

Audit report of the 2024–25 annual performance statements

Department of Social Services



INDEPENDENT AUDITOR'S REPORT on the 2024-25 Annual Performance Statements of the Department of Social Services

To the Minister for Finance

Conclusion

In my opinion, the 2024-25 Annual Performance Statements of the Department of Social Services (DSS):

- present fairly DSS' performance in achieving its purpose for the year ended 30 June 2025; and
- 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 PGPA Act).

Audit criteria

To assess whether DSS' annual performance statements complied with Division 3 of Part 2-3 of the PGPA Act, I applied the following criteria:

- whether the entity's key activities, performance measures and specified targets are appropriate to measure and assess the entity's performance in achieving its purposes;
- whether the performance statements are prepared based upon appropriate records that properly record and explain the entity's performance;
- whether the annual performance statements present fairly the entity's performance in achieving the entity's purposes in the reporting period.

Emphasis of Matter – Our Watch component of Women's Safety measure – Key activity 2.1.2

I draw attention to the disclosure within the annual performance statements for the Our Watch measure under the subheading *Disclosures* which describes that the performance measure for Our Watch in 2024–25 has not been reported while an independent evaluation is under development.

This disclosure is fundamental to a user's understanding of the 2024–25 annual performance statements.

My conclusion is not modified in respect of this matter.

Emphasis of Matter – Enhanced Income Management – Key activity 2.1.5-2

I draw attention to the disclosure within the annual performance statements for the Enhanced Income Management measure under the subheading *Disclosures* which describes the DSS's assumptions and limited assurance relevant to the reporting of this measure.

This disclosure is fundamental to a user's understanding of the 2024–25 annual performance statements.

My conclusion is not modified in respect of this matter.

Accountable Authority's responsibilities

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

- the preparation of annual performance statements that accurately present the DSS' performance in the reporting period and comply with the requirements of the PGPA Act and any requirements prescribed by the *Public Governance, Performance and Accountability Rule 2014* (the Rule).
- keeping records about the DSS' performance as required by the PGPA Act, and
- establishing internal controls that the Accountable Authority determines are appropriate to enable the preparation of annual performance statements.

Auditor's responsibilities for the audit of the performance statements

My responsibility is to conduct a reasonable assurance engagement to express an independent opinion on the DSS' 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.

Procedures were planned and performed to obtain reasonable assurance about whether the annual performance statements of the entity present fairly the entity's performance in achieving its purposes and comply, in all material respects, with the PGPA Act and 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 controls 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 conclusion.

Independence and quality control

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

Inherent limitations

Because of the 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 PGPA 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

A handwritten signature in black ink, appearing to read 'Rona Mellor', written in a cursive style.

Rona Mellor PSM

Deputy Auditor-General

Canberra

3 October 2025

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Annual Performance Statements

Outcome 1: Social Security	24
Outcome 2: Families and Communities	53
Outcome 3: Disability and Carers	79
Outcome 4: Housing	85

Statement of preparation

As the accountable authority of the Department of Social Services, I present the 2024–25 Annual Performance Statements of the Department of Social Services, as required under paragraphs 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and section 16F of the Public Governance, Performance and Accountability Rule 2014. In my opinion, these Annual Performance Statements accurately reflect the performance of the entity for the reporting period and comply with subsection 39(2) of the PGPA Act.

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

Michael Lye
Secretary
2 October 2025

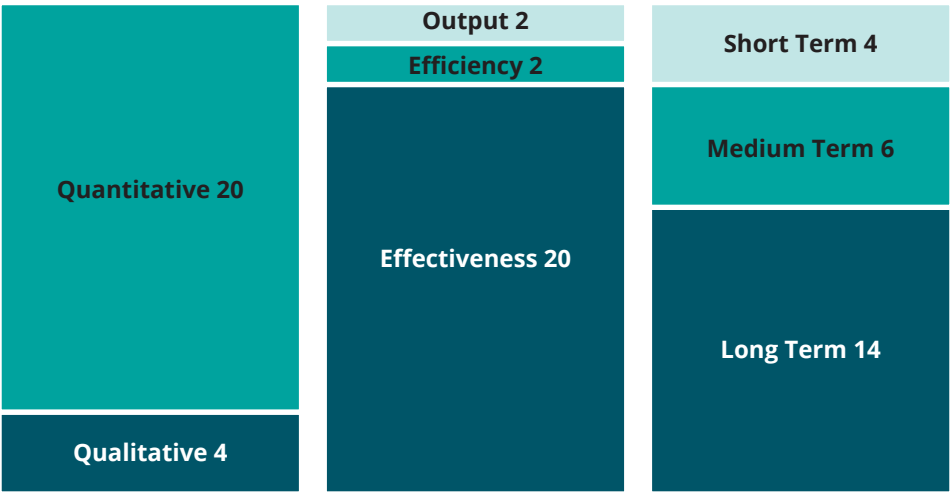
Overview

In compliance with the PGPA Act, this report includes the department’s Annual Performance Statements for the year 2024–25. The statements present the outcomes achieved in relation to performance criteria outlined in the 2024–25 Portfolio Budget Statements and the 2024–25 Corporate Plan.

The department’s key activities are delivered in partnership with a range of third parties including portfolio agencies and for-profit and not-for-profit organisations contributing to the department’s purpose. We source data from our delivery partners to measure and report in our Annual Performance Statements. The department aims to ensure the performance data it collects is reliable, verifiable, and supported by assurance processes. The data collected is aligned with privacy principles and better practice data governance. In the interest of transparency, we disclose limitations associated with the data and methodology used to assess our performance.

Our performance measures include a mix of qualitative and quantitative measures to capture the multiple dimensions of the department’s performance, where this is reasonably practical. When selecting qualitative or quantitative approaches to measure the performance of our key activities, the department considers the cost of data collection, the value of the data to the department and the needs of our stakeholders. Across the entity, our performance measures have a mix of measurement by time, outputs, efficiency and effectiveness. We continue to review measures, methodologies and controls for good governance and to reflect the department’s responsibilities.

Figure 5: Summary of mix of performance measure targets





Subsequent events

Following changes to the AAOs on 3 July 2025, the Minister for Finance revised the 4-outcome structure to 2 outcomes:

- ▶ Outcome 1 – Social Security: Encourage self-reliance and support people who cannot fully support themselves through targeted payments and quality services.
- ▶ Outcome 2 – Families and Communities: Promote stronger and more resilient families, children, individuals and communities by providing targeted supports.



Our performance

For 2024–25, the department met 15 out of the 24 performance targets, partially met one and did not meet 8.

The department reports all quantitative metrics as either met or not met. However, for certain qualitative measures, particularly those that involve alignment between outputs and large datasets or composite measures such as Family Safety, a partially met rating may be applied. The criteria for applying a partially met rating are defined on a measure-by-measure basis and supported by a narrative that explains the rating.

A range of factors contribute to the achievement of these results. Environmental factors such as cost-of-living pressures, labour mobility and natural disasters can affect results for some targets and are identified through these Annual Performance Statements using the diamond symbol (◆). The Annual Performance Statements include the rationale and methodology for performance measures to provide a complete narrative for the reader.

Much of the information in the Annual Performance Statements is abridged from the 2024–25 Corporate Plan to assist in providing a complete narrative for the reader. The performance content for each key activity references the relevant page number from the Portfolio Budget Statements and Corporate Plan where unabridged information, such as a complete methodology, can be located. Additional information for some performance measures is included in the addendum section at the end of each outcome. The addendums provide further context about the scale and impact of the department's performance.

The department will continue to work towards achieving planned performance as set out in the Portfolio Budget Statements and Corporate Plan.

Figure 6: Performance measure target results overview

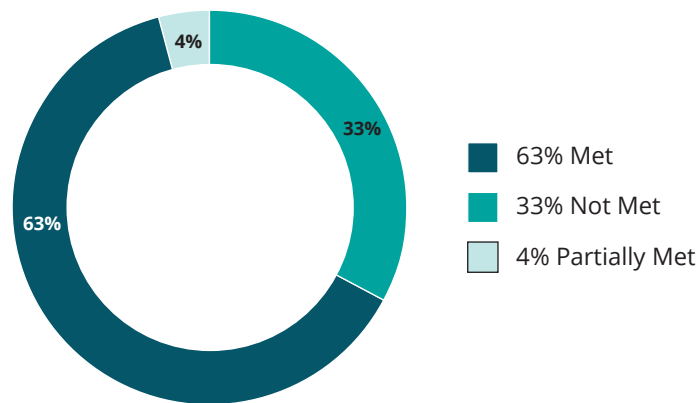
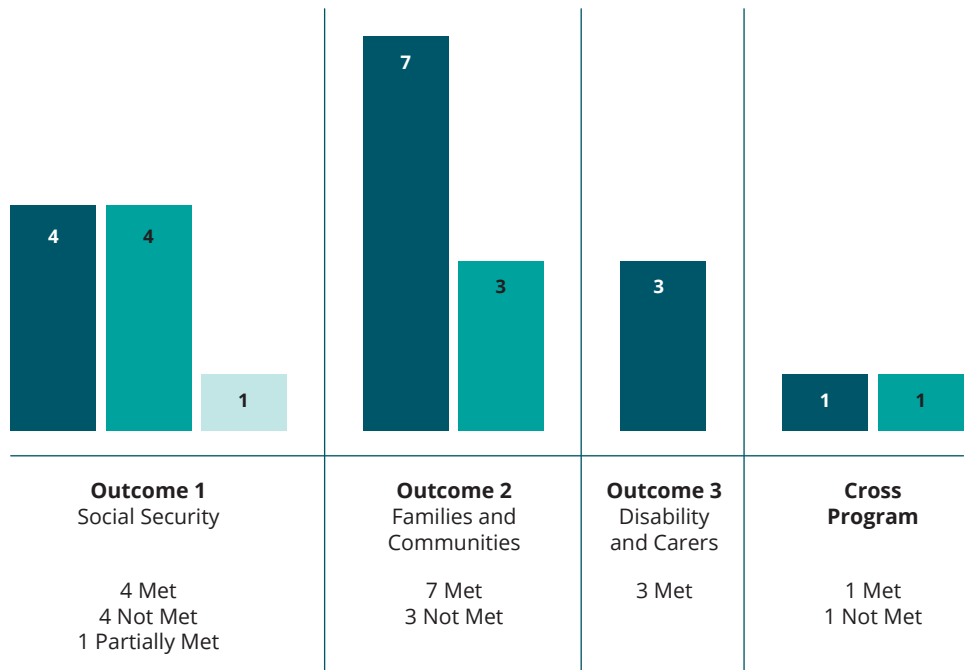


Figure 7: Performance measure target results per outcome



Categorising data sources

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

Data source	Definition
Primary source	Data generated from within the department.
Secondary source	Data sourced from another Commonwealth or state and territory entity.
Tertiary source	Data sourced from a contracted business or service provider.

In the planning phase of the performance cycle, the department categorised data according to the characteristics of assurances in place. Risks associated with assurances over data are categorised in the following way. Where relevant, the Disclosures sections of the Annual Performance Statements provide additional information about the nature and level of assurance obtained.

Assurance	Definition
Tier 1	The department has assurances over this data.
Tier 2	The data is sourced from a third party. The department has some controls in place which assure this data. For example, an agreement with the data provider outlining data quality expectations, or data is supported by a quality statement and action needs to be taken throughout the reporting year to mitigate risk to assurance.
Tier 3	Data is sourced from a third party, such as a contracted business or services provider. The department has minimal mechanisms by which to assure the data reported by the third party, and action needs to be taken throughout the reporting year to mitigate risk to assurance.

Key changes for 2024–25

In the time since the release of the 2024–25 Corporate Plan, there have been some further changes to performance measures.

Content in this section reflects Machinery of Government changes under section 17J of the PGPA Rule. Where a function or office is transferred between entities as a result of Machinery of Government changes, the gaining entity takes responsibility for the mandatory reporting requirements under the PGPA Act for those functions. These Annual Performance Statements do not report on those functions and activities that have transferred to Treasury or DHDA.

A summary of key changes is provided below.

1.7.1 Youth Allowance (Student), Austudy and ABSTUDY

The target has been corrected (to state 'able' where it previously stated 'unable').

The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments reflect the number of people who are **able** to fully support themselves through work.

2.1.2 Family Safety

The calculation methodology has been updated.

Department-led initiatives reporting under the Family Safety performance measure are now mapped to report under the outcomes of the *National Plan to End Violence against Women and Children 2022–2032* Outcomes Framework.

Our Watch

Has changed from reporting on the number of people engaged in a financial year to instead procuring an independent evaluation of the Our Watch primary prevention activities. The outcome of this evaluation will form the basis of a more meaningful performance measure that considers reach and impact of Our Watch campaigns, to commence in 2025–26.

