–	–
<b>Total cash used</b>	<b>653</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Net cash from/(used by) investing activities</b>	<b>(653)</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash used</b>					
Principal payments on lease liability	2,797	2,984	2,984	(246)	3,011
<b>Total cash used</b>	<b>2,797</b>	<b>2,984</b>	<b>2,984</b>	<b>(246)</b>	<b>3,011</b>
<b>Net cash from/(used by) financing activities</b>	<b>(2,797)</b>	<b>(2,984)</b>	<b>(2,984)</b>	<b>246</b>	<b>(3,011)</b>
<b>Net increase/(decrease) in cash held</b>	<b>(4,823)</b>	<b>(1,729)</b>	<b>(5,209)</b>	<b>(2,448)</b>	<b>4,993</b>
Cash and cash equivalents at the beginning of the reporting period	96,526	91,703	89,974	84,765	82,317
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>91,703</b>	<b>89,974</b>	<b>84,765</b>	<b>82,317</b>	<b>87,310</b>

Prepared on Australian Accounting Standards basis.

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

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

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 2020-21)**

	Buildings	Other property, plant and equipment	Total
	\$'000	\$'000	\$'000
<b>As at 1 July 2020</b>			
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)
<b>Opening net book balance</b>	<b>17,932</b>	<b>1,646</b>	<b>19,578</b>
<b>Other movements</b>			
Depreciation/amortisation expense	(467)	(254)	(721)
Depreciation/amortisation expense on ROU assets	(2,984)	–	(2,984)
<b>Total other movements</b>	<b>(3,451)</b>	<b>(254)</b>	<b>(3,705)</b>
<b>As at 30 June 2021</b>			
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)
<b>Closing net book balance</b>	<b>14,481</b>	<b>1,392</b>	<b>15,873</b>

Prepared on Australian Accounting Standards basis.



# **NATIONAL DISABILITY INSURANCE AGENCY**

## **ENTITY RESOURCES AND PLANNED PERFORMANCE**



# 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.

*National Disability Insurance Agency Budget Statements*

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.

National Disability Insurance Agency Budget Statements

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

	2019-20 <i>Estimated actual</i> \$'000	2020-21 Estimate \$'000
<b>Opening balance/cash reserves at 1 July</b>	3,859,860	2,497,240
<b>Funds from Government</b>		
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
<b>Total funds from Government</b>	<b>8,469,492</b>	<b>12,483,796</b>
<b>Funds from other sources</b>		
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	–
<b>Total funds from other sources</b>	<b>9,420,546</b>	<b>10,596,025</b>
<b>Total net resourcing for the National Disability Insurance Agency</b>	<b>21,749,898</b>	<b>25,577,061</b>
	2019-20	2020-21
<b>Average staffing level (number)</b>	3,779	4,000

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

	2019-20 <i>Estimated actual</i> \$'000	2020-21 Estimate \$'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.

(a) Appropriation Bill (No. 1) 2020-21.

(b) Community cash contributions for Reasonable and Necessary Support for Participants and Community Inclusion and Capacity Development Grants programs.

(c) Cash contributions from state and territory governments.

(d) Services provided in-kind to participants on behalf of the Australian Government and/or state and territory governments.

(e) 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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020**

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

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](http://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

<p><b>Department of Social Services</b></p> <hr/> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.8 – Income Support for People with Disability</li> <li>• Program 1.9 – Income Support for Carers</li> <li>• Program 2.3 – Social and Community Services</li> <li>• Program 3.1 – Disability Mental Health and Carers</li> <li>• Program 3.2 – National Disability Insurance Scheme</li> </ul> <hr/> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>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.</p>
<p><b>Department of Health</b></p> <hr/> <p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 2.1 – Mental Health</li> <li>• Program 4.2 – Hearing Services</li> </ul> <hr/> <p><b>Contribution to Outcome 1 made by linked programs</b></p> <p>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.</p>

**Linked programs (continued)**

<p><b>Services Australia</b></p>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Services to the Community – Social Security and Welfare</li> </ul>
<p><b>Contribution to Outcome 1 made by linked program</b></p> <p>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.</p>
<p><b>NDIS Quality and Safeguards Commission</b></p>
<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration</li> <li>• Program 1.2 – Program Support for the NDIS Quality and Safeguards Commission</li> </ul>
<p><b>Contribution to Outcome 1 made by linked program</b></p> <p>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.</p>

**Budgeted expenses for Outcome 1**

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

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 1.1 - Reasonable and necessary support for participants</b>					
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	–	–	–	–
<b>Total expenses for Program 1.1</b>	<b>17,620,946</b>	<b>21,720,000</b>	<b>23,806,528</b>	<b>24,022,098</b>	<b>24,315,228</b>
<b>Program 1.2 - Community inclusion and capacity development grants</b>					
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	–	–	–	–
<b>Total expenses for Program 1.2</b>	<b>134,678</b>	<b>132,835</b>	<b>134,439</b>	<b>136,203</b>	<b>138,253</b>
<b>Program 1.3 - Agency costs</b>					
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
<b>Total expenses for Program 1.3</b>	<b>1,510,240</b>	<b>1,521,700</b>	<b>1,485,065</b>	<b>1,465,003</b>	<b>1,269,928</b>

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Outcome 1 totals by resource type</b>					
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
<b>Total expenses for Outcome 1</b>	<b>19,265,864</b>	<b>23,374,535</b>	<b>25,426,032</b>	<b>25,623,304</b>	<b>25,723,409</b>

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

- (a) 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.
- (b) 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.
- (c) 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 2020-21 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.

<b>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.</b>		
<b>Program 1.1 – Reasonable and necessary support for participants</b> – 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.		
<b>Delivery</b>	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.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<ul style="list-style-type: none"> <li>• Number of participants</li> <li>• NDIS support costs</li> <li>• Participant satisfaction</li> </ul>	Result: <ul style="list-style-type: none"> <li>• Number of participants in the NDIS met operational targets (reaching 391,999).</li> <li>• Costs exceeded budget due to strong growth in participant numbers and increased supports to participants.</li> <li>• Participant satisfaction survey results 81 to 85 per cent positive across the various stages of the participant pathway.</li> </ul>
2020-21	<ul style="list-style-type: none"> <li>• NDIS support costs</li> <li>• Participant satisfaction</li> <li>• Participant Service Guarantee timeframes</li> </ul>	<ul style="list-style-type: none"> <li>• Support costs per participant are within budget.</li> <li>• Participant satisfaction survey results are greater than 80 per cent positive.</li> <li>• Participant Service Guarantee timeframes are met.</li> </ul>
2021-22 and beyond	As per 2020-21	As per 2020-21

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

<p><b>Program 1.1 – Reasonable and necessary support for participants</b> – 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.</p> <p>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.</p>	
<p><b>Purpose</b></p>	<p><b>Improving outcomes for people with disability</b></p> <p>Supporting people with disability to pursue their goals and maximise their independence and social and economic participation.</p> <p>Providing reasonable and necessary supports, including early intervention supports, for NDIS participants.</p> <p>Supporting people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.</p> <p>Developing the capacity of people with disability to participate in the community and in employment.</p>
<p><b>Material changes to Program 1.1: Nil.</b></p>	

