

Audit report of the 2020-21 annual  
performance statement

Department of Social Services



OFFICIAL

Auditor-General for Australia



## **Attachment B**

### **Independent assurance report on the annual performance statements of Department of Social Services**

#### **To the Minister for Finance**

#### ***Qualified Conclusion***

I have undertaken a reasonable assurance engagement of the attached 2020–21 Annual Performance Statements of the Department of Social Services (the Entity).

In my opinion, except for the effects and possible effects of the matters described in the Bases for Qualified Conclusion section of my report, which relate to 8 of the 55 performance measures, the attached 2020–21 Annual Performance Statements of the Entity are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public, Governance, Performance and Accountability Act 2013* (the Act).

#### ***Bases for Qualified Conclusion***

##### ***Inappropriate performance measures presented in the annual performance statements***

I assessed performance measure 2.1.2-1<sup>1</sup> as not being appropriate. The target applied to report against performance measure 2.1.2-1 relates to the implementation of the Entity's initiatives as part of the 'National Plan to reduce Violence against Women and their Children 2010–22'. The target is a measure of the Entity's activity and does not relate directly to the achievement of the Entity's purposes related to performance measure 2.1.2-1 which is contributing to a reduction in violence against women and their children. Furthermore, I was unable to obtain sufficient appropriate evidence over the completeness and accuracy of the Entity's records in regard to the reported achievement of this measure.

I also assessed performance measure 2.1.5-1 as only partially appropriate. The result reported against performance measure 2.1.5-1 is based on a survey of volunteer grant recipients, who were asked whether the grants received had made it easier for the recipients to achieve their goals. Given that the terms of the agreement under which the grant payments were made required recipients to commit to using grant funds to achieve their goals, I have assessed that the survey question and target is not free from bias.

As a result, these performance measures are not appropriate and, therefore, the reporting of the Entity's annual performance statements with respect to these measures does not comply with Division 3 of Part 2-3 of the Act.

##### ***Ineffective supporting frameworks to develop, gather, assess, monitor, assure and report in the annual performance statements***

The results reported against performance measures 2.1.1-1, 2.1.1-2, 2.1.4-1, 2.1.4-2, 2.1.5-2 and 3.1.3-1 rely on information provided by third party service providers who are in receipt of grant funding from the Entity. The Entity did not have adequate internal controls in place

---

<sup>1</sup> For all references in the Bases for Qualified Conclusion section refer to the referencing system described in Appendix A to this report.

OFFICIAL

to validate the accuracy of the results reported by service providers and mitigate the risk that the reported results were not unbiased.

I was unable to perform alternative audit procedures to determine whether the results reported against these measures were accurate and complete, and supported by appropriate records. As a result, I was not able to conclude whether the reporting of the Entity's annual performance statements with respect to these measures complied with Division 3 of Part 2-3 of the Act.

***Audit criteria***

In order to assess whether the Entity's annual performance statements complied with Division 3 of Part 2-3 of the Act, including providing information about the Entity's performance in achieving its purposes, I applied the following criteria:

- whether the annual performance statements complied with Division 2 of Part 2-3 of the Public, Governance, Performance and Accountability Rule (the Rule);
- whether the performance measures presented in the annual performance statements were appropriate;
- whether the Entity had effective supporting frameworks to develop, gather, assess, monitor, assure and report in the annual performance statements; and
- whether the results reported against the performance measures in the annual performance statements were accurate and complete, and supported by appropriate records.

***Accountable Authority's responsibilities***

As the Accountable Authority of the Entity, the Secretary is responsible under the Act for:

- the preparation and fair presentation of annual performance statements that accurately present the Entity's performance in the reporting period and are free from material misstatement; and
- keeping records about the Entity's performance in accordance with requirements prescribed by the Rule.

***Independence and quality control***

I have complied with the independence and other relevant ethical requirements relating to assurance engagements, and applied Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Services Engagement* in undertaking this assurance engagement.

***Auditor-General's responsibilities***

My responsibility is to express an independent opinion on the Entity's annual performance statements.

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which include the relevant Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Auditing and Assurance Standards Board. In accordance with this standard I plan

and perform my procedures to obtain reasonable assurance about whether the performance measures and accompanying results presented in the annual performance statements of the Entity accurately reflect the Entity's performance in achieving its purpose and comply, in all material respects, with the Act and the Rule.

The nature, timing and extent of audit procedures depend on my judgment, including the assessment of the risks of material misstatement, whether due to fraud or error, in the annual performance statements. In making these risk assessments, I obtain an understanding of internal control relevant to the preparation of the annual performance statements in order to design procedures that are appropriate in the circumstances.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified conclusion.

***Inherent limitations***

Because of inherent limitations of an assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance of the annual performance statements with the Act and the Rule as it is not performed continuously throughout the period and the assurance procedures performed are undertaken on a test basis. The reasonable assurance conclusion expressed in this report has been formed on the above basis.

Australian National Audit Office



Grant Hehir  
Auditor-General

Canberra  
9 December 2021

**Appendix A — Referencing for Measures in the Bases for Qualified Conclusion paragraph**

In preparing the *Bases for Qualified Conclusion* I have used the following referencing system.

Reference	Program & Key Activity	Performance Measure	Target
2.1.1-1	Program 2.1 – Families And Communities; Key Activity – Families and Children	Extent to which individuals have improved individual and family functioning.	At least 75% of clients in reporting services have improved family functioning.
2.1.1-2	Program 2.1 – Families And Communities Key Activity – Families and Children	Extent to which families and communities service improvement organisations support and drive continuous improvement of member organisations.	At least 90% of members are satisfied with support received from funded service providers.
2.1.2-1	Program 2.1 – Families And Communities Key Activity – Family Safety	Extent of contribution to a reduction in violence through successful implementation of the National Plan to reduce Violence against Women and their Children 2010–22.	Successful implementation of 2020–21 departmental actions to contribute towards a reduction in women experiencing family, domestic and sexual violence and a reduction in attitudes supportive of violence.
2.1.4-1	Program 2.1 – Families And Communities Key Activity – Financial Wellbeing and Capability	Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock	At least a 20% reduction in the number of people with multiple requests for Emergency Relief.
2.1.4-2	Program 2.1 – Families And Communities Key Activity – Financial Wellbeing and Capability	Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock	At least 70% of people report an improvement in their financial well-being following engagement with a funded service

**OFFICIAL**

Reference	Program & Key Activity	Performance Measure	Target
2.1.5-1	Program 2.1 – Families And Communities Key Activity – Volunteering and Community Connectedness	Extent to which volunteer grant recipients are satisfied with the program.	80% of surveyed grant recipients considered the grants assisted in meeting their objective.
2.1.5-2	Program 2.1 – Families And Communities Key Activity – Volunteering and Community Connectedness	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% of participants report satisfaction with the quality of the Be Connected program supports.
3.1.3-1	Program 3.1 – Disability Mental Health And Carers Key Activity – Advocacy Support for People With Disability	Number of people with disability provided with direct advocacy support through the National Disability Advocacy Program (NDAP).	At least 75% of people who accessed NDAP reported improved choice and control to make their own decisions.

**OFFICIAL**

## **Appendix B — Findings in respect of specific aspects of the engagement**

During the conduct of the audit assessments and findings were made in respect of specific aspects of the engagement. These findings included below were addressed in the context of my engagement as a whole, and in forming my conclusion thereon, and I do not provide a separate conclusion on these matters.

### ***Overview of engagement***

In August 2019, the Minister for Finance requested that the Auditor-General conduct a pilot program of audits of annual performance statements in consultation with the Joint Committee of Public Accounts and Audit (JCPAA). Following the request, the Auditor-General decided to commence a pilot program under section 15 of the *Auditor-General Act 1997* and is applying the performance statements auditing methodology developed over recent years, to the 2020–21 performance statements of three entities. The Entity is one of the three selected entities.

### ***Overview of the applicable criteria***

I have used the criteria, described in my independent assurance report above, to assess the 2020–21 Annual Performance Statements of the Entity. In performing my assurance engagement and preparing this appendix, the following relevant considerations and interpretations were applied.

#### ***Compliance***

Whether the annual performance statements complied with the requirements of the Act and the Rule and in doing so, met the objects of the Act. In considering compliance, the most important provisions considered were subsection 39(2) of the Act and section 16F of the Rule.

#### ***Appropriateness***

Whether the performance measures presented in the Portfolio Budget Statements, corporate plan and annual performance statements were appropriate. In considering appropriateness, the most important aspects were whether the performance measures, individually and collectively, met the requirements of section 16EA of the Rule:

- (a) relate directly to one or more of those purposes or key activities; and
- (b) use sources of information and methodologies that are reliable and verifiable; and
- (c) provide an unbiased basis for the measurement and assessment of the entity's performance; and
- (d) where reasonably practicable, comprise a mix of qualitative and quantitative measures; and
- (e) include measures of the entity's outputs, efficiency and effectiveness if those things are appropriate measures of the entity's performance; and
- (f) provide a basis for an assessment of the entity's performance over time.

I also considered whether the performance measures specified targets for each of those performance measures for which it is reasonably practicable to set a target as required by section 16E of the Rule.

#### *Supporting frameworks*

Whether the Entity had effective supporting frameworks to develop, gather, assess, monitor, assure and report performance information in the annual performance statements. In considering the supporting frameworks, the most important aspects were effectiveness of the following processes:

- coordination and collation of performance information;
- systems and methodologies for the collection and reporting of performance information; and
- assurance over the annual performance statements.

#### *Completeness, accuracy and records*

Whether the results reported by the Entity against the performance measures in the annual performance statements were accurate and complete, and supported by appropriate records.

#### **Materiality**

The concept of materiality is applied when making an assessment against the above criteria. Failure to meet one or some of the criteria characteristics will not necessarily impact the overall assessment and form of audit conclusion.

#### **Audit findings and observations**

*Have the annual performance statements complied with Division 2 of Part 2-3 of the Public Governance, Performance and Accountability Rule 2014?*

The ANAO reviewed the 2020-21 annual performance statements and concluded that the annual performance statements complied with Division 2 of Part 2-3 of the Public Governance, Performance and Accountability Rule 2014 with the exception of the matters outlined in the Bases for Qualified Conclusion section above.

*Are the performance measures presented in the Entity's Portfolio Budget Statements, corporate plan and 2020–21 annual performance statements appropriate?*

The ANAO reviewed the performance measures that are output, efficiency or effectiveness measures as meeting the threshold for reporting on the achievement of the Entity's purposes or key activities. All performance measures that met the threshold were considered to be of equal importance in measuring the achievement of the entity's purposes or key activities.

The performance measures and relevant performance information in the 2020–21 Annual Performance Statements were assessed as appropriate to measure the achievement of the Entity's purposes or key activities with the exception of the matters outlined in the Bases for Qualified Conclusion section above.



*Did the Entity have effective supporting frameworks to develop, gather, assess, monitor, assure and report in the annual performance statements?*

The ANAO examined the Entity's internal systems, processes, procedures, including governance and assurance mechanisms such as the audit committee, to develop, gather, assess, monitor, assure and report in the 2020–21 Annual Performance Statements. The supporting framework was assessed as effective with the exception of the matters outlined in the Bases for Qualified Conclusion section above.

*Are the results reported by the Entity against the performance criteria in the performance statements accurate and complete, and supported by appropriate records?*

The ANAO performed testing of the results against the performance measures in the annual performance statements for completeness and accuracy. The results of performance measures were mostly complete and accurate and supported by appropriate records with the exception of the matters outlined above in the Bases for Qualified Conclusion section above.



Australian Government  
Department of Social Services

# Annual Report

## 2020–21



# 2

## Part 2

# Annual performance statement

Chapter 2	Our performance	21
Chapter 2.1	Outcome 1: Social Security	26
Chapter 2.2	Outcome 2: Families and Communities	66
Chapter 2.3	Outcome 3: Disability and Carers	104
Chapter 2.4	Outcome 4: Housing	139
Chapter 2.5	Cross Outcome – Program Support	153

## Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services, present the 2020–21 Annual Performance Statement of the Department of Social Services, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, this Annual Performance Statement is based on properly maintained records, accurately reflects the performance of the entity, and complies with subsection 39(2) of the PGPA Act.

A handwritten signature in black ink, appearing to read 'R Griggs', with a horizontal line underneath.

Ray Griggs AO CSC

Secretary

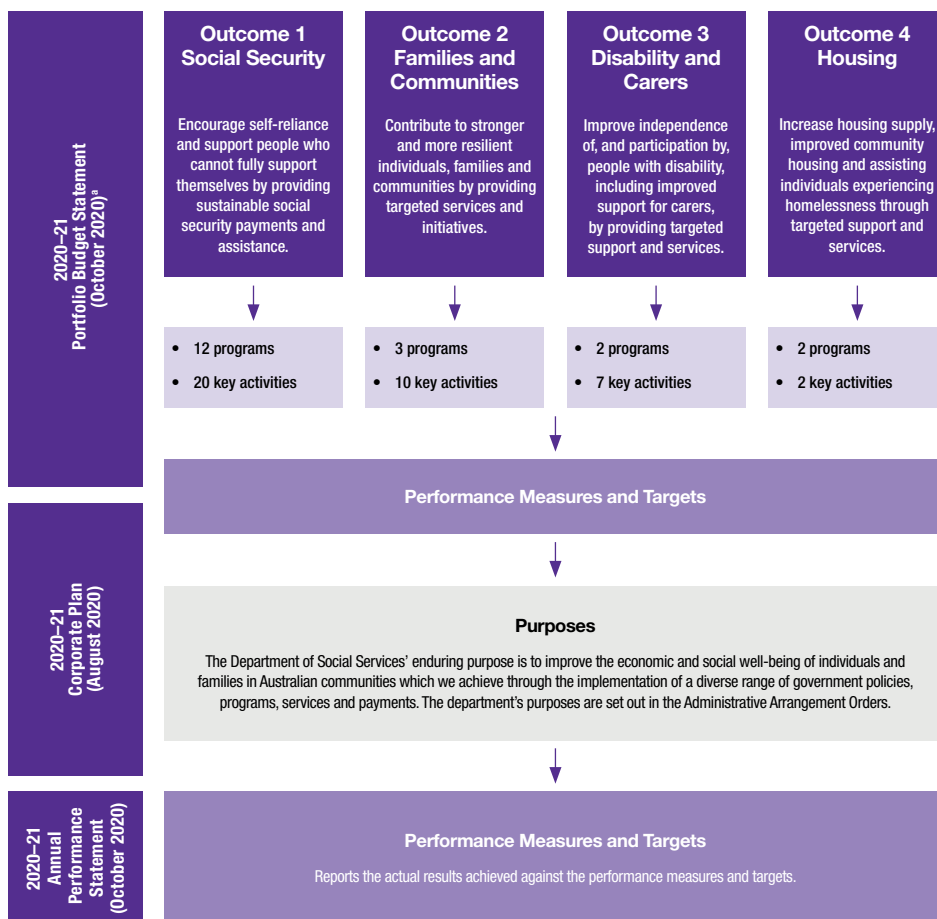
15 October 2021

## Introduction

The Annual Performance Statement provides information about the department's performance in achieving its outcomes. This completes the cycle of performance reporting that commenced at the start of the reporting period with the 2020–21 Portfolio Budget Statement, published on 6 October 2020, and the 2020–21 Corporate Plan, published on 31 August 2020.

The Annual Performance Statement reports the actual results achieved against the performance measures and targets in the 2020–21 Portfolio Budget Statement and the 2020–21 Corporate Plan. The measurement and assessment of performance in the Annual Performance Statement relates only to the 2020–21 reporting period, even though the 2020–21 Corporate Plan sets out how the department's performance will be measured and assessed over four reporting periods.

Figure 5: Connection between the Portfolio Budget Statement, Corporate Plan, and Annual Performance Statement.



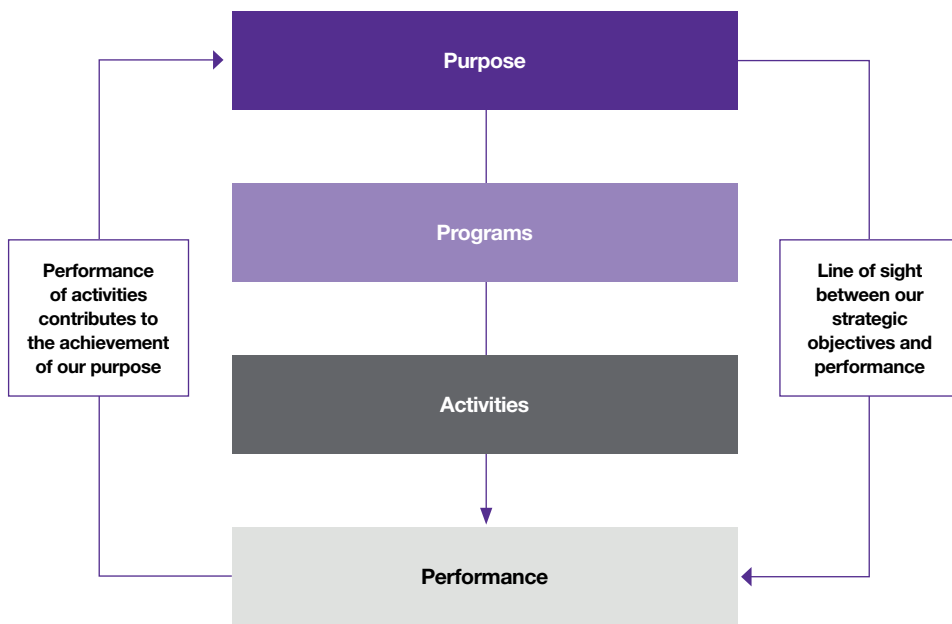
<sup>a</sup> Portfolio Budget Statements are normally published in May, but in March 2020 the Government decided to defer the 2020-21 Budget to October 2020 to allow more time for the economic and fiscal impacts of the COVID-19 pandemic to be better understood.

# Our performance

## Performance Framework

The department's approach to measuring and reporting performance has significantly changed from the 2019–20 Annual Report. This is reflected in the new performance measures and performance framework in the 2020–21 Corporate Plan. The measures were developed to assess achievement of the department's purposes through the delivery of our key activities, and to meet the requirements of section 16EA of the Public Governance, Performance and Accountability Rule 2014, which came into effect in February 2020.

**Figure 6: Department of Social Services 2020–21 Performance Framework**



Source: Department of Social Services 2020–21 Corporate Plan

**Purposes and outcomes** include our objectives, functions and roles, and are the strategic objectives that we intend to pursue, or make a significant contribution to achieving, over the reporting period. The department's outcomes are included in the 2020–21 Portfolio Budget Statement, and our purposes are detailed in the 2020–21 Corporate Plan.

**Programs** are activities that deliver benefits, services or transfer payments to individuals and the community as a whole, with the aim of achieving the intended outcomes in the 2020–21 Portfolio Budget Statement.

**Key activities** are distinct, significant programs or areas of work undertaken by the department to assist in achieving our purposes in the 2020–21 Corporate Plan.

**Performance measures**, measure and assess the department's performance in achieving our purposes.

The performance measures included in the Corporate Plan and Portfolio Budget Statements are consistent and work together to enable a coherent set of performance results to be included in the Annual Performance Statement. Each performance measure relates directly to one or more of the department's purposes or key activities, and aligns to government priorities.

**Targets** are included in each performance measure to compare performance information qualitatively and quantitatively against particular performance levels. The targets have been developed by considering our key activities in 2020–21 and their past performance. The chosen targets are challenging but achievable, and are specific, measurable, time-bound and reportable.

The **methodology** outlines the data and calculation the department uses for assessing the achievement of targets. The performance measures use sources of information and methodologies that are reliable and verifiable. To avoid false conclusions, the performance measures provide an unbiased basis for assessment of the department's performance.

**Analysis of performance**, the Annual Performance Statement includes an analysis of the factors that contributed to the department's performance in achieving its purposes.



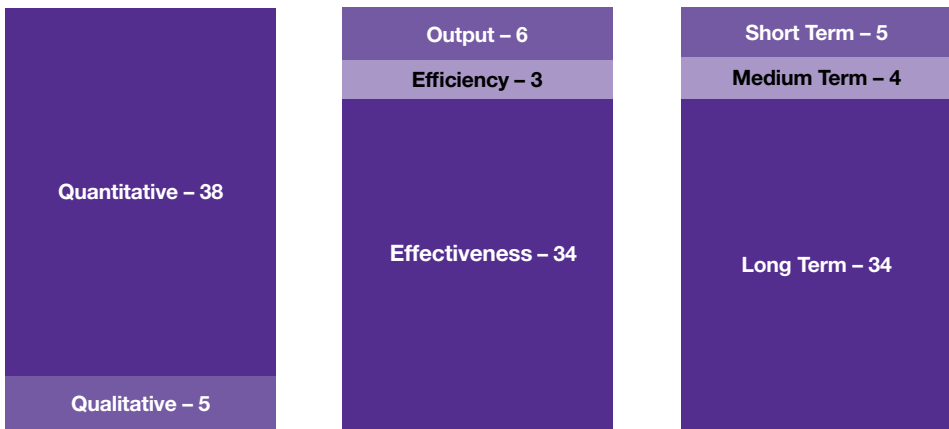
# Performance Measures

The department uses a range of qualitative and quantitative measures and targets to assess the efficiency, effectiveness and outputs of the department’s performance in achieving its outcomes over the short, medium and long term.

The department’s performance measures include a mix of **qualitative and quantitative** measures to capture the multiple dimensions of the department’s performance and to help Australians gain a more complete understanding of our performance. When selecting qualitative or quantitative measures to measure the performance of our key activities, the department considered the cost of data collection, the value of the data to the department and the needs of our stakeholders. For example, key activities that include a focus on policy development have used qualitative measures, and key activities that focus on the outputs of our policies or service delivery have used quantitative measures wherever possible.

The department’s performance measures include a mix of **effectiveness, outputs and efficiency**, and assess how our key activities support the achievement of our purposes.

Figure 7: The department’s mix of performance measures<sup>a</sup>



<sup>a</sup> The PGPA Rule 16EA sets out the requirements of performance measures for Commonwealth entities.

## Effectiveness

The majority of our performance measures are measures of **effectiveness**, and assess how well the department has delivered on its purposes and whether our key activities have had their intended impact. The effectiveness of our key activities is measured in quantitative and qualitative terms.

## Outputs

The department has used **output measures** to assess the achievement of key activity deliverables which contribute to the achievement of our purposes.

## Efficiency

In addition to the measurement of outputs and effectiveness, and to provide a complete picture of the department's performance, we have used timeliness as a proxy for **efficiency**.

# Overview of performance

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

During 2020–21, the department achieved most targets across the four outcomes. Overall, we met 42 performance measure targets, partially met three, and did not meet 10.

The Annual Performance Statement is prepared at a time of significant challenge in Australia. The COVID-19 pandemic and responses to the 2021 eastern Australia storms and floods have required urgent responses from the department and significantly impacted our operations and capacity to meet targets. The department developed new policy to enable existing payments and grants to be adapted, and was responsive in facilitating temporary payments and ad-hoc grants to support Australians in these unprecedented times.

Figure 8: Performance measure target results overview

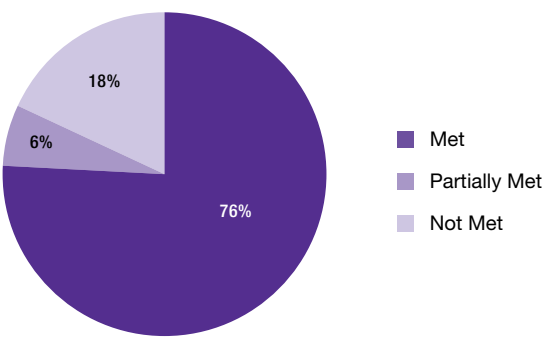
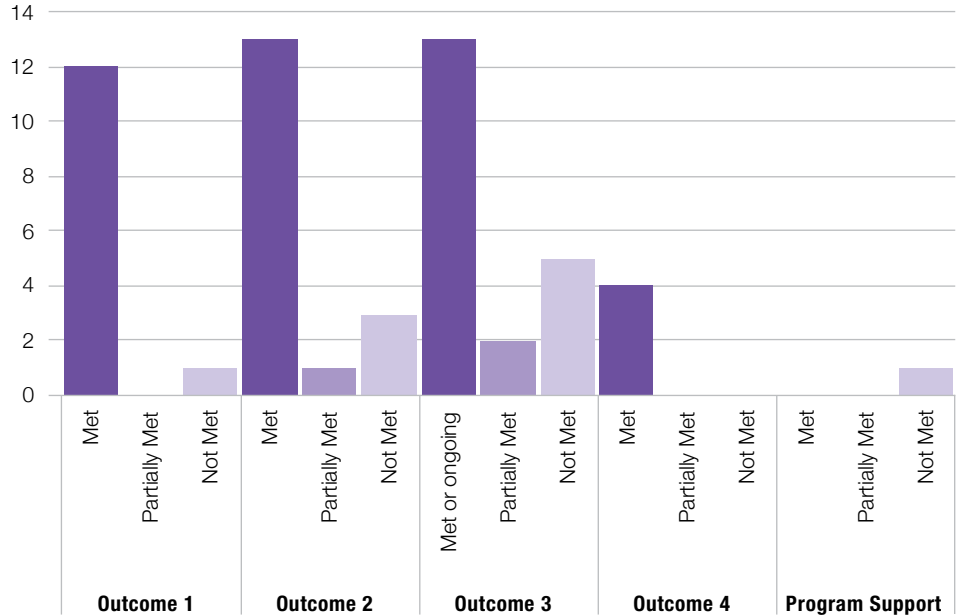


Figure 9: Performance measure target results per outcome



## Chapter 2.1

## Outcome 1: Social Security

## Purpose

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

## Programs and activities

Outcome 1 comprises 12 programs and a number of activities contributing to the achievement of the social security outcome. The diagram below depicts how this purpose is translated into measurable activities.