The department did not report a result for the Our Watch initiative in the 2024–25 reporting year.

Safe Places

Now reported by Treasury.

Stop it at the Start campaign

Measure updated to include consideration of phase 6 commencing.

Australia's National Research Organisation for Women's Safety (ANROWS)

The target has been raised from 3 to 6 reports delivered.

3.1.2 Disability and Carer Support

3.2.1 NDIS Transition

3.2.2 Sector Development Fund and Jobs and Market Fund

3.2.3 NDIS Participant Plans

Some functions and activities under Outcome 3 (Disability and Carers) have transferred to DHDA.

4.1.1 National Agreement on Social Housing and Homelessness

4.2.1 National Rental Affordability Scheme

Safe Places initiative⁴

All functions under Outcome 4 (Housing) included in the department's 2024-25 Corporate Plan have transferred to Treasury.

⁴ Safe Places Emergency Accommodation was funded under Outcome 4 (Housing) but was previously reported under Outcome 2 (Families and Communities).

Outcome 1: Social Security

Purpose

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

Programs and activities

Outcome 1 comprises 7 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 Support for Families	Program 1.2 Paid Parental Leave	Program 1.3 Support for Seniors	
Key activities 1.1.1 Family Tax Benefit 1.1.2 Child Support Scheme	Key activities 1.2.1 Paid Parental Leave	Key activities 1.3.1 Age Pension	
Program 1.4 Financial Support for People with Disability	Program 1.5 Financial Support for Carers	Program 1.6 Working Age Payments	Program 1.7 Student Payments
Key activities 1.4.1 Disability Support Pension	Key activities 1.5.1 Carer Payment and Carer Allowance	Key activities 1.6.1 JobSeeker Payment, Youth Allowance (Other) and Parenting Payment	Key activities 1.7.1 Youth Allowance (Student), Austudy and ABSTUDY
Cross-Program Rent Assistance			
Key activities Rent Assistance			

Summary of key achievements

The social security system supports vulnerable Australians and promotes self-reliance. It is a targeted and needs-based system, with support designed to assist a person with their specific circumstances based on their age and stage of life. In 2024–25, the department met 4 out of 9 targets in the social security outcome, partially met one and did not meet 4.

Throughout 2024–25, the department delivered a number of measures to better support people and respond to cost-of-living challenges.

On 20 September 2024, a 10% increase to the maximum rates of Commonwealth Rent Assistance (CRA) was implemented. The government's investment of \$1.9 billion over 5 years helps relieve rental cost pressures for recipient households, and builds on the 15% increase to maximum rates applied in 2023–24.

As part of the 2024–25 Budget, the government allocated \$41.2 million from 2023–24 to extend access to a higher JobSeeker Payment rate for single recipients with an assessed partial capacity to work of less than 15 hours per week. By 27 June 2025, around 4,285 people were receiving this higher rate.

In September 2023, access to Parenting Payment Single (PPS) was expanded by increasing the age of the youngest child from 8 to 14 years, enabling recipients to remain on PPS for longer. By June 2025, there were an estimated 102,400 people receiving PPS, an increase from about 90,000 in June 2024.

The government continues to expand the Paid Parental Leave scheme. In September 2024, the Parliament passed legislation ensuring the payment of superannuation on government-funded Paid Parental Leave. Eligible parents of children born or adopted from 1 July 2025 will receive an additional payment, based on the Superannuation Guarantee rate of 12%, as a contribution to their nominated superannuation fund. This change will boost women's economic security and help close the gender gap in retirement incomes.

The *Universities Accord (Student Support and Other Measures) Act 2024* amended all student income-contingent loans to provide that the calculation of a person's loan or debt will be indexed to the lower of the Consumer Price Index (CPI) or the Wage Price Index. These changes were implemented in December 2024 and applied retrospectively from 1 June 2023 to Student Start-up Loans and Student Financial Supplement Scheme loans.

Outcome 1: Social Security

Key performance results

Program	Key activities	Target	Result
1.1 Support for Families	1.1.1 Family Tax Benefit	Payment targeted to low income families (67% of support received by families under the FTB lower income free area).	Not met
	1.1.2 Child Support Scheme	At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.	Not met
1.2 Paid Parental Leave	1.2.1 Paid Parental Leave	At least 95% of eligible Paid Parental Leave families receive payment.	Met
1.3 Support for Seniors	1.3.1 Age Pension	75% or below of people of Age Pension age are supported by the Age Pension or other income support.	Met
1.4 Financial Support for People with Disability	1.4.1 Disability Support Pension (DSP)	At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.	Not met
1.5 Financial Support for Carers	1.5.1 Carer Payment and Carer Allowance	At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.	Not met
1.6 Working Age Payments	1.6.1 JobSeeker Payment, Youth Allowance (Other) and Parenting Payment	Recipient numbers reflect the number of people who are unable to fully support themselves through work.	Partially met
1.7 Student Payments	1.7.1 Youth Allowance (Student), Austudy, ABSTUDY	The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments reflect the number of people who are able to fully support themselves through work.	Met
Cross-Program Rent Assistance	Rent Assistance	Commonwealth Rent Assistance reduces the proportion of recipient households in rental stress by at least 25 percentage points.	Met

PROGRAM 1.1 SUPPORT FOR FAMILIES

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

Key Activity: 1.1.1 Family Tax Benefit

The Family Tax Benefit key activity makes payments to eligible low and medium income families to help with the direct and indirect costs of raising dependent children.

Performance measure

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

Target

♦ 1.1.1-1A – Payment targeted to low income families (67% of support received by families under the FTB lower income free area).

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥67%	63.7%	66.8%	66.7%	Not met

Source: 2024–25 PBS page 41 and 2024–25 Corporate Plan page 23.

Measure type

This is an effectiveness measure. This measure demonstrates the effectiveness of the department in ensuring lower income families are helped with the cost of raising children.

Program analysis

The 2024–25 result relates to the 2022–23 FTB entitlement year because reconciliation data is not considered mature until 8 quarters (2 years) following the end of the entitlement year. Generally, all FTB claims for a financial year need to be lodged by the end of the following financial year (the lodgement year) to be payable.

For the 2024–25 reporting year, the percentage of total FTB expenditure received by families with combined adjusted taxable income (ATI) at or below \$58,108, the 2022–23 FTB Part A lower income free area (LIFA), was 66.7%, which is slightly below the 67% target. This is consistent with the previous year’s results, where the target had not been met, and is attributable to an increasing number of FTB families with incomes above the LIFA who are also receiving income support payments. Families on an above nil rate of income support generally receive the maximum rate of FTB Part A.

From 1 April 2021, there was a \$50 increase to working age payments, including JobSeeker and Parenting Payment, and a permanent increase in the income-free area for Parenting Payment (Partnered) and JobSeeker. This measure allows FTB families on income support to earn more income before they receive a nil rate of income support, which means they would generally attract the maximum rate of FTB Part A. This has contributed to the performance measure not being met for 2023–24 and for 2024–25. Further, this result is due to more FTB expenses going to families who are receiving income support, who are above the FTB LIFA. As a result, the payment is still being targeted to families who are less able to support themselves through private income.

Methodology

The measure is calculated using the total number of FTB recipients and filtered by annual family adjusted taxable income:

- ▶ equal to, or less than, the LIFA (low-income families)
- ▶ greater than the LIFA.

This is used to evaluate the percentage of support, measured in entitlement amounts, that is received by those families with income under the FTB LIFA.

Disclosures

- ▶ Reconciliation data is reported at June 2025 for 2022–23. FTB reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The 2-year period allows time for the data to include recipients lodging income tax returns over a longer period, undertaking the reconciliation process, and/or claiming FTB as a lump sum.
- ▶ For the purposes of FTB, reconciliation refers to the process by which people lodge a tax return which is then reconciled with the income estimates made throughout the year. FTB reconciliation data provides the most complete picture of the population who have received FTB for a given financial year as it includes those who received FTB instalments for that year as well as those who received a lump sum payment in respect of that year.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.

PROGRAM 1.1 SUPPORT FOR FAMILIES

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

Key Activity: 1.1.2 Child Support Scheme

The Child Support Scheme key activity aims to ensure children continue to receive an appropriate level of support from their parents, following separation. Child support payments and FTB Part A are closely linked. To receive more than the base rate of FTB Part A for a child from a previous relationship, an individual must take reasonable action to apply for a child support assessment.

This is known as the Maintenance Action Test (MAT). The requirement to meet the MAT applies regardless of whether the parent is or would be assessed to receive or pay child support. A parent can apply for an exemption from this requirement, including if there is a risk of family and domestic violence.

Performance measure

1.1.2-1 Extent to which separated parents in the child support system are supporting their children.

Target

♦ 1.1.2-1A – At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥85%	83.8%	81.8%	81.0%	Not met

Source: 2024-25 PBS page 42 and 2024-25 Corporate Plan page 25.

Measure type

This is an effectiveness measure.

This measure demonstrates how the MAT requirement influences parents to engage with the Child Support Scheme, to maximise the level of financial support available to raise their children following separation.

Program analysis

The department has not met this key performance measure. A parent meets the MAT if they apply for a child support assessment (pass the MAT) or receive an exemption from the MAT.

Between July 2024 and June 2025, the number of children whose parent had applied for a child support assessment reduced by 1.63% (13,314). Those granted a MAT exemption increased by 2.80% (4,925) while those who failed the MAT increased by 5.61% (11,604). Although the number of parents granted an exemption from the MAT continued to increase, it was more than offset by the increase in the number of parents who failed the MAT.

The department is finalising a review of the interactions between the Child Support Scheme and FTB in response to Recommendation 7 of the Joint Select Committee on Australia’s Family Law System’s Third Interim Report. This includes work to consider the experiences of separated parents to inform the department’s understanding of the barriers within the system for parents applying for child support or an exemption. The department is working with Services Australia to progress improvements to child support processes including communication and services delivery arrangements for the MAT.

Methodology

The number of FTB Part A children of separated parents that meet the MAT requirements is based on the number of children subject to the MAT that:

- ▶ are exempt from the MAT requirement
- ▶ pass the MAT requirement.

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

Disclosures

- ▶ This measure does not include FTB Part A families with only regular care children or FTB Part B only families, as these families are not subject to MAT.
- ▶ This measure does not include families who are subject to the MAT but who claim FTB Part A by a lump sum claim after the financial year.
- ▶ A parent may have a child that meets the MAT and one that fails the MAT; where both parents receive FTB Part A for the same child, that child is counted twice.
- ▶ The number of children subject to the MAT also includes children whose parent is yet to decide on applying for child support or an exemption and are in the MAT grace period.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia FTB administrative data.

PROGRAM 1.2 PAID PARENTAL LEAVE

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

Key Activity: 1.2.1 Paid Parental Leave

Paid Parental Leave provides financial support to help eligible parents to take time off work to care for a newborn or recently adopted child in order to encourage women’s workforce participation, enhance the health and development of mothers and their children, provide opportunities for fathers and partners to take a greater share in caring responsibilities, and promote equality between men and women and balance between work and family life.

Performance measure

1.2.1-1 Extent to which eligible families use their unreserved entitlement to Paid Parental Leave.

Target

♦ 1.2.1-1A – At least 95% of eligible Paid Parental Leave families receive payment.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	98.5%	97.0%	96.8%	Met

Source: 2024–25 Corporate Plan page 27.

Measure type

This is an effectiveness measure.

This measure demonstrates that families are assisted financially to take time off work following the birth or adoption of a child.

Program analysis

The target for eligible families accessing Paid Parental Leave was met for the 2024–25 financial year. The performance measure captures families that were assessed under different scheme rules depending on their child’s date of birth or adoption.

For births and adoptions prior to 1 July 2023, Paid Parental Leave was available to eligible primary carers (usually birth mothers) for up to 18 weeks and Dad and Partner Pay was available to eligible fathers and partners for up to 2 weeks.

For births and adoptions on or after 1 July 2023, Paid Parental Leave and Dad and Partner Pay were combined into a single entitlement to be shared between parents, with 2 weeks reserved for each parent on a ‘use it or lose it’ basis. Single parents can access the full entitlement. Parents have up to 2 years from their child’s date of birth or adoption to use Paid Parental Leave.

Paid Parental Leave is available to eligible families for up to 20 weeks for births and adoptions between 1 July 2023 and 30 June 2024 and for up to 22 weeks for births and adoptions between 1 July 2024 and 30 June 2025. Paid Parental Leave will continue to expand until it reaches 26 weeks from 1 July 2026.