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

<p><b>Program 1.2 – Community inclusion and capacity development grants</b> – The objective of this program is to provide funding to organisations to assist them to increase social and community participation for people with disability.</p> <p>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.</p>		
<b>Delivery</b>	The NDIA will provide funding to organisations via grants which will allow them to assist all people with disability, not only eligible participants.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	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.
2020-21	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.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	<p><b>Improving outcomes for people with disability</b></p> <p>Supporting people with disability to pursue their goals and maximise their independence and social and economic participation.</p> <p>Developing the capacity of people with disability to participate in the community and in employment.</p>	
<b>Material changes to Program 1.2: Nil.</b>		

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

<p><b>Program 1.3 – Agency costs</b> – The Agency costs program ensures efficient and effective use of the NDIA operating resources to implement the outcomes of the NDIA.</p> <p>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.</p>		
<b>Delivery</b>	<p>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.</p>	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<ul style="list-style-type: none"> <li>• NDIA operating costs.</li> <li>• The NDIA is able to successfully achieve delivery of service network across Australia.</li> </ul>	<p>Result:</p> <ul style="list-style-type: none"> <li>• NDIA operating costs exceeded budget due to strong growth in participant numbers and increased supports to participants.</li> <li>• Required service network across Australia is operational as per bilateral agreements.</li> </ul>
2020-21	NDIA operating costs.	NDIA operating costs are within budget.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purposes</b>	<p>Funding the operations of the NDIA and its delivery partners to achieve the following:</p> <p><b>Improving outcomes for people with disability</b></p> <p>Facilitating the development of a nationally consistent approach to the access to, and the planning and funding of, supports for people with disability.</p> <p>Supporting people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.</p> <p><b>Safeguarding the sustainability of the NDIS</b></p> <p>Building a sustainable scheme based on NDIS insurance principles, including assessing and reporting on whether NDIS investments improve outcomes and minimise lifetime support costs.</p> <p><b>Building stakeholder confidence</b></p> <p>Building trust and confidence amongst stakeholders (participants, carers, the community and the disability services market) through communication and engagement.</p>	
<b>Material changes to Program 1.3: Nil.</b>		

## 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 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.

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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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
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
<b>Total expenses</b>	<b>19,265,864</b>	<b>23,374,535</b>	<b>25,426,032</b>	<b>25,623,304</b>	<b>25,723,409</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
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
<b>Total own-source revenue</b>	<b>14,952,733</b>	<b>20,325,385</b>	<b>22,680,570</b>	<b>22,840,878</b>	<b>23,742,461</b>
<b>Gains</b>					
Other gains	1,524,048	1,540,937	1,268,960	1,324,685	717,281
<b>Total gains</b>	<b>1,524,048</b>	<b>1,540,937</b>	<b>1,268,960</b>	<b>1,324,685</b>	<b>717,281</b>
<b>Total own-source income</b>	<b>16,476,781</b>	<b>21,866,322</b>	<b>22,095,530</b>	<b>23,293,563</b>	<b>24,459,742</b>
<b>Net (cost of)/contribution by services</b>	<b>(2,789,083)</b>	<b>(1,508,213)</b>	<b>(1,476,502)</b>	<b>(1,457,741)</b>	<b>(1,263,667)</b>
Revenue from Government	1,413,257	1,213,499	1,240,534	1,375,739	1,259,184
<b>Surplus/(deficit) attributable to the Australian Government</b>	<b>(1,375,826)</b>	<b>(294,714)</b>	<b>(235,968)</b>	<b>(82,002)</b>	<b>(4,483)</b>
<b>Total comprehensive income/(loss) attributable to the Australian Government</b>	<b>(1,375,826)</b>	<b>(294,714)</b>	<b>(235,968)</b>	<b>(82,002)</b>	<b>(4,483)</b>

**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
<b>Total comprehensive income/(loss) excluding depreciation/ amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>(1,373,513)</b>	<b>(290,611)</b>	<b>(231,741)</b>	<b>(77,648)</b>	<b>-</b>
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
<b>Total comprehensive income/(loss) - as per the statement of comprehensive income</b>	<b>(1,375,826)</b>	<b>(294,714)</b>	<b>(235,968)</b>	<b>(82,002)</b>	<b>(4,483)</b>

Prepared on Australian Accounting Standards basis.

(a) Interest Revenue.

(b) Applies leases under AASB 16 Leases.



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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	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
<b>Total financial assets</b>	<b>3,646,357</b>	<b>3,353,955</b>	<b>3,159,335</b>	<b>3,120,110</b>	<b>3,111,059</b>
<b>Non-financial assets</b>					
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
<b>Total non-financial assets</b>	<b>306,083</b>	<b>303,850</b>	<b>307,234</b>	<b>311,373</b>	<b>314,452</b>
<b>Total assets</b>	<b>3,952,440</b>	<b>3,657,805</b>	<b>3,466,569</b>	<b>3,431,483</b>	<b>3,425,511</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	139,428	131,936	168,708	207,507	200,001
Other payables	791,054	791,554	792,428	793,256	792,345
<b>Total payables</b>	<b>930,482</b>	<b>923,490</b>	<b>961,136</b>	<b>1,000,763</b>	<b>992,346</b>
<b>Interest bearing liabilities</b>					
Leases	195,973	202,029	208,267	214,695	221,314
<b>Total interest bearing liabilities</b>	<b>195,973</b>	<b>202,029</b>	<b>208,267</b>	<b>214,695</b>	<b>221,314</b>
<b>Provisions</b>					
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
<b>Total provisions</b>	<b>1,661,323</b>	<b>1,662,338</b>	<b>1,663,186</b>	<b>1,664,047</b>	<b>1,664,356</b>
<b>Total liabilities</b>	<b>2,787,778</b>	<b>2,787,857</b>	<b>2,832,589</b>	<b>2,879,505</b>	<b>2,878,016</b>
<b>Net assets</b>	<b>1,164,662</b>	<b>869,948</b>	<b>633,980</b>	<b>551,978</b>	<b>547,495</b>
<b>EQUITY*</b>					
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
<b>Total equity</b>	<b>1,164,662</b>	<b>869,948</b>	<b>633,980</b>	<b>551,978</b>	<b>547,495</b>