OUTCOME 1 – SOCIAL SECURITY					
Program 1.1 Family Tax Benefit	Program 1.2 Child Payments	Program 1.3 Income Support for Vulnerable People	Program 1.4 Income Support for People in Special Circumstances	Program 1.5 Supplementary Payments and Support for Income Support Recipients	Program 1.6 Income Support for Seniors
<b>Key activities</b> <ul style="list-style-type: none"> <li>Family Tax Benefit (FTB)</li> <li>Child Support Scheme (CSS)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Stillborn Baby Payment (SBP)</li> <li>Double Orphan Pension (DOP)</li> <li>Assistance for Isolated Children (AIC)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Special Benefit (SB)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Payments under Special Circumstances (PUSC)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Utilities Allowance (UA)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Age Pension (AP)</li> </ul>
Program 1.7 Allowances and Concessions for Seniors	Program 1.8 Income Support for People with Disability	Program 1.9 Income Support for Carers	Program 1.10 Working Age Payments	Program 1.11 Student Payments	Cross-Program Rent Assistance
<b>Key activities</b> <ul style="list-style-type: none"> <li>Energy Supplement for Commonwealth Seniors Health Card Holders (ES)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Disability Support Pension (DSP)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Carer Payment (CP)</li> <li>Carer Allowance (CA)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Jobseeker Payment (JP)</li> <li>Parenting Payment (PP)</li> <li>Youth Allowance (Other) (YA)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>ABSTUDY</li> <li>Austudy</li> <li>Youth Allowance (Student) (YA)</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>Rent Assistance (RA)</li> </ul>

## Summary and analysis of Outcome 1 performance

In 2020–21, the department achieved most targets across Outcome 1. Overall, we met 12 of the 13 performance measure targets.

The social security system promotes self-reliance and aims to break the cycle of long-term welfare dependence, while providing adequate support for those who need it.

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

In the past year, the social security system has demonstrated its flexibility and responsiveness to supporting Australians in need. A key feature of 2020–21 was the economic impact of the COVID-19 pandemic that resulted in significant numbers of Australians losing their jobs or having their working hours reduced. For people who were ineligible to receive JobKeeper Payment, JobSeeker Payment<sup>1</sup> was the main avenue to receive support from Government. A rebound in the economy as businesses started to reopen, as well as changes in policy settings, such as ending the assets test waiver and reducing the amount of the Coronavirus Supplement, assisted in reducing the number of people reliant on income support. By 30 June 2021, the number of working age payment recipients was around 500,000 less than at the same time in June 2020.

The social security system was able to rapidly respond to the economic impacts resulting from health measures put in place to protect Australians from the COVID-19 pandemic. The number of Austudy and Youth Allowance (student) recipients has increased on the previous year. These results can, in part, be explained by the economic downturn that occurred as a result of the COVID-19 pandemic that reduced opportunities for people to work. Youth Allowance (student), and Austudy were the most commonly accessed student payments and provided financial assistance for people who undertook study in this period.

There was an increase in Age Pension expenditure due to the three Economic Support Payments paid to Age Pensioners in 2020–21. There has also been an increase in the number of senior Australians over pension age remaining in the workforce longer. However, there is a long-term trend of a gradual reduction in the proportion of senior Australians receiving the Age Pension, driven by a range of factors including new retirees having more assets at retirement due to the maturation of the superannuation system. The number of Age Pension recipients has remained steady over 2020–21.

<sup>1</sup> JobSeeker is the main income support payment for recipients aged between 22 years to Age Pension qualification age who have capacity to work. The JobKeeper Payment scheme was a subsidy for businesses significantly affected by coronavirus.

## Key achievements

In the past year, some of our contributions to improving outcomes for sustainability of the social security system included:

- From 1 April 2021, a series of permanent changes ensured job seekers have the best opportunity to secure employment, including:
  - The rate for payments such as JobSeeker, Youth Allowance and other working age payments, increased by \$50 a fortnight
  - The income free area for working age payments was permanently increased to \$150 per fortnight. These changes allow payment recipients to keep more of what they earn while receiving income support.
- Improving and simplifying the way that employment income is reported and assessed for social security purposes. Income support recipients now report the gross amount paid to them during their reporting period. These changes make reporting easier for payment recipients, meaning people receive the right amount of income support and are less likely to incur a debt.
- In response to the unprecedented health and economic crisis caused by the COVID-19 pandemic, additional financial support was provided through the social security system, including:
  - a series of Economic Support Payments for eligible income support and Family Tax Benefit recipients and concession card holders from 31 March 2020
  - a temporary Coronavirus Supplement for eligible recipients from 27 April 2020
  - temporary changes to the partner income test for JobSeeker Payment from 27 April 2020
  - a reduction in social security deeming rates to reflect changed market conditions.

## Outcome 1 key performance results

Program	Key Activities	Target	Result
<b>1.1 Family Tax Benefit</b>	Family Tax Benefit	Payment targeted to low income families (67% of support received by families under the Family Tax Benefit lower income free area).	Met
	Child Support Scheme	At least 85% of Family Tax Benefit children of separated parents meet the maintenance action test requirements.	Met
<b>1.2 Child Payments</b>	Stillborn Baby Payment	100% of eligible families receive assistance through Stillborn Baby Payment or Parental Leave Pay.	Not met
<b>1.3 Income Support for Vulnerable People</b>	Special Benefit Payment	The average duration of recipients on special benefit remains below 130 weeks.	Met
<b>1.4 Income Support for People in Special Circumstances</b>	Payments under Special Circumstances	100% of payments are made in accordance with the individual agreements.	Met
<b>1.5 Supplementary Payments and Support for Income Support Recipients</b>	Utilities Allowance	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).	Met
<b>1.6 Income Support for Seniors</b>	Age Pension	75% or below of people of age pension age are supported by the Age Pension or other income support.	Met
<b>1.7 Allowances and Concessions for Seniors</b>	Energy Supplement for Commonwealth Seniors Health Card Holders	100% of eligible Commonwealth Health Card holders receive the Energy Supplement each year.	Met
<b>1.8 Income Support for People with Disability</b>	Disability Support Pension	90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.	Met
<b>1.9 Income Support for Carers</b>	Carer Payment Carer Allowance	70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.	Met
<b>1.10 Working Age Payments</b>	JobSeeker Payment Parenting Payment Youth Allowance (other)	Changes in recipient numbers align with movements in the unemployment rate.	Met

Program	Key Activities	Target	Result
<b>1.11 Student Payments</b>	Austudy Youth Allowance (student) ABSTUDY	Proportion of Austudy, Youth Allowance (student) and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments align with movements in the unemployment rate.	Met
<b>Cross-Program Rent Assistance</b>	Rent Assistance	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.	Met

## Outcome 1: Key activity performance

Table 2.1.1: Key activity performance

### Program 1.1 – Family Tax Benefit

This program aims to make payments to assist low and medium income families with the direct and indirect costs of raising dependent children.

### Key Activity – Family Tax Benefit

The Family Tax Benefit Part A and B are key activities of the Family Tax Benefit Program. The Family Tax Benefit key activity aims to make payments to **eligible families** to help with the cost of raising children. It is made up of two parts:

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

Family Tax Benefit can be paid either fortnightly or as a lump sum at the end of the financial year. Families who are eligible for Family Tax Benefit may also be eligible for other payments and supplements. Family Tax Benefit Part A recipients also have to meet immunisation and health check requirements.

**The department** is responsible for designing and implementing the Family Tax Benefit key activities, including program policy, program implementation and management, program performance, monitoring and meeting all relevant deliverables and key performance indicators as detailed in the department's Portfolio Budget Statements, and providing guidance and advice to Services Australia. **Services Australia** is the primary portfolio agency responsible for administering the Family Tax Benefit key activity on the department's behalf, including receiving, processing and managing payment applications and delivering payments.



**Program 1.1 – Family Tax Benefit****Performance Measure**

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

Source: PBS 2020–21 page 48, Corporate Plan 2020–21 page 9

**Target**

Payment targeted to low income families (67% of support received by families under the Family Tax Benefit lower income free area).	2020–21		
	Target	Result	Outcome
	≥ 67%	67.2%	Met

**Rationale**

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

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

**Methodology**

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

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

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

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

**Program 1.1 – Family Tax Benefit****Program Outputs**

Output data sets that support the performance report for the program.

**Administered outlays**

	2020–21	2019–20
Family Tax Benefit Part A	\$14,787.78m	\$14,567.42m
Family Tax Benefit Part B	\$3,577.17m	\$4,054.21m

**Number of recipients**

	Entitlement year <sup>a</sup>	
	2018–19	2017–18 <sup>b</sup>
Family Tax Benefit Part A	1,549,969	1,603,755
Family Tax Benefit Part B	1,274,061	1,314,135

**Number of children**

	Entitlement year <sup>a</sup>	
	2018–19	2017–18 <sup>b</sup>
Number of eligible Family Tax Benefit Part A children	3,077,039	3,177,506
Number of children in eligible Family Tax Benefit Part B families <sup>c</sup>	2,380,381	2,454,687

**Payment accuracy**

	2020–21		
	Number of recipients surveyed	Accuracy	Confidence interval +/-
Family Tax Benefit	1,512	97.23%	1.15%

**Program Analysis**

Family Tax Benefit has undergone successive policy changes, such as pausing indexation of income thresholds, which have tightened access to the payment. This has resulted in a downward trend in the number of Family Tax Benefit families receiving fortnightly payments since 2004–05, which has continued.

This downward trend is expected to plateau slightly in 2020–21 due to more families accessing Family Tax Benefit as a result of the impacts of COVID-19.

**Caveats and Disclosures**

- a Reconciliation data reported at June 2021 for 2018–19 and June 2020 for 2017–18. Family Tax Benefit reconciliation recipient information is reported after two years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- b Figures for 2017–18 have been updated and may differ from those previously published due to the remediation of a data integrity issue.
- c Family Tax Benefit Part B is a per family payment.

Table 2.1.2: Key activity performance

### Program 1.1 – Family Tax Benefit

This program aims to make payments to assist low and medium income families with the direct and indirect costs of raising dependent children.

### Key Activity – Child Support Scheme

The Child Support Scheme aims to ensure **children** continue to receive support from their parents following separation. The Child Support Scheme interacts with the Family Tax Benefit Part A program, which makes payments to assist low and medium income families with the direct costs of raising dependent children.

Child support payments are calculated according to an administrative formula that is based on research into the cost of raising children in Australia, and uses both parents' adjusted taxable incomes and the level of care they provide for their children to calculate child support payments. Child support payments can be transferred privately, or Services Australia can collect and transfer the payments on parents' behalf.

Child support payments and Family Tax Benefit Part A are closely linked. To receive more than the base rate of Family Tax Benefit Part A for a child from a previous relationship, a Family Tax Benefit recipient is generally required to apply for a child support assessment through Services Australia. This is known as the **Maintenance Action Test**. A parent who has applied for, or who has an active child support assessment, or is exempt from taking maintenance action is considered to be meeting the requirement to take reasonable action for maintenance. The amount of child support that parents pay or receive can also affect their rate of Family Tax Benefit Part A.

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

**Program 1.1 – Family Tax Benefit****Performance Measure**

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

Source: PBS 2020–21 page 48, Corporate Plan 2020–21 page 9

**Target**

At least 85% of Family Tax Benefit children of separated parents meet the maintenance action test requirements.	2020–21		
	Target	Result	Outcome
	85%	86.2%	Met

**Rationale**

The Family Tax Benefit Part A Maintenance Action Test has a mutual obligation objective that supports the principle that parents are primarily responsible for the financial support of their children, with the Australian Government (the Government) providing family assistance where needed to help families meet the costs of raising their children.

Measuring the *extent to which separated parents in the child support system are supporting their children*, demonstrates how Family Tax Benefit Part A can influence parents to engage with the Child Support Scheme to maximise the economic resources the parents have to raise their children.

As at 25 June 2021, the median income of a child support payee was \$29,316. The measure demonstrates the appropriateness of influencing payees to take action to ensure they receive the maximum amount of financial assistance they are eligible to receive (from the payer and the Government) to ensure they can provide a basic and acceptable standard of living for their children. Where it is not appropriate for a payee to seek a child support assessment, they may be able to apply for an exemption from the Maintenance Action Test and rely solely on Family Tax Benefit.

Requiring parents to apply for a child support assessment, in order to receive the maximum rate of Family Tax Benefit Part A, supports the **effectiveness** of the Child Support Scheme in achieving the objective of the key activity: *children continue to receive support from their parents following separation*.

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

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

## Program 1.1 – Family Tax Benefit

### Methodology

The number of *Family Tax Benefit children of separated parents that meet the maintenance action test requirements* is based on the number of children subject to the Maintenance Action Test that:

- meet Maintenance Action Test requirements
- are exempt from meeting Maintenance Action Test requirements.

The percentage is based on the number of children that satisfy the Maintenance Action Test, plus the number of children who are exempt from the Maintenance Action Test, as a proportion of all children subjected to the Maintenance Action Test.

The **data source** used for this calculation is Services Australia administrative data as at 25 June 2021 (the last Friday of the financial year).

### Program Outputs

Output data sets that support the performance report for the program.

#### Number of Cases<sup>a</sup>

	2020–21	2019–20
Child Support Scheme	755,077	759,931

### Program Analysis

This is the first financial year that this measure has been reported as a key performance measure. The measure focuses on the proportion of recipients who meet the Maintenance Action Test requirement whereas in previous financial years the department has reported on those who do not. Analysis of this measure for the 2018–19 to 2020–21 financial years shows that the department continues to exceed its target of 85 per cent.

The 2020–21 result of 86.2 per cent is slightly better than the result in 2019–20 of 86.1 per cent. The improvement is primarily due to an increase in the number children exempt from the Maintenance Action Test. Family Tax Benefit Part A recipients may be exempt from the Maintenance Action Test due to the risk of family and domestic violence, harmful or disruptive effect on the payee or payer, the identity of the other parent is unknown, the payer is deceased or other exceptional circumstance. The impact of the COVID-19 pandemic may be partially responsible for the increase.

As at 30 June 2021:

- the median income of a payee was \$29,316, the median income of a payer was \$49,577
- a Family Tax Benefit Part A family with one child would receive the Family Tax Benefit Part A Base Rate, regardless of any maintenance income, when family income reaches \$72,398, and would cease to receive payment from family income of \$104,281.

The Maintenance Action Test seeks to influence low to middle income payees to apply for a child support assessment to ensure their children receive financial support from both parents and through Family Tax Benefit.

### Caveats and Disclosures

<sup>a</sup> Data for number of cases is point-in-time as at the last Friday in June of the relevant financial year.

Table 2.1.3: Key activity performance

**Program 1.2 – Child Payments**

This program aims to make payments to families in certain circumstances to assist with the costs of children.

**Key Activities – Stillborn Baby Payment, Double Orphan Pension and Assistance for Isolated Children**

The Stillborn Baby Payment, Double Orphan Pension and Assistance for Isolated Children are key activities of the Child Payments Program.

- The **Stillborn Baby Payment** aims to make payments to eligible individuals where they, or their partner, would have been the primary carer of a child who was stillborn. To meet the eligibility requirements to receive the Stillborn Baby Payment, a **parent who has had a stillborn child** must have lodged a claim for payment within 52 weeks of the baby's delivery, be under the income test limits or eligible for Family Tax Benefit Part A, and not receiving Parental Leave Pay for the same baby.
- **Double Orphan Pension** aims to make payments to eligible **carers of a child whose parents cannot care for the child or who have died**. To qualify for Double Orphan Pension, an individual must be caring for a young person who is a double orphan, and be eligible for the Family Tax Benefit.
- **Assistance for Isolated Children** aims to make a group of payments to **parents and carers of children who cannot go to a local state school**. This could be because of geographical isolation, disability or special needs. Families in isolated areas incur additional costs to educate their children. Assistance for Isolated Children provides financial assistance in the form of allowances to alleviate such costs.

**The department** is responsible for providing policy advice to Government in relation to Child Payments and implementing decisions of Government through program policy, implementation, management and performance; meeting all relevant deliverables and key performance indicators; and providing guidance and advice to Services Australia. **Services Australia** is the primary portfolio agency responsible for administering the Child Payments on the department's behalf, including receiving, processing and managing applications and delivering payments.

## Program 1.2 – Child Payments

### Performance Measure

Proportion of stillbirths for which the Stillborn Baby Payment of Parental Leave Pay is paid.

Source: PBS 2020–21 page 49, Corporate Plan 2020–21 page 9

#### Target

100% of eligible families receive assistance through Stillborn Baby Payment or Parental Leave Pay.	2020–21		
	Target	Result	Outcome
	100%	74%	Not Met

#### Rationale

Measuring the *proportion of stillbirths for which the Stillborn Baby Payment of Parental Leave Pay is paid* aims to demonstrate the proportion of people who receive support who are eligible. This measure demonstrates the **effectiveness** of the Stillborn Baby Payment in achieving the objective of the key activity: *eligible individuals are assisted with payments where they, or their partner, would have been the primary carer of a child who was stillborn*.

Targeting 100 per cent of eligible families that receive assistance through Stillborn Baby Payment or Parental Leave Pay demonstrates the **effectiveness** of the key activity by showing the proportion of eligible families who are supported by receiving government assistance after a stillbirth. The measure of coverage used in the result includes all known stillbirths in Australia and is not limited to those eligible for the payment. A person may not be eligible due to the income, work or residency requirements of Parental Leave Pay and Stillborn Baby Payment or may simply not want to engage with the social security system. Families impacted by stillbirth must lodge a claim for either Stillborn Baby Payment or Parental Leave Pay to allow their eligibility for payment to be assessed. The department aims to support 100 per cent of eligible families either through Stillborn Baby Payment or Parental Leave Pay.

#### Methodology

The percentage is based on the number of Stillborn Baby Payments, plus the number of Parental Leave Pay payments for stillbirths, as a proportion of the total number of stillbirths in Australia.

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

- Services Australia administrative data
- Australian Institute of Health and Welfare Perinatal dataset.<sup>a</sup>

## Program 1.2 – Child Payments

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Double Orphan Pension	\$3.07m	\$3.17m
Single Income Family Supplement <sup>b</sup>	\$11.05m	\$17.51m
Stillborn Baby Payment	\$2.30m	\$1.78m
Assistance for Isolated Children	\$84.04m	\$82.69m

#### Number of recipients

	2020–21	2019–20
Double Orphan Pension	808	906
Single Income Family Supplement <sup>b</sup>	- <sup>c</sup>	41,604
Stillborn Baby Payment	822	796
Assistance for Isolated Children <sup>d</sup>	13,112	12,353

#### Number of children

	2020–21	2019–20
Double Orphan Pension	1,141	1,311

### Program Analysis

There has been increased public interest in assistance to families affected by stillbirth following the establishment by the Senate of the Select Committee on Stillbirth Research and Education on 27 March 2018 and subsequent tabling of the Committee's report on 4 December 2018. It was against this background of heightened public interest in government assistance provided to the families of stillborn babies that the decision to report on the performance of Stillborn Baby Payment was made ahead of other payments with larger outlays within the Child Payments Program.

The target of 100 per cent has not been met, however, this is largely due to the denominator (all known stillbirths) being applied as a proxy for all eligible stillbirths (which cannot be predicted or measured). As mentioned above the target it is not intended to measure coverage of all stillbirths in Australia, but to measure the number of families who are eligible for assistance based on the eligibility rules.

### Caveats and Disclosures

- Australian Institute of Health and Welfare notes that it cannot verify the completeness of the dataset used as the denominator in this calculation. While it is not a conclusive list of all stillbirths in Australia, it is the best available source of stillbirth data in Australia at the time of reporting.
- The Single Income Family Supplement is closed to new entrants. Recipients eligible on 30 June 2017 may continue to receive the supplement if they remain continuously eligible.
- Family Tax Benefit recipients are automatically assessed for Single Income Family Supplement when their Family Tax Benefit entitlement is reconciled. Data for 2020–21 is not available as the reconciliation process for Family Tax Benefit is not yet finalised. Data for 2019–20 captures one year of FTB reconciliation, FTB recipient information is generally reported after two years of reconciliation.
- These figures are for the month of December each year due to the nature of the payment.



Table 2.1.4: Key activity performance

### Program 1.3 – Income Support for Vulnerable People

This program aims to make payments to financially assist eligible people in severe financial hardship who do not have any other means of support.

#### Key Activity – Special Benefit

Special Benefit is a key activity of the Income Support for Vulnerable People Program. Special Benefit aims to make payments to assist eligible **people in financial hardship who do not have any other means of support** due to circumstances outside their control. People may get Special Benefit if they are:

- in financial hardship
- unable to earn a sufficient livelihood for themselves and their dependants because of age, physical or mental disability or domestic circumstances, or for any other reason over which they have no control
- unable to receive any other income support payment
- an Australian resident or the holder of a certain temporary visa.

**The department** is responsible for providing policy advice to Government and implementing Government decisions in relation to Special Benefit including legislation, policies and guidelines. **Services Australia** is the primary portfolio agency responsible for administering Special Benefit on the department's behalf, including receiving, processing and managing applications and delivering payments.

#### Performance Measure

Extent to which payments are made to recipients who are unable to fully support themselves or access another payment.

Source: PBS 2020–21 page 50, Corporate Plan 2020–21 page 10

#### Target

The average duration of recipients on Special Benefit remains below 130 weeks.	2020–21		Outcome
	Target	Result	
	< 130 weeks average	111 weeks average	Met

#### Rationale

Measuring the *extent to which payments are made to recipients who are unable to fully support themselves or access another payment* aims to demonstrate that people in financial hardship who are unable to support themselves are financially assisted until they have another means of support and no longer need the payment. This measure demonstrates the **effectiveness** of the Special Benefit in achieving the objective of the key activity: *payments to assist eligible people in financial hardship who do not have any other means of support*.

Targeting *an average duration of recipients on Special Benefit of below 130 weeks* demonstrates the **effectiveness** of the key activity by showing the payment is a short to medium term transitional payment until recipients become employed or are eligible to receive another income support payment.

## Program 1.3 – Income Support for Vulnerable People

### Methodology

The *average duration of recipients on Special Benefit* is provided in DSS Payment Demographic Data.

The **data source** used for this result is data.gov.au, DSS Payment Demographic Data.

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Special Benefit	\$204.29m	\$151.12m

#### Number of recipients

	2020–21	2019–20
Special Benefit <sup>a</sup>	8,451	9,638

#### Payment accuracy

		2020–21	
	Number of recipients surveyed	Accuracy	Confidence interval +/-
Special Benefit	354	92.15%	3.07%

### Program Analysis

The majority of people are granted Special Benefit because they do not meet the residency requirements for another income support payment, for example, those of Age Pension age who have not lived in Australia long enough to qualify for the Age Pension. Other recipients have experienced a change in circumstances that is beyond their control since coming to Australia, for example, a relationship breakdown as a result of domestic violence.

### Caveats and Disclosures

a Special Benefit recipients as at 25 June 2021.

Table 2.1.5: Key activity performance

#### Program 1.4 – Income Support for People in Special Circumstances

This program aims to make payments to financially assist eligible people in severe financial hardship who do not have any other means of support, and to make payments to Australians in circumstances beyond their control to support them in overcoming those circumstances and maintaining their financial wellbeing.

#### Key Activity – Payments Under Special Circumstances

Payments under Special Circumstances is a key activity of the Income Support for People in Special Circumstances Program. The key activity aims to make payments and provide support to eligible **people in circumstances beyond their control** to support them in overcoming those circumstances and maintain their financial wellbeing. This includes:

- **Act of Grace Payments** made in special circumstances, where an entity's conduct or Commonwealth legislation or policy has resulted in an unintended, inequitable, anomalous or otherwise unacceptable impact on the claimant's circumstances. Act of grace payments are made in circumstances where the main obligation to the applicant is moral, rather than legal.
- **Ex-Gratia Payments** which deliver financial relief when urgent, unforeseen and exceptional circumstances arise, and generally are paid only after full consideration of all other possible alternative compensation mechanisms, including existing Commonwealth legislative provisions have been explored.
- **Set-off or Waiver of Debts** made in special circumstances by the Minister for Finance, to waiver amounts owing, and on setting-off amounts owed to the Commonwealth.
- **Reconnecting People Assistance Package – Individual Community Care Package** which provides assistance to people who have been adversely affected as a direct result of their inappropriate immigration detention within Australia.

**The department** is responsible for designing and implementing Payments under Special Circumstances, including managing agreements and making payments to recipients for the Ex-Gratia Payments and the Reconnecting People Assistance Package. **Services Australia** is responsible for administering the Act of Grace components of the Payments under Special Circumstances key activity, on the department's behalf, including managing and making payments.

#### Performance Measure

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.

Source: PBS 2020–21 Page 51, Corporate Plan 2020–21 Page 10

#### Target

100% of payments are made in accordance with the individual agreements.	2020–21		
	Target	Result	Outcome
	100 %	100%	Met

**Program 1.4 – Income Support for People in Special Circumstances****Rationale**

Measuring that *agreements are in place (where relevant) with providers*, aims to demonstrate that payments are made in accordance with relevant legislation, policy, guidelines and contractual arrangements, to support eligible individuals who are ineligible for any other form of support. This measure demonstrates the **effectiveness** of Payments Under Special Circumstances in achieving the objective of the key activity: *People in circumstances beyond their control are supported in overcoming those circumstances and maintain their financial wellbeing*.

Targeting 100 per cent of payments are made in accordance with the individual agreements, demonstrates the **effectiveness** of the key activity by showing the proportion of payments which are made in accordance with the individual agreements. Agreements specify the entitlements for payments to people in special circumstances who do not have any other means of support.

**Methodology**

The number of *payments that are made in accordance with the individual agreements* is based on an audit of each invoice received by the department, to confirm the related payments are made by the department in accordance with the agreements and individual plans.

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

- Department of Social Services administrative data
- Services Australia administrative data

**Program Outputs**

Output data sets that support the performance report for the program.