Methodology

Eligible families is defined as the number of children whose parents or carers received Paid Parental Leave for the entire 18-week (90 day) entitlement period for children born or adopted prior to 1 July 2023 or received Paid Parental Leave for at least the entire unreserved period for children born or adopted on or after 1 July 2023. For children born or adopted:

- ▶ between 1 July 2023 and 30 June 2024, there are 18 weeks (90 days) of unreserved Paid Parental Leave
- ▶ between 1 July 2024 and 30 June 2025, there are 20 weeks (100 days) of unreserved Paid Parental Leave.

The percentage is based on the number of children whose parents or carers took 18 weeks or at least the entire unreserved weeks of Paid Parental Leave as a proportion of the total number of Paid Parental Leave children whose claim was completed or whose 2-year claim period finished during the financial year.

Disclosures

The population for the performance measure is all children whose parents’ claim for Paid Parental Leave was considered completed in the 2024–25 financial year as at 30 June 2025. This includes claims where at least the maximum number of unreserved days has been claimed for a child, claims where 2 years has passed since the child’s birth or entry to care, and claims cancelled for other reasons.

The population includes claims started in previous financial years, as parents have up to 2 years from a child’s birth or entry to care to take Paid Parental Leave.

Paid Parental Leave data is not considered mature until 2 years after the end of an entitlement year. Parents have up to 2 years from a child’s birth or entry to care to take Paid Parental Leave, and changes to claim days are permitted throughout this period. Data produced before full maturity may change as parents access further entitlements.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.

PROGRAM 1.3 SUPPORT FOR SENIORS

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

Key Activity: 1.3.1 Age Pension

The Age Pension is a key activity of the Support for Seniors program. It provides income support to senior Australians who need it, while encouraging pensioners to maximise their overall incomes.

The Age Pension is paid to people who meet age and residency requirements, subject to a means test. Pension rates are indexed to ensure they keep pace with price and wage increases.

Performance measure

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

Target

◆ 1.3.1-1A – 75% or below of people of Age Pension age are supported by the Age Pension or other income support.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≤ 75%	68.7%	67.8%	67.0%	Met

Source: 2024-25 PBS page 44 and 2024-25 Corporate Plan page 29.

Measure type

This is an effectiveness measure.

This measure demonstrates the effectiveness of the department in achieving the objective of the key activity that senior Australians are assisted financially in a manner that encourages them to productively manage resources and life transitions.

Program analysis

The long-term gradual reduction in the proportion of senior Australians receiving the Age Pension continued into 2024-25. This reduction continues to be driven by new retirees having more assets at retirement than previous cohorts, largely reflecting the maturation of the superannuation system, as well as a continued increase in the number of senior Australians remaining in the workforce longer.

Targeting 75% or below demonstrates the effectiveness of the key activity by showing:

- ▶ Funding is targeted to senior Australians with low to moderate means to maintain their financial wellbeing, in a manner that encourages self-reliance during retirement.

- ▶ The remaining proportion of senior Australians not receiving a payment can fully support themselves due to the level of their income and assets, consistent with the objective of self-reliance.

Methodology

The number of people supported by the Age Pension or other income support (the numerator for the calculation of the measure) 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 (the denominator for the calculation) is based on the Australian Bureau of Statistics (ABS) population projections, which draw on the base population dataset released on 23 November 2023.

Disclosures

- ▶ Farm Household Allowance recipients of Age Pension age are not included in the recipient numbers.
- ▶ The Department of Veterans' Affairs (DVA) Service Pension and Income Support Supplement recipients over pension age make up around 2.0% of the ABS population projection for people over Age Pension age.
- ▶ DVA data relating to veterans over Age Pension age receiving Service Pension and Income Support Supplement is aggregated and the department has not independently verified this data. DVA has provided confirmation that a consistently applied process for extraction and activity is followed every quarter. The data is checked against previous data provision and the client database which underpins all client demographic publications. The data also undergoes a clearance process where the data is reviewed prior to release by a separate analyst and then by the DVA Chief Data Officer.
- ▶ Population data for June 2025 is sourced from Population Projections, Australia, 2022 (base) – 2071, published by the ABS – *Population projections Table B9 – Population projections, by age and sex, Australia – medium series*.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.
Secondary source	Tier 1	Department of Veterans' Affairs administrative data.
Secondary source	Tier 1	ABS – Population Projections, Australia 2022–2071.

PROGRAM 1.4 FINANCIAL SUPPORT FOR PEOPLE WITH DISABILITY

To financially assist eligible people with disability.

Key Activity: 1.4.1 Disability Support Pension

The Disability Support Pension (DSP) is an income support payment for people who are unable to fully support themselves financially through work due to their physical, intellectual or psychiatric impairment.

Performance measure

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

Target

♦ 1.4.1-1A – At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥90%	98.6%	68.5%	72.6%	Not met

Source: 2024-25 PBS page 44 and 2024-25 Corporate Plan page 31.

Measure type

This is an effectiveness measure.

This measure demonstrates effectiveness against the objective of the key activity and that people with disability who cannot fully support themselves are being financially assisted.

Program analysis

The DSP population increased by 4.2% in 2024-25, which is larger than the increase in 2023-24 (3.5%). While there has been an improvement in the overall result in 2024-25, to 72.6%, this is still below the 2022-23 result of 98.6%. This is due to the use of the 2022 Survey of Disability, Ageing and Carers (SDAC) data published by the ABS, which reported a significant increase in the number of people identifying with disability. In 2018, the SDAC estimated number of people with disability was 521,000. This increased by nearly 50% to 776,800 in 2022.

The 2022 SDAC had variances in its collection method from the previous surveys. The 2022 survey could be self-completed and online without the presence of an ABS interviewer to provide guidance. The survey was also conducted with a smaller sample size than 2018. The sample results were then applied to the whole population. The rise in disability numbers may also be attributed to a growing awareness of disability in Australia as well as the increase in prevalence of long-term health conditions. All these factors may have attributed to the increase in the estimated number of people with disability.

Methodology

The number of people receiving DSP (the numerator for the calculation) is calculated using the number of DSP recipients, aged 16–64 inclusive, who are severely or profoundly disabled.

The number of people with a profound or severe disability of working age (the denominator for the calculation) is based on the number of Australians who are severely or profoundly disabled between the ages of 15 and 64.

Disclosures

Population data is sourced from 2022 SDAC, Australia, conducted by the ABS – *Disability tables Table 3.1 – All persons, disability status, by age and sex 2022 estimate* and is compared to payment population data as at 27 June 2025.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.
Secondary source	Tier 1	ABS – Survey of Disability, Ageing and Carers.

PROGRAM 1.5 FINANCIAL SUPPORT FOR CARERS

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

Key Activity: 1.5.1 Carer Payment and Carer Allowance

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

Carer Payment is for eligible carers of people with disability or a severe medical condition. Carer Payment may be paid where the constant care a carer provides to a child and/or adult with disability or a medical condition prevents the carer from supporting themselves through paid employment.

Carer Allowance is an income supplement paid to people who provide daily care and attention in a private home to a person with disability or a severe medical condition.

Performance measure

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

Target

♦ 1.5.1-1A – At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥70%	76.7%	59.5%	61.5%	Not met

Source: 2024-25 PBS page 45 and 2024-25 Corporate Plan page 33.

Measure type

This is an effectiveness measure.

This measure demonstrates the effectiveness of the Carer Payment and Carer Allowance in achieving the objectives of the department’s policy and legislative oversight in assisting eligible carers of people with disability or a severe medical condition.

Program analysis

The Carer Payment population increased in 2024–25 by almost 4%, while the Carer Allowance population increased by over 3%. The overall result for this measure increased to 61.5% in 2024–25. The decline in the result since 2022–23 can be attributed to the use of the 2022 SDAC data published by the ABS. The performance measure has been calculated using ABS 2022 SDAC data, with the number of primary carers increasing from 861,000 in 2018 to 1,154,300 in 2022.

The 2022 SDAC had variances in its collection method from the previous surveys. This time the survey could be self-completed and online without the presence of an ABS interviewer to provide guidance. Additionally, there were changes to the survey questions to identify carers during household screenings, with the intent of maximising primary carer identification. The survey was conducted with a smaller sample size than in 2018, with sample results applied to the whole population. All these factors are likely to have contributed to the increase in the number of carers reported in the SDAC data which would not be replicated in social security payment recipients.

Methodology

The number of primary carers supported (the numerator for this calculation) is calculated using the number of payment recipients of Carer Payment and Carer Allowance as a percentage of the number of primary carers (the denominator for the calculation), which is based on the ABS SDAC.

Disclosures

Population of primary carers is derived from the 2022 SDAC, Australia, conducted by the ABS. This is the latest available data. This is compared with payment population data as at 27 June 2025.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.
Secondary source	Tier 1	ABS – Survey of Disability, Ageing and Carers.

PROGRAM 1.6 WORKING AGE PAYMENTS

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

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

JobSeeker Payment, Youth Allowance (Other) and Parenting Payment are key activities of the Working Age Payments program. Working Age Payments assist people who are temporarily unable to support themselves through work or who have limited capacity to work due to disability or caring responsibilities, as well as bereaved partners.

Performance measure

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

Target

♦ 1.6.1-1A – Recipient numbers reflect the number of people who are unable to fully support themselves through work.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
Changes align	Changes align	Changes align	Changes partially align	Partially met

Source: 2024-25 PBS page 45 and 2024-25 Corporate Plan page 36.

Measure type

This is an effectiveness measure.

This measure demonstrates that people who are temporarily unable to or have limited capacity to support themselves through work are assisted financially.

Program analysis

While the seasonally adjusted unemployment rate stayed flat in parts of the 2024-25 financial year, it rose slightly in June 2025 in line with increases in the number of Working Age Payment recipients. While both datasets trended in the same direction for less than 6 months of the financial year, when considered from an annual perspective, both the seasonally adjusted unemployment rate and the number of Working Age Payment recipients increased over the course of the 2024-25 financial year. This means the performance target for 2024-25 was partially met.

Although the target was partially met, the growth in recipient numbers reflects the demand driven nature of targeted support provided to Working Age Payment recipients who are unable to fully support themselves through work. The increase is largely due to fewer recipients leaving payment. For example, the number of JobSeeker Payment recipients spending between one and 2 years on payment has increased from 15.7% of the JobSeeker Payment population in July 2024 to 19.5% of the population in May 2025.

Working Age Payment recipient numbers are also impacted by the 1 July 2024 changes to the employment income nil rate period, which allowed recipients to stay on income support for up to 12 fortnights when their payment rate reduces to \$0 due to income from employment. This has resulted in an increase in the number of recipients who remain on payment but with a nil rate of payment.

Parenting Payment (Single) recipient numbers have continued to increase as a result of the 2023–24 Budget measure which expanded eligibility by raising the youngest dependent child age limit from 8 to 14 years.

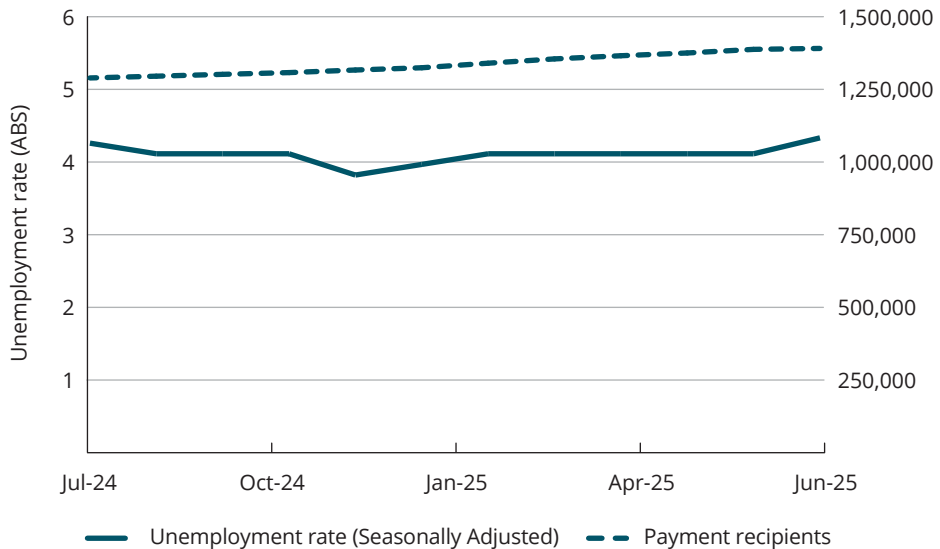
Methodology

Number of people supported by Working Age Payments is calculated using the number of recipients of:

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

The unemployment rate uses the ABS – Labour Force Survey – Seasonally adjusted unemployment rate.

Figure 8: Payment recipients versus ABS unemployment rate 2024–25



The following table is a detailed description of Figure 8.