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 2020-21)**

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

Prepared on Australian Accounting Standards basis.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
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
<b>Total cash received</b>	<b>16,895,192</b>	<b>22,239,026</b>	<b>24,020,648</b>	<b>24,313,557</b>	<b>25,002,383</b>
<b>Cash used</b>					
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
<b>Total cash used</b>	<b>18,057,462</b>	<b>21,913,320</b>	<b>24,152,493</b>	<b>24,288,199</b>	<b>25,032,646</b>
<b>Net cash from/(used by) operating activities</b>	<b>(1,162,270)</b>	<b>377,836</b>	<b>(132,388)</b>	<b>24,804</b>	<b>58,441</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sales of non-financial assets	9	-	-	-	-
<b>Total cash received</b>	<b>9</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash used</b>					
Purchases of non-financial assets	23,136	21,955	22,667	23,359	24,093
Purchase of investments	140,000	-	-	-	-
<b>Total cash used</b>	<b>163,136</b>	<b>21,243</b>	<b>22,124</b>	<b>22,805</b>	<b>24,093</b>
<b>Net cash from/(used by) investing activities</b>	<b>(163,127)</b>	<b>(21,243)</b>	<b>(22,124)</b>	<b>(22,805)</b>	<b>(24,093)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash used</b>					
Principal payments on lease liability	37,223	39,105	40,255	41,439	42,661
<b>Total cash used</b>	<b>37,223</b>	<b>39,105</b>	<b>40,255</b>	<b>41,439</b>	<b>42,661</b>
<b>Net cash from/(used by) financing activities</b>	<b>(37,223)</b>	<b>(39,105)</b>	<b>(40,255)</b>	<b>(41,439)</b>	<b>(42,661)</b>
<b>Net increase/(decrease) in cash held</b>	<b>(1,362,620)</b>	<b>317,488</b>	<b>(194,767)</b>	<b>(39,440)</b>	<b>(8,313)</b>
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
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>2,497,240</b>	<b>2,814,728</b>	<b>2,619,961</b>	<b>2,580,521</b>	<b>2,572,208</b>

Prepared on Australian Accounting Standards basis.

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

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

Prepared on Australian Accounting Standards basis.

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

	Buildings	Other property, plant and equipment	Total
	\$'000	\$'000	\$'000
<b>As at 1 July 2020</b>			
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)
<b>Opening net book balance</b>	<b>291,701</b>	<b>1,969</b>	<b>293,670</b>
<b>Capital asset additions</b>			
<b>Estimated expenditure on new or replacement assets</b>			
By purchase – internal resources (a)	20,955	1,000	21,955
By purchase – appropriation equity – ROU assets	44,407	754	45,161
<b>Total additions</b>	<b>65,362</b>	<b>1,754</b>	<b>67,116</b>
<b>Other movements</b>			
Depreciation/amortisation expense	(21,294)	–	(21,294)
Depreciation/amortisation on ROU assets	(42,448)	(760)	(43,208)
<b>Total other movements</b>	<b>(63,742)</b>	<b>(760)</b>	<b>(64,502)</b>
<b>As at 30 June 2021</b>			
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)
<b>Closing net book balance</b>	<b>293,321</b>	<b>2,963</b>	<b>296,284</b>

Prepared on Australian Accounting Standards basis.

(a) Purchase will be funded internally via Departmental resources.



# **NDIS QUALITY AND SAFEGUARDS COMMISSION**

## **ENTITY RESOURCES AND PLANNED PERFORMANCE**





# NDIS QUALITY AND SAFEGUARDS COMMISSION

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# NDIS QUALITY AND SAFEGUARDS COMMISSION

## Section 1: Entity overview and resources

### 1.1 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;

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- 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;

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- 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 2020-21 as at Budget October 2020**

	2019-20 <i>Estimated actual \$'000</i>	2020-21 Estimate \$'000
<b>Departmental</b>		
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	<b>64,184</b>	<b>96,615</b>
<b>Total departmental resourcing</b>	<b>64,184</b>	<b>96,615</b>
<b>Administered</b>		
Annual appropriations - ordinary annual services (a)		
Outcome 1	5,124	4,945
Total administered annual appropriations	<b>5,124</b>	<b>4,945</b>
<b>Total administered resourcing</b>	<b>5,124</b>	<b>4,945</b>
<b>Total resourcing for entity NDIS Quality and Safeguards Commission</b>	<b>69,308</b>	<b>101,560</b>

	2019-20	2020-21
<b>Average staffing level (number)</b>	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.

(a) Appropriation Bill (No. 1) 2020-21.

(b) Excludes \$3.5 million subject to administrative quarantine by Finance or withheld under section 51 of the PGPA Act.

(c) Excludes departmental capital budget.

(d) Estimated External Revenue receipts under section 74 of the PGPA Act.

(e) 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'.

(f) 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**

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

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](http://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

<b>National Disability Insurance Agency</b>
<b>Programs</b> <ul style="list-style-type: none"><li>• Program 1.1 – Reasonable and necessary support to participants</li><li>• Program 1.2 – Community inclusion and capacity development grants</li></ul>
<b>Department of Social Services</b>
<b>Programs</b> <ul style="list-style-type: none"><li>• Program 3.2 – National Disability Insurance Scheme</li></ul>
<b>Contribution to Outcome 1 made by linked programs</b> 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**

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

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

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

(b) Expenses not requiring appropriation in the Budget year are made up of depreciation expenses.

(c) 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 2020-21 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.

<b>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.</b>		
<b>Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration</b> – 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.		
<b>Delivery</b>	Provide support to providers, workers and auditors in relation to transition to the new registration process.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<ul style="list-style-type: none"> <li>Establish quality management expectation of service providers.</li> <li>New service providers registered in NDIS Commission Provider Registration system.</li> </ul>	Result: <ul style="list-style-type: none"> <li>Service providers demonstrated capacity to provide quality support and service provision to NDIS participants.</li> <li>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.</li> </ul>
2020-21	Provide guidance and support to service providers, workers and auditors.	The program supports provision of guidance, education and training for providers, workers and auditors.
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	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.	
<b>Material changes to Program 1.1: Nil.</b>		

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

<b>Program 1.2 – Program Support for the NDIS Quality and Safeguards Commission</b> – To provide departmental funding for the annual operating costs of the NDIS Commission to enable the NDIS Commission to achieve its outcomes.		
<b>Delivery</b>	Departmental funding.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
2019-20	<ul style="list-style-type: none"> <li>The NDIS Commission will establish office locations across Australia.</li> <li>The NDIS Commission will expand internal capacity to deliver its outcome.</li> <li>Refine performance measures.</li> <li>Handle complaints about the quality and safety of NDIS services.</li> </ul>	<p>Result:</p> <ul style="list-style-type: none"> <li>An office location was established in Western Australia.</li> <li>Internal capacity was increased incrementally as operations were expanded.</li> <li>Agency wide performance metrics were further developed and approved.</li> <li>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.</li> </ul>
2020-21	<ul style="list-style-type: none"> <li>Manage complaints about the quality and safety of NDIS services.</li> <li>Manage reportable incidents with respect to NDIS services.</li> <li>Increase capability and capacity of behaviour support practitioners through leadership and guidance on education.</li> <li>Manage the registration of NDIS service providers.</li> </ul>	<ul style="list-style-type: none"> <li>Complaints about the quality and safety of NDIS services managed across Australia.</li> <li>Reportable incidents are effectively managed across Australia.</li> <li>Leadership and guidance on behavior support is provided across Australia.</li> <li>Service provider registration is managed across Australia.</li> </ul>
2021-22 and beyond	As per 2020-21	As per 2020-21
<b>Purpose</b>	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.	
<b>Material changes to Program 1.2: Nil.</b>		