**Administered outlays**

	2020–21	2019–20
Bereavement Allowance <sup>a</sup>	-	\$3.06m
Payments under Special Circumstances	\$1.08m	\$0.67m

**Number of recipients**

	2020–21	2019–20
Bereavement Allowance <sup>a</sup>	0	641
Payments under Special Circumstances <sup>b</sup>	95	35

**Program Analysis**

Under this program payments have been made in a timely manner to support people in special circumstances. This includes providing assistance with living expenses and support to address individual circumstances and maintain financial wellbeing.

**Caveats and Disclosures**

- a Bereavement Allowance closed to new recipients on 20 March 2020 and ceased when all recipients completed their bereavement period. No recipients received Bereavement Allowance in 2020–21.
- b These figures are unique counts of recipients across the financial year.

Table 2.1.6: Key activity performance

### Program 1.5 – Supplementary Payments and Support for Income Support Recipients

This program aims 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.

#### Key Activity – Utilities Allowance

Utilities Allowance is a key activity of the Supplementary Payments and Support for Income Support Recipients Program. Utilities Allowance assists **eligible income support recipients** with household expenses. To qualify for Utilities Allowance, a person must be in receipt of the Disability Support Pension (under the age of 21 without children), Partner Allowance (under Age Pension age) or Widow Allowance (under Age Pension age).

- **Widow Allowance** is an income support payment that provides financial assistance to eligible older women who have lost the support of a partner through death, divorce or separation and who have no recent workforce experience. Since 1 July 2005, new Widow Allowance grants were only made to women who were born on or before 1 July 1955. From 1 July 2018, no new claims for Widow Allowance can be made. Women receiving Widow Allowance immediately before 1 July 2018 can continue to receive Widow Allowance. Once recipients reach Age Pension age, they transfer to Age Pension, provided they meet the Age Pension residency requirements. To receive Utilities Allowance, recipients of Widow Allowance have to be below Age Pension age. Widow Allowance recipients of Age Pension age receive the Pension Supplement.
- **Partner Allowance** is an income support payment that provides financial assistance for older people who are partners of income support recipients and face barriers to finding employment because of their lack of recent workforce experience. There have been no new grants of Partner Allowance since 20 September 2003 and Partner Allowance will cease completely from 1 January 2022. To receive Utilities Allowance, recipients of Partner Allowance have to be below Age Pension age. Partner Allowance recipients of Age Pension age receive the Pension Supplement.
- **Disability Support Pension** is an income support payment for people who are unable to work due to permanent physical, intellectual or psychiatric impairment. Only Disability Support Pension recipients under 21 years old and with no dependent children can receive Utilities Allowance to help with household expenses. Disability Support Pension recipients with children or who are over 21 years receive the Pension Supplement.

**The department** is responsible for providing policy advice to Government and implementing Government decisions including through legislation, policies and guidelines for Utilities Allowance. **Services Australia** is the primary portfolio agency responsible for administering the Utilities Allowance on the department's behalf, including receiving, processing and managing applications and delivering payments.

**Program 1.5 – Supplementary Payments and Support for Income Support Recipients****Performance Measure**

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

Source: PBS 2020–21 page 57, Corporate Plan 2020–21 page 11

**Target**

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).	2020–21		
	Target	Result	Outcome
	Changes in recipient numbers align with movements	Changes in recipient numbers aligned with movements	Met

**Rationale**

Measuring the *extent to which payments are made to, or with respect to, people unable to fully support themselves* aims to demonstrate that eligible income support recipients are financially assisted with household expenses. This measure demonstrates the **effectiveness** of the Utilities Allowance in achieving the objective of the key activity.

Targeting *changes in Utilities Allowance recipient numbers align with movements in the total number of people receiving Partner Allowance and Widow Allowance recipients under Age Pension age and Disability Support Pension (who are younger than 21 with no dependent children)* demonstrates the **effectiveness** by showing Utilities Allowance is only being paid to those who are eligible for the payment.

**Methodology**

The *number of people receiving Partner Allowance, Widow Allowance and Disability Support Pension (who are younger than 21 with no dependent children)* is calculated using the number of recipients of:

- Partner Allowance (under Age Pension age)
- Widow Allowance (under Age Pension age)
- Disability Support Pension (who are younger than 21 with no dependent children).

The number of *Utilities Allowance recipient numbers* is based on the number of Utilities Allowance recipients by eligible payment type. The number of eligible payment recipients must align with the number of Utilities Allowance recipients.

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

## Program 1.5 – Supplementary Payments and Support for Income Support Recipients

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Utilities Allowance	\$15.09m	\$17.45m
Essential Medical Equipment Payment	\$8.15m	\$7.91m

#### Number of recipients

	2020–21	2019–20
Utilities Allowance <sup>a</sup>	29,989	32,985
Essential Medical Equipment Payment (number of payments)	48,557	48,311

### Program Analysis

The number of recipients paid Utilities Allowance in 2020–21 fell by 9.1 per cent compared to the previous financial year. Most of the decline in numbers is attributable to the decrease in the number of Partner Allowance and Widow Allowance recipients. As both payments have been closed to new recipients<sup>b</sup>, and the number of those eligible (under Age Pension age) is getting much smaller, their populations have been trending downwards without a corresponding increase in the number of Disability Support Pension recipients under 21 with no dependent children.

#### Caveats and Disclosures

- a The figures represent a unique count of Utilities Allowance recipients in the financial year.
- b On 1 January 2022, Partner Allowance and Widow Allowance will cease. Consequently, from this date, Utilities Allowance will only be paid to Disability Support Payment recipients under 21 years with no dependent children.

Table 2.1.7: Key activity performance

**Program 1.6 – Income Support for Seniors**

This program aims to make payments to senior Australians to assist them financially in a manner that encourages them to productively manage resources and life transitions.

**Key Activity – Age Pension**

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

**The department** is responsible for designing and implementing the key activity, including policy development and advice and ongoing monitoring and analysis. **Services Australia** is the primary portfolio agency responsible for administering the key activity on the department's behalf, including receiving, processing and managing applications and delivering payments.

**Performance Measure**

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

Source: PBS 2020–21 page 53, Corporate Plan 2020–21 page 11

**Target**

75% or below of people of age pension age are supported by the Age Pension or other income support.	2020–21		
	Target	Result	Outcome
	≤ 75%	70.7%	Met

**Rationale**

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

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

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



## Program 1.6 – Income Support for Seniors

### Methodology

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

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

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

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

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

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Age Pension	\$52,695.74m	\$50,077.91m

#### Number of recipients

	2020–21	2019–20
Age Pension	2.60m	2.56m

#### Payment accuracy

		2020–21	
	Number of recipients surveyed	Accuracy	Confidence interval +/-
Age Pension	2,731	97.13%	0.60%

### Program Analysis

There is a long-term trend of a gradual reduction in the proportion of senior Australians receiving the Age Pension, driven by a range of factors. New retirees have more assets at retirement than previous cohorts due to the maturation of the superannuation system. There has also been an increase in the number of senior Australians over pension age remaining in the workforce longer. The number of Age Pension recipients has remained steady over 2020–21. There was an increase in Age Pension expenditure due to the three Economic Support Payments paid to Age Pensioners in 2020–21.

Table 2.1.8: Key activity performance

**Program 1.7 – Allowances and Concessions for Seniors**

This program aims to make payments and provide services to senior Australians to assist with household expenses, enabling them to maintain their standard of living.

**Key Activity – Energy Supplement for Commonwealth Seniors Health Card Holders**

The Energy Supplement is a key activity of the Allowances and Concessions for Seniors Program. The Energy Supplement aims to make payments to eligible **senior Australians** to assist with their household expenses including energy costs.

The Energy Supplement is paid to Commonwealth Seniors Health Card holders who have maintained eligibility for the payment since 19 September 2016. Eligible Commonwealth Seniors Health Card holders receive the Energy Supplement quarterly in arrears. People who became eligible for the Commonwealth Seniors Health Card from 20 September 2016 are not eligible for the Energy Supplement.

**The department** is responsible for providing policy advice to Government and implementing decisions of Government including through legislation, policies and guidelines designing and implementing the Energy Supplement. **Services Australia** is the primary portfolio agency responsible for administering the Energy Supplement, including receiving, processing and managing applications and delivering payments.

**Performance Measure**

To provide financial support to eligible senior Australians to assist with their household expenses.

Source: PBS 2020–21 page 54, Corporate Plan 2020–21 page 11

**Target**

100% of eligible Commonwealth Health Card holders receive the Energy Supplement each year.	2020–21		
	Target	Result <sup>a</sup>	Outcome
	100%	100%	Met

**Rationale**

Measuring *financial support to eligible senior Australians to assist with their household expenses* aims to demonstrate that senior Australians have been assisted financially with their energy costs. This measure demonstrates the **effectiveness** of the Energy Supplement in achieving the objective of the key activity: *eligible senior Australians are assist with their household expenses including energy costs*.

Targeting *100 per cent of eligible Commonwealth Health Card holders receive the Energy Supplement each year* demonstrates the **effectiveness** of the key activity by showing that all payments are provided to financially support eligible people with their household expenses including energy costs, according to the legislation. Where the measure falls below 100 per cent, it signifies that the payment is not being effectively delivered in accordance with the legislation.

## Program 1.7 – Allowances and Concessions for Seniors

### Methodology

The percentage is based on the proportion of *eligible Commonwealth Health Card holders that receive the Energy Supplement each year*. The methodology is a count of Commonwealth Seniors Health Care Card holders who were entitled to the card on 19 September 2016, compared to the number of card holders who received the Energy Supplement for the financial year.

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

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Energy Supplement	\$587.53m	\$378.73m

#### Number of recipients

	2020–21	2019–20
Energy Supplement	267,394	281,651

### Program Analysis

The legislation implemented from 20 September 2016 restricts payment of Energy Supplement to those who have continually received the payment prior to and since 19 September 2016. This means the number of recipients of Energy Supplement continues to decrease each year consistent with the number of eligible Commonwealth Seniors Health Card holders who have continually received the payment since the policy change on 19 September 2016.

### Caveats and Disclosures

- a The result is based on data from Services Australia for the 2020–21 March and June quarters. Following automatic payment for each quarter, Services Australia conducts a manual check of all instances where the Energy Supplement has not been paid to eligible Commonwealth Seniors Health Card Holders. Those who are determined to be eligible but have not yet been paid are identified and paid in arrears. This process was underway at the time of reporting.
  - Eligible recipients do not include Commonwealth Seniors Health Care Card holders who qualified for the card from 20 September 2016 and those who may be temporarily ineligible for reasons such as being overseas at the time.

Table 2.1.9: Key activity performance

**Program 1.8 – Income Support for People With Disability**

This program aims to make payments to eligible people with a disability who are unable to support themselves to achieve financial independence.

**Key Activity – Disability Support Pension**

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

The Disability Support Pension is an income support payment, paid fortnightly, to people who are unable to work for at least 15 hours per week for the next two years due to permanent physical, intellectual or psychiatric impairment.

**The department** is responsible for designing and implementing the Disability Support Pension, including policy development, legislation, advice, ongoing monitoring and analysis. **Services Australia** is the primary portfolio agency responsible for administering the Disability Support Pension on the department's behalf, including receiving, processing and managing applications and delivering the Disability Support Pension at the correct rate.

**Performance Measure**

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

Source: PBS 2020–21 page 55, Corporate Plan 2020–21 page 12

**Target**

90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.	2020–21		
	Target	Result	Outcome
	≥90%	95.5%	Met

**Rationale**

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

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

- a significant percentage of the eligible people with a severe disability who are unable to support themselves are in receipt of financial support
- funding is targeted to financially assist people with disability who are unable to support themselves to achieve financial independence.

## Program 1.8 – Income Support for People With Disability

### Methodology

The number of *People receiving Disability Support Pension* is based on the number of people receiving Disability Support Pension aged 16–64 inclusive who are manifestly eligible or have an assessed work capacity of 0 to 14 hours.

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

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

- Services Australia administrative data
- Australian Bureau of Statistics Survey – Disability, Ageing and Carers Australia. Released 2018.

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Disability Support Pension	\$18,361.70m	\$17,739.32m
Mobility Allowance	\$36.18m	\$41.74m

#### Number of recipients

	2020–21	2019–20
Disability Support Pension	753,009	754,181
Mobility Allowance <sup>a</sup>	12,412	13,463

#### Payment accuracy

		2020–21	
	Number of recipients surveyed	Accuracy	Confidence interval +/-
Disability Support Pension	1,900	97.12%	0.76%

### Program Analysis

The number of people receiving Disability Support Pension has decreased slightly from 2019–20, noting total recipients has fluctuated in recent years. This follows a reduction in total recipients since 2013–14 following multiple changes to assessment processes and eligibility. In recent years, the proportion of claims granted has increased. This, coupled with the increasing pension age, has contributed to a slowdown in exits, which has resulted in total recipient numbers being relatively stable over the past five years.

### Caveats and Disclosures

- <sup>a</sup> The decrease is due to recipients transitioning to the National Disability Insurance Scheme as the roll out was completed. Mobility Allowance is not payable to those in receipt of a National Disability Insurance Scheme package.

Table 2.1.10: Key activity performance

**Program 1.9 – Income Support for Carers**

This program aims to make payments and allowances to financially assist eligible carers of people with disability or a severe medical condition.

**Key Activities – Carer Payment and Carer Allowance**

The Carer Payment and Carer Allowance are key activities of the Income Support for Carers Program and provide payments to eligible **carers of people with disability or a severe medical condition**.

**Carer Payment** may be paid where the constant care a carer provides to a child (under 16 years) or an adult with a disability or medical condition, prevents them from supporting themselves through paid employment. The care must be required for at least six months unless the condition is terminal, or if caring for a child, short term (between 3–6 months) or episodic. Carer Payment recipients automatically qualify for a Pensioner Concession Card and short term or episodic carers a Health Care Card. Carer Payment is income and assets tested and paid at the same rate as other social security pensions. Carer Payment recipients may also qualify for Carer Allowance.

**Carer Allowance** is a fortnightly payment for carers who provide daily care and attention to a child (under 16 years) or an adult. The care must be provided in a private home and a partnered income test of \$250,000 per annum applies. Carer Allowance can be shared by two people who are not members of the same couple, if both provide qualifying care. A carer can qualify for Carer Allowance for an unlimited number of children and up to two adults.

**The department** is responsible for policy development and program management of Carer Payment and Carer Allowance, including policy development, legislation, advice, ongoing monitoring and analysis. **Services Australia** is the primary portfolio agency responsible for administering the Carer Payment and Carer Allowance on the department's behalf, including receiving, processing and managing applications and making payments.

**Performance Measure**

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

Source: PBS 2020–21 page 56, Corporate Plan 2020–21 page 12

**Target**

70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.	2020–21		
	Target	Result	Outcome
	70%	75.2%	Met

**Rationale**

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

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

## Program 1.9 – Income Support for Carers

### Methodology

The *number of primary carers in Australia that are supported* is calculated using the number of payment recipients of Carer Payment and/or Carer Allowance.

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

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

- Services Australia administrative data
- Australian Bureau of Statistics – Survey of Disability, Ageing and Carers. Released 2018.

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Carer Payment	\$6,519.64m	\$6,144.30m
Carer Allowance (Adult)	\$1,875.15m	\$1,783.41m
Carer Allowance (Child)	\$650.47m	\$631.13m
Carer Supplement	\$594.47m	\$587.33m
Child Disability Assistance Payment	\$186.73m	\$181.81m
Wife Pension (Disability Support Pension) <sup>a</sup>	-	\$47.84m

#### Number of recipients

	2020–21	2019–20
Carer Payment	300,121	294,272
Carer Allowance (Adult and Child) <sup>b</sup>	623,742	619,038
Carer Supplement	645,605	638,761
Child Disability Assistance Payment	162,182	158,308
Wife Pension (Disability Support Pension) <sup>a</sup>	-	-

#### Payment accuracy

		2020–21	
	Number of recipients surveyed	Accuracy	Confidence interval +/-
Carer Payment	1,059	94.81%	1.39%
Carer Allowance (Adult and Child)	354	95.34%	2.36%

**Program 1.9 – Income Support for Carers****Program Analysis**

There was a slight increase in Carer Payment and Carer Allowance populations, with growth of almost two per cent. The increase is due, in part, to a reduction in people leaving Carer Payment and/or Carer Allowance in 2020–21. The Economic Support Payments paid to carers in 2020–21 contributed to the increase in expenditure.

**Caveats and Disclosures**

- a Wife (Age & Disability Support) Pension and Widow B Pension closed on 20 March 2020.
- b Excludes carers whose care receiver qualified for a Health Care Card only.



Table 2.1.11: Key activity performance

Program 1.10 – Working Age Payments
<p>This program aims 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.</p>
Key Activities – JobSeeker Payment, Parenting Payment & Youth Allowance (other)
<p>The JobSeeker Payment, Parenting Payment &amp; Youth Allowance (other) are key activities of the Working Age Payments Program.</p> <p>Working age payments assist people who are temporarily unable to support themselves through work or who have a limited capacity to work due to disability or caring responsibilities as well as bereaved partners. Eligibility for payments is targeted with means testing and supplementary payments are available where people have additional costs, ensuring that assistance is directed to those with the greatest need. Recipients who have the capacity to work are required to actively seek it and may be required to attend training or work experience to improve their job prospects.</p> <p><b>JobSeeker Payment</b> aims to provide income support for eligible <b>people aged between 22 years and Age Pension qualification age</b> who are looking for work, who temporarily cannot work or study because of an injury or illness, or bereaved partners in the period immediately following the death of their partners. The creation of the JobSeeker Payment was part of working age payment reforms legislated in 2018. As part of the reforms, seven payments were progressively ceased and JobSeeker Payment created. Payments that were ceased or scheduled to be ceased include Newstart Allowance, Wife Pension and Widow B Pension on 20 March 2020; Bereavement Allowance and Sickness Allowance on 20 September 2020; as well as, Widow Allowance and Partner Allowance (1 January 2022).</p> <p><b>Parenting Payment</b> aims to provide income support for <b>single parents, partnered parents, or guardians</b> with parenting responsibilities for a young child and provides them with incentives to increase their workforce participation.</p> <p><b>Youth Allowance (other)</b> aims to make payments to eligible <b>young people 16–21 years of age</b>, who are looking for full time work or undertaking approved activities.</p> <p><b>The department</b> is responsible for providing policy advice to Government and implementing Government decisions including through legislation, policies and guidelines. <b>Services Australia</b> is the primary portfolio agency responsible for administering the key activities on the department's behalf, including receiving, processing and managing applications and delivering payments.</p>

**Program 1.10 – Working Age Payments****Performance Measure**

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

Source: PBS 2020–21 page 57, Corporate Plan 2020–21 page 13

**Target**

Changes in recipient numbers align with movements in the unemployment rate.	2020–21		
	Target	Result	Outcome
	Changes align	Changes aligned	Met

**Rationale**

Measuring the *extent to which payments are made to, or with respect to, people unable to fully support themselves* aims to demonstrate that people who are temporarily unable to support themselves through work, or have a limited capacity to work due to a disability or caring responsibilities, are assisted financially. This measure demonstrates that Jobseeker Payment, Parenting Payment and Youth Allowance (other) are responsive to changes in the economy. This linkage between economy and recipient numbers achieves the objective of the key activities: *to financially assist people who are temporarily unable to support themselves through work or have a limited capacity to work*.

Targeting *changes in recipient numbers align with movements in the unemployment rate* demonstrates the **effectiveness** of the key activities, by showing the system responds to need in the community when unemployment rates are high and that those leaving working age payments are able to support themselves through work when unemployment rates are low. It also demonstrates the effectiveness of payment policy in providing the right incentives for income support recipients to take up available work.

**Methodology**

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

- JobSeeker Payment
- Parenting Payment (Partnered and Single)
- Youth Allowance (other)

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

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

- Services Australia administrative data
- Australian Bureau of Statistics, Labour Force Survey – Seasonally adjusted unemployment rate. Released 15 July 2021.

## Program 1.10 – Working Age Payments

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
JobSeeker Payment	\$27,409.40m	\$18,528.09m
Parenting Payment (Partnered)	\$1,591.14m	\$1,113.98m
Parenting Payment (Single)	\$6,200.18m	\$5,183.56m
Partner Allowance	\$8.14m	\$14.58m
Pensioner Education Supplement	\$34.44m	\$37.43m
Sickness Allowance <sup>a</sup>	-	\$93.52m
Widow Allowance	\$88.82m	\$138.41m
Youth Allowance (other)	\$2,370.48m	\$1,726.72m

#### Number of recipients

	2020–21 <sup>b</sup>	2019–20
JobSeeker Payment	1,001,253	1,441,287
Parenting Payment (Partnered)	83,518	92,022
Parenting Payment (Single)	237,478	243,433
Partner Allowance	56	652
Pensioner Education Supplement	21,775	22,530
Sickness Allowance <sup>a</sup>	0	6
Widow Allowance	1,253	5,549
Youth Allowance (other)	107,885	173,125

#### Payment accuracy

		2020–21	
	Number of recipients surveyed	Accuracy	Confidence interval +/-
JobSeeker Payment	4,878	83.26%	1.19%
Parenting Payment (Partnered)	1,106	83.82%	2.81%
Parenting Payment (Single)	2,117	93.43%	1.49%
Partner Allowance	353	96.23%	1.96%
Widow Allowance	354	95.97%	1.94%
Youth Allowance (other)	1,900	82.94%	2.03%

## Program 1.10 – Working Age Payments

### Program Analysis

The performance target for 2020–21 was achieved for Program 1.10 as the number of working age payment recipients and the unemployment rate, as measured by Australian Bureau of Statistics, trended downwards and were therefore aligned.

A key feature of 2020 was the economic impact of the COVID-19 pandemic that resulted in significant numbers of Australians losing their jobs or having their working hours reduced. For people who were ineligible to receive JobKeeper Payment, JobSeeker Payment was the main avenue to receive support from Government. A number of temporary measures were implemented, including the waiver of the assets test and a number of waiting periods and changes to income tests and eligibility rules all of which were intended to allow as many people as possible to access the income support system in a time of economic uncertainty. The COVID-19 pandemic and resultant policy changes meant that the number of payment recipients increased significantly, along with the unemployment rate. A rebound in the economy, as businesses started to reopen, as well as changes in policy settings such as ending the assets test waiver and reducing the amount of the Coronavirus Supplement assisted in reducing the number of people reliant on income support.

Except for a few, most temporary measures ended on 31 March 2021. The remaining measures, such as waiver of the Ordinary Waiting Period, ended on 30 June 2021, by which time the number of working age payment recipients was around 500,000 less than at the same time in June 2020.

### Caveats and Disclosures

- a Sickness Allowance and Bereavement Allowance ceased on 20 September 2020, following closure to new recipients from 20 March 2020, as part of the Welfare Reform measures that also closed or ceased Newstart Allowance, Wife Pension, Widow B Pension, Partner Allowance and Widow Allowance and created JobSeeker Payment.
- b Recipients as at 25 June 2021

Table 2.1.12: Key activity performance

### Program 1.11 – Student Payments

This program aims 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. The program also aims to increase access and participation by Indigenous Australian students in school education, vocational education and training and higher education and accelerate their educational outcomes.

### Key Activity – Austudy, Youth Allowance (Student) and ABSTUDY

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

**Austudy** aims to make payments to eligible **students or apprentices aged 25 years and over** who are in need of financial assistance to undertake education or training.

**Youth Allowance (student)** aims to make payments to eligible **students or apprentices aged 16–24 years** who are in need of financial assistance to undertake education or training.

**ABSTUDY** aims to provide a group of payments to eligible **Aboriginal and Torres Strait Islander students or apprentices** to address the particular educational disadvantages faced by Aboriginal and Torres Strait Islander people.

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

### Performance Measure

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

Source: PBS 2020–21 page 58, Corporate Plan 2020–21 page 13

### Target

Proportion of Austudy, Youth Allowance (student) and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments align with movements in the unemployment rate.	2020–21		
	Target	Result	Outcome
	Movements align	Movements aligned	Met

### Rationale

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

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

**Program 1.11 – Student Payments****Methodology**

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

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

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

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

- Services Australia administrative data
- Australian Bureau of Statistics, National Accounts – Labour Force, Australia. Released June 2021.

**Program Outputs**

Output data sets that support the performance report for the program.

**Administered outlays**

	2020–21	2019–20
Austudy	\$832.55m	\$609.15m
Youth Allowance (student)	\$3,459.58m	\$2,685.77m
ABSTUDY (Secondary)	\$225.66m	\$178.63m
ABSTUDY (Tertiary)	\$174.14m	\$143.83m
Student Start-up Loan <sup>a</sup>	-	-
Student Start-up Loan (ABSTUDY) <sup>a</sup>	-	-

**Number of recipients**

	2020–21	2019–20
Austudy <sup>b</sup>	41,870	34,360
ABSTUDY– Secondary <sup>b</sup>	19,095	18,201
ABSTUDY–Tertiary <sup>b</sup>	10,904	10,470
Youth Allowance (student) <sup>bc</sup>	210,833	177,700
Student Start-up Loan <sup>de</sup>	96,250	101,115
Student Start-up Loan – ABSTUDY <sup>d</sup>	2,267	2,373

**Payment accuracy**

		2020–21	
	Number of recipients surveyed	Accuracy	Confidence interval +/-
ABSTUDY (Secondary and Tertiary)	496	73.93%	4.45%
Austudy	691	80.56%	3.23%
Youth Allowance (student)	1,297	85.31%	2.07%

## **Program 1.11 – Student Payments**

### **Program Analysis**

The performance target for 2020–21 was achieved for Program 1.11. The movement in people exiting payment and not receiving income support aligned with movements in the annual average of the unemployment rate as measured by the Australian Bureau of Statistics. The proportion of people exiting Austudy, Youth Allowance (student) and ABSTUDY and not receiving income support 3/6/12 months after exiting payment decreased compared to the previous year. The annual average unemployment rate for the 2020 calendar year, increased in the same period showing the alignment between student payments, study outcomes and the economic environment.