Date	Unemployment Rate (Seasonally Adjusted)	Payment Recipients
Jul-24	4.2	1,291,913
Aug-24	4.1	1,300,679
Sep-24	4.1	1,304,341
Oct-24	4.1	1,307,777
Nov-24	3.9	1,317,534
Dec-24	4	1,327,257
Jan-25	4.1	1,341,564
Feb-25	4.1	1,355,352
Mar-25	4.1	1,361,604
Apr-25	4.1	1,367,059
May-25	4.1	1,374,239
Jun-25	4.3	1,376,063

Disclosures

It is important to note there are significant differences between the population measured by the ABS to calculate the unemployment rate, and the population of Working Age Payment recipients. Broadly, the ABS measure of unemployment captures individuals who are not in employment but actively looking for work and are available to take up employment.

Working Age Payments are designed to target assistance based on individual circumstances and need. As a function of payment eligibility criteria and means testing, the Working Age Payment population includes individuals who the ABS defines as being engaged in some form of employment, unemployed, and not in the labour force. In this context, the unemployment rate should be understood as one indicator of national labour market conditions.

It is also important to note that the unemployment rate calculated by the ABS is a proportion of unemployed people in the labour force. As a result, the unemployment rate is impacted by changes in the size of the broader labour force population. This cohort can fluctuate with international migration and people previously deemed not to be in the labour force acting to re-enter the labour market.

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data.
Secondary source Tier 1	ABS – Labour Force Survey – Seasonally adjusted unemployment rate.

PROGRAM 1.7 STUDENT PAYMENTS

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

Key Activity: 1.7.1 Youth Allowance (Student), Austudy and ABSTUDY

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

Youth Allowance is a payment to eligible students or apprentices aged 16–24 years who are in need of financial assistance to undertake education or training.

Austudy is a payment to eligible students or apprentices aged 25 years and over who are in need of financial assistance to undertake education or training.

ABSTUDY includes a number 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.

Performance measure

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

Target

♦ 1.7.1-1A – The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments reflect the number of people who are able to fully support themselves through work.

Target	2022–23 Actual result	2023–24 Actual result	2024–25 Actual result	Outcome
Movements aligned	Movements aligned	Movements aligned	Movements aligned	Met

Source: 2024–25 PBS page 46 and 2024–25 Corporate Plan page 38.

Measure type

This is an effectiveness measure.

This measure demonstrates that students receiving income support and other financial assistance achieve growth in skills and qualification, to support their participation in the workforce.

It demonstrates the effectiveness of ABSTUDY, Austudy and Youth Allowance (Student) in achieving the objective that recipients have improved financial self-reliance.

Program analysis

The performance target for 2024–25 was met. The majority of Youth Allowance (Student), Austudy and ABSTUDY recipients are not receiving income support payments 12 months after exiting student payments. The movement over a calendar year in people exiting student payments and not receiving income support at the 12-month mark declined, correlating with the increase in the seasonally adjusted unemployment rate as measured by the ABS.

While there was a decrease in the proportion of Austudy, Youth Allowance (Student) and ABSTUDY recipients on income support 12 months after exiting a student payment, this exit trend aligns with the increase in unemployment over the same period.

The number of students receiving Austudy and Youth Allowance in 2020–21 grew significantly with the economic impacts of COVID-19. The economic downturn saw more recipients on payment who otherwise would have been financially self-reliant. Performance results in 2021 and 2022 reflect students leaving payment as the economy rebounded, and correlate with the decline in the seasonally adjusted unemployment rate over the same period.

The 2023 decrease in student payment recipients receiving income support 12 months after receiving a student payment brings exit trends more closely aligned with performance results experienced pre-COVID.

The number of Austudy and ABSTUDY recipients remained stable from the previous reporting period, while Youth Allowance (Student) numbers increased by 9%. This result reflects the increase in the seasonally adjusted unemployment rate.

Percentage of recipients who are not receiving income support 12 months after exiting Student Payments^a

	2020	2021	2022	2023
Austudy	67.9%	80.6%	79.5%	73.2%
▶ within 12 months				
Youth Allowance (Student)^b	79.3%	87.7%	86.5%	82.0%
▶ within 12 months				
ABSTUDY (secondary and tertiary)^c	54.6%	64%	64.1%	58.8%
▶ within 12 months				

Methodology

The number of recipients who exit student payments and have improved financial self-reliance is calculated by comparing the:

- ▶ percentage of people who are not receiving income support 12 months after exiting student payments
- ▶ unemployment rate as measured by the ABS.

Student payment recipient numbers are based on the number of people receiving a student payment for more than 3 months over a calendar year.

Disclosures

- a. Comprises recipients who exited from student payments in calendar years 2020, 2021, 2022 and 2023.
- b. Includes Australian Apprentices.
- c. ABSTUDY Living Allowance only.
- ▶ Reporting is calendar year based, to align with the standard educational year.
- ▶ Latest reported calendar year is 2023, to allow for a full 12-month period to elapse following the reported exits.

Categorisation of data source Data source

Secondary source	Tier 1	Services Australia administrative data.
Secondary source	Tier 1	ABS – National Accounts – Labour Force Australia.

CROSS-PROGRAM – RENT ASSISTANCE

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

Key Activity: Rent Assistance

Commonwealth Rent Assistance is a supplementary payment to assist eligible Australians receiving income support or family assistance payments with the cost of private rental or community housing.

Performance measure

1XP.1-1⁵ Australians receiving income support or family assistance payments are assisted with the cost of private rental or community housing.

Target

◆ 1XP.1-1A – Commonwealth Rent Assistance (CRA) reduces the proportion of recipient households in ‘rental stress’ by at least 25 percentage points (pp).

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥25 pp lower	27.7 pp lower	30.9 pp lower	31.8 pp lower	Met

Source: 2024–25 PBS page 46 and 2024–25 Corporate Plan page 41.

Measure type

This is an effectiveness measure.

This measure demonstrates the effectiveness of CRA in improving affordability of housing costs for recipient households.

Program analysis

Demand for rent assistance is driven by the number of people receiving social security payments.

In the short to medium term, this is influenced by macro-economic conditions. Over the long term, this is influenced by home ownership rates and demographic changes, such as family formation and population ageing.

As at June 2025:

- ▶ 1,377,654 Australian households received rent assistance payments.
- ▶ Overall, rent assistance reduced the proportion of households in rental stress by 31.8 percentage points (from 74.8% to 43.0%).

5 XP means ‘Cross Program’. Commonwealth Rent Assistance is not a standalone program for the purposes of Budget appropriations.

- ▶ The government increased CRA maximum rates by 10% on 20 September 2024, which assisted in alleviating rental stress. Prior to the 10% increase (as at 28 June 2024), the proportion of CRA recipient households in rental stress was 41.8%. This declined to 39.3% after the increase was implemented (as at December 2024).

Percentage of CRA income units in rental stress before and after receiving CRA ^a	2022-23	2023-24	2023-24	2024-25
Before	71.9%	70.6%	72.6%	74.8%
After	43.9%	42.9%	41.8%	43.0%
Difference (pp)	28%	27.7%	30.9%	31.8%

Methodology

Rental stress is defined as a recipient household paying more than 30% of their income on rent. The proportion experiencing rental stress after receipt of CRA is calculated using:

- ▶ percentage of CRA recipient households paying more than 30% of their income in rent prior to receiving CRA
- ▶ percentage of CRA recipient households paying more than 30% of their income in rent after receiving CRA.

Disclosures

- a. Differences may not sum due to rounding.
- ▶ Affordability or rental stress cannot be calculated for a small number of recipient households where income is not available for the instalment period.
- ▶ 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.
- ▶ The proportion of households in rental stress is calculated based on the number of households as at the last Friday in June of the reporting year.

Categorisation of data source	Data source
<div>Secondary source</div> <div>Tier 1</div>	Services Australia administrative data – Social Services Housing Data Set.

Addendum 1: Outcome 1

Social Security – payment accuracy

The Payment Accuracy Review Program (PARP) provides assurance over the accuracy of social security and family payments. Payment accuracy reviews are conducted by Services Australia using a random sample of population for in-scope payments. In the 2024–25 financial year, 22,301 reviews were completed as part of the PARP.

The PARP reviews payments with the highest expenditure: Age Pension, ABSTUDY, Austudy, Carer Payment, Carer Allowance, DSP, FTB, JobSeeker Payment, Parenting Payment (Partnered and Single), Special Benefit and Youth Allowance (Student and Other). The payments within PARP account for a large proportion of administered payments.

Each review is a point-in-time assessment of a recipient's circumstances to establish if the payment was calculated accurately and provides reasons for any debt, error or change in payment rate.

This assurance activity measures the accuracy of total outlays and provides benchmark data on the level of inaccurate payments.

These results are then extrapolated to estimate the potential financial risks. These estimations cannot be used to draw conclusions about the accuracy of payments not reviewed by the program.

Individual payments have targets which are monitored through joint governance arrangements between the department and Services Australia. Results for each payment surveyed are available in Table 1.1.1.

Variations to a recipient's payment rate captured by the review are used to calculate payment accuracy. Variations to a recipient's payment can include a change in circumstances which is not indicative of an error by the recipient or Services Australia. Therefore, variation amounts cannot be considered as potential savings. PARP results may underestimate overpayments which are paid due to fraud, as the program is not designed to uncover fraudulent behaviour. The detection of serious fraud requires a specialist skill set and training due to its covert nature.

Table 1.1.1: Payment accuracy (2024-25 financial year)

	Number of reviews completed*	Payment accuracy (%)	Confidence interval (±)	Annual outlays (\$m)	Inaccuracy risk (%)	Inaccuracy risk (\$m)	Downward variation (%)	Downward variation (\$m)	Upward variation (%)	Upward variation (\$m)
ABSTUDY	877	72.64%	3.17%	112.60	27.36	30.81	27.05	30.46	0.31	0.35
Age Pension	3,500	97.12%	0.41%	62,155.91	2.88	1,792.41	2.09	1,298.83	0.79	493.58
Austudy	874	75.78%	2.90%	371.21	24.22	89.92	24.04	89.23	0.19	0.69
Carer Allowance	1,500	95.89%	0.96%	3,033.99	4.11	124.70	4.11	124.70	0.00	0.00
Carer Payment	1,168	93.83%	1.33%	8,077.83	6.17	498.68	5.77	465.74	0.41	32.95
Disability Support Pension	2,721	98.07%	0.46%	23,069.22	1.93	446.00	1.75	404.07	0.18	41.93
Family Tax Benefit	3,595	96.50%	0.57%	17,669.08	3.50	618.06	3.40	599.94	0.10	18.12
JobSeeker Payment	3,524	87.35%	1.10%	15,388.03	12.65	1,946.82	12.40	1,908.46	0.25	38.36
Parenting Payment (Partnered)	984	77.32%	2.60%	887.52	22.68	201.26	22.43	199.11	0.24	2.15
Parenting Payment (Single)	1,181	92.67%	1.47%	7,136.90	7.33	523.16	7.00	499.57	0.33	23.60
Special Benefit	594	94.24%	1.83%	121.63	5.76	7.00	5.63	6.85	0.13	0.16
Youth Allowance (Other)	895	83.98%	2.48%	1,187.27	16.02	190.15	15.59	185.05	0.43	5.10
Youth Allowance (Student)	888	81.99%	2.66%	1,847.91	18.01	332.75	17.68	326.71	0.33	6.05
Overall	22,301	95.01%	0.27%	141,059.15	4.99	7,042.40	4.52	6,374.32	0.47	668.09

Please note:

- The overall figure is not equal to the sum of individual payments, due to the effects of rounding and weightings.
- Medical eligibility for recipients of Disability Support Pension and income for Family Tax Benefit recipients are not examined by the review process.
- * Recipients are sampled from the population of recipients who are in receipt of the payment at the time of the program. A small number of recipients are excluded from the selection process for practical or humanitarian reasons based upon agreed business rules. The timing of the selection process also means recipients whose payments were granted shortly before the selection is drawn, or whose payments were suspended, may not be included in the selectable population.

Addendum 2: Outcome 1

Social Security – supporting information

The tables below provide recipient numbers over the last 3 financial years for social security payments. This provides additional information on the payments being made.

Social security payments are eligibility based, and are based on recipients meeting eligibility criteria. The social security system responded to the economic impacts resulting from health measures put in place for the COVID-19 pandemic. Monitoring recipient numbers informs policy development to ensure the social security system remains responsive to the broader economic conditions in providing support to Australians who are unable to support themselves.