## **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 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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
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	–	–	–
<b>Total expenses</b>	<b>56,645</b>	<b>82,089</b>	<b>75,191</b>	<b>69,319</b>	<b>70,390</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Other	5,626	–	–	–	–
<b>Total own-source revenue</b>	<b>5,626</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Gains</b>					
Other	106	–	–	–	–
<b>Total gains</b>	<b>106</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total own-source income</b>	<b>5,732</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Net (cost of)/contribution by services</b>	<b>(50,913)</b>	<b>(82,089)</b>	<b>(75,191)</b>	<b>(69,319)</b>	<b>(70,390)</b>
Revenue from Government	46,115	82,428	72,997	67,081	68,508
<b>Surplus/(deficit) attributable to the Australian Government</b>	<b>(4,798)</b>	<b>339</b>	<b>(2,194)</b>	<b>(2,238)</b>	<b>(1,882)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in asset revaluation surplus	29	–	–	–	–
<b>Total other comprehensive income</b>	<b>29</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total comprehensive income/(loss)</b>	<b>(4,769)</b>	<b>339</b>	<b>(2,194)</b>	<b>(2,238)</b>	<b>(1,882)</b>
<b>Total comprehensive income/(loss) attributable to the Australian Government</b>	<b>(4,769)</b>	<b>339</b>	<b>(2,194)</b>	<b>(2,238)</b>	<b>(1,882)</b>



**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
<b>Total comprehensive income/(loss) excluding depreciation/ amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>(2,765)</b>	<b>2,595</b>	-	-	-
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
<b>Total comprehensive income/(loss) - as per the statement of comprehensive income</b>	<b>(4,769)</b>	<b>339</b>	<b>(2,194)</b>	<b>(2,238)</b>	<b>(1,882)</b>

Prepared on Australian Accounting Standards basis.

(a) 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.

(b) Applies leases under AASB 16 Leases.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	329	2,983	2,962	2,962	2,962
Trade and other receivables	11,423	11,440	11,444	11,444	11,444
<b>Total financial assets</b>	<b>11,752</b>	<b>14,423</b>	<b>14,406</b>	<b>14,406</b>	<b>14,406</b>
<b>Non-financial assets</b>					
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
<b>Total non-financial assets</b>	<b>26,626</b>	<b>25,074</b>	<b>21,001</b>	<b>16,763</b>	<b>12,752</b>
<b>Total assets</b>	<b>38,378</b>	<b>39,497</b>	<b>35,407</b>	<b>31,169</b>	<b>27,158</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	932	991	970	970	970
Other payables	386	386	386	386	386
<b>Total payables</b>	<b>1,318</b>	<b>1,377</b>	<b>1,356</b>	<b>1,356</b>	<b>1,356</b>
<b>Interest bearing liabilities</b>					
Leases	17,417	14,240	11,860	9,355	6,718
<b>Total interest bearing liabilities</b>	<b>17,417</b>	<b>14,240</b>	<b>11,860</b>	<b>9,355</b>	<b>6,718</b>
<b>Provisions</b>					
Employee provisions	5,473	5,491	5,495	5,495	5,495
Other provisions	821	821	821	821	821
<b>Total provisions</b>	<b>6,294</b>	<b>6,312</b>	<b>6,316</b>	<b>6,316</b>	<b>6,316</b>
<b>Total liabilities</b>	<b>25,029</b>	<b>21,929</b>	<b>19,532</b>	<b>17,027</b>	<b>14,390</b>
<b>Net assets</b>	<b>13,349</b>	<b>17,568</b>	<b>15,875</b>	<b>14,142</b>	<b>12,768</b>
<b>EQUITY*</b>					
<b>Parent entity interest</b>					
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)
<b>Total parent entity interest</b>	<b>13,349</b>	<b>17,568</b>	<b>15,875</b>	<b>14,142</b>	<b>12,768</b>
<b>Total equity</b>	<b>13,349</b>	<b>17,568</b>	<b>15,875</b>	<b>14,142</b>	<b>12,768</b>

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 2020-21)**

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

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)**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	48,317	82,410	72,993	67,081	68,508
Net GST received	1,890	–	–	–	–
Other	5,923	–	–	–	–
<b>Total cash received</b>	<b>56,130</b>	<b>82,410</b>	<b>72,993</b>	<b>67,081</b>	<b>68,508</b>
<b>Cash used</b>					
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	–	–	–
<b>Total cash used</b>	<b>54,100</b>	<b>77,498</b>	<b>70,634</b>	<b>64,576</b>	<b>65,871</b>
<b>Net cash from/(used by) operating activities</b>	<b>2,030</b>	<b>4,912</b>	<b>2,359</b>	<b>2,505</b>	<b>2,637</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash used</b>					
Purchase of property, plant and equipment and intangibles	3,706	3,880	501	505	508
<b>Total cash used</b>	<b>3,706</b>	<b>3,880</b>	<b>501</b>	<b>505</b>	<b>508</b>
<b>Net cash from/(used by) investing activities</b>	<b>(3,706)</b>	<b>(3,880)</b>	<b>(501)</b>	<b>(505)</b>	<b>(508)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Contributed equity	3,706	3,880	501	505	508
<b>Total cash received</b>	<b>3,706</b>	<b>3,880</b>	<b>501</b>	<b>505</b>	<b>508</b>
<b>Cash used</b>					
Principal payments on lease liability	2,081	2,258	2,380	2,505	2,637
<b>Total cash used</b>	<b>2,081</b>	<b>2,258</b>	<b>2,380</b>	<b>2,505</b>	<b>2,637</b>
<b>Net cash from/(used by) financing activities</b>	<b>1,625</b>	<b>1,622</b>	<b>(1,879)</b>	<b>(2,000)</b>	<b>(2,129)</b>
<b>Net increase/(decrease) in cash held</b>	<b>(51)</b>	<b>2,654</b>	<b>(21)</b>	<b>–</b>	<b>–</b>
Cash and cash equivalents at the beginning of the reporting period	380	329	2,983	2,962	2,962
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>329</b>	<b>2,983</b>	<b>2,962</b>	<b>2,962</b>	<b>2,962</b>

Prepared on Australian Accounting Standards basis.

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

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

Prepared on Australian Accounting Standards basis.

(a) Includes both current Bill 2 and prior Act 2/4/6 appropriations and special capital appropriations.

(b) 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 2020-21)**

	Buildings	Other property, plant and equipment	Total
	\$'000	\$'000	\$'000
<b>As at 1 July 2020</b>			
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)
<b>Opening net book balance</b>	<b>25,332</b>	<b>1,294</b>	<b>26,626</b>
<b>Capital asset additions</b>			
<b>Estimated expenditure on new or replacement assets</b>			
By purchase - appropriation ordinary annual services (a)	3,380	501	3,881
<b>Total additions</b>	<b>3,380</b>	<b>501</b>	<b>3,881</b>
<b>Other movements</b>			
Depreciation/amortisation expense	(1,500)	(450)	(1,950)
Depreciation/amortisation on ROU assets	(2,564)	–	(2,564)
Other - ROU assets	(919)	–	(919)
<b>Total other movements</b>	<b>(4,983)</b>	<b>(450)</b>	<b>(5,433)</b>
<b>As at 30 June 2021</b>			
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)
<b>Closing net book balance</b>	<b>23,729</b>	<b>1,345</b>	<b>25,074</b>

Prepared on Australian Accounting Standards basis.

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

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)**

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

Prepared on Australian Accounting Standards basis.



NDIS Quality and Safeguards Commission Budget Statements

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

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

Prepared on Australian Accounting Standards basis.