The number of Austudy and Youth Allowance (student) recipients has increased on the previous year while other payment recipient numbers have remained relatively stable. These results can, in part, be explained by the economic downturn that occurred as a result of the COVID-19 pandemic that reduced opportunities for people to work. The labour market downturn over the year may have encouraged people to take up study, increase study or continue in study due to limited employment prospects. Youth Allowance (student), and Austudy are the most commonly accessed student payments and provided financial assistance for people who undertook study in this period. A number of policy changes were made to payments under Program 1.11, such as the introduction of the Coronavirus Supplement of (initially) \$550 a fortnight in April 2020, and subsequently extended at varying amounts to 31 March 2021, to existing recipients of income support payments including Youth Allowance (student), Austudy and ABSTUDY (Living Allowance). Some waiting periods, such as the Liquid Assets Waiting Period (LAWP) and the Seasonal Work Preclusion Period (SWPP) were also waived. The majority of these temporary measures have now ceased. A permanent increase to working age payment rates, including Austudy, Youth Allowance (student) and ABSTUDY (Living Allowance), was implemented from 1 April 2021.

Other temporary policy changes were made to ABSTUDY in 2020–21 to support secondary students and their families who were impacted by the COVID-19 pandemic. This included supporting boarding students to travel home because of COVID-19 lockdowns and to return to school when it was safe to do so, and continuing payments to schools, boarding providers and families to allow secondary students to remain engaged and remotely access education.

Program 1.11 – Student Payments		
Percentage of recipients who are not receiving income support 3/6/12 months after exiting Student Payments <sup>f</sup>		
	2020–21	2019–20
<b>Austudy</b>		
within 3 months	67.3%	69.1%
within 6 months	61.4%	71.4%
within 12 months	57.8%	75.3%
<b>Youth Allowance (student)<sup>g</sup></b>		
within 3 months	75.7%	77.5%
within 6 months	69.1%	80.5%
within 12 months	68.1%	84.0%
<b>ABSTUDY (Secondary and Tertiary) <sup>h</sup></b>		
within 3 months	58.1%	60.9%
within 6 months	49.9%	58.6%
within 12 months	45.9%	57.7%

#### Caveats and Disclosures

- a Nil expenses for 2020–21 and 2019–20 due to the implementation of AASB9 – Financial Instruments.
- b These figures are monthly averages due to the seasonal nature of Student Payments.
- c Includes Australian apprentices.
- d These figures are unique counts of recipients across the calendar year due to the nature of the payment.
- e Youth Allowance and Austudy recipients only.
- f Group comprises recipients who exited from Student Payments in calendar years 2019 and 2018.
- g Includes Australian apprentices.
- h ABSTUDY Living Allowance only.



Table 2.1.13: Key activity performance

### Cross-Program – Rent Assistance

This program aims to assist Australians receiving income support or family assistance payments with the cost of their private rental or community housing.

### Key Activity – Rent Assistance

Rent Assistance is a supplementary payment for eligible **income support recipients and families renting** in the private rental market or community housing. Individuals receiving the following payments may be eligible for Rent Assistance:

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

Rent Assistance cannot be claimed on its own. It is only paid if a person is receiving a social security pension, allowance or FTB Part A. In addition, the person must be paying rent above a minimum threshold amount.

Rent Assistance is paid at the rate of 75 cents for each dollar of rent paid above the rent threshold, up to the maximum rate. Rent thresholds and maximum rates of Rent Assistance vary depending on the person's family circumstances and whether their Rent Assistance is added on a social security payment or FTB Part A. For single people without children, the maximum rate also varies according to whether or not accommodation is shared with others.

Rent Assistance is paid fortnightly with the recipient's main payment and may be reduced due to the income and asset test rules applying to that payment.

The **department's** role is policy development and program management of Rent Assistance, including to undertake:

- policy development, legislation and advice
- ongoing monitoring and analysis.

**Services Australia** is the primary portfolio agency responsible for administering Rent Assistance on the department's behalf, including:

- receiving, processing and managing payment applications
- delivering rent assistance at the correct rate to each recipient.

## Cross-Program – Rent Assistance

### Performance Measure

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

Source: PBS 2020–21 page 60, Corporate Plan 2020–21 page 14

### Target

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.	2020–21		
	Target	Result <sup>a</sup>	Outcome
	Rental stress at least 25 percentage points lower than it would be without Rent Assistance	26.8 percentage points lower	Met

### Rationale

The **effectiveness** of Rent Assistance in achieving its objective can be estimated by measuring the extent to which rental stress is reduced. Measuring the *proportion of individuals and families receiving Rent Assistance experiencing rental stress* and setting the benchmark to *reducing rental stress by at least 25 percentage points, than it would be without rent assistance* will demonstrate the extent *people who cannot fully support themselves are supported* with the costs of renting.

The department directly contributes to achieving this target because it is responsible for implementing, monitoring Rent Assistance activities and providing advice to government.

### Methodology

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

1. percentage of Rent Assistance recipients paying more than 30 per cent of their income in rent excluding Rent Assistance
2. percentage of Rent Assistance recipients paying more than 30 per cent of their income in rent including Rent Assistance
3. calculate the difference between (1) and (2).

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

**Cross-Program – Rent Assistance****Program Outputs**

Output data sets that support the performance report for the program.

**Rent Assistance Income Units<sup>b</sup>**

	2020–21 <sup>c</sup>	2019–20 <sup>d</sup>
Number of Commonwealth Rent Assistance income units	1,491,092	1,700,166

**Program Analysis**

Rent Assistance recipient households increased from 1.3 million in March 2020 to around 1.5 million in June 2021. This resulted in an increase in Commonwealth Rent Assistance expenditure by 12.8 per cent from \$4.7 billion in 2019–20 to \$5.4 billion in 2020–21. Total Commonwealth Rent Assistance recipients increased to 1.7 million in 2019–20, from 1.3 million in 2018–19. This was mainly driven by Rent Assistance expenditure for recipient households receiving JobSeeker Payment, which grew by around 43.4 per cent (from 291,539 in March 2020 to 417,971 in June 2021) due to the impacts of the COVID-19 pandemic. The percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance for 2018–19 were 68.9 per cent before and 40.5 per cent after. The results for 2017–18 were 68.3 per cent before and 40.3 per cent after.

As the economy recovers, total Commonwealth Rent Assistance expenditure for JobSeeker is projected to fall in 2021–22 by 20.2 per cent from the previous year. In 2021–22, the Australian Government expects to spend around \$5.3 billion on Rent Assistance to assist around 1.5 million eligible households pay their rent. The latest data (June 2021) shows Rent Assistance reduced the proportion of households in rental stress by 26.8 percentage points, from 72.5 per cent to 45.7 per cent.

**Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance**

	2020–21	2019–20 <sup>e</sup>
Before	72.5%	55.4%
After	45.7%	29.4%

**Caveats and Disclosures**

- a Refers to last fortnight during the reporting year.
- b A recipient household or 'income unit' comprises a single person (with or without dependent children) or a couple (with or without dependent children) receiving a social security or family assistance payment and expected to share financial resources. Single social security recipients living together in the same dwelling are regarded as separate recipient households.
- c Refers to last Friday in June during the reporting year.
- d Refers to last fortnight during the reporting year.
- e The decrease in rental stress for the fortnight ending 26 June 2020 was most likely due to factors, including Government support, relating to the COVID-19 pandemic.

Chapter 2.2

# Outcome 2: Families and Communities

## Purpose

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

## Programs and activities

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

OUTCOME 2 – FAMILIES AND COMMUNITIES		
Program 2.1 Families and Communities	Program 2.2 Paid Parental Leave	Program 2.3 Social and Community Services
<b>Key activities</b> <ul style="list-style-type: none"><li>Families and Children</li><li>Family Safety</li><li>Protecting Australia’s Children</li><li>Financial Wellbeing and Capability</li><li>Volunteering and Community Connectedness</li><li>Cashless Debit Card</li><li>National Redress Scheme for Institutional Child Sexual Abuse</li></ul>	<b>Key activities</b> <ul style="list-style-type: none"><li>Parental Leave Pay</li><li>Dad and Partner Pay</li></ul>	<b>Key activities</b> <ul style="list-style-type: none"><li>Social and Community Services Pay Equity Account</li></ul>

## Summary and analysis of Outcome 2

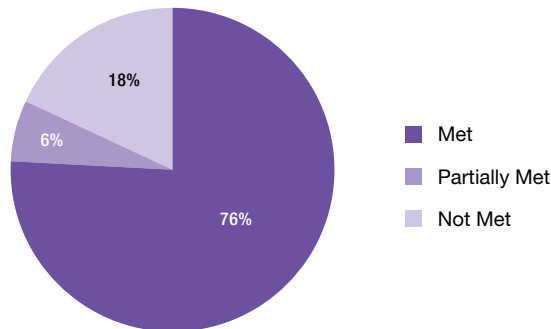
In 2020–21, the department achieved most targets across Outcome 2. Overall, we met 13 performance measure targets, partially met one, and did not meet three.

We deliver our targeted supports in an environment where outcomes for children, families and communities are impacted by other factors, such as individual aspirations, the resources available to them, and their capabilities in relation to parenting, relationships and financial management. Our focus is on supporting individuals, children and families to develop these capabilities to help them build resilience and be independent and active contributors to our community.

We support individuals, children and families to improve their lifetime wellbeing by targeting our activities to address specific needs that have been identified by them, and in ways that the evidence demonstrates will work. We do this through a range of grants programs, procurements and subsidies that are delivered directly to individuals, or through non-government providers.

Our performance in supporting individuals, children, families and communities is complemented by the contributions made by other government agencies, states and territories, and families and local communities themselves.

**Figure 10: Outcome 2 performance measure target results**



In supporting vulnerable individuals, children, families and communities in 2020–21, we have worked in partnership with government and non-government organisations, community leaders, business and the public, including survivors of abuse and violence and those with lived experience.

Through these partnerships, we have delivered strategies to contribute to ending violence against women and their children and reducing child abuse and neglect.

We have supported individuals and families to navigate financial crisis and build financial capability, including through our work with states and territories on reducing gambling harm through the National Consumer Protection Framework for Online Wagering and our investment in cashless welfare. We have provided immediate financial or material aid assistance to Australians in need through the Emergency Relief and Food Relief programs, and in 2020–21 we have continued to support the National Coordination Group, which was established in early 2020 to provide advice to Government on the delivery of Emergency Relief and Food Relief nationally in response to the continuing COVID-19 pandemic.

We have supported increased access to volunteering opportunities for vulnerable people and communities through the Volunteer Management Activity. Through the Strong and Resilient Communities Activity, we have supported local level activities that aim to build community resilience, cohesion and harmony.

In 2020–21, we continued to support survivors of childhood abuse through the National Redress Scheme for Institutional Child Sexual Abuse.

## Key achievements

In the past year, our contributions to improving the outcomes for families and communities included:

- Supporting 3,225 survivors to access redress through the National Redress Scheme for Institutional Child Abuse, with 491 non-government organisations now participating in the Scheme including 268 and on-boarding in 2020–21.
- Delivering the Cashless Debit Card in existing sites and implementing the card in the Northern Territory and Cape York.
- Allocating an additional \$44.5 million through the community sector to provide further front-line assistance to vulnerable people in response to the COVID-19 pandemic through the Emergency Relief and Food Relief.
- Delivering key activities under the National Framework for Protecting Australia's Children 2009–2020 and working with states and territories, the Aboriginal and Torres Strait Islander Leadership Group and the community sector on developing the next national successor framework, expected to be in place in the second quarter of 2021–22.
- Supporting development of the Government's \$1.1 billion investment in women's safety announced in the 2021–22 Budget, including \$600 million from 2021–22 to 2024–25 in the Social Services portfolio.
- Delivering improvements to the Families and Children Activity where more than \$1.2 billion over five years has been allocated to 230 providers, with program enhancements including strengthened outcomes and data reporting.
- Contributing to the Closing the Gap Commonwealth Implementation Plan with responses to Targets 9 (overcrowded housing), 12 (out-of-home-care) and 13 (family violence), the priority reforms and the cross-cutting outcome of disability. This included \$98 million in new investment to address Targets 12, 13 and disability.
- Delivered changes to the Paid Parental Leave Scheme to support working parents impacted by the COVID-19 pandemic, by allowing time spent on the JobKeeper Payment to count towards the Paid Parental Leave work test.

## Outcome 2 key performance results

Program	Key Activities	Target	Result
2.1 Families and Communities	Families and Children	At least 75% of clients in reporting services have improved family functioning.	Met
		At least 90% of members are satisfied with support received from funded service providers.	Not Met
	Family Safety	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.	Met
	Protecting Australia's Children	A new children's strategy is approved/ adopted by Commonwealth, State and Territory First Ministers, by June 2021.	Partially Met
	Financial Wellbeing and Capability	At least a 20% reduction in the number of people with multiple requests for Emergency Relief.	Met
		At least 70% of people report an improvement in their financial well-being following engagement with a funded service.	Met
	Volunteering and Community Connectedness	80% of surveyed grant recipients considered the grants assisted in meeting their objective.	Met
		At least 85% of participants report satisfaction with the quality of the Be Connected program supports.	Met
		At least 80% of participants report satisfaction with the quality of FriendLine support.	Met
	Cashless Debit Card	Evaluation results show improvements in social outcomes.	Met
		95% of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items.	Met



Program	Key Activities	Target	Result
	National Redress Scheme for Institutional Child Sexual Abuse	At least 80% of applications lodged between 1 July 2020 and 31 December 2020 that name institutions that participate in the Scheme have a decision communicated to the applicant within six months of being received by the Scheme.	Not Met
		In the prior six month period at least 80% of applications lodged in that period that name institutions that participate in the Scheme have a decision communicated to the applicant within six months of being received by the Scheme.	Not Met
		Engagement of newly named institutions continues, and current participation is maintained, with institutions on board to cover 90% of applications received.	Met
<b>2.2 Paid Parental Leave</b>	Parental Leave Pay	95% of eligible Parental Leave Pay families access payment.	Met
	Dad and Partner Pay	95% of eligible Dad and Partner Pay claimants access payment.	Met
<b>2.3 Social and Community Services</b>	Social and Community Services Pay Equity Account	100% of eligible grant recipients will receive the Social and Community Services Pay Equity Special Account payments as required by legislation by 30 June 2021.	Met

# Outcome 2: Key activity performance

Table 2.2.1: Key activity performance

## Program 2.1 – Families and Communities

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

### Key Activity – Families and Children

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

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

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

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

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

### Performance Measure

Extent to which individuals have improved individual and family functioning.

Source: PBS 2020–21 page 69, Corporate Plan 2020–21 page 16

#### Target

At least 75% of clients in reporting services have improved family functioning.	2020–21		
	Target	Result	Outcome
	≥ 75 %	75%	Met

#### Rationale

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

Targeting *75 per cent of clients in reporting services have improved family functioning* demonstrates the **effectiveness** and proportion of clients reporting improved individual and family functioning.

## Program 2.1 – Families And Communities

### Methodology

Funded service providers conduct an assessment with a sample of clients to whom they provide a service. Client circumstances data is based on an assessment of the client's functioning: pre-service to establish a base-line and post service to record the outcome achieved.

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

### Performance Measure

Extent to which families and communities service improvement organisations support and drive continuous improvement of member organisations.

Source: PBS 2020–21 page 69, Corporate Plan 2020–21 page 16

### Target

At least 90% of members are satisfied with support received from funded service providers.	2020–21		
	Target	Result	Outcome
	≥ 90%	84.3%	Not Met

### Rationale

Measuring the *extent to which families and communities service improvement organisations support and drive continuous improvement of member organisations* aims to demonstrate that families and communities service improvement organisations are sufficiently driving and promoting continuous improvement.

This measure demonstrates the **effectiveness** of the Families and Children in achieving the objective of the key activity: *to provide services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.*

Targeting *90 per cent of surveyed members are satisfied with support received from funded service providers* demonstrates the **effectiveness** of the key activity by showing families and communities service improvement organisations have supported and driven their members to improve.

### Methodology

The department combines annual member satisfaction survey results from member surveys received from families and communities service improvement organisations, and formulates an overall average. The proportion of *members that are satisfied with support received from funded service providers* is based on total survey results divided by the number of families and communities service improvement organisations that provide survey results. In 2020–21, four of the six families and communities service improvement funded organisations either conducted satisfaction surveys or provided these survey results to the department.

The **data sources** used for this calculation are the voluntary member satisfaction surveys conducted by four of the six families and communities service improvement organisations.

## Program 2.1 – Families And Communities

### Program Outputs

Output data sets that support the performance report for the program.

#### Number of individuals assisted

	2020–21	2019–20
Families and Children	444,270	457,612

#### Number of organisations contracted or receiving grant funding to deliver services

	2020–21	2019–20
Families and Children	451	430

#### Administered outlays

	2020–21	2019–20
Families and Children	\$295.04m	\$290.99m
Families and Communities Service Improvement	\$2.62m	\$2.73m

### Program Analysis

The COVID-19 pandemic continues to impact service delivery to Australian families and children. Some referral pathways for vulnerable clients were disrupted as services responded to restrictions, and in-person activities were significantly curtailed. A significant number of service providers responded to COVID-19-related restrictions with rapid changes to service delivery arrangements, demonstrating their agility and ability to innovate to ensure vulnerable clients continued to be supported. The primary example was transitioning to online service delivery or, more simply, moving indoor activities to outdoor locations where social distancing could be more easily observed. Other examples included:

- purchasing necessary technology for client households to enable online delivery and to respond to increased demand for learning support, backed with training for parents and carers new to online technology
- diversifying contact methods to support the increased need for 1-to-1 contact to alleviate isolation and supplement limited face-to-face contacts through increased phone contact, texting, and email
- incorporating activities like video-gaming to support children and young people to maintain contact with friends and continue to participate in support activities with staff
- delivering activity packs for younger children to encourage participation in online activities, and provide a break for parents and carers
- increasing contact with other stakeholders including schools to support home schooling
- providing assistance to access everyday essentials like food.

### **Program 2.1 – Families And Communities**

Some service providers reported the transition to online service delivery opening up opportunities to extend their reach to regional areas, improving access for those clients. Later in the year, some reported their client groups (e.g. families with children with chronic health conditions) have embraced these changes, finding the switch to online or blended approaches a positive change that works for them.

Internally, organisations were swift to adjust by reallocating staff from non-essential tasks, enabling staff to work from home, and redirecting funds to implementing the alternative delivery modes. While service providers and clients have demonstrated resilience to the pressures of the COVID-19 pandemic, it impacted, and is likely to continue to impact, the efficacy of services and the number and experiences of clients.

Additional funding allocated to ensure continued delivery of vital programs like Specialised Family Violence Services saw client numbers for those programs remaining steady. While client numbers declined overall slightly, services saw an improvement in outcomes, with the proportion of clients reporting an improvement in family functioning, increasing from 74 per cent to 75 per cent in 2020–21.

This overarching measure is drawn from outcomes reported through nine circumstances including physical health, personal and family safety, and family functioning, and three Goal domains including behaviours, skills and knowledge, to truly reflect the nature of family functioning. Measuring change across multiple domains that reflect the resources, attributes and influences on family functioning helps the department to better understand outcomes. Data collection will continue to improve with families and children service providers required to report client outcomes data (Standard Client/Community Outcome Reporting) from 1 July 2022, a change that has occurred as part of a range of reforms to the Families and Children Activity.

Over the past year, the department has been working with families and children support services to continue building an evidence-based approach. This includes discussing service delivery improvements such as enhanced outcomes reporting, and the development of program logics and an outcomes framework. The department has also continued to work with peak bodies to support the sector, through sharing of information, research and strategic support through reform measures such as the Families and Children Program reform.

Table 2.2.2: Key activity performance

**Program 2.1 – Families And Communities**

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

**Key Activity – Family Safety**

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

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

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

There are 21 initiatives under the Fourth Action Plan, including:

- additional funding for 1800RESPECT
- additional Specialised Family Violence Services
- DV-alert
- enhancing data and reporting
- extending the Support for Trafficked People program
- identification of service gaps for people of diverse sexual orientation, gender identity or intersex status
- Keeping Women Safe in their Homes program
- MensLine Australia's Changing for Good program
- national standards for sexual violence responses
- Safe Places Emergency Accommodation program
- sexual violence community awareness activities.
- Stop it at the Start campaign.

**State and territory governments** are primarily responsible for:

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

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

## Program 2.1 – Families And Communities

### Performance Measure

Extent of contribution to a reduction in violence through successful implementation of the *National Plan to reduce Violence against Women and their Children 2010–22*.

Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 16

#### Target

Successful implementation <sup>a</sup> of departmental actions to contribute towards a reduction in women experiencing family, domestic and sexual violence and a reduction in attitudes supportive of violence.	2020–21		
	Target	Result	Outcome
	Successful implementation of departmental initiatives	90% of departmental initiatives were implemented successfully or are on track to be implemented <sup>b</sup>	Met

#### Rationale

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

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

#### Methodology

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

- the department's program and policy area advice on the implementation status and progress on their initiatives
- service providers contracted by Department of Social Services providing status reports or relevant data as required under a relevant grant or contract.

In some cases, some Department of Social Services Fourth Action Plan programs use the department's data and reporting exchange system to collect information on grant's delivery services and programs.

## Program 2.1 – Families And Communities

### Program Outputs

Output data sets that support the performance report for the program.

#### Number of individuals assisted

	2020–21	2019–20
<b>National Initiatives</b>		
Number of contacts (phone and online chat) answered by 1800RESPECT – the National Sexual Assault, Domestic Family Violence Counselling Service.	286,546 <sup>c</sup>	267,869 <sup>c</sup>

#### Number of organisations contracted or receiving grant funding to deliver services

	2020–21	2019–20
National Initiatives <sup>d</sup>	92	93

#### Administered outlays

	2020–21	2019–20
National Initiatives	\$120.17m	\$102.76m

### Program Analysis

Violence against women and children is a complex problem that requires significant attitudinal and behavioural change to solve. Australians' attitudes towards violence against women and gender equality are improving (2017 National Community Attitudes towards Violence against Women Survey). Despite this, the prevalence of family, domestic and sexual violence in Australia remains unacceptably high.

In 2020–21, the department continued implementation of the Fourth Action Plan, provided additional support in response to the impacts of COVID-19, and progressed development of the next National Plan.

The most recent Fourth Action Plan progress report shows 75 per cent of the 160 initiatives are 'in progress, on track' (August 2020). None of the delayed initiatives presented a significant risk to the successful implementation of the Fourth Action Plan.

Of the 21 initiatives that the department are directly responsible for, 19 (90 per cent) were 'in progress, on track'. The remaining two (10 per cent) departmental initiatives were delayed due to COVID-19 impacts (DV-alert and the Stop it at the Start Campaign). They are back on track and continuing to progress as at August 2021. The department responded to COVID-19 challenges by developing adaptive service models, including a shift to online service delivery, consultations, and training which in some cases has enabled broader access to services.

Progress against the overall National Plan is measured against four headline measures (indicators of change):

- reduced prevalence of domestic violence and sexual assault
- increased proportion of women who feel safe in their communities
- reduced deaths related to domestic violence and sexual assault
- reduction in the proportion of children exposed to their mother's or carer's experiences of violence.



### Program 2.1 – Families And Communities

In regards to indicator one, there were statistically significant increases in the proportion of women reporting sexual violence and emotional abuse from 2012–2016, though the proportion of women experiencing violence from a partner they live with remained stable. This could reflect actual changes to rates of violence and/or reflect that people are more likely to feel supported to identify and report their experiences. As such, short and medium term increases are to be expected as awareness improves and there is enhanced support for people experiencing violence. The August 2020 progress report (available at <https://plan4womenssafety.dss.gov.au/first-progress-report-for-the-fourth-action-plan-2019-2022/>) shows promising results against all the other indicators of change (2 to 4), with data generally trending in the intended direction. This includes an increased proportion of women who feel safe in their communities and a significant decrease in the proportion of children exposed to violence against their mothers or carers.

The next progress report is underway, and an independent impact evaluation on the Fourth Action Plan and National Plan is due in May 2022.

#### Caveats and Disclosures

- a Successful implementation is defined as the majority of departmental actions delivered according to specified timeframe, budget and expectations, with outputs delivered as intended.
- b According to the last Fourth Action Plan progress report (August 2020), 75% of the over 160 initiatives are on track. Of the 21 initiatives that the Department of Social Services is responsible for, 19 are in progress, 'on track' and only 2 are 'in progress delayed' (DV-alert and Stop it at the Start Campaign). This 90% figure is based on the progress of the 21 initiatives the department is responsible for.
- c These numbers include every contact to the service, including hang-ups, pranks and wrong numbers.
- d This figure includes organisations contracted or receiving grant funding under both the National Plan to Reduce Violence against Women and their Children 2010–2022, and the National Framework for Protecting Australia's Children 2009–2020.

Table 2.2.1c: Key activity performance

**Program 2.1 – Families and Communities**

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

**Key Activity – Protecting Australia's Children**

Protecting Australia's Children is a key activity of the Families and Communities Program. The Protecting Australia's Children key activity aims to implement strategies focused on national efforts to improve the wellbeing of **Australia's children**, with particular focus on the reduction of child abuse.

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

- drafting the content of the National Framework in collaboration with the Secretariat of National Aboriginal and Islander Child Care to ensure the National Framework aligns with the National Agreement on Closing the Gap
- seeking input from, and collaborating with the National Forum for Protecting Australia's Children on the draft National Framework. The National Forum is a tripartite body that includes representatives from the Australian Government, state and territory governments, key non-government organisations and the National Children's Commissioner
- seeking approval of the National Framework by Commonwealth, state and territory Community Services Ministers and relevant Commonwealth Ministers.

**Performance Measure**

Extent of contribution to creating and implementing a national children's strategy and related initiatives.