Table 1.2: Number of recipients – Family Tax Benefit Part A and Part B

Entitlement year ^a	2019–20	2020–21	2021–22	2022–23
1.1.1 Family Tax Benefit				
FTB Part A	1,522,768	1,475,888	1,404,201	1,343,303
FTB Part B	1,242,071	1,188,501	1,158,999	1,113,923

Table 1.3: Number of children – Family Tax Benefit Part A and Part B

Entitlement year ^a	2019–20	2020–21	2021–22	2022–23
1.1.1 Family Tax Benefit				
Number of eligible FTB Part A children	2,983,177	2,888,774	2,751,181	2,628,660
Number of children in eligible FTB Part B families ^b	2,317,439	2,216,684	2,157,479	2,069,864

Disclosures

- Reconciliation data is reported at June 2025 for 2022–23, June 2024 for 2021–22, June 2023 for 2020–21 and June 2022 for 2019–20. FTB reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The 2-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.
- FTB Part B is a per family payment and is received by fewer families than FTB Part A. FTB Part B income testing settings are also different from Part A. While FTB Part A uses a combined family income test, FTB Part B uses a primary earner income limit, above which the family cannot receive Part B; and a secondary earner income free area, which dictates the rate of Part B payable.

Table 1.4: Number of recipients – income support payments (excluding FTB Part A and B)*

	2021–22	2022–23	2023–24	2024–25
1.1.2 Child Support Scheme				
Child support scheme (number of cases) ^a	744,213	736,388	727,451	719,808

	2021–22	2022–23	2023–24	2024–25
1.3.1 Age Pension				
Age Pension	2,557,691	2,601,995	2,610,012	2,671,205

	2021–22	2022–23	2023–24	2024–25
1.4.1 Disability Support Pension				
Disability Support Pension	764,967	770,496	797,449	830,857

	2021–22	2022–23	2023–24	2024–25
1.5.1 Carer Payment and Carer Allowance^b				
Carer Payment	301,217	305,332	314,322	325,844
Carer Allowance (Adult and Child)	622,765	634,179	657,276	678,966
Carer Supplement	655,538	660,178	672,040	689,970
Child Disability Assistance Payment	164,834	168,087	173,794	181,947

	2021–22	2022–23	2023–24	2024–25
1.6.1 JobSeeker Payment, Parenting Payment, Youth Allowance (Other)^c				
JobSeeker Payment	831,601	808,153	819,583	883,702
Parenting Payment (Partnered)	70,295	60,586	60,162	59,131
Parenting Payment (Single)	231,999	226,635	320,931	331,772
Pensioner Education Supplement	19,397	16,099	15,699	16,988
Youth Allowance	77,237	73,803	88,702	101,458
Special Benefit	10,854	8,777	6,468	5,669

	2021-22	2022-23	2023-24	2024-25
1.7.1 Youth Allowance (Student), Austudy, ABSTUDY				
Austudy ^c	37,417	30,444	23,688	23,753
ABSTUDY – Secondary ^{c,d}	17,812	17,004	14,988	14,843
ABSTUDY – Tertiary ^{c,d}	10,940	10,423	9,733	9,477
Youth Allowance (Student) ^{c,d}	176,238	152,631	133,936	146,173
Student Start-up Loan ^{e,f}	89,300	74,268	60,463	52,370
Student Start-up Loan – ABSTUDY ^e	2,288	2,276	1,862	1,696

*Recipient data as at 27 June 2025.

Disclosures

- a.** Includes current cases and excludes cases which are closed with no balance or arrears.
- b.** Excludes carers whose care receiver qualified for a Health Care Card only.
- c.** These figures are monthly averages due to the seasonal nature of student payments.
- d.** Includes Australian Apprentices.
- e.** These figures are unique counts of recipients across the calendar year, due to the nature of the payment.
- f.** Youth Allowance and Austudy recipients only.
- g.** In January 2023 the department introduced revised reporting populations for JobSeeker Payment, Parenting Payment and Youth Allowance (Other) recipients. Reporting populations now include all current (including those on zero rate of payment) and suspended recipients. The department is committed to transparent and open data; this revision provides transparency of the total number of JobSeeker Payment, Parenting Payment and Youth Allowance (Other) recipients interacting with the social security system.

Table 1.5: Number of individuals assisted – Paid Parental Leave

	2021–22	2022–23	2023–24	2024–25
1.2.1 Paid Parental Leave				
Paid Parental Leave (number of individuals assisted) ^a	178,778	171,282	226,120	252,340

Disclosures

- a.** This is the number of individuals who started receiving payments in the financial year. The number of recipients is higher in 2023–24 and 2024–25 than previous years due to legislated changes to the scheme from 1 July 2023 which meant recipients who would have previously claimed Dad and Partner Pay now claim Paid Parental Leave instead.

Table 1.6: Number of Commonwealth Rent Assistance income units

	2021–22	2022–23	2023–24	2024–25
XP.1 Commonwealth Rent Assistance				
Number of Commonwealth Rent Assistance income units ^a	1,347,902	1,263,889	1,311,348	1,377,654

Disclosures

- a.** 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.

Outcome 2: Families and Communities

Purpose

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

Program and activities

Outcome 2 comprises one program with 4 activities contributing to the achievement of the Families and Communities outcome. The diagram below depicts how this purpose is translated into measurable activities.

OUTCOME 2 – FAMILIES AND COMMUNITIES
Program 2.1:
Families and Communities

Key activities

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

* The key activity numbering in Outcome 2 is not consecutive as it reflects the 2024–25 Portfolio Budget Statements appropriation numbering.

Summary of key achievements

In 2024–25, the department met 7 performance measure targets in the Families and Communities outcome and did not meet 3.

The department's work in Family Safety supports the goal to end gender-based violence in one generation. The department led and delivered a number of initiatives this year including delivering Phase 5 of the Stop it at the Start campaign, which promoted positive attitudes and behaviours on respectful relationships and gender equality among young people. Over 5,000 women and their children impacted by domestic and family violence were supported to remain safely in their homes of choice through security and the personal safety programs. The Escaping Violence Payment trial ceased taking applications on 30 June 2025; over the lifetime of the program more than 100,000 victim-survivors were supported, and approximately \$500 million in financial assistance provided.

Under the Families and Children key activity, the department delivered services to 404,267 clients in 2024–25. These services supported families, strengthened relationships, improved the wellbeing of children and young people, enhanced family and community functioning, and built capacity across the families and communities sector.

The department's Financial Wellbeing programs continued to support people experiencing financial stress and hardship. Financial Wellbeing programs also supported 370,438 people to access Emergency Relief services for immediate financial or material aid. Additional funding of \$20 million was provided in response to increased demand and support needs, including from cost of living impacts and natural disasters.

Outcome 2: Families and Communities

Key performance results

Program	Key activities	Target	Result
2.1 Families and Communities	2.1.1 Families and Children	At least 75% of clients in reporting services have improved family functioning.	Not met
	2.1.2 Family Safety	Demonstrated achievement of continued successful delivery of departmental initiatives under the National Plan to End Violence against Women and Children 2022–2032.	Met
	2.1.5 Financial Wellbeing and Capability	20% or less of people with multiple requests for Emergency Relief.	Met
		At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.	Not met
	2.1.5-2 Enhanced Income Management	Non-remote Enhanced Income Management participant proportional spend on food is within 5 percentage points of the food spend weighting in the ABS Pensioner and Beneficiary Living Cost Index as part of the Selected Living Costs Index.	Met
	2.1.7 National Redress Scheme for Institutional Child Sexual Abuse	The Scheme will notify at least 75% of survivors about an outcome within 6 months of the date that all required information is received.	Not met
		The Scheme will maintain quality decision-making, with at least 95% of initial determinations reflecting the final outcome.	Met
		The Scheme will engage and maintain participation, with institutions onboard to cover at least 95% of applications in progress.	Met
		The Scheme will issue at least 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation.	Met
		The Scheme will issue at least 80% of survivors a redress payment within 14 days of receiving acceptance documentation.	Met

2.1 FAMILIES AND COMMUNITIES

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

Key Activity: 2.1.1 Families and Children

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

FaC service providers deliver early intervention and prevention activities to improve the wellbeing of families and children, including parenting programs, relationship counselling, playgroups and other supports.

Performance measure

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

Target

♦ 2.1.1-1A – At least 75% of clients in reporting services have improved family functioning.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥75%	70.7%	70.9%	69.5%	Not met

Source: 2024–25 PBS page 53 and 2024–25 Corporate Plan page 43.

Measure type

This is an effectiveness measure.

This measure is intended to demonstrate that funded FaC service providers are building capacity within the families and communities sector, and that a significant majority of clients that received services from funded providers had improved individual and family functioning.

Program analysis

A number of factors influenced the program’s performance in 2024–25. External issues beyond the control of service providers have been a major contributor to the measure not being met. These include broader ongoing cost of living challenges, clients’ significant life events and operational challenges for providers, such as recruitment.

Although inflation has eased,^{a,b} Australians continue to struggle with a worsening cost of living^c and further deterioration in housing affordability,^d which places pressure on family functioning and lessens providers’ ability to improve client outcomes.

Providers have advised that they are seeing more clients in crisis rather than at the point of early intervention, due to waitlists in non-FaC services including state and territory led supports. In these circumstances, FaC providers are likely to help clients with complex, compounding issues and trauma to access specialised support through other service systems that will assist with their critical, immediate needs. For example, they may help families to access mental health support, health services, housing and social security.

FaC providers have continued to report difficulties recruiting qualified staff to fill vacancies and challenges retaining staff. This mirrors trends seen across Australia with continued low levels of unemployment of around 4.1% for most of the 2024–25 financial year.^{a,b} Recruitment concerns are particularly pronounced in remote and regional areas, where providers are more likely to need to recruit nonlocal staff and where housing availability was low across 2024–25.^e

Methodology

Service providers conduct a scored assessment of a sample of clients to assess a client’s circumstances and progress towards achieving goals. An initial assessment is conducted when the client starts receiving services and subsequent assessment(s) are conducted later in the client’s service journey. The result is determined by the percentage of surveyed clients that show a positive change in assessed circumstances and/or progress towards achieving goals, when comparing their latest assessment score in the 2024–25 reporting period to their initial assessment score.

Disclosures

- a. www.rba.gov.au/publications/smp/2025/feb/economic-conditions.html#2-3-labour-market-and-wages
- b. www.rba.gov.au/publications/smp/2025/may/australian-economic-conditions.html#3-2-labour-market-and-wages
- c. www.aph.gov.au/Parliamentary_Business/Committees/Senate/Cost_of_Living/costofliving/Report
- d. nhsac.gov.au/sites/nhsac.gov.au/files/2025-05/ar-state-housing-system-2025.pdf
- e. www.ahuri.edu.au/sites/default/files/documents/2024-07/PES-424-Overcoming-the-challenges-of-supplying-regional-housing.pdf

Categorisation of data source		Data source
Tertiary source	Tier 2	Department’s Data Exchange – Family Functioning SCORE data.

PROGRAM 2.1 FAMILIES AND COMMUNITIES

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

Key Activity: 2.1.2 Family Safety

All governments have committed to the implementation of the *National Plan to End Violence against Women and Children 2022–2032* (the National Plan). The National Plan utilises a public health approach, with clear objectives spanning 4 domains that are interdependent and work together: prevention, early intervention, response, and recovery and healing.

All Australian governments have committed to clear actions for implementation as outlined in the *First Action Plan 2023–2027* (First Action Plan) and the dedicated *Aboriginal and Torres Strait Islander Action Plan 2023–2025*.

The National Plan is supported by an Outcomes Framework. The *National Plan Outcomes Framework 2023–2032* (Outcomes Framework) interprets the vision of the National Plan. It paves the way for the next 10 years, to achieve our goal, where Australia is a country in which all people live free from gender-based violence and are safe in all settings including at home, at work, at school, in the community and online.

There are 6 long-term outcomes drawn from the National Plan:

1. Systems and institutions effectively support and protect people impacted by violence.
2. Services and prevention programs are effective, culturally responsive, intersectional and accessible.
3. Community attitudes and beliefs embrace gender equality and condemn all forms of gendered violence without exception.
4. People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours.
5. Children and young people are safe in all settings and are effectively supported by systems and services.
6. Women are safe and respected in all settings and experience economic, political, cultural and social equality.

As part of the Commonwealth initiatives under the National Plan, the department has a number of national policy implementation priorities and programs that it is responsible for. There are 7 key national initiatives that represent the work the department is implementing for the National Plan. These are listed below and mapped to the corresponding outcomes from the National Plan Outcomes Framework.

Performance measure

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

Target

♦ 2.1.2-1A – Demonstrated achievement of continued successful delivery of initiatives under the National Plan to End Violence against Women and Children 2022–2032.