# **SERVICES AUSTRALIA**

## **ENTITY RESOURCES AND PLANNED PERFORMANCE**



# SERVICES AUSTRALIA

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# SERVICES AUSTRALIA

## Section 1: Entity overview and resources

### 1.1 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 2020-21 as at Budget October 2020**

	2019-20 <i>Estimated actual</i> \$'000	2020-21 Estimate \$'000
<b>Departmental</b>		
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
<b>Total departmental resourcing</b>	<b>6,769,224</b>	<b>6,892,906</b>
<b>Administered</b>		
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
<i>less administered appropriations drawn from annual/special appropriations and credited to special accounts (i)</i>	1,101	1,686
<b>Total administered resourcing</b>	<b>2,147,417</b>	<b>2,182,722</b>
<b>Total resourcing for Services Australia</b>	<b>8,916,641</b>	<b>9,075,628</b>
	2019-20	2020-21
<b>Average staffing level (number)</b>	<b>26,703</b>	<b>27,650</b>

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.

- (a) 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.*
- (b) 2020-21 Budget Estimate includes *Supply Act (No. 1) 2020-21* and *Appropriation Bill (No. 1) 2020-21.*
- (c) Departmental appropriation in 2020-21 includes \$0.279 million relating to previous years' outputs.
- (d) Estimated external revenue retained under section 74 of the PGPA Act.
- (e) 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.
- (f) The DCB and Equity injection 2019-20 Estimated Actual includes \$19.260 million received as a result of machinery of government changes.
- (g) *Supply Act (No. 2)* and *Appropriation Bill (No. 2).*
- (h) Administered repayments received by Services Australia.
- (i) Amounts credited to special accounts from annual administered appropriations relating to Child Support.
- (j) Non-appropriation receipts comprise receipts from non-custodial parents through the Child Support special account, deposits for recovery of compensation and monies credited to the Services for Other Entities and Trust Monies special account.
- (k) 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 2020-21 as at Budget October 2020 (continued)**

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

	2019-20 <i>Estimated actual</i> \$'000	2020-21 Estimate \$'000
<b>Department of Agriculture, Water and the Environment</b>		
Special appropriation - <i>Farm Household Support Act 2014 s105</i> payments for Farm Household Allowance and Exceptional circumstances relief payments	134,355	155,038
<b>Total</b>	<b>134,355</b>	<b>155,038</b>
<b>Department of Education, Skills and Employment</b>		
Special appropriation - <i>A New Tax System (Family Assistance)</i> <i>(Administration) Act 1999</i>		
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
<b>Total</b>	<b>8,589,067</b>	<b>8,567,950</b>
<b>Department of Foreign Affairs and Trade</b>		
Annual Appropriation		
MH17 Family Support Package	124	304
<b>Total</b>	<b>124</b>	<b>304</b>
<b>Department of Health</b>		
Special account - Medicare Guarantee Fund		
Medical Benefits	24,725,024	28,018,481
Pharmaceutical Benefits	12,574,759	13,005,571
Special appropriation - <i>Private Health Insurance Act 2007</i>	6,076,357	6,373,483
Special appropriation - <i>Dental Benefits Act 2008</i>	283,501	341,208
Special appropriation - <i>National Health Act 1953 - Aids and Appliances</i>	102,107	91,077
Special appropriation - <i>Medical Indemnity Agreement Act 2002</i>	120,798	80,703
Special account - Australian Childhood Immunisation Register	9,256	3,853
Special appropriation - <i>Midwife Professional Indemnity (Commonwealth Contribution) Scheme Act 2010</i>	–	2,956
Special appropriation - <i>Aged Care Act 1997</i>	16,523,172	17,818,591
Special appropriation - <i>National Health Act 1953 - Continence Aids Assistance Scheme</i>	88,038	90,900
Special appropriation - <i>Public Governance, Performance and Accountability Act 2013 s77</i>	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
<b>Total</b>	<b>62,195,939</b>	<b>67,439,169</b>

**Table 1.1: Services Australia resource statement – Budget estimates for 2020-21 as at Budget October 2020 (continued)****Payments made on behalf of other entities (continued)**

	2019-20 <i>Estimated actual</i> \$'000	2020-21 Estimate \$'000
<b>Department of Home Affairs</b>		
Special appropriation - <i>Social Security (Administration) Act 1999</i>		
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	–
<b>Total</b>	<b>325,068</b>	<b>32,148</b>
<b>Department of Infrastructure, Transport, Regional Development and Communications</b>		
Annual appropriation		
Bass Strait Passenger Vehicle Equalisation Scheme	40,775	52,254
Tasmanian Freight Equalisation Scheme	161,167	174,759
<b>Total</b>	<b>201,942</b>	<b>227,013</b>
<b>Department of Social Services</b>		
Special appropriation - <i>Social Security (Administration) Act 1999</i>	106,549,673	128,309,148
Special appropriation - <i>A New Tax System (Family Assistance) (Administration) Act 1999</i>	18,279,303	19,481,901
Special appropriation - <i>Paid Parental Leave Act 2010</i>	2,406,349	2,271,068
Special appropriation - <i>Student Assistance Act 1973</i>	384,404	405,676
Special appropriations - <i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (a)</i>	205,307	nfp
Annual administered appropriation	5,905	7,363
<b>Total</b>	<b>127,830,941</b>	<b>150,475,156</b>
<b>Department of Veterans' Affairs</b>		
Special appropriation - <i>Veterans' Entitlements Act 1986 and related acts</i>	3,217,923	2,861,695
Special appropriation - <i>Military Rehabilitation and Compensation Act 2004</i>	118,530	141,371
Special appropriation - <i>Safety, Rehabilitation and Compensation Act 1988</i>	9,141	7,036
Special appropriation - <i>Australian Participants in British Nuclear Tests (Treatment) Act 2006</i>	12,853	11,240
<b>Total</b>	<b>3,358,447</b>	<b>3,021,342</b>
<b>Total Payments made on behalf of other entities</b>	<b>202,635,883</b>	<b>229,918,120</b>

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

(a) 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 2020-21 as at Budget October 2020 (continued)**

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

	<i>2019-20 Estimated actual \$'000</i>	2020-21 Estimate \$'000
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
<b>Total payments to related entities for the provision of services</b>	<b>234,255</b>	<b>153,715</b>

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

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

	<i>2019-20 Estimated actual \$'000</i>	2020-21 Estimate \$'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	–
<b>Total revenue received from related entities for the provision of services</b>	<b>215,846</b>	<b>205,088</b>

### 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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Receipt measures (a)</b>					
<b>Department of Health</b>					
COVID-19 Response Package – guaranteeing Medicare and access to medicines – extension (b)	1.2				
Administered receipt		–	–	–	–
Departmental receipt		–	(46)	(46)	(46)
<b>Total receipt measures</b>					
Administered		–	–	–	–
Departmental		–	(46)	(46)	(46)
<b>Total</b>		<b>–</b>	<b>(46)</b>	<b>(46)</b>	<b>(46)</b>
<b>Payment measures (a)</b>					
<b>Services Australia</b>					
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
<b>Cross Portfolio</b>					
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 2020-21 Budget measures**  
**Measures announced after the Economic and Fiscal Update July 2020**  
**(continued)**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Department of Education, Skills and Employment</b>					
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
<b>Department of Health</b>					
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
<b>Department of Home Affairs</b>					
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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020  
(continued)**

	Program	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000
<b>Department of Social Services</b>					
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	–
<b>Department of the Treasury</b>					
Treasury Portfolio – additional funding	1.1				
Administered payment		–	–	–	–
Departmental payment		1,189	125	7	–
<b>Department of Veterans' Affairs</b>					
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 2020-21 Budget measures  
Measures announced after the Economic and Fiscal Update July 2020  
(continued)**

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

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.