Source: PBS 2020–21 page 77, Corporate Plan 2020–21 page 17

**Target**

	2020–21		
	Target	Result	Outcome
A new children's strategy is approved/adopted by Commonwealth, State and Territory First Ministers, by June 2021.	A new children's strategy is approved/adopted by June 2021.	The scope of the National Framework has been agreed with state and territory governments, and the National Framework is now in the final stages of agreement.	Partially Met

## Program 2.1 – Families and Communities

### Rationale

Measuring the *extent of contribution to creating and implementing a national children's strategy and related initiatives* aims to demonstrate the department's leadership role and contribution to delivering an agreed National Framework. This measure demonstrates achievement of the key **output** of the Protecting Australia's children key activity: *a new children's strategy*.

Targeting *a new children's strategy is approved/adopted by Commonwealth, State and Territory First Ministers, by June 2021* demonstrates achievement of the key **output** of the Protecting Australia's Children key activity, by showing the department has made a significant contribution towards progressing agreement of the new strategy.

### Methodology

A new National Framework for Protecting Australia's Children 2021–2031.

The **data source** used for this calculation is program administrative data, including:

- published National Framework for Protecting Australia's Children
- State and territory First Minister's agreement of final strategy
- records of meetings, for example, among Community Services Ministers and Children and Families Secretaries
- Community Services Ministers communiques.

### Program Analysis

This target has been partially met. The scope of the National Framework has been agreed with state and territory governments, and the National Framework is now in the final stages of agreement. The department is continuing to work closely with a wide range of stakeholders to finalise agreement of the new National Framework through Australian, state and territory governments.

Community Services Ministers met on 29 July 2020, 11 September 2020, 27 November 2020 and 9 April 2021 to discuss the National Framework. Ministers have agreed to the vision, goal, target cohort and priority groups for the National Framework.

The National Framework will focus on children and families who are experiencing disadvantage and/or are vulnerable. The National Framework will also focus on areas where there will be a demonstrable benefit in having a national approach, and will include four priorities:

- national approach to early intervention and targeted support for children and families
- addressing the over-representation of Aboriginal and Torres Strait Islander children in child protection
- improving information sharing, data development and analysis
- strengthening the child and family sector workforce.

Over May and June 2021, the department engaged with states and territories, Commonwealth departments, non-government organisations and Aboriginal and Torres Strait Islander sector leaders and experts to finalise drafting of the National Framework. A further draft will be considered by Community Service Ministers on 27 August 2021.

Table 2.2.1d: Key activity performance

**Program 2.1 – Families and Communities**

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

**Key Activity – Financial Wellbeing and Capability**

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

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

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

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

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

## Program 2.1 – Families and Communities

### Performance Measure

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

Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 16

### Target

	2020–21		
	Target	Result	Outcome
1. At least a 20% reduction in the number of people with multiple requests for Emergency Relief.	≥ 20%	63%	Met
2. At least 70% of people report an improvement in their financial well-being following engagement with a funded service. <sup>a</sup>	≥ 70%	73%	Met

### Rationale

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

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

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

## Program 2.1 – Families and Communities

### Methodology

The percentage for Emergency Relief is based on the cohort of clients that had at least five sessions of Emergency Relief within a 90 day period in the previous reporting year, and of these same clients, also had at least five sessions of Emergency Relief in a 90 day period in the current reporting year.

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

The percentage for financial wellbeing is based on improved financial wellbeing measured as a positive change in financial wellbeing circumstances during the assistance period as compared to initial circumstances, recorded on the five-point Data Exchange Client Circumstances Standard Client/Community Outcome Reporting. The circumstance domain Standard Client/Community Outcome Reporting used in this measure are Financial Resilience and Material Wellbeing and Basic Necessities.

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

### Program Outputs

Output data sets that support the performance report for the program.

#### Number of individuals assisted

	2020–21	2019–20
Financial Wellbeing and Capability <sup>b</sup>	606,743	581,837
Income Management	29,163	26,649
• Vulnerable Welfare Payment Recipient Measure	417	1,755
• Long-term Welfare Payment Recipient Measure	18,775	16,867
• Disengaged Youth Measure	5,456	4,550
• Voluntary Income Management	2,191	3,168
• Child Protection Measure	22	124
• Cape York Welfare Reform – Income Management	0	135
• Supporting People at Risk Measure	40	50

#### Number of organisations contracted or receiving grant funding to deliver services

	2020–21	2019–20
Financial Wellbeing and Capability <sup>cd</sup>		
• Unique count of delivery organisations	261	331
• Count of provider organisations delivering FWC activities	313	-

#### Administered outlays

	2020–21	2019–20
Financial Wellbeing and Capability <sup>e</sup>	\$216.16m	\$218.42m

## **Program 2.1 – Families and Communities**

### **Program Analysis**

In 2019–20, 49,915 clients accessed Emergency Relief services five or more times within a 90 day period. Of these clients, only 18,445 also accessed Emergency Relief services five or more times within 2020–21, within a 90-day period, resulting in a 63 per cent reduction between the two financial years.

This reduction may be attributed to the impact of the increased rate of all government supports provided in 2020–21 in response to the COVID-19 pandemic.

The department will review the measure to determine whether adjustments to the target and/or methodology are appropriate, for future performance reporting.

The department supported 606,743 clients in 2020–21 to access services under the Financial Wellbeing and Capability Activity in 2020–21. This included 460,990 Emergency Relief clients who received immediate financial or material aid, such as food, clothing, vouchers or help paying a bill.

A sector led National Coordination Group is providing advice on the delivery of Emergency Relief and Food Relief nationally in response to the unprecedented challenges and demands presented by the COVID-19 pandemic. In 2020–21, the department delivered more than \$44.5 million in grants under the Government's \$200 million Community Support Package, which is helping Emergency Relief and Food Relief providers to help those who need assistance with bills, food, clothing or petrol to increase workforce capacity (including volunteers), and to provide home delivery services.

A total of 153,398 clients accessed other Financial Wellbeing and Capability activities. This included Commonwealth Financial Counselling and Financial Capability, Financial Counselling to Help Problem Gamblers, the Financial Counselling Helpline and Financial Resilience projects. Calls to the National Debt Helpline (NDH) decreased by 30 per cent in 2020–21 compared to 2019–20, which can also be attributed to additional supports provided in 2020–2021.

Clients reported a 73 per cent improvement in financial wellbeing including in programs such as Emergency Relief where the provision of Standard Client/Community Outcome Reporting data is not mandated in grant agreements.

### **Caveats and Disclosures**

- a Performance measure 2 is calculated using individual clients only. Group (unidentified) clients are not included in the calculations for this performance measure as the Circumstance domain Standard Client/Community Outcome Reporting, which was used for this assessment, cannot be recorded for unidentified clients.
- b The total clients figure is total of unique individual clients and group clients across all Financial Wellbeing and Capability activities. Clients may return several times for service but have only been counted once.
- c The number of delivery organisations is the unique organisations delivering Financial Wellbeing and Capability activities. This is a count of organisations delivering the program as reported through the Data Exchange. This includes organisations operating under consortium arrangements. Some organisations deliver more than one Financial Wellbeing and Capability activity but are only included once in this figure.
- d The count of provider organisations includes organisations delivering multiple activities so organisations may be counted several times in this figure. The dash indicates that this was not reported for 2019–20.
- e Funding is for the Financial Wellbeing and Capability Activity and Welfare Quarantining.

Table 2.2.1e: Key activity performance

**Program 2.1 – Families and Communities**

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

**Key Activity – Volunteering and Community Connectedness**

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

**The department** is responsible for designing and implementing Volunteering and Community Connectedness, which includes the following:

- volunteer grants
- volunteer management activity
- strong and resilient communities grant activity
- Be Connected
- Seniors Connected program
- designing and managing grants
- setting guidelines and determining eligibility criteria.

The department provides grants to **volunteering and community connectedness service providers and community organisations** to encourage, support and increase participation in volunteering.

**Volunteer Grants** provide funding between \$1,000 and \$5,000 for eligible not-for-profit community organisations to encourage volunteering and assist their volunteers in various ways.

The **Volunteer Management Activity** aims to create a thriving volunteering culture, which meets the changing demands for capable and committed volunteers in local communities across Australia. Funding is provided to Volunteering peak bodies to develop and implement strategies to build the capacity of Volunteer Involving Organisations (VIOs) through online volunteer management services, and break down barriers to volunteering for identified priority groups.

**Strong and Resilient Communities** aims to build strong, resilient, cohesive and harmonious communities to ensure that individuals, families and communities have the opportunity to thrive, be free from intolerance and discrimination, and have capacity to respond to emerging needs and challenges.

**Be Connected** (Digital Literacy for Older Australians) is an Australian Government initiative aimed at increasing the confidence, skills and online safety of older Australians in using digital technology. Be Connected adopts a community-centred approach to assist individuals aged 50 years and over, who have little or no experience with digital technology. Be Connected is delivering a range of resources specifically designed to support older Australians.

**Seniors Connected** aims to address loneliness and social isolation experienced by older Australians aged over 55 living in the community (or Indigenous Australians aged 50 or over). It includes Seniors Hubs being implemented, and a phone line:

- **FriendLine** – Friends for Good will increase the capacity of their existing telephone service FriendLine (1800 4 CHATS) offering older Australians an opportunity to call and have a free, anonymous, friendly chat with a volunteer over the phone.



## Program 2.1 – Families and Communities

### Performance Measure

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

Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 17

#### Target

80% of surveyed grant recipients considered the grants assisted in meeting their objective.	2020–21		
	Target	Result <sup>a</sup>	Outcome
	≥ 80%	99.23%	Met

#### Rationale

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

Targeting at least *80 per cent of grant recipients* demonstrates the **effectiveness** of the key activity by showing the proportion of Volunteer Organisations recipients *who report the grants assisted in meeting their objective*.

#### Methodology

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

The **data source** used for this calculation is the Department of Social Services Volunteer Grant Recipient Satisfaction Survey. The survey was opened to grant recipients on 29 April 2021 and closed on 30 June 2021.

### Performance Measure

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

Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 17

#### Target

At least 85% of participants report satisfaction with the quality of the Be Connected program supports.	2020–21		
	Target	Result	Outcome
	≥ 85%	89.12%	Met

## Program 2.1 – Families and Communities

### Rationale

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

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

### Methodology

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

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

### Performance Measure

Extent to which participants (seniors connected) are satisfied with the support received through Friend Line to help address loneliness and social isolation.

Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 17

### Target

At least 80% of participants report satisfaction with the quality of FriendLine support.	2020–21		
	Target	Result	Outcome
	≥ 80%	99.75%	Met

### Rationale

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

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

## Program 2.1 – Families and Communities

### Methodology

The number of *participants of FriendLine support* is based on number of participants of the FriendLine satisfaction survey. The number of *participants who report satisfaction with the quality of Friend Line support* is based on the results of the FriendLine satisfaction survey

The **data source** used for this calculation is the FriendLine satisfaction survey.

### Program Outputs

Output data sets that support the performance report for the program.

#### Number of individuals assisted

	2020–21	2019–20
Strong and Resilient Communities <sup>b</sup>	-	525,854
Volunteer Management Activity <sup>c</sup>	122,945	106,900
Volunteer Grants <sup>d</sup>	-	245,855

#### Number of organisations contracted or receiving grant funding to deliver services

	2020–21	2019–20
Strong and Resilient Communities <sup>e</sup>	3,803	3,413
Volunteer Management Activity	52	52
Volunteer Grants <sup>d</sup>	-	2,711

#### Administered outlays

	2020–21	2019–20
Strong and Resilient Communities	\$51.90m	\$57.45m
Volunteer Management Activity	\$9.04m	\$5.54m
Volunteer Grants <sup>d</sup>	-	\$12.39m

### Program Analysis

Many of the projects funded under Strong and Resilient Communities were impacted by COVID-19. Many had to adapt to alternative service delivery methods and revisit project timelines. This may have impacted the number of individuals assisted in 2019–20.

FriendLine met its target of 20,000 calls taken in the 2020–21 financial year which was the first year of operation. To meet this target FriendLine significantly scaled up their operations, which involved recruitment and training of new volunteers and expansion of their service delivery model to new locations. This is a solid achievement given the ongoing disruption of COVID-19 on call takers and the strong demand for friendly conversations by Australians experiencing loneliness.

The Be Connected program (Digital Literacy for Older Australians) started providing services in 2017–18, was fully implemented in 2018–19, and has expanded reach of its network across 2019–20 and 2020–21 resulting in an increased number of individuals assisted, including in priority groups.

### Program 2.1 – Families and Communities

The Volunteer Management Activity was established in 1992 to provide dedicated funding for volunteer management. Through the Volunteering Management Activity, the department funded 52 volunteer support services, to deliver volunteer management support across Australia. The 52 volunteer support services have provided support to an increased number of volunteers from 2019–20 to 2020–21. In response to an independent review of the Volunteering Management Activity a new model has been developed. From 1 July 2021, the Australian Government will distribute up to \$33.5 million (excluding GST) over five years under the new Volunteer Management Activity to the state and territory volunteering peak bodies. The new model will focus on volunteering peak bodies developing and implementing strategies to build the capacity of Volunteer Involving Organisations, through online volunteer management services, and breaking down barriers to volunteering for identified priority groups. These priority groups include people with disability, First Nation peoples and newly arrived migrants.

No data has been recorded for Volunteer Grants for 2020–21 as there was no grant round run in this financial year. The funding has been moved into 2021–22 to be run as a \$20 million double round in 2021–22.

#### Caveats and Disclosures

- a Results are collected from a survey of the 2018 Volunteer Grants round recipients.
- b Data relates to Digital Literacy for Older Australians and Strong and Resilient Communities Activity.
- c Data consistency and quality continues to improve over time as providers get used to using the Data Exchange.
- d There was no Volunteer Grants round in 2020–21.
- e This figure includes 197 organisations for Strong and Resilient Communities and Mutual Understanding, Support, Tolerance, Engagement and Respect (MUSTER), 3,605 for Be Connected and one for Seniors Connected.

Table 2.2.1f: Key activity performance

Program 2.1 – Families and Communities			
This program aims to strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning.			
Key Activity – Cashless Debit Card			
Cashless Debit Card is a key activity of the Families and Communities Program. The Cashless Debit Card key activity aims to reduce the levels of harm associated with alcohol consumption, illicit drug use and gambling.			
The Cashless Debit Card looks and operates like a regular bank card, except it cannot be used by <b>eligible income support recipients</b> to buy alcohol or gambling products, some gift cards or to withdraw cash. As part of the Cashless Debit Card program, participants receive an interest bearing, fee free account which is where a portion of their income support payments are deposited. Participants can use internet banking and make contactless payments through the Cashless Debit Card.			
<b>The department</b> is responsible for designing and implementing services and initiatives for the Cashless Debit Card. <b>Services Australia</b> is responsible for making support payments into participants’ personal bank accounts and their Cashless Debit Card account. <b>Indue</b> is responsible for providing the Cashless Debit Card service to participants, including providing participants with a cashless debit card and associated account, and customer support.			
Performance Measure			
Extent to which the Cashless Debit Card supports a reduction in social harm in communities.			
Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 18			
Target			
Evaluation results show improvements in social outcomes.	2020–21		
	Target	Result	Outcome
	Improvements in social outcomes	Findings made in relation to improvements in social outcomes.	Met
Rationale			
Measuring the <i>extent to which the Cashless Debit Card supports a reduction in social harm in communities</i> aims to demonstrate that income support payments are spent in responsible and meaningful ways and not spent on products and activities that contribute to social harm.			
This measure demonstrates the <b>effectiveness</b> of Cashless Debit Card in achieving the objective of the key activity: <i>to reduce the levels of harm associated with alcohol consumption, illicit drug use and gambling</i> .			
Targeting whether <i>evaluation results show improvements in social outcomes</i> demonstrates the <b>effectiveness</b> of the key activity by showing reduced levels of harm for people, families and communities associated with alcohol consumption, illicit drug use and gambling.			

## Program 2.1 – Families and Communities

### Methodology

Data was obtained by the University of Adelaide for the Evaluation of the Cashless Debit Card in Ceduna, East Kimberley and the Goldfields Region: Consolidated Report. There are three associated reports:

1. Evaluation of the Cashless Debit Card in Ceduna, East Kimberley and the Goldfields Region: Consolidated Report – in which findings were made which contribute to the target: evaluation results show improvements in social outcomes.
2. Quantitative Supplementary Report – providing an understanding of collection and use of data contributing to the evaluation.
3. Qualitative Supplementary Report – providing an understanding of collection and use of data contributing to the evaluation.

Completion of the evaluation which made findings in relation to improvements in social outcomes (and recommendations for further improvements) is considered to have met the target.

The **data source** used for this target is the Evaluation of the Cashless Debit Card in Ceduna, East Kimberley and the Goldfields Region: Consolidated Report undertaken by University of Adelaide.<sup>a</sup>

### Performance Measure

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.

Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 18

### Target

95% of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items.	2020–21		
	Target	Result	Outcome
	95%	95%	Met

### Rationale

Measuring the *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* aims to demonstrate that welfare payments are spent in responsible and meaningful ways and not spent on products and activities that contribute to social harm.

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

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

## Program 2.1 – Families and Communities

### Methodology

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

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

- Services Australia administrative data
- Indue administrative data.

### Program Outputs

Output data sets that support the performance report for the program.

#### Number of people

	2020–21	2019–20
Number of people on the Cashless Debit Card <sup>b</sup>	14,788	12,577

### Program Analysis

Through monitoring Cashless Debit Card program data and analysis of regular community engagement, we can gain insights into a participant's experience on the program and how to further its improvement.

The Cashless Debit Card has been able to maintain a high rate of participation due in part to support provided to communities during the implementation phase in new sites. Staff provided on-the-ground support to assist new participants to understand the changes to their banking setup, to explain the intent of the program and to quell any fears they may have regarding policy parameters or use of the card. This has further been improved since the transition of program delivery to Services Australia, who maintain service centres in most communities. Successful adoption includes activating cards, using the card or account to pay bills, schedule payments, shop online and in stores, use online banking features and treat the Cashless Debit Card as they would any other banking product. For some participants, this is their first exposure to card-based or electronic banking.

As the Cashless Debit Card is a technology-based solution, the restrictions to targeted goods and services are predominately handled automatically, behind the scenes. The department receives data and reporting from Indue to assist in monitoring any attempts to circumvent the program policy or to identify any new or potential trends that need attention.

The department is in regular contact with community leaders and reference groups to monitor and discuss how the Cashless Debit Card is working in their communities.

### Caveats and Disclosures

- Evaluation of the CDC in Ceduna, East Kimberley and the Goldfields Region: Consolidated Report is available at [dss.gov.au](https://dss.gov.au)
- Income Management and Cashless Debit Card data is a point in time snapshot as at 25 June 2021.

Table 2.2.1g: Key activity performance

**Program 2.1 – Families and Communities**

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

**Key Activity – National Redress Scheme for Institutional Child Sexual Abuse**

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

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

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

**The department** is responsible for:

- policy, guidelines, eligibility criteria, and legislation for the activity
- processing and managing applications:
  - compiling all the relevant information on an application to allow an independent decision maker to decide if an applicant can access redress, the level of payment and which institution(s) are responsible for the abuse
  - asking the institution(s) relevant to the application for information
  - communicating with the applicant, including requesting more information where necessary and advising them of the outcome of their application (an offer of redress).
- providing free access to Redress Support Services
- working with institutions to join the Scheme and supporting them once they join
- data, reporting and continuous improvement.

**The institutions** are responsible for:

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



## Program 2.1 – Families and Communities

### Performance Measure

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

Source: PBS 2020–21 page 70, Corporate Plan 2020–21 page 18

#### Target

	2020–21		
	Target	Result	Outcome
1. At least 80% of applications lodged between 1 July 2020 and 31 December 2020 that name institutions that participate in the Scheme have a decision communicated to the applicant within six months of being received by the Scheme <sup>a</sup>	≥ 80%	27%	Not Met
2. In the prior six month period at least 80% of applications lodged in that period that name institutions that participate in the Scheme have a decision communicated to the applicant within six months of being received by the Scheme <sup>a</sup>	≥ 80%	22%	Not Met

#### Rationale

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

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

#### Methodology

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

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

## Program 2.1 – Families and Communities

### Performance Measure

Maximise engagement of institutions with the National Redress Scheme.

Source: PBS 2020–21 page 71, Corporate Plan 2020–21 page 18

#### Target

Engagement of newly named institutions continues, and current participation is maintained, with institutions on board to cover 90% of applications received.	2020–21		
	Target	Result	Outcome
	≥ 90%	95%	Met

#### Rationale

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

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

#### Methodology

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

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

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

**Program 2.1 – Families and Communities****Program Outputs**

Output data sets that support the performance report for the program.

**Number of individuals who have received a payment under the National Redress Scheme**

	2020–21	2019–20
Number of individuals	3,251	2,504

**Number of applications received for the National Redress Scheme**

	2020–21	2019–20
Number of applications	3,773	3,127

**Number of institutions that have joined the National Redress Scheme**

	2020–21	2019–20
Number of institutions or groups of institutions that have joined the National Redress Scheme during the year <sup>b</sup>	268	177

**Program Analysis**

This is the first year this key performance measure has been reported. The measure focuses on the proportion of applications that received an outcome within the first 6 months of the application being lodged with the National Redress Scheme. While in the third year of the National Redress Scheme's operation, substantial improvements in application processing have been made, this target was not met.

The National Redress Scheme continued to focus on prioritising and finalising older applications over progressing new applications received during this time. The National Redress Scheme also continued to be impacted by the COVID-19 pandemic in a number of ways, including telephony disruptions and the time it has taken institutions in jurisdictions affected by lockdown requesting more time to respond to requests for information, therefore delaying timely outcomes to individuals. These factors have contributed to not achieving the target of issuing 80 per cent of outcomes within six months of receipt of the application.

Despite these challenges, in 2020–21, 3,251 individuals received a payment under the National Redress Scheme, averaging 270 payments per month, compared with 2,568 in 2019–20 averaging 208 payments per month.

The National Redress Scheme experienced an increase in the number of applications received in 2020–21, and was also able to progress more applications including older applications, due to the substantial increase in the number of institutions participating. This resulted in more decisions being made and fewer applications being placed on hold and not able to progress.

The number of institutions that are participating in the National Redress Scheme has continued to increase throughout the year. From 1 January 2021, when the Scheme receives an application that names an institution which had not previously been named, the institution will have six months from their first engagement to join the National Redress Scheme. Failure to join the Scheme within six months means that such institutions may be publically named and have financial consequences applied, including not being eligible for future Commonwealth grant funding and being a risk of losing their charitable status.

**Caveats and Disclosures**

- a The sample period must end at the point 6 months prior to the date of calculation to allow accurate measurement of the performance target (to have progressed from initiation to decision within 6 months).
- b Reflecting total number of non-government institutions or groups of institutions. All Commonwealth and state and territory governments are also participating in the Scheme.

Table 2.2.2a: Key activity performance

**Program 2.2 – Paid Parental Leave**

This program aims to provide financial support to parents to help them take time off work following the birth or adoption of a child.

**Key Activity – Parental Leave Pay**

Parental Leave Pay aims to provide financial support to eligible **primary carers (usually birth mothers)** to allow them to take time off work to care for a newborn or recently adopted child, to enhance the health and development of mothers and their children. It also aims to encourage women's workforce participation and help employers retain skilled staff. Parental Leave Pay provides up to 18 weeks pay at the rate of the national minimum wage. To be eligible for Parental Leave Pay, a claimant must meet the scheme's work test, income test, and residency requirements.

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

**Performance Measure**

Extent to which parents take Parental Leave Pay.

Source: PBS 2020–21 page 72, Corporate Plan 2020–21 page 19

**Target**

95% of eligible Parental Leave Pay families access payment. <sup>a</sup>	2020–21		
	Target	Result	Outcome
	≥ 95 %	99.4%	Met

**Rationale**

Measuring the *extent to which eligible parents access Parental Leave Pay* aims to demonstrate that eligible primary carers of newborn and recently adopted children are financially assisted to take time off work following the birth or adoption of a child. This measure demonstrates the **effectiveness** of Parental Leave Pay in achieving the objective of the key activity: *to provide financial support to eligible primary carers (usually birth mothers) to allow them to take time off work to care for a newborn or recently adopted child, to enhance the health and development of mothers and their children, and to encourage women's workforce participation.*

Targeting *95 per cent of eligible Parental Leave Pay claimants that access the payment* demonstrates the **effectiveness** of the key activity by showing the proportion of eligible primary carers that take the full 18 weeks Parental Leave Pay out of those who access the payment.

**Methodology**

Eligibility is defined as Parental Leave Pay claimants that receive the Parental Leave Pay payment. Access is defined as the receipt of the payment for the entire 18 week entitlement.

The percent is based on the number of Parental Leave Pay claimants that took the full 18 weeks of Parental Leave Pay as a proportion of the total number of Parental Leave Pay claimants whose payments were finalised during the year.

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

**Program 2.2 – Paid Parental Leave****Program Outputs**

Output data sets that support the performance report for the program.

**Administered outlays**

	2020–21	2019–20
Parental Leave Pay	\$2,255.35m	\$2,269.88m

**Number of individuals assisted**

	2020–21	2019–20
Parental Leave Pay <sup>b</sup>	169,029	171,712

**Program Analysis**

In 2020–21, the Parental Leave Pay population slightly decreased, with a total of 169,029 claimants assisted, compared to 171,712 claimants assisted in 2019–20. It is likely that COVID-19 impacted claimants' ability to meet the work test and qualify for Parental Leave Pay. This impact was largely mitigated by the introduction of measures to allow JobKeeper Payment to count towards the Parental Leave Pay work test and the temporary changes to the work test period for people whose employment was interrupted by the COVID-19 pandemic.

In 2020–21, of the 154,972 primary carers who completed their Parental Leave Pay 154,106 primary carers accessed the full 18 weeks resulting in more than 99 per cent of claimants using the full entitlement.

**Caveats and Disclosures**

- a Total Claims are the number of claims with a claim level cancellation in the 2020–21 financial year. Claim level cancellations are those where a claimant can no longer make any changes to their PPL (e.g. add/change future flex days). Note that this will contain a mix of flexible and non-flexible PPL claims, and claims where payment started in the 2019–20 financial year and the cancellation was in the 2020–21 financial year.
- Claimants who have flex days still left to claim are not included in these counts as they have up until the child's second birthday to claim those days.
- b This is the number of individuals and families who started receiving payment in the financial year.