Target	2022–23 Actual result	2023–24 Actual result	2024–25 Actual result	Outcome
The department will report outputs against the 6 Linked Outcomes	The department reported on all 8 outputs and met the success criteria of 75% of initiatives (6 out of 8)	The department reported on outputs for all 8 initiatives and met the success criteria of 75% of initiatives (6 out of 8)	The department met outputs against all Linked Outcomes^	Met

Source: 2024–25 PBS page 54 and 2024–25 Corporate Plan page 45.

^ The department reported on 6 outputs for significant DSS led initiatives that linked to 5 Outcomes.

Measure type

This is an output measure.

This measure demonstrates the delivery of significant initiatives administered by the department to support implementation of the National Plan.

Program analysis

Family and domestic violence in Australia remains a significant and complex crisis. The National Plan sets the national policy agenda for addressing violence against women and children in Australia over 10 years. The National Plan is supported by the First Action Plan, which details the actions and initiatives being implemented by the Commonwealth and state and territory governments; and the Outcomes Framework, which outlines what we are aiming to achieve over the life of the plan. A dedicated Aboriginal and Torres Strait Islander Action Plan sits alongside the First Action Plan to address the disproportionately high rates of family, domestic and sexual violence that Aboriginal and Torres Strait Islander women experience.

All initiatives listed in the action plans are making a contribution towards the achievement of the 6 long-term outcomes and 34 sub-outcomes outlined in the Outcomes Framework. The outcomes focus on improving community attitudes and beliefs towards violence against women, improving systems and services to better support people impacted by violence, holding perpetrators accountable for their actions, making sure children grow up safe and supported, and ensuring women are safe and respected in all settings.

Under the action plans, the department leads 67 of the 122 Commonwealth initiatives, including 7 national initiatives which align to 5 of the 6 long-term outcomes. Of these 7 initiatives, 6 successfully met their delivery targets for 2024–25.

In 2024–25, Australia's National Research Organisation for Women's Safety (ANROWS) contributed to **Outcome 1** of the National Plan by producing and disseminating high-quality and policy-relevant research to strengthen the national evidence base and ensure systems and institutions effectively support and protect people impacted by gender-based violence. The initial target for this program was revised from 3, with the program successfully meeting the new higher target and delivering 6 research and technical reports.

The Escaping Violence Payment (EVP) trial commenced in October 2021 to reduce the financial insecurity individuals face when leaving a violent intimate partner relationship. The EVP trial contributed towards **Outcomes 2 and 6** of the Outcomes Framework by providing a culturally responsive and accessible service that supported over 20,556 victim-survivors between 1 July 2024 to 31 January 2025. The EVP trial ceased accepting applications on 30 June 2025 and the final report will be for 2024–25. The lessons from the EVP trial led to the establishment of the permanent Leaving Violence Program, which commenced delivering services on 1 July 2025.

The Leaving Violence Program is available across Australia for eligible victim-survivors regardless of visa status, gender or sexuality. The Leaving Violence Program has 2 service delivery models: a national program, and 4 regional trials delivered by Aboriginal and Torres Strait Islander led organisations in the Broome, Cairns, Darwin and Dubbo regions.

The Stop it at the Start phase 5 campaign was delivered as planned, with advertising live from 17 June 2024 to 30 April 2025. The campaign increased awareness of the new negative influences affecting young people's attitudes towards disrespect and violence and encouraged the target audience to take action. Delivery of the next phase supports **Outcomes 3 and 5** by addressing gender inequality, promoting respectful behaviour, and challenging attitudes and behaviours that enable violence. The campaign is an important part of generational change to shift community attitudes.

DV-alert is a nationally accredited training program delivering workshops that contribute to **Outcome 2** of the National Plan. It has delivered 429 workshops to frontline workers and to the general public, empowering them to recognise the signs of violence and how to confidently and appropriately respond and refer. The training covers the nature, scope, patterns and impacts of domestic and family violence, as well as responding to diverse groups, communication skills, safety planning, referral pathways and more.

1800RESPECT provides free and confidential counselling, information and support for people affected by domestic, family or sexual violence, 24 hours 7 days a week via phone, SMS, online chat and video call. With over 92% of calls answered within 20 seconds (noting that the measure considers phone calls only) the service contributes towards **Outcomes 3, 5 and 6** of the National Plan by providing support to people, including young people, affected by domestic, family or sexual violence, including referrals to specialist support services and safety planning guidance. For adults supporting children and young people affected by domestic, family and sexual violence, 1800RESPECT also provides information and advice on how to start a conversation.

The Keeping Women Safe in their Homes program contributes to **Outcome 6** of the National Plan by enabling women to remain safely in their homes or a home of their choice and helping maintain their economic and social participation. It aims to reduce the housing and financial instability that often follows violence and supports families to remain connected to important networks including workplaces and schools. Through a range of safety responses and home security upgrades, it enables women to make choices about their lives without being forced to relocate due to violence.

As the Outcomes Framework covers the 10-year life of the National Plan, the department demonstrates accountability for sustaining consistent service delivery by maintaining the 80% target year on year, even as demand levels change.

The increased effort and awareness the National Plan and its activities generate is likely to mean the reporting of all forms of gender-based violence will increase in the short-term, as individuals feel more safe and supported to come forward and seek help. Ongoing challenges for programs under the National Plan include entrenched gender norms, meeting demand in rural, remote and Indigenous communities, and the need for sustained cultural change through education and prevention. With these in mind, the department will continue to progress work under the National Plan to shift community attitudes towards embracing gender equality and recognising and addressing violence against women and children.

Measure and target	Result
Linked Outcome 1: Systems and institutions effectively support and protect people impacted by violence.	Met
Australia's National Research Organisation for Women's Safety: Met The total number of research and/or technical reports provided to the department by ANROWS in the 2024–25 financial year. The success criterion is met if the number of research and/or technical reports provided to the department is greater than or equal to 6.	6
Linked Outcome 2: Services and prevention programs are effective, culturally responsive, intersectional and accessible.	Met
Escaping Violence Payment (EVP) trial: Met The total number of financial assistance packages delivered nationally by the funded provider for the trial between 1 July 2024 and 31 January 2025. The success criterion is met if the number of EVP client packages delivered nationally meets or exceeds the target amount of 19,999 for the financial year 2024–25.	20,556
DV-alert: Met The total number of workshops delivered equals the target number of workshops listed for each financial year. The success criterion is met if ≥400 workshops are delivered each year.	429
Linked Outcome 3: Community attitudes and beliefs embrace gender equality and condemn all forms of gendered violence without exception.	Met
Stop it at the Start Campaign: Met Delivery of phase 5 and phase 6 of the Stop it at the Start campaign. The success criterion is met if there is evidence supporting delivery and evaluation of phase 5 and approval is provided to commence development of phase 6 of the Stop it at the Start campaign.	Phase 5 was delivered and evaluated by 30 June 2025.

Measure and target	Result
<p>Our Watch: N/A</p> <p>The performance measure for Our Watch in 2024–25 is not reported on while an independent evaluation is under development.</p>	No result available
<p>Outcome 4: People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours.</p> <p>The department does not currently have a significant initiative as the lead agency under Outcome 4.</p>	
<p>Linked Outcome 5: Children and young people are safe in all settings and are effectively supported by systems and services.</p>	Met
<p>1800RESPECT: Met</p> <p>The number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls answered and number of calls abandoned (minus the number of calls abandoned within 5 seconds).</p> <p>The success criterion is met if the percentage is equal to or greater than 80%.</p>	92.53%
<p>Linked Outcome 6: Women are safe and respected in all settings, and experience economic, political, cultural and social equality.</p>	Met
<p>Keeping Women Safe in their Homes program: Met</p> <p>The extent to which victim-survivors of family and domestic violence are supported to safely remain in their homes or a home of their choosing.</p> <p>The total number of Keeping Women Safe in their Homes clients assisted nationally is maintained at a minimum of 80% compared to the same period last financial year.</p> <p>The target for 2024–25 is a minimum of 3,420 clients, which is 80% of last year's total (4,276).</p>	<p>The number of Keeping Women Safe in their Homes clients assisted nationally was 5,379, which is a 26% increase when compared to the same period last year.</p>

Methodology

The target will be considered met if each linked outcome has an initiative that has met its output target based on tailored criteria developed for assessment across the initiatives.

The target will be considered partially met if 3 to 5 of the linked outcomes are met, and not met if less than 3 linked outcomes have no initiatives that meet their target.

Disclosures

Outcome 4

The department reports on 7 nationally significant initiatives which represent work it is leading to support the National Plan. These 7 initiatives are linked to 5 outcomes under the Outcomes Framework. The department does not currently have a significant initiative for which it is the lead agency under Outcome 4: People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours.

Escaping Violence Payment

The result of 20,556 EVP trial packages delivered reflects 7 months of EVP trial data from 1 July 2024 to 31 January 2025; this represents around 49% of total packages for the 2024–25 financial year that were possible to verify at the time of reporting.

Stop it at the Start campaign

There are 2 parts to this target: delivery of phase 5 and securing agreement to commence phase 6. Five of 6 milestones were achieved for this performance measure, all relating to delivery of phase 5. The 6th milestone (agreement to commence development) was not achieved in the reporting period but was subsequently provided on 19 July 2025. The department considers this target to have been met.

Our Watch

In the 2024–25 Corporate Plan, the Our Watch performance measure committed to report on the number of participants engaged. However, during the 2024–25 reporting year, the department commenced working towards a more meaningful reflection of performance through an evaluation. The evaluation will provide an independent assessment of the extent to which the government-funded program of primary prevention activities delivered by Our Watch has been effective in delivering its intended outcomes. It will also provide critical information to support the development of the new performance measure. Results of the evaluation are not available at the time of reporting. An interim performance measure is expected to be available for the 2025–26 reporting year.

Keeping Women Safe in their Homes

For the majority of jurisdictions, the Keeping Women Safe in their Homes initiative is embedded within their own Safe at Home programs and, as such, the supports to clients funded through Keeping Women Safe in their Homes may vary slightly based on the jurisdiction. The dataset is not easily comparable between states and territories, and comparisons in client numbers are not made across states and territories. As the client count is reported as an aggregate of all jurisdictions, this can limit the scope of inferences made from client count alone.

Categorisation of data source		Data source
Tertiary source	Tier 2	1800RESPECT: Telstra Health Contact Management System.
Tertiary source	Tier 2	DV-alert: Department's Data Exchange.
Tertiary source	Tier 1	Australia's National Research Organisation for Women's Safety (ANROWS): ANROWS research/technical reports.
Tertiary source	Tier 2	Stop it at the Start campaign – phase 5: <ul style="list-style-type: none">► Final campaign evaluation report► Public relations evaluation reports► Media performance report.
Tertiary source	Tier 2	Keeping Women Safe in their Homes program: Department's Data Exchange – Client Session data.
Tertiary source	Tier 2	Escaping Violence Payment: Monthly data generated by funded providers – Community Data System.

PROGRAM 2.1 FAMILIES AND COMMUNITIES

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

Key Activity: 2.1.5 Financial Wellbeing and Capability

The Financial Wellbeing and Capability (FWC) key activity provides services and initiatives to support vulnerable individuals and families to navigate financial crises and manage financial stress and hardship, and to increase financial wellbeing for individuals and families.

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

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

Enhanced Income Management (enhanced IM) is a component of the FWC key activity in the Families and Communities program. Performance results are in tables further below.

Performance measure

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

Target

- ◆ 2.1.5-1A – 20% or less of people with multiple requests for Emergency Relief.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≤20%	21.1%	7.8%^	6.9%^	Met

Target

- ◆ 2.1.5-1B – At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥70%	63.6%	55.6%	51.6%	Not met

Source: 2024-25 PBS page 55 and 2024-25 Corporate Plan page 51.

^ Calculations for target 2.1.5-1A changed in 2023-24 to remove a reporting discrepancy that double-counted clients receiving multiple Emergency Relief services on the same day at the same venue.

Measure type

This is an effectiveness measure.

This measure demonstrates effectiveness in providing support to vulnerable individuals and families to navigate financial stress or crisis and improve financial wellbeing.

Program analysis

2.1.5-1A

In 2024–25, 370,438 people accessed Emergency Relief (ER) services for immediate financial or material aid 5 or more times on different days within a 90-day period. Results cannot be compared to previous years as the methodology was changed from the previous measure, which did not account for organisations reporting the same clients receiving multiple types of support on same day at the same outlet.

The current economic environment is a significant driver for people's use of ER, in terms of both frequency and intensity, and this may have attributed to the results for target 2.1.5-1A. Cost of living pressures have a substantial impact on some individuals' use of ER services and may result in individuals using more ER than they might otherwise have done.

2.1.5-1B

In 2024–25, 475,338 people accessed FWC services. This included 370,438 clients who accessed ER services, with the remainder accessing other FWC services such as financial counselling. Changes to client numbers reflect shifts in client complexity and increased sessions per client.