(a) Measures are listed by lead entity. Full measure details appear in *Budget Paper No. 2*.

(b) The measure *COVID-19 Response Package – guaranteeing Medicare and access to medicines – extension* is included as a receipt and a payment measure.

(c) 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).

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

(e) The costs for the *myGov Enhancement and Sustainment* measure will be absorbed by Services Australia.

(f) 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

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

### Linked programs for Outcome 1

<b>Australian Digital Health Agency</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Digital Health</li> </ul>
<b>Australian Taxation Office</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Australian Tax Office</li> <li>• Program 1.12 – Private Health Insurance Rebate</li> </ul>
<b>Australian Transaction Reports and Analysis Centre</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – AUSTRAC</li> </ul>
<b>Department of Agriculture, Water and the Environment</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.12 – Rural Programmes</li> </ul>
<b>Department of Education, Skills and Employment</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Support for the Child Care System</li> <li>• Program 1.2 – Child Care Subsidy</li> <li>• Program 3.1 – Building Skills and Capability</li> <li>• Program 4.1 – Employment Services</li> </ul>
<b>Department of Foreign Affairs and Trade</b>
<p><b>Programs</b></p> <ul style="list-style-type: none"> <li>• Program 1.1 – Foreign Affairs Operations</li> <li>• Program 2.1 – Consular Services</li> <li>• Program 2.2 – Passport Services</li> </ul>

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

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

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

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

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

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

**Budgeted expenses for Outcome 1**

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

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 1.1: Services to the Community - Social Security and Welfare</b>					
Administered expenses					
Expenses not requiring appropriation in the Budget year (a)	172	–	–	–	–
<b>Administered total</b>	<b>172</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Departmental expenses					
Departmental appropriation	3,847,035	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
<b>Departmental total</b>	<b>4,320,308</b>	<b>4,418,014</b>	<b>3,641,126</b>	<b>3,192,870</b>	<b>3,048,726</b>
<b>Total expenses for program 1.1</b>	<b>4,320,480</b>	<b>4,418,014</b>	<b>3,641,126</b>	<b>3,192,870</b>	<b>3,048,726</b>
<b>Program 1.2: Services to the Community - Health</b>					
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
<b>Departmental total</b>	<b>661,972</b>	<b>689,267</b>	<b>634,868</b>	<b>562,884</b>	<b>568,020</b>
<b>Total expenses for program 1.2</b>	<b>661,972</b>	<b>689,267</b>	<b>634,868</b>	<b>562,884</b>	<b>568,020</b>

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Program 1.3: Child Support</b>					
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
<b>Administered total</b>	<b>1,966,950</b>	<b>1,775,028</b>	<b>1,812,289</b>	<b>1,850,317</b>	<b>1,892,440</b>
Departmental expenses					
Departmental appropriation s74 External Revenue (b)	403,980	411,904	407,809	411,414	411,513
Expenses not requiring appropriation in the Budget year (a)	1,942	1,700	1,700	1,700	1,700
	27,700	21,494	13,330	10,000	10,000
<b>Departmental total</b>	<b>433,622</b>	<b>435,098</b>	<b>422,839</b>	<b>423,114</b>	<b>423,213</b>
<b>Total expenses for program 1.3</b>	<b>2,400,572</b>	<b>2,210,126</b>	<b>2,235,128</b>	<b>2,273,431</b>	<b>2,315,653</b>
<b>Outcome 1 Totals by appropriation type</b>					
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
<b>Administered total</b>	<b>1,967,122</b>	<b>1,775,028</b>	<b>1,812,289</b>	<b>1,850,317</b>	<b>1,892,440</b>
Departmental expenses					
Departmental appropriation s74 External Revenue (b)	4,830,044	5,008,377	4,208,424	3,784,943	3,679,020
Expenses not requiring appropriation in the Budget year (a)	234,204	213,588	211,947	191,170	190,818
	351,654	320,414	278,462	202,755	170,121
<b>Departmental total</b>	<b>5,415,902</b>	<b>5,542,379</b>	<b>4,698,833</b>	<b>4,178,868</b>	<b>4,039,959</b>
<b>Total expenses for Outcome 1</b>	<b>7,383,024</b>	<b>7,317,407</b>	<b>6,511,122</b>	<b>6,029,185</b>	<b>5,932,399</b>

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

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



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

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It 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.

<b>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.</b>		
<b>Program 1.1 – Services to the Community – Social Security and Welfare – Services Australia</b> supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government.		
<b>Delivery</b>	Services Australia provides social security and welfare payments and services to the community through service centres located across Australia, online services and smart centres.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
<b>Customer satisfaction</b>		
2019-20	Customer satisfaction: Achievement of customer satisfaction standards.	Greater than or equal to 85 out of 100 Result: 79.5 out of 100
2020-21	Customer satisfaction: achievement of customer satisfaction standards.	Greater than or equal to 85 out of 100
2021-22 and beyond	Not applicable.	Not applicable.
<b>Correct payments</b>		
2019-20	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
2020-21	Achievement of payment quality standards: Centrelink: delivery of correct customer payments.	Greater than or equal to 95 per cent
	Internal reviews: percentage of decision reviews requested by Centrelink customers finalised within standard.	Greater than or equal to 70 per cent

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

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

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

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

<b>Program 1.2 – Services to the Community – Health</b> – Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government.		
<b>Delivery</b>	Services Australia provides health payments and services to the community and systems that support the delivery of services by providers and business through service centres located across Australia, online services and smart centres.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Actual Achievement/Targets</b>
<b>Customer satisfaction</b>		
2019-20	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
2020-21	Satisfaction with Medicare provider service delivery: practitioners, pharmacists and practice managers.	Greater than or equal to 70 per cent
	Customer satisfaction: achievement of customer satisfaction standards.	Greater than or equal to 85 out of 100
2021-22 and beyond	Not applicable.	Not applicable.
<b>Correct payments</b>		
2019-20	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
2020-21	Achievement of payment quality standards: Medicare: delivery of accurate medical benefits and services.	Greater than or equal to 98 per cent
2021-22 and beyond	Not applicable.	Not applicable.
<b>Ease and timeliness of service</b>		
2019-20	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)**