Table 2.2.2b: Key activity performance

**Program 2.2 – Paid Parental Leave**

This program aims to provide financial support to parents to help them take time off work following the birth or adoption of a child.

**Key Activity – Dad and Partner Pay**

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

**The department** is responsible for providing policy advice to Commonwealth Government in relation to Dad and Partner Pay and implementing Government decisions through setting policy, guidelines, eligibility criteria, and legislation. **Services Australia** is the primary portfolio agency responsible for administering Dad and Partner Pay on the department's behalf, including receiving, processing and managing applications and delivering payments.

**Performance Measure**

Extent to which parents take Dad and Partner Pay.

Source: PBS 2020–21 page 72, Corporate Plan 2020–21 page 19

**Target**

95% of eligible Dad and Partner Pay claimants access payment <sup>a</sup>	2020–21		
	Target	Result	Outcome
	95%	97.8%	Met

**Rationale**

Measuring the *extent to which parents take Dad and Partner Pay* aims to demonstrate that fathers and partners caring for a newborn or newly adopted child are financially assisted to increase the time they take off work around the time of the birth or adoption. This measure demonstrates the **effectiveness** of Dad and Partner Pay in achieving the objective of the key activity: *to provide financial support to help eligible fathers and partners to increase the time they take off work around the time of the birth or adoption, to create further opportunities to bond with their child, and to allow fathers and partners to take a greater share of caring responsibilities and support their partners from the beginning.*

Targeting of *95 per cent of eligible Dad and Partner Pay claimants that access the payment* demonstrates the **effectiveness** of the key activity by showing the proportion of eligible fathers and partners that take the full two weeks Dad and Partner Pay out of those who access the payment.

## Program 2.2 – Paid Parental Leave

### Methodology

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

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

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

### Program Outputs

Output data sets that support the performance report for the program.

#### Administered outlays

	2020–21	2019–20
Dad and Partner Pay	\$135.94m	\$129.68m

#### Number of individuals assisted

	2020–21	2019–20
Dad and Partner Pay <sup>b</sup>	89,784	92,343

### Program Analysis

In 2020–21, the Dad and Partner Pay population decreased slightly, with a total of 88,437 claimants receiving Dad and Partner Pay, compared to 92,343 claimants who received the payment in 2019–20.

It is likely that COVID-19 impacted claimants' ability to meet the work test and qualify for Dad and Partner Pay. This impact was largely mitigated by the introduction of measures to allow JobKeeper Payment to count towards the Dad and Partner Pay work test and the temporarily changes to the work test period for people whose employment was interrupted by the COVID-19 pandemic.

In 2020–21, the number of fathers and partners who accessed the full two weeks of Dad and Partner Pay increased to 97.8 per cent, from 96.9 per cent in 2019–20.

### Caveats and Disclosures

- a Eligibility is defined as Dad and Partner Pay claimants who receive and complete the Dad and Partner Pay payment. Access is taken to be the receipt of the payment for the entire two week period for which the payment is available.
- b This is the number of individuals and families who received payment in the relevant financial year.

Table 2.2.3: Key activity performance

**Program 2.3 – Social And Community Services**

This program aims to set aside funding for the implementation period of Fair Work Australia's Social, Community and Disability Services Industry Equal Remuneration Order.

**Key Activity – Social and Community Services Pay Equity Account**

The Social and Community Services (SACS) Pay Equity Account is a key activity of the SACS Program. The SACS key activity aims to set aside funding for the implementation period of Fair Work Australia's Social, Community and Disability Services Industry Equal Remuneration Order.

**The department** holds overall responsibility for the financial management and accounting of the SACS Pay Equity Special Account.

**Performance Measure**

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.

Source: PBS 2020–21 page 73, Corporate Plan 2020–21 page 19

**Target**

	2020–21		
	Target	Result	Outcome
100% of eligible grant recipients will receive the Social and Community Services Pay Equity Special Account payments as required by legislation by 30 June 2021.	100%	100%	Met

**Rationale**

Measuring *funds appropriated to the department for the SACS pay equity order are issued to meet the Australian Government's share of the pay increases* aims to demonstrate that sufficient funds have been set aside for SACS grant recipients. This measure demonstrates the achievement of key **output** of SACS.

Targeting *100 per cent of eligible grant recipients will receive the SACS Pay Equity Special Account payments as required by legislation by 30 June 2021* demonstrates the achievement of key **output** of the key activity, by showing that SACS payments have been issued to meet the Australian Government's share of the pay increases.

**Methodology**

The department conducts monthly and annual reconciliations, to verify grant recipients are receiving accurate payments as required by legislation, eligibility and entitlement.

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



## Program 2.3 – Social And Community Services

### Program Outputs

Output data sets that support the performance report for the program.

### Administered outlays

	2020–21	2019–20
Social and Community Services Pay Equity Account	\$488.61m	\$411.92m

### Program Analysis

The department implemented the SACS Pay Equity Special Account policy and eligibility criteria on every departmental grant agreement created or varied during the year. Eligibility was considered for each grant, and when applicable, the correct amount of SACS Pay Equity Special Account payments were included in eligible grant agreements.

The department recorded the SACS Pay Equity Special Account in all financial reporting on administered funds in 2020–21. To ensure compliance with legislative and policy requirements, the Special Account was validated through a monthly SAP and Central Budget Management System reconciliation.

The department also provided advice and support to other departments on the policy and implementation of eligibility criteria. The department supported the Department of Health by considering eligibility and where applicable, undertaking calculations of SACS Pay Equity Special Account payments for inclusion in eligible grant agreements. The department provided advice to other departments with experienced staff providing references to the relevant parts of the SACS Pay Equity Special Account Operational Guidelines and discussions on specific questions on eligibility.

The SACS Pay Equity Special Account ceased on 30 June 2021 as per the *Social and Community Services Pay Equity Special Account Act 2012* (Cth).

Chapter 2.3

# Outcome 3: Disability and Carers

## Purpose

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

## Programs and activities

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

OUTCOME 3 – DISABILITY AND CARERS	
Program 3.1 Disability Mental Health and Carers	Program 3.2 National Disability Insurance Scheme (NDIS)
<b>Key activities</b> <ul style="list-style-type: none"><li>• Disability Employment Services</li><li>• Support for Carers</li><li>• Advocacy support for people with disability</li><li>• Disability Strategy</li></ul>	<b>Key activities</b> <ul style="list-style-type: none"><li>• NDIS Transition (including Commonwealth Programs)</li><li>• Development of the NDIS Market</li><li>• NDIS Participant Plans</li></ul>

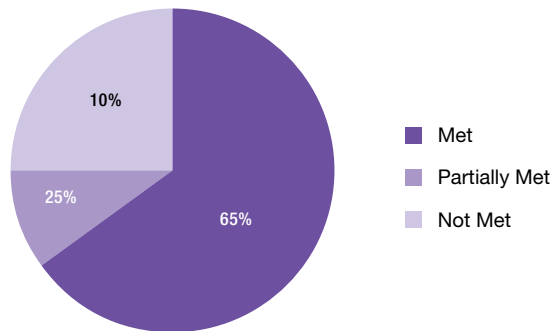
## Summary and analysis of Outcome 3

In 2020–21, the department achieved most performance measure targets across Outcome 3. Overall, 13 targets were met or are ongoing, two targets were partially met, and five targets were not met.

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

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

**Figure 11: Outcome 3 performance measure target results**



The department, in partnership with all Australian Governments, is working to implement a new National Disability Strategy by the end of 2021 to succeed the 2010–20 Strategy. This will provide the overarching framework for all Australian disability policy, to guide governments in developing policies and programs that help improve the lives of people with disability. The department is playing a key role in supporting people with disability through the ongoing implementation of the National Disability Insurance Scheme.

Opportunities for people with disability, their families and carers to access the workforce and participate in the community are a critical aspect of improving outcomes throughout their lives. Australian Government agencies and state and territory governments will coordinate policies and programs to support the participation of people with disability, their families and carers. The department plays an important role in this, including through its administration of the Disability Employment Services program.

## Key achievements

In the past year, our contributions to improving outcomes for people with disability and carers included:

- supporting the disability and carers sectors in a collaborative, timely, and coordinated manner to provide assistance to people with disability and carers in response to the COVID-19 pandemic
- cooperation with the National Disability Insurance Agency (NDIA) and state and territory governments to implement the National Disability Insurance Scheme (NDIS) across Australia
- delivering supports as part of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, including trauma-informed counselling services, individual advocacy support, Indigenous-specific individual advocacy, and systemic advocacy support for organisations and individuals
- continuing implementation of the reforms to the Disability Employment Services (DES), which saw a significant increase in the number of people with disability, illness and injury accessing assistance by 11.2 per cent (or 31,954) from 283,981 to 315,926 between June 2020 and June 2021
- co-designing and launching the Disability Gateway to assist all people with disability, their families and carers to locate and access services across Australia
- transitioning to a new carer support system with centralised access points. Over 2 million people accessed Carer Gateway through the website and 1800 phone number, an increase of nearly 39 per cent from the previous year
- launching the NDIS National Workforce Plan: 2021–2025 which will support the sector to attract a wide range of workers as the NDIS continues to grow while improving new and existing workers' access to training and development opportunities
- cooperation with the NDIA and NDIS Commission on the continued implementation of the NDIS Quality and Safeguarding Framework to provide a nationally consistent approach to help empower and support NDIS participants to exercise choice and control, while ensuring appropriate safeguards are in place and established expectations for providers and their staff to deliver high quality supports
- cooperation with the NDIA, Department of Health, the states and territories and disability stakeholders to make progress towards targets set under the Younger People in Residential Aged Care Strategy 2020–2025, released by the Australian Government in September 2020
- continuing extensive co-design of the next 10 year National Disability Strategy with states and territories, the disability sector, the broader public and with people with disability.

## Outcome 3 Key performance results

Program	Key Activities	Target	Result
<b>3.1 Disability Mental Health and Carers</b>	Disability Employment Services	At least 40% of job placements sustained to 13 weeks.	Met
		At least 30% of job placements sustained to 26 weeks.	Met
		At least 20% of job placements sustained to 52 weeks.	Met
		At least 90% of Disability Employment Services Providers met service level standards of the contracts and agreements between organisations and DSS.	Met
	Support for Carers	At least 10% annual increase in people accessing Carer Gateway (website and 1800 number).	Met
	Advocacy support for people with disability	At least 75% of people who accessed National Disability Advocacy Program reported improved choice and control to make their own decisions.	Not met
		Number of individual NDIS Appeals clients is less than 1 per cent of active NDIS participants.	Met
	Disability Strategy	A new National Disability Strategy is finalised by the Commonwealth, State and Territory First Ministers by the end of 2021.	Partially met

Program	Key Activities	Target	Result
3.2 National Disability Insurance Scheme (NDIS)	NDIS Transition (including Commonwealth Programs)	500,000 NDIS participants by 30 June 2023.	Met
		Complete the transition of DSS Commonwealth program clients to the NDIS by 31 December 2020.	Partially met
	Development of the NDIS Market	At least 75% market utilisation rates by 30 June 2021.	Not met
		At least 10% improvement in NDIS market concentration in remote areas by 30 June 2021.	Not met
	NDIS Participant Plans	At least 60% of NDIS participants aged school age to 14 attend school in a mainstream class.	Met
		At least 70% of NDIS participants with disability aged 18 – 24 have completed secondary school.	Not met
		At least 80% of NDIS participants report satisfaction with the scheme planning process.	Met
		At least 25% of working age NDIS participants in paid employment.	Not met
		At least 45% of NDIS participants involved in community and social activities.	Met
		No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances.	Ongoing
		No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances.	Ongoing
		No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances.	Ongoing

## Outcome 3: Key activity performance

Table 2.3.1a: Key activity performance

### Program 3.1 – Disability Mental Health And Carers

This program aims 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.

### Key Activity – Disability Employment Services

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

The department's role is to:

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

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

Disability Employment Services providers deliver two services:

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

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

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

**Program 3.1 – Disability Mental Health And Carers****Performance Measure**

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

Source: PBS 2020–21 page 83, Corporate Plan 2020–21 page 21

**Target**

	2020–21		
	Target	Outcome	Result
1. At least 40% of job placements sustained to 13 weeks.	≥ 40%	44%	Met
2. At least 30% of job placements sustained to 26 weeks.	≥ 30%	36%	Met
3. At least 20% of job placements sustained to 52 weeks	≥ 20%	21%	Met

**Rationale**

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

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

**Methodology**

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

The **data** for this calculation is sourced from the Employment Business Intelligence Warehouse (administered by the Department of Education, Skills and Employment).



### Program 3.1 – Disability Mental Health And Carers

#### Performance Measure

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.

Source: PBS 2020–21 page 83, Corporate Plan 2020–21 page 21

#### Target

At least 90% of Disability Employment Services Providers met service level standards of the contracts and agreements between organisations and DSS.	2020–21		
	Target	Result	Outcome
	≥ 90%	100%	Met

#### Rationale

Measuring the *delivery by Disability Employment Services Providers is in accordance with the specified requirements, including service level standards of the contracts and agreements between organisations and DSS* aims to demonstrate that the department has effectively managed agreements with Disability Employment Services providers.

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

Targeting *at least 90 per cent of Disability Employment Services Providers met service level standards of the contracts and agreements between organisations and DSS* demonstrates the **effectiveness** of the key activity by showing the department has managed grants processes and conducted the assurance and compliance program on processed claims.

#### Methodology

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

The **data** for this calculation is sourced from the Community Grants Hub's Grants Payment System (administered by the Department of Social Services).

**Program 3.1 – Disability Mental Health And Carers****Program Outputs**

Output data sets that support the performance report for the program.

**Number of participants**

	2020–21	2019–20
Number of Disability Employment Services participants <sup>a</sup>	315,926	283,981

**Number of organisations contracted or receiving grant funding to deliver services**

	2020–21	2019–20
Disability Employment Services <sup>b</sup>	109	110

**Administered outlays**

	2020–21	2019–20
Disability Employment Services <sup>c</sup>	\$1,229.38m	\$1,201.12m
Employer Assistance and Other Services <sup>d</sup>	\$28.65m	\$30.29m

**Program Analysis**

Between June 2020 and June 2021, the number of Disability Employment Services participants increased by 11.2 per cent (or 31,954) from 283,981 to 315,926. Despite the challenging economic and labour market conditions caused by the COVID-19 pandemic, this rate of increase is slower than in the same period between June 2019 and June 2020 (where the increase was 19.2 per cent or 45,654 from 238,327 to 283,981).

One of the most noticeable impacts of the COVID-19 pandemic on the Disability Employment Services program was on the number of placements of Disability Employment Services participants into employment.

From July 2019 to just before the national lockdown due to COVID-19 in March 2020, the average weekly number of anchored employment placements (i.e. employment placements that Disability Employment Services providers are confident will result in longer employment) was 1,654. This dropped by 31 per cent (or 513) to 1,141 a week in the three months (April to June 2020) following the lockdown.

The lifting of the national lockdown had a positive impact of the number of Disability Employment Services participants being placed into employment. In a period comparable to that before the national lockdown, i.e. from July 2020 to March 2021, the average weekly number of anchored employment placements was 1,853 – an increase of 12 per cent (or 198 a week) from 1,654.

In the last three months of 2020–21 (April to June 2021), this increasing trend accelerated to 2,310 a week and more than doubled the average weekly number (1,141 a week) in the period from April to June 2020.

**Caveats and Disclosures**

- a The number of Disability Employment Services participants on the caseload as at 30 June in 2021 and 2020.
- b The number of Disability Employment Services providers (distinct count) as at 30 June in 2021 and 2020.
- c Includes Disability Employment Services, ongoing support assessments and JobAccess.
- d Includes Employment Assistance Fund, Supported Wage System, Wage Subsidy Scheme and National Disability Recruitment Coordinator.

Table 2.3.1b: Key activity performance

### Program 3.1 – Disability Mental Health And Carers

This program aims 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.

#### Key Activity – Support for Carers

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

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

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

The Carer Gateway was rolled out in a two-phase approach, with the first phase implemented in July 2019 and the second from April 2020.

Phase one saw the introduction of the national digital counselling, online peer support, online self-guided coaching and practical educational resources. These supports aim to improve carer wellbeing, skills and knowledge.

Phase two followed a grant round to select ten lead Carer Gateway service providers to deliver the in-person supports and services across Australia, including:

- carer needs assessment and support planning
- in-person and phone-based counselling
- in-person peer support
- targeted financial support packages with a focus on employment, education, respite and transport
- emergency respite
- information and advice
- assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme (NDIS), My Aged Care and palliative care
- other programs supporting carers under ICSS include the Young Carer Bursary Program and Young Carer Network, and the Tristate Vocational Outcomes Pilot Program.

### Program 3.1 – Disability Mental Health And Carers

#### Performance Measure

Extent to which carers access information, supports and services.

Source: PBS 2020–21 page 83, Corporate Plan 2020–21 page 21

#### Target

At least 10% annual increase in people accessing Carer Gateway (website and 1800 number).	2020–21		
	Target	Result	Outcome
	≥ 10%	39%	Met

#### Rationale

Measuring the *extent to which carers access information, supports and services* aims to demonstrate that the Carer Gateway is reinforcing carer resilience through effective preventative support services. This measure demonstrates the **effectiveness** of Carer Gateway in achieving the objective of the key activity: *to provide assistance, support and services for carers*.

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

#### Methodology

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

- total Carer Gateway website page views over the reporting period
- total successful calls to the Carer Gateway phone number over the reporting period

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

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

- Services Australia Google Analytics
- Telstra telephony system.

#### Program Outputs

Output data sets that support the performance report for the program.

#### Number of individuals assisted

	2020–21	2019–20
Number of carers assisted <sup>a</sup>	62,131	73,005
Number of people accessing Carer Gateway <sup>b</sup>	2,024,223	1,453,373

#### Number of organisations contracted or receiving grant funding to deliver services

	2020–21	2019–20
Support for Carers <sup>c</sup>	13	86

#### Administered outlays

	2020–21	2019–20
Disability and Carer Support	\$195.19m	\$181.65m

## **Program 3.1 – Disability Mental Health And Carers**

### **Program Analysis**

Until 2019–20, the Department of Social Services funded a large number of community organisations through multiple activities under Program 3.1 to support Australia's informal carers by providing access to information, advice and supports including respite care. This was a complex and inefficient system with each activity having its own eligibility requirements that carers were required to meet.

In 2019–20, funding for many carer support activities under Program 3.1 was consolidated into the new ICSS and the National Disability Insurance Scheme, simplifying arrangements and reducing the number of organisations contracted or receiving grant funding in 2019–20 to deliver services supporting informal carers. More carers were assisted in 2019–20 than in 2020–21 as carers could still access services through the previous carer support system until 31 May 2020, in addition to accessing Carer Gateway services progressively introduced from 1 July 2019.

The 2020–21 financial year is the first reporting period where carers can now access carer support services through two national access points. This includes the Carer Gateway website for information and access to online supports, and the Carer Gateway phone number for digital counselling and face-to-face services arranged through Carer Gateway service providers.

In 2020–21, over 2 million people accessed Carer Gateway through the website and 1800 phone number, an increase of nearly 39 per cent from the previous year. An increase was expected as carers transitioned to a new carer support system with centralised access points, but the unprecedented COVID-19 pandemic likely contributed to more carers interested in supports. Carer Gateway service providers have adapted to service delivery challenges in response to regional lockdowns and restrictions impacting on service delivery to continue supporting carers.

### **Caveats and Disclosures**

- a The figure for 2020–21 refers to the number of clients supported through the Integrated Carer Support Service and reported within the Data Exchange for 2020–21, including Carer Gateway service provider supports, Carer Gateway digital counselling, Young Carer Bursary Program and Tristate Vocational Outcomes Pilot Program. From 2020–21, this figure was expanded to include registrations for the Carer Gateway online coaching and peer support services. The figure for 2019–20 comprised of performance data for additional carer support activities operating until 31 May 2020, where funding transitioned to the Integrated Carer Support Service.
- b The figure for 2020–21 refers to the number of people accessing Carer Gateway face-to-face and digital services through visits to the Carer Gateway website and calls to the Carer Gateway 1800 phone number. The figure for 2019–20 includes comparable measures.
- c This measure refers to the number of organisations contracted or receiving carer support grant funding through the Integrated Carer Support Service. The figure for 2019–20 included service providers previously funded to deliver carer support activities until 31 May 2020, where funding transitioned to the new Integrated Carer Support Service and the National Disability Insurance Scheme.

Table 2.3.1c: Key activity performance

**Program 3.1 – Disability Mental Health And Carers**

This program aims 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.

**Key Activity – Advocacy Support for People With Disability**

Advocacy Support for People With Disability (Advocacy Support) is a key activity of the Disability Mental Health And Carers Program. Advocacy Support aims to provide **people with disability** with access to effective disability advocacy.

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

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

**NDIS Appeals providers** provide assistance to NDIS applicants, and others affected by reviewable NDIA decisions, to navigate the external merits review process.

**Performance Measure**

Number of people with disability provided with direct advocacy support through the National Disability Advocacy Program (NDAP).

Source: PBS 2020–21 page 83, Corporate Plan 2020–21 page 22

**Target**

At least 75% of people who accessed NDAP reported improved choice and control to make their own decisions. <sup>a</sup>	2020–21		
	Target	Result	Outcome
	≥ 75%	62.2% <sup>b</sup>	Not Met

**Rationale**

Measuring the *number of people with disability provided with direct advocacy support through the National Disability Advocacy Program* aims to demonstrate that NDAP has assisted people with disability to enjoy choice, wellbeing and to pursue their life goals. This measure demonstrates the **effectiveness** of NDAP in achieving the objective of the key activity: *to provide people with disability with access to effective disability advocacy*.

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

### Program 3.1 – Disability Mental Health And Carers

#### Methodology

The per cent is based on the number of people that were assessed by NDAP providers as reporting an overall positive change within the financial year.

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

#### Performance Measure

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

Source: PBS 2020–21 page 91, Corporate Plan 2020–21 page 21

#### Target

Number of individual NDIS Appeals clients is less than 1% of active NDIS participants. <sup>c</sup>	2020–21		
	Target	Result	Outcome
	≤ 1%	0.5%	Met

#### Rationale

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

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

#### Methodology

The per cent is based on the total number of appeals clients for the financial year as a proportion of the total number of active participants in the NDIS scheme.

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

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

**Program 3.1 – Disability Mental Health And Carers****Program Outputs**

Output data sets that support the performance report for the program.

**Number of people with disability provided with direct advocacy support:**

	2020–21	2019–20
National Disability Advocacy Program	13,816	12,316
NDIS Appeals program	2,424	2,931

**Program Analysis**

There are 59 organisations funded under NDAP and 50 organisations funded under NDIS Appeals. The demand for the individual disability advocacy support, provided through NDAP and NDIS Appeals, is largely driven by experiences that people with disability have with both disability-specific and mainstream services and systems. As part of the process of supporting an advocacy client to address their presenting issue or problem, individual advocates work to support the client to understand their rights and options and, where possible, develop their ability to advocate for themselves.

In 2020–21 for NDAP, there was an increase of around 1,500 individual advocacy clients on the previous year. This represents the largest number of individual clients recorded for the program and is consistent with qualitative reporting about increased demand due to the COVID-19 pandemic and the complexity around some service systems. It is likely the challenges of delivery during a pandemic such as reduced face-to-face service, combined with the complexity of the presenting issue or problem may have contributed to the below target outcome for the target.

In 2020–21, NDIS Appeals individual client numbers were slightly lower than the previous year. This likely reflects the increased complexity of the cases and situations NDIS Appeals clients are bringing to advocates for assistance. This increases the length of time required to finalise cases and contributes to fewer cases logged in the last 12 months.

In 2020–21, the number of NDIS Appeals individual clients represented approximately 0.5% of all active NDIS Participants. This is lower than the 1% target and reflects the increased complexity of the cases described above. The department continues to work with the NDIA to monitor and understand individual advocacy support demand and complexity related to NDIS Appeals.

**Caveats and Disclosures**

- a This is a new program performance target.
- b The measurement of client outcomes through the Data Exchange only began as a mandatory requirement of funded providers on 1 January 2021. Given this is a new requirement, and became mandatory part way through the reporting period, the population on which this year's results are based, is not considered to be a representative sample.
- c This is a new program performance target.



Table 2.3.1d: Key activity performance

### Program 3.1 – Disability Mental Health And Carers

This program aims 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.

### Key Activity – National Disability Strategy 2021–2031

The department has lead responsibility for finalising the new *National Disability Strategy 2021–2031* (the Strategy) in collaboration with Commonwealth, state and territory governments and the Australian Local Government Association. The Strategy will provide a national framework for improving the life outcomes of people with disability in Australia and replace the original *National Disability Strategy 2010–2020*.

As a high-level policy framework, the Strategy is a key cross program activity of programs 3.1 Disability Mental Health And Carers and 3.2 National Disability Insurance Scheme.

On 4 December 2020, Disability Ministers from across Australia issued a Statement of Continued Commitment. The statement is a commitment to continue efforts to uphold the rights of people with disability between the expiry of the original Strategy at the end of 2020, and the finalisation of the new Strategy in late 2021.

To ensure safe and effective public consultation, Disability Ministers agreed to delay stage two public consultations due to COVID-19. This decision was strongly supported by key stakeholders and the sector. The new Strategy is on track to be finalised in late 2021 (pending agreement to the new Strategy by all levels of government).

**The department** has collaborated and engaged extensively with people with a disability, their families, carers, and representative organisations, Ministers, and states and territories on the development of the new Strategy. This includes a range of governance and stakeholder groups that have been involved in the development of the Strategy.