The percentage of clients reporting a positive outcome following engagement with a funded FWC service has decreased in the past 12 months from 55.6% in 2023–24 to 51.6%. As the 2024–25 result is lower than the 2023–24 result, the measure is reported as not met.

The percentage of clients reporting neutral or consistent outcomes following engagement with a funded FWC service was 36.7%. This represents an increase when compared to the 2023–24 result (31.4%).

Financial wellbeing programs support people in crisis and financially vulnerable individuals. The presenting needs of these clients may be more complex than the immediate support available, and referral pathways are available to provide broader support. Cost of living continues to impact the percentage of people reporting positive outcomes, with issues such as interest rates and rental affordability and availability impacting people's financial stability, resilience and material wellbeing.

Methodology

2.1.5-1A The percentage for ER is based on the cohort of clients that had at least 5 sessions of ER on different days within a 90-day period in the current reporting year.

2.1.5-1B Service providers conduct a scored assessment of a sample of clients to assess a client's financial circumstances. An initial assessment is conducted when the client starts receiving services and subsequent assessments are conducted later in the client's service journey.

The result is determined by the percentage of assessed clients that show a positive change in circumstances, when comparing their latest assessment score in the 2024–25 reporting period to their initial assessment score.

Disclosures

www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release

Categorisation of data source Data source

Tertiary source Tier 2

Department's Data Exchange – Standard Client/Community Outcome Reporting (SCORE) and administrative intake (session) data.

Key Activity: 2.1.5-2 Enhanced Income Management

Performance measure

2.1.5-2 Participants on enhanced Income Management in non-remote areas have food expenditure of a similar proportion to the food spend weighting in the Australian Bureau of Statistics' Pensioner and Beneficiary Living Cost Index as part of the Selected Living Costs Index.

Target

♦ 2.1.5-2A – Non-remote enhanced Income Management participant proportional spend on food is within 5 percentage points (pp) of the food spend weighting in the ABS Pensioner and Beneficiary Living Cost Index as part of the Selected Living Costs Index.

Target	2024–25 Actual result	Outcome
≤ 5pp	4.0 pp	Met

Source: 2025–26 PBS page 50 and 2024–25 Corporate Plan page 52.

Measure type

This is an effectiveness measure.

This measure demonstrates that enhanced IM participants are able to access their funds and are using their enhanced IM account to purchase essential needs.

Program analysis

Participants on the enhanced IM program have a portion of their income support payment managed to support financial stability and prioritise spending on essential items. From 4 September 2023, individuals were able to choose to move from Income Management to enhanced IM, with participant numbers on enhanced IM rising from 15,496 to 21,642 for the year ending 27 June 2025.

The March 2025 update to the ABS Pensioner and Beneficiary Living Cost Index indicated 19.5% of income principally received from government pensions or benefits by people residing in capital cities was spent on food and non-alcoholic beverages. By comparison, non-remote enhanced IM participants spent 15.5% of their income support payment income at food merchants, which is broadly consistent with people on similar incomes in similar regions. This is a difference of 4 percentage points and meets the target. This result is likely lower than that actually experienced, as the department does not have visibility of participant spend on food from personal funds.

Methodology

The department worked in collaboration with Services Australia to provide information on account usage, such as transaction data, to determine if participants in metropolitan and regional areas are purchasing food at a similar level to those not on income management programs in comparable regions. The classification of transactions for this measure are based on the merchant category code.

Disclosures

This calculation considers people who are income support payment recipients and participating in the enhanced IM program, referred to here as participants. The measure relies on a number of assumptions and the department has limited assurance over the accuracy of the reported result.

The department is only able to observe a proportion of participants' food expenditure that flows through the enhanced IM card and through Centrepay. The measure could still be met where further food expenditure is purchased through other, unobservable, means. For example, a participant who spends 10% of their income-managed funds on food (the observable proportion) may spend a further 5% of their funds from their personal bank account and this will not be captured. The department has no quantifiable way of knowing how much that difference may impact the result.

A limitation in this measure is that food spend through the enhanced IM card is analysed by the broader merchant category codes, with item-level purchase information unavailable to the department. Assumptions are made about merchant category codes and the types of expenditure they relate to. For example, supermarkets are classified as food merchants; however, they also sell other non-food items such as cleaning products. All expenditure at these merchants is counted as a food spend in this result. Conversely, service stations, which can sell food items, are not classified as food spend. All expenditure at these merchants are not included in this result.

The target makes food expenditure comparisons according to residential address and not place of expenditure. Participants who registered for enhanced IM with a home address or university term address that falls outside of the ABS remoteness areas of 'Remote Australia' or 'Very Remote Australia' are included for measure reporting regardless of where money is spent. Only home and university term addresses are considered when determining program eligibility. Postal addresses and temporary addresses are not used to determine eligibility under this measure. Food expenditure of non-remote participants is captured at the pricing levels at point of sale, remote or urban.

This measure includes data on expenditure even when participants are not receiving a welfare payment but are spending money through their enhanced IM account. Only enhanced IM participants who are active in the reporting period are captured in the analysis, and only for the period they were active. Across periods of welfare payment entitlement suspension, enhanced IM participants have access to their enhanced IM account, remaining active participants, with relevant transactions being captured for measure reporting.

Categorisation of data source		Data source
Secondary source	Tier 2	Services Australia administrative data.
Tertiary source	Tier 2	Financial institution transaction data.
Tertiary source	Tier 2	ABS – Selected Living Costs Index.

PROGRAM 2.1 FAMILIES AND COMMUNITIES

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

Key Activity: 2.1.7 National Redress Scheme for Institutional Child Sexual Abuse

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

Performance measure

2.1.7-1 Ensure quality and timely decisions are made on applications to the Scheme.

Target

2.1.7-1A – The Scheme will notify at least 75% of survivors about an outcome within 6 months of the date that all required information is received.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥75%	76.5%	52.3%	27.2%	Not met

Target

2.1.7-1B – The Scheme will maintain quality decision-making, with at least 95% of initial determinations reflecting the final outcome.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	99.3%	99.7%	99.4%	Met

Source: 2024-25 PBS page 57, 2024-25 Corporate Plan page 55.

For further information on the National Redress Scheme, see Chapter 3 in this publication.

Measure type

This is a proxy measure of efficiency.

Measuring the quality and timely finalisation of applications and offers made to survivors indicates the department has efficiently processed and managed applications.

Performance measure

2.1.7-2 Maximise institution participation with the Scheme.

Target

2.1.7-2A – The Scheme will engage and maintain participation, with institutions onboard to cover at least 95% of applications in progress.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	98.7%	98.9%	99.1%	Met

Source: 2024-25 PBS page 57 and 2024-25 Corporate Plan page 56.

Measure type

This is an effectiveness measure.

This performance measure demonstrates that the department has effectively worked with institutions to join the Scheme.

Performance measure

2.1.7-3 Provide survivors a redress payment.

Target

2.1.7-3A – The Scheme will issue at least 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥80%	95.5%	94.8%	93.0%	Met

Target

2.1.7-3B – The Scheme will issue at least 80% of survivors a redress payment within 14 days of receiving acceptance documentation.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥80%	94.9%	94.1%	92.3%	Met

Source: 2024-25 PBS page 57 and 2024-25 Corporate Plan page 56.

Measure type

This is an effectiveness measure.

Measuring the issuing of survivors a redress payment demonstrates that the department has effectively administered the Scheme.

Program analysis

The Scheme continued to receive a high number of applications – a record 19,726 applications in 2024–25, an increase on the previous year of 18%. The Scheme delivered a record number of finalised applications this year (4,209 applications) and 4 out of the 5 performance targets for the Scheme have been met.

The target for timeliness of application processing was not met this year or in the previous year. The Scheme has reviewed the target for application timeliness in the 2025–26 Corporate Plan and adjusted the targets, in better keeping with the current operations. The current target was developed when the predicted number of applications to the Scheme was around half the current number. In addition to changing the 6-month target, the department has added targets for 9 and 12 months to give applicants a clearer view of finalisation timeframes. Further operational improvements are being implemented to increase Scheme performance and deliver more timely outcomes to applicants:

- ▶ Increased funding to Redress Support Services to increase the number of supported applicants.
- ▶ Recruiting additional independent decision-makers to improve the timeliness of providing outcomes to applicants.
- ▶ Improved application management to ensure required information is captured earlier in the process and reduce the number of contacts needed to verify identity and confirm information.

It is anticipated that these improvements will reduce the average time taken to finalise applications and allow more applications to be finalised over the coming year. The Scheme continues to make a range of data on timeliness publicly available in the Success Measures Reports on the Scheme website.

Methodology

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

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

2.1.7-2A Percentage of applications on hand where all of the named institution(s) are participating in the Scheme, or an applicant has chosen to progress with only some of the named institution(s) are participating in the Scheme.

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

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

Disclosures

Application data is published in monthly updates on the Scheme website: www.nationalredress.gov.au

2.1.7-1A

- ▶ Any dates when an application is administratively 'on hold' in the decision-making period, and therefore outside of the Scheme's control, are removed from this calculation.

2.1.7-1B

- ▶ Completed applications include circumstances where an applicant has not responded to the outcome within the 6-month response period or asked for a review.

2.1.7-2A

- ▶ The 'on hold reason' field in the Case Manager system with the value of 'Institution not opted in' is used as an indicator that an application is not covered by participating institutions.
- ▶ All applications that are not on hold for this reason (even if not yet associated with any institutions) are considered 'in progress' and to be covered by a participating institution, until verified otherwise.

2.1.7-3A and 2.1.7-3B

- ▶ The Scheme considers a payment to be issued at the time payment is first generated. This does not consider when the payment is received.
- ▶ Periods when an application is on hold (and therefore outside of the Scheme’s control) are not included in the processing time when calculating the 7 day or 14 day timeliness for these measures.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia Enterprise Data Warehouse.
Primary source	Tier 1	Department’s administrative data.
Primary source	Tier 1	Institutions Customer Relationships Management Siebel System.

Addendum 3: Outcome 2

Families and Communities – supporting information

The following information provides additional context to the Families and Communities program.

Table 2.1: Number of individuals assisted

	2021–22	2022–23	2023–24	2024–25
2.1.1 Families and Children^a				
Families and Children	356,157	430,138	428,728	404,267
2.1.5 Financial Wellbeing and Capability^a				
Financial Wellbeing and Capability Program	580,771	592,833	522,147	475,338

Table 2.2 shows the extent to which Indigenous and culturally and linguistically diverse people are accessing services.

Table 2.2: Percentage of assisted individuals from priority groups

	2021–22	2022–23	2023–24	2024–25
2.1.1 Families and Children^b				
Indigenous	12%	13%	13%	14%
Culturally and linguistically diverse	5%	6%	7%	7.3%
People with disability	8%	9%	11%	12%
2.1.5 Financial Wellbeing and Capability				
Indigenous	22%	24%	25%	25%
Culturally and linguistically diverse	7%	6%	6%	7%
People with disability	19%	22%	23%	24%

Table 2.3: Number of organisations contracted or receiving grant funding to deliver services

	2021-22	2022-23	2023-24	2024-25
2.1.1 Families and Children				
Families and Children	444	456	424	436 ^c
2.1.5 Financial Wellbeing and Capability^d				
Financial Wellbeing and Capability Program	261	261	257	254

Disclosures

- a.** Includes individual and group clients from programs that contribute to the performance measure.
- b.** Number of individual clients from programs that contribute to the performance measure.
- c.** Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements from programs that contribute to the performance measure.
- d.** Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements.

Table 2.4: Family Safety – 1800RESPECT

1800RESPECT	2022-23	2023-24	2024-25
2.1.2 Family Safety			
Calls answered under 20 seconds	184,417	212,659	243,222
Calls answered	226,171	241,740	258,896
Calls abandoned post Interactive Voice Response (IVR)	16,751	12,005	6,778
Calls abandoned under 5 seconds post IVR	2,398	2,766	2,814

There are many reasons why a call might be abandoned by a caller, including where it may no longer be safe for the caller to continue.

1800RESPECT Service Level Calculation:

- ▶ $\text{Calls answered under 20 seconds} / (\text{calls answered} + \text{calls abandoned post IVR} - \text{calls abandoned under 5 seconds post IVR}) = \text{service level.}$
- ▶ $243,222 / (258,896 + 6,778 - 2,814) = 92.53\%$

Table 2.5: Family Safety – DV-alert Workshops

DV-alert	2022-23	2023-24	2024-25
2.1.2 Family Safety			
Target number of workshops and assessments	363	693	400
Workshops and assessments delivered	372	399	429

Table 2.6: Number of National Redress Scheme recipients

	2021-22	2022-23	2023-24	2024-25
2.1.7 National Redress Scheme for Institutional Child Sexual Abuse				
Recipients	2,675	3,416	3,654	3,180
Applications received	5,987	10,723	16,324	19,726
Institutions joined	94	152	55	81

Disclosures

The number of new institutions joining the Scheme in 2024-25 was 81, and one institution left the Scheme in this same period.