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

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

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

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

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

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

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

## Section 3: 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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
Employee benefits	2,804,278	2,928,244	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
<b>Total expenses</b>	<b>5,415,902</b>	<b>5,542,379</b>	<b>4,698,833</b>	<b>4,178,868</b>	<b>4,039,959</b>
<b>LESS:</b>					
<b>OWN SOURCE INCOME</b>					
<b>Own-source revenue</b>					
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	–	–	–	–
<b>Total own-source revenue</b>	<b>278,086</b>	<b>262,273</b>	<b>229,072</b>	<b>208,317</b>	<b>207,988</b>
<b>Gains</b>					
Other Gains	3,643	–	–	–	–
<b>Total gains</b>	<b>3,643</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total own-source Income</b>	<b>281,729</b>	<b>262,273</b>	<b>229,072</b>	<b>208,317</b>	<b>207,988</b>
<b>Net cost of services</b>	<b>(5,134,173)</b>	<b>(5,280,106)</b>	<b>(4,469,761)</b>	<b>(3,970,551)</b>	<b>(3,831,971)</b>
Revenue from government	5,063,501	4,970,572	4,162,134	3,720,099	3,594,064
<b>Deficit attributable to the Australian Government</b>	<b>(70,672)</b>	<b>(309,534)</b>	<b>(307,627)</b>	<b>(250,452)</b>	<b>(237,907)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in asset revaluation surplus	16,341	–	–	–	–
<b>Total other comprehensive income</b>	<b>16,341</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total comprehensive deficit attributable to the Australian Government</b>	<b>(54,331)</b>	<b>(309,534)</b>	<b>(307,627)</b>	<b>(250,452)</b>	<b>(237,907)</b>

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**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>Total comprehensive income/(loss) excluding depreciation/ amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets</b>	<b>346,551</b>	<b>21,886</b>	<b>14,954</b>	<b>14,954</b>	<b>14,954</b>
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
<b>Total comprehensive income/(loss) - as per the statement of comprehensive income</b>	<b>(54,331)</b>	<b>(309,534)</b>	<b>(307,627)</b>	<b>(250,452)</b>	<b>(237,907)</b>

Prepared on Australian Accounting Standards basis.

(a) 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.

(b) Applies leases under AASB 16 Leases.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash	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
<b>Total financial assets</b>	<b>1,465,978</b>	<b>1,471,340</b>	<b>1,455,093</b>	<b>1,473,672</b>	<b>1,493,052</b>
<b>Non-financial assets</b>					
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
<b>Total non-financial assets</b>	<b>3,826,543</b>	<b>3,627,718</b>	<b>3,479,385</b>	<b>3,697,215</b>	<b>3,725,692</b>
<b>Total assets</b>	<b>5,292,521</b>	<b>5,099,058</b>	<b>4,934,478</b>	<b>5,170,887</b>	<b>5,218,744</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	238,481	246,641	252,275	256,675	256,805
Employee benefits	48,812	32,026	41,365	41,365	41,365
Other payables	17,484	17,484	17,484	17,484	17,484
<b>Total payables</b>	<b>304,777</b>	<b>296,151</b>	<b>311,124</b>	<b>315,524</b>	<b>315,654</b>
<b>Interest bearing liabilities</b>					
Leases	2,395,995	2,120,821	1,921,882	2,208,034	2,299,254
<b>Total interest bearing liabilities</b>	<b>2,395,995</b>	<b>2,120,821</b>	<b>1,921,882</b>	<b>2,208,034</b>	<b>2,299,254</b>
<b>Provisions</b>					
Employee provisions	860,570	866,788	865,225	863,953	862,476
Other provisions	37,640	37,770	37,913	38,053	38,206
<b>Total provisions</b>	<b>898,210</b>	<b>904,558</b>	<b>903,138</b>	<b>902,006</b>	<b>900,682</b>
<b>Total liabilities</b>	<b>3,598,982</b>	<b>3,321,530</b>	<b>3,136,144</b>	<b>3,425,564</b>	<b>3,515,590</b>
<b>Net assets</b>	<b>1,693,539</b>	<b>1,777,528</b>	<b>1,798,334</b>	<b>1,745,323</b>	<b>1,703,154</b>
<b>EQUITY*</b>					
<b>Parent entity interest</b>					
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)
<b>Total parent entity interest</b>	<b>1,693,539</b>	<b>1,777,528</b>	<b>1,798,334</b>	<b>1,745,323</b>	<b>1,703,154</b>
<b>Total equity</b>	<b>1,693,539</b>	<b>1,777,528</b>	<b>1,798,334</b>	<b>1,745,323</b>	<b>1,703,154</b>

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 2020-21)**

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

Prepared on Australian Accounting Standards basis.

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

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	5,484,584	5,467,800	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	–	–	–	–
<b>Total cash received</b>	<b>6,068,902</b>	<b>5,937,844</b>	<b>5,104,489</b>	<b>4,453,918</b>	<b>4,295,146</b>
<b>Cash used</b>					
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
<b>Total cash used</b>	<b>5,695,448</b>	<b>5,583,674</b>	<b>4,745,919</b>	<b>4,097,668</b>	<b>3,952,686</b>
<b>Net cash from/(used by) operating activities</b>	<b>373,454</b>	<b>354,170</b>	<b>358,570</b>	<b>356,250</b>	<b>342,460</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sale of plant and equipment	544	–	–	–	–
<b>Total cash received</b>	<b>544</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Cash used</b>					
Purchase of property, plant and equipment and software (c)	410,192	416,548	343,387	212,395	210,692
<b>Total cash used</b>	<b>410,192</b>	<b>416,548</b>	<b>343,387</b>	<b>212,395</b>	<b>210,692</b>
<b>Net cash from/(used by) investing activities</b>	<b>(409,648)</b>	<b>(416,548)</b>	<b>(343,387)</b>	<b>(212,395)</b>	<b>(210,692)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Contributed equity (d)	344,051	401,548	328,387	197,395	195,692
<b>Total cash received</b>	<b>344,051</b>	<b>401,548</b>	<b>328,387</b>	<b>197,395</b>	<b>195,692</b>
<b>Cash used</b>					
Lease liability - principal Payments	298,862	339,170	343,570	341,250	327,460
<b>Total cash used</b>	<b>298,862</b>	<b>339,170</b>	<b>343,570</b>	<b>341,250</b>	<b>327,460</b>
<b>Net cash from/(used by) financing activities</b>	<b>45,189</b>	<b>62,378</b>	<b>(15,183)</b>	<b>(143,855)</b>	<b>(131,768)</b>
<b>Net increase/(decrease) in cash held</b>	<b>8,995</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
Cash at the beginning of the reporting period	11,800	20,795	20,795	20,795	20,795
<b>Cash at the end of the reporting period</b>	<b>20,795</b>	<b>20,795</b>	<b>20,795</b>	<b>20,795</b>	<b>20,795</b>

Prepared on an Australian Accounting Standards basis.

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

(b) Receipts for pass-through costs are estimated as net expense payments.

(c) 2019-20 Estimated actual includes \$1.4 million of payments relating to make good expenses.