### Performance Measure

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

Source: PBS 2020–21 page 83, Corporate Plan 2020–21 page 21

### Target

A new National Disability Strategy is finalised by the Commonwealth, State and Territory First Ministers by the end of 2021.	2020–21		
	Target	Result	Outcome
	Draft National Disability Strategy 2021–2031 for consultation with Commonwealth, State and Territory First Ministers	On track to finalise National Disability Strategy by the Commonwealth, State and Territory First Ministers by the end of 2021 <sup>a</sup>	Partially Met

### Program 3.1 – Disability Mental Health And Carers

#### Rationale

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

Targeting whether *a new National Disability Strategy is expected to be finalised by the Commonwealth, State and Territory First Ministers by the end of 2021* demonstrates achievement of a **key output** of the key activity, by showing that the department has effectively contributed to creating the new strategy.

#### Methodology

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

- Disability Reform Ministers' meetings communiques housed on the DSS website
- Statement of continued commitment housed on the DSS website
- National Disability Strategy consultation reports housed on the DSS website.

#### Program Analysis

During 2020–21, the department progressed the development of the new Strategy. Stage two public consultation was conducted from July to December 2020 and included a Position Paper, agreed by Australian, state and territory disability ministers. The Position Paper set out how all levels of government propose to take forward the new Strategy and the key features proposed. Consultations also included an introductory paper on an Outcomes Framework to strengthen reporting and measuring of outcomes achieved under the Strategy.

Stage 2 consultations were inclusive of people with disability, ensuring their voices have been at the centre of the development of the new Strategy. A total of 237 submissions were received on the Position Paper and 74 submissions received on the draft Outcomes Framework. Consultations included 18 targeted focus groups reaching 131 people with a disability; five cross-sector forums in which more than 100 participants from industry, business, academia and people with disability worked together to co-develop and prioritise actions for improving outcomes for people with disability; a webinar facilitated by the Australian Human Rights Commission and the Centre of Research Excellence in Disability and Health; and community led consultations held with Aboriginal and Torres Strait Islander people with disability in remote locations in Queensland and Northern Territory. Findings from the consultations were released in May 2021 and are available on the department's website.

### **Program 3.1 – Disability Mental Health And Carers**

Stage 2 consultation on the strategy was noted by Ministers at the Disability Reform Ministers' (DRM) meeting in December 2020. Ministers committed to finalising a new Strategy in 2021, and released a joint Statement of Continued Commitment to cover the period between the expiry of the current NDS and the completion of the new strategy. The gap in timing is a result of a pause on public engagement due to COVID-19. Ministers agreed to establish an NDS Advisory Council that will advise Ministers on the implementation of the new Strategy once it commences in 2021. In April 2021, Ministers discussed the status and progress of the new Strategy and agreed to the development of Targeted Action Plans, which are expected to include deliverables in relation to employment, community attitudes, early childhood, emergency management and safety.

It is expected the National Disability Strategy will proceed as planned through formal approvals by all Governments and the Australian Local Government Association and be launched by the end of the 2021.

#### **Caveats and Disclosures**

- a The new National Disability Strategy work is on track for delivery and implementation within the stipulated timeframe by the end of 2021. The department cannot report on the finalisation of the Strategy as this is expected to occur in the first half of the 2021–22 financial year.

Table 2.3.2a: Key activity performance

**Program 3.2 – National Disability Insurance Scheme**

This program aims to improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that provides funds to people with significant and permanent disability to purchase reasonable and necessary supports through an insurance approach. This program also includes funding for existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund.

**Key Activity – NDIS Transition**

NDIS Transition is a key activity of the NDIS Program. NDIS Transition supports transitioning people from state, territory and Commonwealth programs to the NDIS.

The department supports transition arrangements from Commonwealth, state and territory programs to the NDIS through bilateral agreements between the Commonwealth and state and territory governments. As NDIS support is extended to more people and they start accessing supports funded through the NDIS, Commonwealth, state and territory programs of specialised disability support superseded by the NDIS will end.

There are two types of transitions:

- **people who access an identified Commonwealth, state or territory government disability program and are found eligible for the NDIS**, transition to the NDIS and purchase services and supports using funds from their NDIS plan, to meet their individual needs.
- Commonwealth program **clients who are not eligible for the NDIS** have access to the same or similar supports through Continuity of Support (CoS) arrangements (this can be through existing arrangements where programs continue to operate).

Transition to the NDIS or to continuity of support for clients of Commonwealth programs administered by the department was completed on 31 March 2021. This included:

- engaging with clients and providers to encourage and support clients to apply to become NDIS participants.
- implementing continuity of support arrangements for existing clients ineligible for the NDIS.
- working with providers to close or reduce programs as clients transitioned to the NDIS or continuity of support.

The department funded **service providers** to support the transition of people in the following programs to the NDIS until 31 March 2021:

- Disability Employment Assistance (Australian Disability Enterprises) in New South Wales and South Australia
- Work Based Personal Assistance
- National Auslan Interpreter Booking and Payment Service
- Outside School Hours Care for Teenagers with Disability
- Remote Hearing and Vision Services for Children
- Younger Onset Dementia Key Worker Program
- Helping Children with Autism (HCWA)
- Better Start for Children with Disability (Better Start) programs.

### **Program 3.2 – National Disability Insurance Scheme**

CoS is available to existing Commonwealth program clients who are not eligible for the NDIS. This includes people who do not meet the NDIS access requirements for residence, age or disability. CoS includes the following departmental programs:

- Respite and Carer Support, Respite Support for Carers of Young People with Severe or Profound Disability, and Young Carers Respite and Information Services will receive continuity of support through the Integrated Carer Support Service
  - Younger Onset Dementia Key Worker Program
  - Better Start for Children with Disability
  - Helping Children With Autism
  - Work Based Personal Assistance
  - Australian Disability Enterprises
  - Mobility Allowance recipients, ineligible for the NDIS, continue to receive their payment until they no longer meet the eligibility criteria or exit the program
  - Users of the National Auslan Interpreter Booking and Payment Service who are over 65 years or otherwise ineligible for the NDIS receive continuity of support through a contracted National Auslan Interpreter Booking and Payment Service provider
  - Partners in Recovery, Personal Helpers and Mentors, and Support for Day to Day living participants receive CoS through the Primary Health Network administered by the Department of Health.
-

### Program 3.2 – National Disability Insurance Scheme

#### Performance Measure

Number of people supported through the NDIS.

Source: PBS 2020–21 Page 84, Corporate Plan 2020–21 Page 23

#### Target

2020–21			
	Target	Result	Outcome
500,000 NDIS participants by 30 June 2023.	400,000 NDIS participants by 30 June 2021	As at 30 June 2021, 466,619 people with disability were being supported by the NDIS and NDIA projects 596,600 participants by 30 June 2023.	Met
Complete the transition of DSS Commonwealth program clients to the NDIS by 31 December 2020.	Complete transition by 31 December 2020	Clients have successfully transitioned from DSS programs to the NDIS or to continuity of support arrangements. The target of 31 December 2020 was set as an aspirational target to complete the transition for the majority DSS program clients by 31 December 2020 and to allow three-months for complex clients to transition until 31 March 2021. The Department did not complete the transition by 31 December 2020 but did complete the transition of DSS transitioning clients by 31 March 2021.	Partially Met

## Program 3.2 – National Disability Insurance Scheme

### Rationale

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

1. Targeting 500,000 NDIS participants by 30 June 2023, demonstrates the **effectiveness** of the key activity by showing the number of people supported through the NDIS.
2. Targeting completion of the transition of DSS Commonwealth program clients to the NDIS by 31 December 2020, demonstrates the **effectiveness** of the key activity by showing that the department's transition scheme has supported a number of people to transition from Commonwealth programs to the NDIS on time. It is estimated around 170,000 Commonwealth clients have transitioned to the NDIS since Trial. Some may have been clients of more than one program and/or clients of state/territory programs and/or have exited the Scheme.

### Methodology

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

The **data source** used for this calculation is the NDIS Quarterly Report to Disability Reform Ministers.

2. The target result is based status of transitioning DSS programs at the end of 30 June 2021.

The **data source** used for this calculation is DSS Administrative Data – Qualitative Assessment.

### Program Outputs

Output data sets that support the performance report for the program.

### Administered outlays

	2020–21	2019–20
NDIS Transition	\$20.81m	\$190.15m

## Program 3.2 – National Disability Insurance Scheme

### Program Analysis

In May 2019, then Minister for the NDIS, the Hon Stuart Robert MP, committed to the NDIS supporting 500,000 Australians by 2024–25. As at 30 June 2021, the Scheme is well on its way to achieving this target with 466,619 people with disability being supported by the NDIS, excluding 13,400 children in the Early Childhood Early Intervention (ECEI) Gateway, with a net increase of more than 74,000 participants in the scheme compared to 392,000 participants at 30 June 2020. Between 2017–18 to 2019–20, the NDIS population increased at an average of more than 100,000 participants per annum, an exceptional rate of growth during transition.

Commonwealth programs transitioning clients to the NDIS ceased effective from 31 March 2021. CoS arrangements for Commonwealth program clients commenced from 1 April 2021. At 30 June 2021, more than 220,000 Commonwealth and state program clients have transitioned to the NDIS, 40,000 exclusively from Commonwealth programs.

With the NDIS available to people across the entire country from 1 July 2020, the number of participants continued to increase through 2020–21 by an average of more than 6,000 people per month. This compares to an average of almost 9000 per month in 2019–20. Nevertheless the NDIA estimates, using data to December 2020 update, that NDIS participant numbers could be as high as 596,600 participants by 30 June 2023, almost 100,000 more participants than projected for that year in the 2017 Productivity Commission's study into NDIS costs and over 60,000 more than the NDIA's projection in June 2020.

### Caveats and Disclosures

- a The target of 500,000 people with disability being supported by the NDIS by 2023–24 is derived from estimates of scheme participants by the Productivity Commission in 2011 indexed at a population growth rate of around 1 per cent per annum. The financial year of 2023–24 was the anticipated year the scheme would reach maturity once all states and territories, including Western Australia, had transitioned their eligible clients from state and territory programs of specialist disability support into the NDIS. The existing eligible population had become participants, with new participants being only those newly acquiring or being born with significant and permanent disability, or acquiring citizenship or relevant visa status.



Table 2.3.2b: Key activity performance

### Program 3.2 – National Disability Insurance Scheme

This program aims 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.

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

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

**The department** is responsible for managing the Development of the NDIS Market. The department's role is to:

- implement the Growing the NDIS Market and Workforce Strategy
- develop and implement the NDIS National Workforce plan in close consultation with the disability sector, state and territory governments, the NDIA and the NDIS Quality and Safeguards Commission
- develop market roles and responsibilities with the states and territories, NDIA and NDIS Quality and Safeguards Commission
- production of quarterly market effectiveness reports, including deep dive analysis and measurement against market key performance indicators (based on the NDIS Market KPI Framework agreed by the then Disability Reform Council)
- support the implementation of the Thin Markets Framework
- administer the Boosting the Local Care Workforce Program
- administer the Jobs and Market Fund and actively engage with provider peaks, participant peaks, and providers.

The **Boosting the Local Care Workforce Program** aims to develop the capacity of disability and aged care service providers to operate effectively and expand their workforce.

**Jobs and Market Fund service providers** contribute to increasing the number and capability of NDIS workers. Examples of projects that may be funded under the Jobs and Market Fund include:

- work to support the development of an e-marketplace
- initiatives to support Aboriginal and Torres Strait Islander organisations to provide NDIS services
- projects to develop new delivery models for rural and remote communities
- development of frameworks and resources to assist providers to train NDIS workers
- information and programs that link jobseekers with NDIS career opportunities.

**Program 3.2 – National Disability Insurance Scheme****Performance Measure**

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

Source: PBS 2020–21 page 84, Corporate Plan 2020–21 page 23

**Target**

	2020–21		
	Target	Result	Outcome
1. At least 75% market utilisation rates by 30 June 2021. <sup>ab</sup>	≥ 75%	68%	Not Met
2. At least 10% improvement in NDIS market concentration in remote areas by 30 June 2021. <sup>ab</sup>	≥ 10%	1%	Not Met

**Rationale**

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

Targeting *at least 75 per cent market utilisation rates by 30 June 2021* demonstrates the **effectiveness** of the key activity. Utilisation rates are a market indicator which demonstrates the percentage of the NDIS market and workforce which has transitioned and matured, showing the change in opportunities to access services in the market.

In 2020–21 the COVID-19 pandemic saw reductions to certain NDIS services typically provided face-to-face. This contributed to a decline in market utilisation rates across all participant plan cohorts from the high of 69 per cent in 2019–20, regardless of whether participants were on their first or subsequent plans.

Targeting *at least 10 per cent improvement in NDIS market concentration in remote areas by 30 June 2021* demonstrates the effectiveness of the key activity. This target measures the change in NDIS market concentration in remote areas. Market concentration is correlated with the existence of thin markets. Market concentration is correlated with the existence of thin markets.

Market concentration measures firms' respective shares of the total revenue in a market or the extent of dominance in the market. A market with higher concentration may be less competitive (higher prices and less diverse services offered). Remote markets are persistently concentrated, dominated by a small number of providers relative to larger and more competitive city and regional markets.

In 2019–20, prior to COVID-19, there had been an improvement of 22 per cent year-on-year in remote markets. However, in 2020–21 progress to decrease in market concentration (or increased market competition) in remote locations was slow due to COVID-19 restrictions as many communities restricted access.

## Program 3.2 – National Disability Insurance Scheme

### Methodology

The calculation is based on the number of scheme participants, funding spent and funding plan approved – based on providers' claims against participant plans, excluding in-kind supports. The per cent of *market utilisation rates by 30 June 2021* is based on the monthly plot over time and tracking of market trends. This value is compared against the target directly.

The **data source** used for this calculation is NDIS authorised datasets.

The calculation of market concentration in each NDIS service district uses the Herfindahl-Hirshman Index. National remote market concentration is an average of market concentration in remote areas, weighted by the total value of payments spent in each region. The per cent improvement in NDIS market concentration in remote areas by 30 June 2021 is based on market concentration, which is weighted according to the value of the district. The remote concentration is presented as the change in market concentration.

The **data source** used for this calculation is NDIS authorised datasets.

### Program Outputs

Output data sets that support the performance report for the program.

#### Value and number of Jobs and Market Fund projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme

	2020–21	2019–20
Value <sup>c</sup> and number <sup>d</sup> of Jobs and Market Fund projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme	\$12.26m 25 projects	\$10.26m 22 projects

## Program 3.2 – National Disability Insurance Scheme

### Program Analysis

The NDIS National Workforce Plan: 2021–2025 (the Plan) was launched on 10 June 2021, by the Minister for the National Disability Insurance Scheme, Senator the Hon Linda Reynolds CSC. The plan was developed through extensive stakeholder consultation in 2019 and 2020 including workshops, meetings and an open survey. The plan was endorsed by state and territory Disability Ministers in May 2021.

The department is leading implementation of the plan which will enable workforce growth in the NDIS, and support the sector to attract a wide range of workers while improving existing workers' access to training and development opportunities.

Following approval by state and territory Disability Ministers, the NDIS Market Roles and Responsibilities document was published on the department's website on 1 April 2021. The NDIS Market Roles and Responsibilities document outlines the role of governments in supporting and developing the NDIS market and building a responsive and capable NDIS workforce that supports NDIS participants to meet their needs and achieve their goals.

The Boosting the Local Care Workforce program employs up to 25 Regional Coordinators to help local providers build sustainable businesses and grow their workforce by providing localised support and gathering intelligence on workforce issues. To date, the Australian Government has invested \$41.5 million in the program. The Program website provides resources to assist organisations to transition to the NDIS, including forecast demand for services through the Demand Map. In 2020–21, the Boosting Local Care Workforce website had approximately 36,022 unique users. On average, the website attracts 3,002 new unique users each month.

The NDIS Jobs and Market Fund was announced as a terminating measure in the 2018–19 Budget to ensure the disability workforce and market can meet growing demand as the NDIS reaches full scheme. It provides \$64.3 million from 2017–18 to 2023–24, of which \$45.6 million was provided to support the growth of the NDIS provider market and workforce in capacity and capability to meet the needs of NDIS participants. The Jobs and Market Fund is advancing these goals using a combination of procurements and open grant rounds. The Jobs and Market Fund Grant Round 1 awarded 16 grants to 15 service providers from across the care and support sector. The total funding for these grants is \$9,944,468 (excluding GST). Jobs and Market Fund funds are also being utilised to support the implementation of a number of initiatives under the NDIS National Workforce Plan.

### Caveats and Disclosures

- a NDIS authorised datasets from July 2021 were used for the analysis and are subject to data lag. Actual utilisation may be larger than the reported result and actual market concentration may be lower than the reported result.
- b This may be temporary and reflect the impact of COVID-19. Overall, national average utilisation declined 1 percentage point, after sustained growth and stability throughout the 2019–20 financial year.
- c Includes actual spending in the relevant period only.
- d This figure captures all projects that were current during the 2020–21 financial year, including projects that may have been fully funded in previous financial years.

Table 2.3.2c: Key activity performance

### Program 3.2 – National Disability Insurance Scheme

This program aims to improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that provides funds to people with significant and permanent disability to purchase reasonable and necessary supports through an insurance approach. This program also includes funding for Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund.

### Key Activity – National Disability Insurance Scheme Participant Plans

NDIS Participant Plans is a key activity of the NDIS Program. NDIS Participant Plans funds **people with significant and permanent disability** to purchase supports that enable them to participate in and contribute to their community. The NDIS is Australia's first national scheme to enable a broad range of supports for people with disability. It moves away from the previous individual state and territory approaches of providing block funding to agencies and community organisations, to funding people with disability directly to purchase their own supports.

In 2020–21, the NDIS provided more than \$23 billion to more than 466,000 Australians who have permanent and significant disability. For many people, it is the first time they are able to access the disability supports and services they need.

Participants in the NDIS identify their goals, and develop plans for the supports they need, and are allocated funds to purchase those supports. Goals may include independence, involvement in their community, education, employment and improved health and wellbeing. The NDIS enables participants to have greater choice and control over how, when and from whom they receive support over their lifetime. It also enables early intervention where early support can reduce the impact of disability for participants.

**The department** is responsible for advising the Minister for the NDIS and the government on:

- the legislative framework, including the NDIS Act 2013 and relevant rules, which underpin the governance and operations of the NDIS
- the appropriation of funding for the NDIS
- the scheme's interface with other more general service systems such as health, education and transport, working with Commonwealth, state and territory agencies
- developing the NDIS market and workforce
- implementing the Younger People in Residential Aged Care (YPIRAC) Strategy 2020–25, jointly with the Department of Health and the NDIA.

### Program 3.2 – National Disability Insurance Scheme

**The National Disability Insurance Agency** is responsible for administering the scheme under the NDIS Act (2013) including decision making in respect of access to the scheme; undertaking individual planning with participants and allocating funding to participants for reasonable and necessary supports which will assist people with disability to participate in economic and social life. The functions of the Agency are to:

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

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

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

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

- set policy and guidelines for people eligible for aged care, including people with disability, and the interface between aged care and the NDIS
- implementing the YPIRAC Strategy 2020–25 to achieve the YPIRAC targets, jointly with the Department of Social Services and NDIA.

## Program 3.2 – National Disability Insurance Scheme

### Performance Measure

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

Source: PBS 2020–21 Page 84, Corporate Plan 2020–21 Page 23

#### Target

	2020–21		
	Target	Result	Outcome
1. At least 60% of NDIS participants of school age to 14 attend school in a mainstream class.	≥ 60 %	70%	Met
2. At least 70% of NDIS participants with a disability aged 18–24 have completed secondary school.	≥ 70 %	69%	Not Met

#### Rationale

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

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

#### Methodology

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

The **data source** used for this calculation is the NDIA Short-Form Outcomes Framework Survey.

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

The **data source** used for this calculation is the NDIA Short-Form Outcomes Framework Survey.

**Program 3.2 – National Disability Insurance Scheme****Performance Measure**

Extent to which NDIS participant outcomes are met.

Source: PBS 2020–21 Pages 92–93, Corporate Plan 2020–21 Page 24

**Target**

	2020–21		
	Target	Result	Outcome
1. At least 80% of NDIS participants report satisfaction with the scheme planning process.	≥ 80%	83%	Met
2. At least 25% of working age NDIS participants in paid employment.	≥ 25%	22%	Not Met
3. At least 45% of NDIS participants involved in community and social activities.	≥ 45%	45%	Met

**Target**

	2020–21	
	Result	Outcome
4. No people under 65 years of age entering residential aged care by the end of 2022 apart from in exceptional circumstances.	164 people aged under 65 entered residential aged care in the March 2021 quarter, a decrease from 282 entering a year ago in the March 2020 quarter.	Ongoing
5. No people under 45 years of age living in residential aged care by the end of 2022 apart from in exceptional circumstances.	105 people aged under 45 were living in residential aged care at 31 March 2021, a decrease from 139 people a year ago 31 March 2020.	Ongoing
6. No people under 65 years of age living in residential aged care by the end of 2025 apart from in exceptional circumstances.	4105 people aged under 65 were living in residential aged care at 31 March 2021, a decrease from 5113 people a year ago at 31 March 2020.	Ongoing



## Program 3.2 – National Disability Insurance Scheme

### Rationale

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

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

1. Targeting at least 80 per cent of NDIS participants report satisfaction with the scheme planning process, demonstrates the **effectiveness** of the key activity by showing NDIS participants reporting satisfaction with the scheme planning process. Participation satisfaction rates are an indicator of whether NDIS participants are satisfied with NDIA's planning process.
2. Targeting at least 25 per cent of working age NDIS participants in paid employment, demonstrates the **effectiveness** of the key activity by showing working age NDIS participants in paid employment. This will demonstrate if participants are achieving their 'employment' outcomes.
3. Targeting at least 45 per cent of NDIS participants involved in community and social activities, demonstrates the **effectiveness** of the key activity by showing NDIS participants involved in community and social activities. This will demonstrate if participants are achieving their 'social participation' outcomes.
4. Targeting no people under 65 years entering residential aged care by the end of 2022, apart from in exceptional circumstances, demonstrates the **effectiveness** of the key activity by showing whether younger people who are NDIS participants living in residential aged care are achieving their 'living arrangement' goals and outcomes. This is a YPIRAC Strategy target.
5. Targeting no people under 45 years living in residential aged care by the end of 2022, apart from in exceptional circumstances, demonstrates the **effectiveness** of the key activity by showing whether younger people who are NDIS participants living in residential aged care are achieving their 'living arrangement' goals and outcomes. This is a YPIRAC Strategy target.
6. Targeting no people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances, demonstrates the **effectiveness** of the key activity by showing whether younger people who are NDIS participants living in residential aged care are achieving their 'living arrangement' goals and outcomes. This is a YPIRAC Strategy target.

## Program 3.2 – National Disability Insurance Scheme

### Methodology

- 1 The *percentage of NDIS participants report satisfaction with the scheme planning process* is based on the proportion of survey respondents reporting their experience with the planning process as good or very good.  
  
The **data source** used for this calculation is the NDIS Outcomes Framework Survey.
- 2 The *25 per cent of working age NDIS participants in paid employment* is based on the proportion of participants aged 16 and over who have been in the scheme for at least two years in paid work at their latest plan review.  
  
The **data source** used for this calculation is the NDIS Outcomes Framework Survey.
- 3 The *25 per cent of working age NDIS participants in paid employment* is based on the proportion of participants aged 16 and over who have been in the scheme for at least two years participating in community and social activities as at their latest plan review.  
  
The **data source** used for this calculation is the NDIS Outcomes Framework Survey.
- 4–6 The number of people under 65 years entering, and under 65 years and 45 years living, in residential care, is based on Department of Health and NDIA data. NDIS participants currently account for around 88 per cent of younger people residing in residential aged care facilities.  
  
The **data source** used for this calculation is Department of Health and NDIS administrative data.

### Program Outputs

Output data sets that support the performance report for the program.

### Administered outlays

	2020–21	2019–20
National Disability Insurance Scheme Participant Plans	\$12,654.98m	\$6,754.76m

### Program Analysis

Developing Individual participant plans is a key activity of the NDIS as it directly ties government funding for the NDIS to reasonable and necessary supports required by participants.

The department's role in participant plans is to design the legislative framework, such as the NDIS (Supports for Participants) Rules 2013, which prescribe how assessments and determinations are made by the NDIA for reasonable and necessary supports funded for participants under the NDIS.

Measuring plan effectiveness is complex because a participant's requirement for disability supports will differ based on their disability, their goals, and their personal and external circumstances. The department seeks to measure the effectiveness of participant plans based on outcomes achieved from funded supports, particularly in social, educational and economic participation, and participant satisfaction with the planning process administered by the NDIA.

The targets set by the department reflect the levels of participation observed for people not in the NDIS. That is, the NDIS should help people with disability achieve participation outcomes similar to people not in the NDIS. Achievement of these outcomes is reliant upon various factors beyond the department's control, including the administration of the NDIS by the NDIA and intersections with mainstream services delivered by states and territories, such as the education system.

### Program 3.2 – National Disability Insurance Scheme

At 30 June 2021, 70 per cent of NDIS participants of school age to 14 attended school in a mainstream class (10 per cent higher than the 60 per cent target) and 69 per cent of NDIS participants aged 18–24 completed secondary school (slightly lower than the 70 per cent target), consistent with levels observed a year ago at June 2020. NDIA longitudinal data highlight almost half of the parents and carers of NDIS children of school age to 14 (46 per cent) agree the NDIS has improved their child's access to education. These statistics indicate funded supports in participant plans are improving the educational participation for NDIS children, though further work can be done to improve their completion of secondary school.

The NDIS continues to deliver significant improvements to social and community participation outcomes for their participants. At 30 June 2021, 45 per cent of NDIS participants aged 15 and over who have been in the scheme for at least two years were involved in social, community and religious activities, an increase from 36 per cent at baseline when these participants first entered the NDIS. After four years in the scheme, participants involved in social, community and religious activities increases to 49 per cent, which highlights participant outcomes do improve the longer participants remain in the scheme.