Outcome 3: Disability and Carers

Purpose

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

Programs and activities

Outcome 3 comprises one program and one activity contributing to the achievement of the Disability and Carers outcome. The diagram below depicts how this purpose is translated into measurable activities.

The Disability and Carers and National Disability Insurance Scheme (NDIS) functions previously reported under this outcome have transferred to the Health, Disability and Ageing portfolio under Machinery of Government changes and are reported in the DHDA 2024–25 Annual Report.

OUTCOME 3 – DISABILITY AND CARERS Program 3.1: Disability and Carers
Key activities 3.1.1 – Disability Employment Services

Outcome 3: Disability and Carers

Key performance results

Program	Key activities	Target	Result
3.1 Disability and Carers	3.1.1 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
	3.1.2 Disability and Carer Support	Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.	Transferred to DHDA
		Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.	Transferred to DHDA
	3.1.2-2 Australia's Disability Strategy	Increase measures under ADS 2021–2031 Outcomes Framework with data reported.	Transferred to DHDA
		The department's workforce includes at least 7% of people identifying with disability.	Transferred to DHDA
	3.1.2-4 Younger People in Residential Aged Care	No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.	Transferred to DHDA
3.2 National Disability Insurance Scheme	3.2.1 NDIS Transition	Full Scheme Agreements signed with all states and territories by 30 June 2025.	Transferred to DHDA
	3.2.2 Sector Development Fund and Jobs and Market Fund	Number of market initiatives advised on and/or delivered by the department to develop the market and workforce.	Transferred to DHDA
	3.2.3 NDIS Participant Plans	Annual growth in the total costs of the Scheme of no more than 8% by 1 July 2026, with further moderation of growth as the Scheme matures.	Transferred to DHDA
		Legislative amendments being developed for government.	Transferred to DHDA

PROGRAM 3.1 DISABILITY AND CARERS

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

Key Activity: 3.1.1 Disability Employment Services

The Disability Employment Services (DES) key activity helps individuals with disability, injury or health condition to secure and maintain sustainable open employment. Through DES, eligible participants receive assistance to prepare for, find and keep employment. When a person with disability has been placed in a job, their DES provider will support them and their employer for up to 52 weeks to ensure the placement is successful. Support is available beyond 52 weeks, where needed.

Performance measure

3.1.1-1 Extent to which people with disability are supported to find and maintain employment through Disability Employment Services.

Target

- ◆ 3.1.1-1A – At least 40% of job placements sustained to 13 weeks.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥40% to 13 weeks	41%	41%	42.8%	Met

Target

- ◆ 3.1.1-1B – At least 30% of job placements sustained to 26 weeks.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥30% to 26 weeks	37%	36%	37.3%	Met

Target

- ◆ 3.1.1-1C – At least 20% of job placements sustained to 52 weeks.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥20% to 52 weeks	25%	24%	23.9%	Met

Source: 2024-25 PBS page 64 and 2024-25 Corporate Plan page 60.

Measure type

This is an effectiveness measure.

This measure demonstrates the extent to which the DES program has supported people with disability, injury or health condition to secure and maintain employment outcomes.

Program analysis

Between June 2024 and June 2025, the number of DES participants decreased by 4.9% (12,720), from 257,876 to 245,156. In comparison to 2023–24, the number of DES employment placements (also known as employment anchors)^a decreased by 9.9% (or 6,961), from 70,167 as reported in the 2023–24 Annual Report to 63,206. Over the same period the number of 26-week employment outcomes decreased by 14.0% (or 4,879), from 34,960 to 30,081.

While there has been a decrease in participant numbers and the number of DES employment placements, the DES targets have been met for all 3 measures. The DES program has been in a period of transition. In the 2024–25 Budget, it was announced that the new specialist disability employment program, known as Inclusive Employment Australia (IEA), would commence on 1 July 2025 and replace the current DES program. An open tender process for IEA was conducted from 4 October to 4 November 2024. Due to the timing of the 2025 federal election, the DES program was extended and a new IEA implementation date of 1 November 2025 was announced.

Another contributing factor in the decrease in employment placements is the Internet Vacancy Index (IVI).^b The IVI is the measurement of job listings on recruitment websites. The IVI decreased between June 2024 and June 2025 by 6.7%. Labour market conditions in Australia have declined from the peak in June 2022 post the COVID-19 pandemic, which is likely contributing to the decreased DES employment placements and outcomes during 2024–25, compared to 2023–24.

In addition to the program measures reported here, the department monitors DES provider performance. A new performance framework was developed and implemented on 1 July 2024 to continue to support the focus on delivering quality services for participants, with the performance scorecards supporting participant choice.

Methodology

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

Disclosures

- a. An employment placement is anchored by moving a participant into the post-placement support phase of DES and is recorded on the department’s IT systems when a participant starts progressing to an employment outcome.
 - b. Jobs and Skills Australia website, Internet Vacancy Index, IVI Vacancy Report – June 2025.
- ministers.dss.gov.au/media-releases/14656

Categorisation of data source		Data source
Secondary source	Tier 1	Department of Employment and Workplace Relations Employment Business Intelligence Warehouse.

Addendum 4: Outcome 3

Disability and Carers – supporting information

The tables below report the numbers of people with disability, carers, organisations and projects receiving funding from the department to improve independence and participation for people with disability, and support for carers. The numbers of people with disability and carers receiving supports funded by the department indicate the breadth of support provided by the department, while the financial figures indicate the department’s level of investment to improve outcomes for people with disability and their carers.

Table 3.1: Number of participants

	2021–22	2022–23	2023–24	2024–25
3.1.1 Disability Employment Services				
Number of DES participants ^a	296,485	268,980	257,876	245,156

Table 3.2: Number of organisations contracted or receiving funding to deliver services

	2021–22	2022–23	2023–24	2024–25
3.1.1 Disability Employment Services				
Disability Employment Services ^b	104	93	86	81

Disclosures

- a. The number of DES participants on the caseload as at 30 June each financial year.
- b. The number of DES providers (distinct count) as at 30 June each financial year.

Outcome 4: Housing

All Housing and Homelessness functions previously reported under this outcome have transferred from the department to Treasury and are reported in Treasury's 2024–25 Annual Report.

Key performance results

Program	Key activities	Target	Result
4.1 Housing and Homelessness	4.1.1 National Agreement on Social Housing and Homelessness (NASHH)	A publicly available housing and homelessness strategy that meets the requirements outlined in the NASHH from each state.	Transferred to Treasury
		Complete and timely reporting by the states against the compulsory measures in the National Outcomes Framework on social housing measures, including number and change in social housing dwellings, overcrowding and dwelling condition.	Transferred to Treasury
		Complete and timely reporting by the states against the compulsory measures in the National Outcomes Framework on homelessness, including unmet demand and supported requests for homelessness services, and return to homelessness.	Transferred to Treasury
		Complete and timely reporting by the states against the compulsory measures in the National Outcomes Framework on homelessness, including unmet demand and supported requests for homelessness services, and return to homelessness.	Transferred to Treasury
4.2 Affordable Housing	4.2.1 National Rental Affordability Scheme	At least 90% of statements of compliance are processed within 60 business days.	Transferred to Treasury
		At least 90% allocations set under the National Rental Affordability Scheme are active and receiving incentive payments.	Transferred to Treasury

CROSS-OUTCOME – PROGRAM SUPPORT

Key Activity: Advice and Support to Ministers

Advice and Support to Ministers is a key activity across all outcomes, and aims to ensure Ministers and Assistant Ministers are provided with timely advice and support from the department.

Performance measure

CO-1 Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the 4 outcomes.

Target

CO-1A – At least 95% of ministerial briefs and correspondence across the 4 outcomes are provided on time.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	71%	72%	78%	Not met

Source: 2024-25 Corporate Plan page 83.

Measure type

This is an output measure.

This measure demonstrates the timeliness of the department in providing Ministers and Assistant Ministers with the support and advice to make decisions that support the department to achieve its objectives.

Program analysis

There has been overall improvement in the timeliness of advice to the Ministers’ offices from 2023 to 2025. The department will continue to improve and proactively manage ministerial briefs and correspondence to ensure timely advice and support is provided to Ministers and Assistant Ministers.

Concurrently, the department is actively maturing its policy capability to ensure that advice and support delivered to the Ministers’ offices is timely as well as effective in helping address government priorities and achieving positive outcomes for individuals and communities.

The department is investing in improving the quality of its policy advice and communication strategies.

Departmental staff have been equipped with a suite of better practice resources in a Social Policy Toolkit, launched in June 2025. The resources will help staff to articulate the policy issues and rationale underpinning the advice and deliver compelling and evidence-informed options to help drive positive policy outcomes.

Efforts are also underway to provide more learning opportunities for staff, including through immersion in collaboration activities to build policy capability. This program of capability improvements is designed to strengthen the department’s ability to provide high-quality, responsive and evidence-informed outcomes for government and the community.

Methodology

The number of records provided on time is represented as the percentage of records provided to the relevant Minister’s Office on or before the associated due date.

Categorisation of data source		Data source
Primary source	Tier 1	Department’s Parliamentary Document Management System.

CROSS-PROGRAM – GRANTS ADMINISTRATION

Key Activity: Community Grants Hub

Through the application of person-centred design principles, the Community Grants Hub (the Hub) places the needs of people and families at the centre of grants administration.

The Hub is responsible for delivering a positive grant experience through the entire life of a grant, from the initial application process to the ongoing management of the grant agreement through the department's geographically dispersed network of Funding Arrangement Managers.

Performance measure

CO-2 Proportion of grant applicants and recipients satisfied with their Hub grant experience.

Target

CO-2A – Grant applicant and recipient experience is 70% positive or above.

Target	2024–25 Actual result	Outcome
≥70%	80%	Met

Source: 2024–25 Corporate Plan page 84.

Measure type

This is an effectiveness measure.

This measure demonstrates the effective delivery of services to Australian communities through the ongoing management of grants.

Program analysis

In 2024–25, the Hub continued to provide grant administration services on behalf of the department and partner agencies, supporting the delivery of government programs to communities across Australia. A key measure of performance is the proportion of grant applicants and recipients satisfied with their experience of the Hub. The annual customer satisfaction survey found that 80% of respondents were satisfied with the Hub's services, exceeding the departmental performance target of 70%.

This result reflects ongoing efforts to provide accessible, user-friendly and responsive services. Respondents highlighted timely communication, clear guidance and helpful staff as contributing factors in their positive experience. The Hub's focus on person-centred design, including simplifying language and processes, has supported this outcome.

Importantly, the Hub continued to support the implementation of the National Agreement on Closing the Gap by improving service accessibility for Aboriginal and Torres Strait Islander organisations. This includes ensuring culturally appropriate engagement and reducing barriers to participating in government-funded programs.

The Hub’s performance contributes to the department’s broader goal of delivering effective, accessible and people-centred services to improve the wellbeing of individuals, families and communities.

Methodology

The Hub’s customer satisfaction survey seeks to identify grant users’ experiences of the Hub across the various Hub interaction purposes and channels and the different attributes of user satisfaction.

Disclosures

The result is based on self-reported satisfaction data collected through a voluntary anonymous survey with an approximate 11% response rate from the randomly selected sample group.

Categorisation of data source		Data source
Primary source	Tier 1	Department’s survey of grant stakeholders.

Addendum 5:

Cross-Outcome – supporting information

Table 5.1: Number of briefs requested by Ministers or Assistant Ministers

	2021–22	2022–23	2023–24	2024–25
Total on time	234	515	626	610
Total sent to Minister’s office	342	748	887	810
Percentage on time (%)	68	69	71	75

Table 5.2: Number of correspondence for Minister or Assistant Minister signature

	2021–22	2022–23	2023–24	2024–25
Total on time	841	1,441	884	871
Total sent to Minister’s office	1,024	2,023	1,201	1,095
Percentage on time (%)	82	71	74	80

In 2024–25 the Hub, in partnership with the department and our client agencies, supported the effective delivery of services to Australian communities through the ongoing management of grants. Table 5.3 outlines the total number and value of grants managed at 30 June 2025.

Table 5.3: Number of grants managed

	2022–23	2023–24	2024–25
Total number of grants managed	31,282	43,893	29,228
Total value of grants	\$10.6 billion	\$11.5 billion	\$11.6 billion