(d) 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)**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>NEW CAPITAL APPROPRIATIONS</b>					
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
<b>Total new capital appropriations</b>	<b>345,776</b>	<b>393,523</b>	<b>328,387</b>	<b>197,395</b>	<b>195,692</b>
<i>Provided for:</i>					
<i>Purchase of non-financial assets</i>	<i>345,776</i>	<i>393,523</i>	<i>328,387</i>	<i>197,395</i>	<i>195,692</i>
<b>Total Items</b>	<b>345,776</b>	<b>393,523</b>	<b>328,387</b>	<b>197,395</b>	<b>195,692</b>
<b>PURCHASE OF NON-FINANCIAL ASSETS</b>					
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
<b>TOTAL</b>	<b>381,707</b>	<b>416,548</b>	<b>343,387</b>	<b>212,395</b>	<b>210,692</b>
<b>RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE</b>					
Total purchases	381,707	416,548	343,387	212,395	210,692
plus reduction in payables	27,071	-	-	-	-
<b>Total cash used to acquire assets</b>	<b>408,778</b>	<b>416,548</b>	<b>343,387</b>	<b>212,395</b>	<b>210,692</b>

Prepared on an Australian Accounting Standards basis.

(a) Includes both current Bill 2 and prior Act 2/4/6 appropriations.

(b) Does not include annual finance lease costs. Includes purchases from current and previous years' Departmental capital budgets (DCBs).

(c) Includes funding from s74 receipts.

(d) 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 2020-21)**

	Land	Buildings	Plant and equipment	Software	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>As at 1 July 2020</b>					
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)
<b>Opening net book balance</b>	<b>5,234</b>	<b>2,590,641</b>	<b>473,195</b>	<b>623,077</b>	<b>3,692,147</b>
<b>Capital asset additions</b>					
<b>Estimated expenditure on new or replacement assets</b>					
By purchase - appropriation equity (a)	–	–	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
<b>Total additions</b>	<b>–</b>	<b>130,577</b>	<b>149,565</b>	<b>200,402</b>	<b>480,544</b>
<b>Other movements</b>					
Depreciation/amortisation expense - ROU	–	(358,307)	(26,164)	–	(384,471)
Depreciation/amortisation expense - other	–	(84,293)	(78,710)	(123,116)	(286,119)
<b>Total other movements</b>	<b>–</b>	<b>(442,600)</b>	<b>(104,874)</b>	<b>(123,116)</b>	<b>(670,590)</b>
<b>As at 30 June 2021</b>					
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)
<b>Closing net book balance</b>	<b>5,234</b>	<b>2,278,618</b>	<b>517,886</b>	<b>700,363</b>	<b>3,502,101</b>

Prepared on Australian Accounting Standards basis.

(a) Appropriation equity refers to equity injections appropriations provided through *Supply Act (No. 2) 2020-21* and Appropriation Bill (No.2) 2020-21.

(b) 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)**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>EXPENSES</b>					
Child support maintenance expense	1,915,745	1,687,124	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
<b>Total expenses administered on behalf of Government</b>	<b>1,967,122</b>	<b>1,775,028</b>	<b>1,812,289</b>	<b>1,850,317</b>	<b>1,892,440</b>
<b>LESS:</b>					
<b>INCOME</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
<b>Non-taxation revenue</b>					
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
<b>Total non-taxation revenue</b>	<b>1,781,541</b>	<b>1,826,126</b>	<b>1,863,584</b>	<b>1,901,814</b>	<b>1,944,160</b>
<b>Total own-source revenue administered on behalf of Government</b>	<b>1,781,541</b>	<b>1,826,126</b>	<b>1,863,584</b>	<b>1,901,814</b>	<b>1,944,160</b>
<b>Gains</b>					
Other Gains	251,988	10,000	10,000	10,000	10,000
<b>Total gains</b>	<b>251,988</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>
<b>Total own-sourced income administered on behalf of Government</b>	<b>2,033,529</b>	<b>1,836,126</b>	<b>1,873,584</b>	<b>1,911,814</b>	<b>1,954,160</b>
<b>Net contribution by services</b>	<b>66,407</b>	<b>61,098</b>	<b>61,295</b>	<b>61,497</b>	<b>61,720</b>
<b>Surplus/(deficit)</b>	<b>66,407</b>	<b>61,098</b>	<b>61,295</b>	<b>61,497</b>	<b>61,720</b>
<b>Total comprehensive income/(loss)</b>	<b>66,407</b>	<b>61,098</b>	<b>61,295</b>	<b>61,497</b>	<b>61,720</b>

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)**

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

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)**

	2019-20 Estimated actual \$'000	2020-21 Budget \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000	2023-24 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Child support	1,623,060	1,619,772	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
<b>Total cash received</b>	<b>2,001,563</b>	<b>1,975,290</b>	<b>2,019,812</b>	<b>2,064,984</b>	<b>2,114,287</b>
<b>Cash used</b>					
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
<b>Total cash used</b>	<b>1,889,527</b>	<b>1,914,192</b>	<b>1,958,517</b>	<b>2,003,487</b>	<b>2,052,567</b>
<b>Net cash from/(used by) operating activities</b>	<b>112,036</b>	<b>61,098</b>	<b>61,295</b>	<b>61,497</b>	<b>61,720</b>
<b>Net increase/(decrease) in cash held</b>	<b>112,036</b>	<b>61,098</b>	<b>61,295</b>	<b>61,497</b>	<b>61,720</b>
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
<b>Total cash from the Official Public Account</b>	<b>41,868</b>	<b>50,879</b>	<b>51,978</b>	<b>53,101</b>	<b>54,342</b>
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
<b>Total cash to the Official Public Account</b>	<b>113,946</b>	<b>111,977</b>	<b>113,273</b>	<b>114,598</b>	<b>116,062</b>
<b>Cash and cash equivalents at end of reporting period</b>	<b>159,979</b>	<b>159,979</b>	<b>159,979</b>	<b>159,979</b>	<b>159,979</b>

Prepared on Australian Accounting Standards basis.

## **PORTFOLIO GLOSSARY**

accrual accounting	System of accounting in which items are brought to account and included in the financial statements as they are earned or incurred, rather than as they are received or paid.
additional estimates	Where amounts appropriated at budget time are insufficient, Parliament may appropriate more funds to portfolios through the Additional Estimates Acts.
administered funds	Usually the funds or expenses an entity manages on behalf of the Government.
administered items	Appropriation that consists of funding managed on behalf of the Commonwealth. This funding is not at the discretion of the entity, and any unspent appropriation is returned to the Consolidated Revenue Fund (CRF) at the end of the financial year. An administered item is a component of an administered program. It may be a measure but will not constitute a program in its own right.
annual appropriation	Two appropriation bills are introduced into Parliament in May and comprise the Budget. Further Bills are introduced later in the financial year as part of the additional estimates. Parliamentary departments have their own appropriations.
Appropriation	An amount of public money Parliament authorises for spending (i.e. funds to be withdrawn from the CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under special appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Appropriation 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).

## *Glossary*

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 full-time 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 <i>forward estimates</i> and <i>additional estimates</i> ).
expenses	Total value of all of the resources consumed in producing goods and services or the loss of future economic benefits in the form of reductions in assets or increases in liabilities of an entity.
forward estimates	The financial statement estimate for the three out years after the budget year.
grants	Non-reciprocal transfers of economic resources, in which the payer entity does not receive approximately equal value in return.
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.

## *Glossary*

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

<i>Public Governance, Performance and Accountability Act 2013</i> (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.





## 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	<i>Public Governance, Performance and Accountability Act 2013</i>