Rates of employment for participants have not increased. For participants aged 15 and over who have been in the scheme for at least two years, 22 per cent of participants were in paid work at scheme entry and this percentage has not improved after two years in the scheme. Employment rates increased for younger participants aged 15 to 24 from 12 per cent at scheme entry to 21 per cent after two years in the scheme but decreased for participants aged 25 and over from 25 per cent at scheme entry to 23 per cent after two years in the scheme. The department is working closely with the NDIA on enhancements to its NDIS Participant Employment Strategy and the department's development of a National Disability Employment Strategy to ensure the roles and responsibilities of the two agencies are complementary and work to benefit the employment of people with disability. Note employment outcomes are also affected by broader economic circumstances, which in 2020–21 includes the effects of COVID-19 on economic activity and unemployment.

In the June 2021 quarter, 83 per cent of participants rated the planning process as either good or very good, with a further 10 per cent rating the experience as neutral. Participant satisfaction with the planning process has remained stable between 80 to 85 per cent since the September 2018 quarter.

The Australian Government is committed to ensuring no person under the age of 65 lives in residential aged care unless there are exceptional circumstances by end of 2025. The aged care system is designed to support the needs of older people and is not designed for younger people.

A Joint Agency Taskforce (JATF), between the Department of Social Services, Department of Health and the NDIA, has been established to drive implementation of the YPIRAC Strategy 2020–25 to achieve the targets. The JATF will continue for the life of the targets.

The Australian Government is also working in collaboration with states and territories, sector stakeholders and younger people to reduce the number of younger people entering, and living in residential aged care. Working across systems will ensure there are appropriate and effective pathways to accommodation and supports.

### Program 3.2 – National Disability Insurance Scheme

Significant progress has been made against the YPIRAC targets. Key factors contributing to this progress include:

- revised Aged Care Assessment Supplementary Guidelines that make aged care a last resort
- a detailed analysis and report on the characteristics and circumstances of younger people living in residential aged care
- quarterly reporting by AIHW against the YPIRAC targets as well as investigating data linkages to identify pathways and outcomes for younger people
- streamlined NDIS access decisions and planning processes to strengthen pathways to accommodation other than residential aged care
- establishment of a dedicated team of NDIA YPIRAC Planners who support younger NDIS participants in residential aged care
- rolling out NDIA Health Liaison Officers across Australia to enhance connections between hospitals and the NDIA
- funding medium-term housing supports for YPIRAC NDIS participants awaiting confirmed longer-term accommodation
- funding of \$10.1 million in the 2020–21 Budget to establish the YPIRAC System Coordinator Program to help younger people find age-appropriate accommodation and supports.

The ability to meet the YPIRAC targets will be largely dependent on continued collaboration with states and territories and clearly defined roles and responsibilities as it relates to the provision of accommodation for YPIRAC, and the creation of accessible and well-designed housing to ensure alternative options are available to divert younger people from entering residential aged care.

### Caveats and Disclosures

#### NDIA's Short-Form Outcomes Framework (SFOF) Survey

Figures on participant outcomes (educational, social and economic participation) are sourced from the NDIS Outcomes Framework questionnaires developed by the NDIA to measure the outcomes for participants and families/carers. The NDIS Outcomes Framework measures progress towards a common set of accepted goals for each participant to provide an aggregate picture of how the scheme is making a difference. It includes a SFOF, which is a census for all NDIS participants administered once per plan review (generally annually), and a Long Form Outcomes Framework (LFOF), which is an extension of the SFOF survey provided to a longitudinally consistent sample of participants and their families/carers, administered in addition to the SFOF survey.

The NDIA publishes data from the NDIS Outcomes Framework quarterly as part of the NDIS Quarterly Report to Disability Reform Ministers (DRM), and annually as part of its annual participant and carer outcomes report.

#### NDIA Satisfaction Survey

Figures on participant satisfaction with the NDIS planning process are sourced from the NDIS Participant Satisfaction Survey administered by Australian Healthcare Associates (AHA) on behalf of the NDIA.

Survey responses are collected throughout the year from participants and their nominees about their recent NDIS experience during access, pre-planning, planning or plan review process.

Every month the NDIA provides AHA with the entire population of participants who had a recent interaction in any of the participant pathway steps. The AHA contacts participants or their nominees by phone, email or SMS to take part in their survey. Families and carers are also asked about their experience. AHA may ask parents to complete the participant survey on behalf of their child. Participants can also nominate a person to respond on their behalf.

#### Younger people in residential aged care

Figures on younger people in residential aged care are provided by the Department of Health to the NDIA, which is then subsequently report in the NDIS Quarterly Report to Disability Ministers, to monitor the progress of the Younger People in Residential Aged Care (YPIRAC) Strategy 2020–25.

The three YPIRAC targets are for all younger people living in residential aged care, they do not apply only to NDIS participants.

## Chapter 2.4

# Outcome 4: Housing

## Purpose

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

## Programs and activities

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

OUTCOME 4 – HOUSING	
Program 4.1 Housing and Homelessness	Program 4.2 Affordable Housing
<b>Key activities</b> <ul style="list-style-type: none"> <li>National Housing and Homelessness Agreement</li> </ul>	<b>Key activities</b> <ul style="list-style-type: none"> <li>National Rental Affordability Scheme</li> </ul>

## Summary and analysis of Outcome 4

In 2020–21, the department achieved all targets across Outcome 4.

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

The National Rental Affordability Scheme (NRAS) has increased the availability of affordable rental housing to low and moderate-income households and has reduced the rent for dwellings in the Scheme. NRAS makes dwellings available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants. The department measures the compliance outcomes of approved participants to ensure they meet the regulatory requirements of the NRAS. There will be a continued focus on delivering the NRAS in compliance with legislation, including processing of compliance statements within 60 days.

We work with the Treasury and state and territory housing departments, including through the National Housing and Homelessness Agreement (NHHA) to improve housing outcomes. The Australian Government spends around \$1.6 billion a year under the NHHA, which commenced on 1 July 2018. This included \$129 million in homelessness funding in 2020–21, which the states must match. On 23 April 2021, the Council on Federal Financial Relations endorsed the department led Commonwealth–state Data Improvement Plan under the NHHA. The Data Improvement Plan is a multi-year project seeking to deliver improved, nationally consistent housing and homelessness data to strengthen the Australian Government's ability to reliably measure state performance in meeting NHHA outcomes. Implementation of data improvement activities is expected to be completed by 30 June 2023.

### Key achievements

In the past year, some of our contributions to improving outcomes for increasing housing supply, improving community housing and assisting individuals experiencing homelessness include:

- together with the Australian Government Treasury, delivering around \$1.6 billion each year through the NHHA to improve housing and homelessness outcomes across Australia. Through the NHHA, the Australian Government is providing ongoing and indexed funding for housing initiatives delivered by state partners. The NHHA also includes dedicated homelessness funding that must be matched by states and territories
- leading development of a housing and homelessness Data Improvement Plan with states and territories and Commonwealth agencies, to ensure housing outcomes can be reliably measured in the future and government funds can be effectively distributed
- delivered over \$5.4 billion in Commonwealth Rent Assistance payments to help more than 1.49 million individuals and families renting in the private rental market or living in community housing. Outcome 1 (Table 2.1.13) reports on the impact of Commonwealth Rent Assistance in reducing the incidence of rental stress for social security payment or Family Tax Benefit recipients

## Outcome 4 key performance results

Program	Key Activities	Target	Result
4.1 Housing and Homelessness	National Housing and Homelessness Agreement	100% 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>	Met
		States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.	Met
4.2 Affordable Housing	National Rental Affordability Scheme	90% of statements of compliance are processed within 60 days.	Met
		90% of allocations set under the Scheme are active and receiving incentive payments	Met

## Outcome 4: Key activity performance

Table 2.4.1: Key activity performance

### Program 4.1 Housing

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

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

The National Housing and Homelessness Agreement (NHHA) is a key activity of the Housing Program. The NHHA is an agreement between the Australian Government and the states and territories. The NHHA aims to contribute to improving access to affordable, safe and sustainable housing across the housing spectrum, including to prevent and address homelessness, and to support social and economic participation.

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

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

The **states and territories** are responsible for allocated funding and delivering services in accordance with the terms of the NHHA, including:

- publishing housing and homelessness strategies
- providing annual statement of assurance reports
- contributing to the ongoing collection and transparent reporting of agreed data
- matching Commonwealth homelessness funding
- Social housing and homelessness services, administration and delivery to support local needs
- The NHHA provides funding to support the delivery of housing and homelessness services, projects, reforms or initiatives. As part of its reviews of nationally significant sector-wide agreements between the Commonwealth and States and Territories, the Productivity Commission will review the NHHA. This review is expected to be completed at least 12 months prior to 30 June 2023, and periodically thereafter.



## Program 4.1 Housing

### Performance Measure

Standard of delivery by states and territories and organisations is in accordance with the terms and conditions of contracts and agreements with the department

Source: PBS 2020–21 Page 88, Corporate Plan 2020–21 Page 26

#### Target

100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:	2020–21		
	Target	Result <sup>a</sup>	Target
<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>	100%	100%	100%

#### Rationale

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

#### Methodology

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

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

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

- state and territory relevant government department website where housing and homelessness strategies are published
- the Productivity Commission's annual Report on Government Services
- the Australian Institute of Health and Welfare's (AIHW) Housing Assistance and Specialist Homelessness Services dataset
- NHHA statements of assurance, submitted to the department by the states and territories.

**Program 4.1 – Housing****Performance Measure**

National reporting by states and territories on the number of dwellings for social housing and the number of specialist homelessness services delivered.<sup>b</sup>

Source: New measure added to complement existing compliance measure on NHHA

**Target**

2020–21										
Target					Result			Outcome		
The national reporting on the number of dwellings for social housing and the number of specialist homelessness services delivered is an output measure and therefore a specific target has not been set. <sup>c</sup>					States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered			Refer output data tables below		Met
Number of social housing dwellings by category as at 30 June 2020 <sup>d</sup>										
Social housing category	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus	
Public housing dwellings	96,939	64,072	51,890	32,409	32,147	7,050	10,985	4,911	300,403	
State owned and managed Indigenous housing dwellings	4,560	-	3,242	-	1,388	218	-	5,231	14,639	
Community housing dwellings	49,509	14,857	11,054	8,005	12,151	6,919	936	464	103,895	
Indigenous community housing dwellings	5,011	1,670	5,238	2,699	890	87	-	1,801	17,396	

Note:

- For a full list of explanatory notes, refer to explanatory notes on the AIHW housing data tables. <https://www.aihw.gov.au/getmedia/1c4d25dd-102f-4cb8-bc3c-f20d92665d9f/AIHW-HOU-325-Data-tables-Social-housing-dwellings-2.xlsx.aspx>

### Program 4.1 – Housing

#### Number of specialist homelessness services clients by priority cohort as at 30 June 2020<sup>e</sup>

Priority Cohorts	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	National
Indigenous clients	20,475	10,398	14,715	12,110	4,824	983	624	8,741	71,582
Young people (15-24 presenting alone)	13,673	13,702	5,153	2,878	3,547	1,464	772	1,777	42,387
Repeat clients (where clients reported as homeless, then as having a dwelling, and then as homeless)	2,316	2,808	1,480	569	561	364	182	206	8,486
Older clients	5,012	11,848	2,709	2,302	1,133	630	294	657	24,421
Women and children affected by family and domestic violence (FDV)	25,503	49,307	14,528	9,974	6,192	1,583	1,447	4,358	112,892
Clients exiting custodial and care arrangements	3,932	7,217	1,730	1,038	1,154	527	313	499	16,180

**Note:**

Cohort definition may not directly match the priority cohorts as defined in the NHHA.

The number of specialist homelessness service clients does not serve as a proxy for number of people experiencing homelessness.

As clients may be represented in a number of priority cohorts, the overall number of SHS clients cannot be taken from the above table.

For a full list of explanatory notes, refer to explanatory notes on the AIHW specialist homelessness services data tables.

<https://www.aihw.gov.au/getmedia/50d20979-6f26-4d45-97dd-912ed011731f/AIHW-HOU-322-Specialist-olhomelessness-services-data-tables-2019-20.xlsx.aspx>

**Program 4.1 – Housing****Rationale**

*National reporting on the number of social housing dwellings and the number of specialist homelessness services delivered* aims to demonstrate the department's contribution through the administration of the NHHA to a **key output** of the key activity.

**Methodology**

The number of social housing dwellings by category is based on the Australian Institute of Health and Welfare Housing Assistance annual report 2020.

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

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

- state and territory relevant government department website where housing and homelessness strategies are published
- the Australian Institute of Health and Welfare Housing Assistance annual report
- the Australian Institute of Health and Welfare Specialist Homelessness Services annual report
- NHHA annual statements of assurance, submitted to the department by the states and territories.

**Program Analysis**

The focus of social housing and homelessness sector services for states and territories is to ensure that Australians have access to affordable, safe and sustainable housing.

The NHHA commits funding each year to states and territories to contribute to improving access to affordable, safe and sustainable housing, including to prevent and address homelessness and to support social and economic participation. The requirement for having publicly available strategies under the NHHA, has improved the transparency and accountability on state and territory housing and homeless expenditure and therefore outputs and outcomes.

Total Australian, state and territory government recurrent expenditure for housing and homelessness services (including social housing and specialist homelessness services) was \$6.5 billion in 2019 20<sup>f</sup>. The Australian Government share of this expenditure under NHHA was \$1.6 billion. States and territories are responsible for how funding is allocated, including determining priorities and the type and locations of services funded.

While the work on data improvement<sup>9</sup> continues to progress, the annual Statements of Assurance<sup>h</sup>, serve as a proxy indicator for the effectiveness of the NHHA's contribution to the housing and homelessness outputs and outcomes for states and territories<sup>i</sup>. The Statements of Assurance are compared to national data published by the Australian Institute of Health and Welfare and by the Productivity Commission.

## Program 4.1 – Housing

### Housing

Funding provided to states and territories through the NHHA contributes towards the provision of social housing. Social housing is subsidised rental housing provided by not-for-profit, non-government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. In 2019–20, the Productivity Commission Report on Government Services<sup>l</sup> reported all jurisdictions made a significant investment in public housing, however it also shows the number of social housing dwellings in the states and territories has remained relatively stable over the past ten years to 2020 (increasing by around 14,000). Additionally, the Australian Institute of Health and Welfare's housing data dashboard<sup>k</sup> shows an increase in the number of social housing occupants with the greatest need in 2019–20 (as a proportion of new allocations for community housing, public housing and state-owned and managed Indigenous housing). State and territory government net recurrent expenditure<sup>l</sup> on social housing was \$4.3 billion in 2019–20, an increase in real terms from \$4.1 billion in 2018–19. In terms of outputs for social housing, the Productivity Commission has reported:<sup>m</sup>

- 'Greatest need allocations as a proportion of all new allocations' indicates assistance is provided to those most at risk. (Table 18A.22/23/24)
- 'Proportion of gross household income spent on rent' indicates the change in affordability of the social housing system over time. (Table 18A.22/23/24)
- 'Customer satisfaction' rates with provided housing indicates change in tenant sentiment over time and the ability to provide housing fit for purpose and needs. (Table 18A.40/41/42)
- 'Average turnaround times for vacant stock' indicates the flexibility of the social housing system overall. (Table 18A.13/14)
- 'Government recurrent expenditure per dwelling' indicates the sustainability of the social housing system at scale. (Table 18A.43/44/45/46)

### Homelessness

The Australian Government contributes to funding for specialist homelessness services through the NHHA. In 2019–20, the Australian Government provided \$125.0 million, which was required to be matched by states and territories. Specialist homelessness services respond to and support priority homelessness cohorts identified in the NHHA who are homeless or at risk of homelessness. The priority cohorts are women and children affected by domestic violence; children and young people; people experiencing repeat homelessness; older people; Indigenous Australians; and people leaving institutions or care. The 2019–20 Statements of Assurance show that all jurisdictions (with the exception for Northern Territory, which does not report by cohorts) made a significant investment in homelessness services targeting the priority cohorts.

In terms of outputs for specialist homelessness services, the Australian Institute of Health and Welfare has reported:<sup>n</sup>

- During 2019–20 the number of priority homelessness cohort clients accessing state and territory homelessness services was 290,462.
- Every month during 2019–20, between 80,000 and 90,000 people received support for specialist homelessness service agencies.

**Program 4.1 – Housing****Caveats and Disclosures**

- a Results reported at 30 June 2021 are for 2019–20. The 12 month lag is to allow for completion of submission of statements of assurance by states and territories by the end October of each year. The statements of assurance are published in the Federal Financial Relations website by the department. <https://federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0>.
- b As states and territories are responsible for the delivery of social housing and homelessness services, states hold most of the information, which underpins national reporting for social housing and homelessness. In particular, states contribute reporting on the number of dwellings for social housing and number of specialist homelessness services delivered.
- c Under the NHHA, the day-to-day delivery of social housing and homelessness services is a responsibility of state and territory governments. No target is set for this measure as states and territories are responsible for determining their own priorities as well as the type and locations of services funded. This includes social housing and homelessness services, administration and delivery to support local needs. States and territories are required to have a publicly available housing strategy and homelessness strategies that set out how they will respond to demand in their respective jurisdiction.
- d Australian Institute of Health and Welfare 2021. Housing assistance in Australia. <https://www.aihw.gov.au/reports/housing-assistance/housing-assistance-in-australia>.
- e Australian Institute of Health and Welfare 2020. Specialist homelessness services annual report. <https://www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report>.
- f Statements of assurance provided by states and territories during 2019–20. The Statements of Assurance are published in the Federal Financial Relations website by the department. <https://federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0>.
- g Recognising the limitations of data available to assess housing and homelessness outcomes, in 2019–20, under the NHHA, the department led the development of a Commonwealth–State Data Improvement Plan (DIP) for improved, nationally consistent data on housing and homelessness. Work on data improvement activities has commenced, undertaken by agencies including the Australian Bureau of Statistics, the Australian Institute of Health and Welfare as well as external research organisations.
- h When comparing state and territory reporting through the Statement of Assurance to the Productivity Commission Report on Government Services, there is often discrepancies due to differing data definitions and reporting methodologies between jurisdictions. The department follows up with the relevant jurisdiction to try and clarify any discrepancies.
- i There are a number of other factors including state's own investment, which significantly influence housing and homelessness outcomes.
- j Productivity Commission Report on Government Services 2021 Part G, Section 18, Housing, released January 2021 (housing data tables) <https://www.pc.gov.au/research/ongoing/report-on-government-services/2021/housing-and-homelessness/housing>.
- k Australian Institute of Health and Welfare housing data dashboard <https://www.housingdata.gov.au/>.
- l Productivity Commission Report on Government Services 2021 Part G, Section 18, Housing, released January 2021 <https://www.pc.gov.au/research/ongoing/report-on-government-services/2021/housing-and-homelessness/housing>.
- m Productivity Commission Report on Government Services 2021 Part G, Section 18, Housing, released January 2021 (housing data tables) <https://www.pc.gov.au/research/ongoing/report-on-government-services/2021/housing-and-homelessness/housing>.
- n Australian Institute of Health and Welfare 2020. Specialist homelessness services annual report. <https://www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report>.

Table 2.4.2: Key activity performance

#### Program 4.2 – Affordable Housing

This program aims to improve the supply of affordable rental housing to low and moderate income households.

#### Key Activity – National Rental Affordability Scheme

The National Rental Affordability Scheme (the Scheme) is a key activity of the Affordable Housing Program.

Under the National Rental Affordability Scheme, the Australian Government in conjunction with the states and territories is providing financial incentives to:

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

The Scheme, which commenced in 2008, provides an annual, financial incentive for up to 10 years for approved participants who rent dwellings to eligible **people on low to moderate incomes** at a rate at least 20 per cent below market rent.

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

#### Performance Measure

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

Source: PBS 2020–21 page 92, Corporate Plan 2020–21 page 26

#### Target

90% of statements of compliance are processed within 60 days.	2020–21 <sup>a</sup>		
	Target	Result	Outcome
	≥ 90 %	94.3%	Met

#### Rationale

Measuring the *delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants* aims to demonstrate the department has **efficiently** processed statements of compliance. It also demonstrates the effectiveness of the program as each statement of compliance is only issued on proof of an affordable dwelling tenanted to an eligible tenant.

This measure demonstrates achievement of a key output of the National Rental Affordability Scheme key activity: *statements of compliance are processed and financial incentives are issued accurately to approved participants*.

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

**Program 4.2 – Affordable Housing****Methodology**

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

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

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

**Performance Measure**

Incentives delivered through the scheme are maximised to improve the supply of affordable rental housing to low and moderate income households.

Source: New output measure added to complement existing measure for NRAS

**Target**

90% of allocations set under the Scheme are active and receiving incentive payments	2020–21 <sup>a</sup>		
	Target	Result	Outcome
	≥ 90 %	94.5%	Met

**Calculation**

Total allocations receiving a payment in NRAS year 2019–20	34,014
Maximum allocations available for NRAS year 2019–20	35,989
	94.5%

**Output data for NRAS quarterly summary**

NRAS Quarterly Summary	Jun Qtr 2019	Sep Qtr 2019	Dec Qtr 2019	Mar Qtr 2020	Jun Qtr 2020
Active allocations	34,501	34,191	33,844	33,743	33,468
Provisional allocations	1,488	1,404	1,325	1,257	1,189
<b>Total</b>	<b>35,989</b>	<b>35,595</b>	<b>35,169</b>	<b>35,000</b>	<b>34,657</b>

Note:

- The total for June Qtr 2019 forms the basis of maximum allocations available for NRAS year 2019–20



## Program 4.2 – Affordable Housing

### Rationale

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

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

### Methodology

The active, provisional and total allocations under the Scheme are reported quarterly, while incentives are paid on a yearly basis. For the purposes of this measure, the maximum number of allocations in the year is used (35,989). Please note:

- Results for the 2019–20 National Rental Affordability Scheme year (1 May 2019 to 30 April 2020) and the correlated 2019–20 financial year are reported, as full payment data for the 2020–21 National Rental Affordability Scheme year was not available at time of publication.
- Note: the number of incentives issued within the Program Outputs section (35,073) differs from the number of allocations receiving an incentive payment (34,014), to remove double counting for multiple incentives being issued to a single allocation and remove allocations that were issued a nil incentive payment.

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

### Program Outputs

Output data sets that support the performance report for the program.

#### Number of National Rental Affordability Scheme incentives issued for the relevant National Rental Affordability Scheme year (Cash and Refundable Tax Offsets (RTO))

	2019–20 <sup>a</sup>	2018–19
Cash	12,244	12,385
RTO	22,829	22,124
<b>Total</b>	<b>35,073</b>	<b>34,509</b>

## Program 4.2 – Affordable Housing

### Program Analysis

These indicators measure the outcomes of approved participants to ensure they meet the regulatory requirements of the Scheme and deliver affordable rental housing to low and moderate-income households. This is the first year these measures have been reported.

The National Rental Affordability Scheme has increased the availability of affordable rental housing to low and moderate-income households. The National Rental Affordability Scheme makes dwellings available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants. Results provided relate to compliance being met by the *National Rental Affordability Scheme Regulations 2020* (NRAS Regulations).

In assessing the 2019–20 National Rental Affordability Scheme year statements of compliance, the department's performance was impacted by the COVID-19 pandemic and amendments to the NRAS Regulations and *National Rental Affordability Scheme Act 2008* (NRAS Act). The department consulted with approved participants and peak bodies throughout this period. The department exercised all powers under the NRAS Regulations to allow greater flexibility in the regulatory environment. This included:

- extending the deadline to submit statements of compliance from 30 June 2020 to 30 September 2020
- extending the submission of other documents from 28 April 2020 to 30 November 2020
- engaging with state and territory governments on changes to tenancy laws and eviction moratoriums due to the COVID-19 pandemic
- modifying internal processes whilst departmental staff worked from home.

There will be a continued focus on delivering the National Rental Affordability Scheme in compliance with legislation, including processing of compliance statements within 60 days and seeking to maximise use of the Scheme by approved participants.

### Caveats and Disclosures

- a Results for the 2019–20 National Rental Affordability Scheme year (1 May 2019 to 30 April 2020) are reported, as full payment data for the 2020–21 National Rental Affordability Scheme year was not available at time of publication.

## Chapter 2.5

# Cross Outcome – Program Support

## Program Outcome key performance results

Program	Key Activities	Target	Result
Program Support	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 2% between budgeted expenses and Final Budget Outcome for all Department of Social Services Outcomes.	— <sup>a</sup>
	Advice and support to Ministers and Assistant Ministers	At least 95% of ministerial briefs and correspondence across the four outcomes are provided on time.	Not met

<sup>a</sup> The department's financial performance is reported in the 2020–21 Annual Report, Financial Statements.

## Cross Outcome – Key activity performance

Table 2.CO.1: Key activity performance

### Program Support

#### Key Activity – Advice and Support to Ministers and Assistant Ministers

Advice and support to Ministers is a key activity of Program Support. The key activity aims to support programs across the outcomes to ensure that Ministers and the Assistant Minister are provided with timely advice and support from the department.

#### Performance Measure

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

Source: PBS 2021–22 pages 59, 74, 86 and 93; Corporate Plan 2020–21 page 27

#### Target

At least 95% of ministerial briefs and correspondence across the four outcomes are provided on time.	2020–21		
	Target	Outcome	Result
	≥ 95 %	81%	No Met

#### Rationale

Measuring *timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers* aims to demonstrate the department has **efficiently** provided advice and support in order to allow Ministers and Assistant Ministers to make decisions that support the department to achieve its objectives. This is a measure of **proxy efficiency** that demonstrates achievement of a key output in achieving an objective of the key activity: *timely advice and support provided to ministers and assistant ministers*.

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

#### Methodology

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

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

#### Program Analysis

In 2020–21, the department implemented a new process to proactively monitor, report and manage the timeliness of advice and support provided to Portfolio Ministers. In 2020–21 there has been an 11 per cent increase in the level of ministerial briefing being actively managed, as the department continues to provide policy and program advice to support government decision making as a result of the ongoing pandemic and the rapidly changing environment.



