

Audit report of the 2021–22
annual performance statement

Department of Social Services



INDEPENDENT AUDITOR'S REPORT

To the Minister for Finance

Qualified Conclusion

I have undertaken a reasonable assurance engagement of the attached 2021–22 Annual Performance Statements of the Department of Social Services ('the Entity').

In my opinion, except for the effects and possible effects of the matters described in the Basis for Qualified Conclusion section of my report, which relates to one of the 48 performance measures, the attached 2021–22 annual performance statements of the Entity are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public Governance, Performance and Accountability Act 2013* (the Act), including accurately presenting the Entity's performance in achieving its purposes in the reporting period.

Audit criteria

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

- whether the annual performance statements complied with Division 2 of Part 2-3 of the Public Governance, Performance and Accountability Rule 2014 (the Rule);
- whether the performance measures and targets in the annual performance statements are appropriate as required by Division 1 of Part 2-3 of the Rule to accurately measure the entity's performance in achieving its purposes in the reporting period; and
- whether the results reported against the performance measures in the annual performance statements and accompanying supporting analysis are accurate and complete, and supported by appropriate records.

Basis for Qualified Conclusion

The Entity does not have sufficient internal control to provide assurance over the information provided by third party service providers that is used to report against performance measure 2.1.5-1. As a result I was unable to obtain sufficient appropriate audit evidence that the reported result was accurate.

Emphasis of Matter – Lack of Independent Validation for Performance Measure 2.1.2-1

I draw attention to the caveats and disclosures for the reported result of the 1800RESPECT call service component of performance measure 2.1.2-1, which explains that the Entity did not have a process in place to independently validate the reported result from the Entity's service provider on the number of calls answered in less than 20 seconds and is unable to

provide assurance that the reported result is accurate. My conclusion is not modified in respect of this matter.

Accountable Authority's responsibilities

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

- the preparation and fair presentation of annual performance statements that accurately reflect the Entity's performance and comply with the Act and Rule;
- keeping records about the Entity's performance in accordance with requirements prescribed by the Act; and
- establishing such internal controls that the Accountable Authority determines is necessary to enable the preparation and presentation of the annual performance statements that are free from material misstatement, whether due to fraud or error.

Auditor-General's responsibilities

My responsibility is to conduct a reasonable assurance engagement to express an independent opinion on the Entity's annual performance statements.

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which include the relevant Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Auditing and Assurance Standards Board. In accordance with this standard, I plan and perform my procedures to obtain reasonable assurance about whether the performance measures and accompanying results presented in the annual performance statements of the Entity accurately reflect the Entity's performance in achieving its purpose and comply, in all material respects, with the Act and Rule.

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

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

Independence and quality control

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

Inherent limitations

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

Australian National Audit Office

A handwritten signature in black ink, appearing to read "Rona Mellor". The signature is written in a cursive style with a large initial 'R'.

Rona Mellor PSM
Deputy Auditor-General

Delegate of the Auditor-General

Canberra

6 October 2022

Appendix A — Referencing for Measures in the Basis for Qualified Conclusion and Emphasis of Matter paragraphs

In preparing the *Basis for Qualified Conclusion* and *Emphasis of Matter* paragraphs I have used the following referencing system.

| Purpose: Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | | | | |
|--|--|--|---|---|
| <i>Outcome 2: Families and Communities</i> | | | | |
| <i>Program 2.1 Families and Communities</i> | | | | |
| <i>Reference</i> | <i>Key Activity</i> | <i>Performance Measure</i> | <i>Target</i> | <i>2021-22 Result</i> |
| 2.1.5 | 2.1.5 Volunteering and Community Connectedness | 2.1.5-1 Extent to which learners are able to access support from a Be Connected Network Partner to develop their digital skills, confidence and online safety. | 2.1.5-1A -Number of learners supported annually by a Be Connected Network Partner to develop their digital skills, confidence and online safety. 11,000 to 14,000 | 11,686 |
| 2.1.2 ¹ | 2.1.2 Family Safety | 2.1.2-1 Successful implementation of initiatives under the National Plan to Reduce Violence against Women and their Children 2010-2022. | 2.1.2-1A - Demonstrated achievement towards successful implementation of initiatives under the National Plan to Reduce Violence against Women and their Children 2010-2022. Successful implementation of departmental initiatives. | 5 out of 7 of the department’s most significant Women’s Safety initiatives met the implementation success criteria. |

¹ This performance measure was not subject to qualification.



Australian Government
Department of Social Services



Annual Report 2021–22



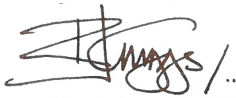
Part 2

Annual performance statement

| | |
|--------------------------------------|-----|
| Outcome 1 – Social Security | 22 |
| Outcome 2 – Families and Communities | 50 |
| Outcome 3 – Disability and Carers | 86 |
| Outcome 4 – Housing | 115 |
| Cross Outcome – Program Support | 129 |

Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services, present the 2021–22 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.



Ray Griggs AO CSC

Secretary

4 October 2022

Introduction

The Annual Performance Statement provides the results of the department’s performance for the reporting period. This completes the cycle of performance reporting that commenced with the 2021–22 Portfolio Budget Statement published on 11 May 2021, and the 2021–22 Corporate Plan, published on 31 August 2021.

The department’s key activities are delivered in partnership with a range of third parties including portfolio agencies, for profit and not for profit organisations. We source data from our delivery partners to measure and report in our Annual Performance Statements. We endeavour to ensure performance data collected is reliable, verifiable, and supported by proportionate 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.

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

| | Outcome 1 Social Security | Outcome 2 Families and Communities | Outcome 3 Disability and Carers | Outcome 4 Housing |
|--|--|---|---|---|
| 2021–22 Portfolio Budget Statement (May 2021) | Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. | Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. | Improve independence of and participation by, people with disability including improved support for carers, by providing targeted support and services. | Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports. |
| | 7 programs 10 key activities | 1 program 7 key activities | 2 programs 7 key activities | 2 programs 2 key activities |
| 2021–22 Corporate Plan (August 2021) | Performance Measures and Targets | | | |
| | Purpose | | | |
| | The Department of Social Services’ enduring purpose is to improve the economic and social well-being of individuals and families in Australian communities which we achieve through the implementation of a diverse range of government policies, programs, services and payments. The department’s purpose is set out in the Administrative Arrangement Orders. | | | |
| 2021–22 Annual Performance Statement (Oct 2022) | Performance Measures and Targets | | | |
| | Reports achievement against the performance measures and targets | | | |

Performance maturation

As part of ongoing work to mature performance reporting and review measures, the department undertook a review of the extent to which performance measures aligned with key activities and outcomes. Key activities were assessed against a consistent framework and threshold for determining what would constitute a key activity. The department also used feedback from the Performance Statements Pilot Program led by the Australian National Audit Office (ANAO) to improve governance and assurance for current and future reporting years. The department has worked to address findings from the Pilot Program, including working with third-party data holders to obtain raw data, improving assurances and understanding data quality and limitations. Over 2021–22 changes to measures fall into 4 key areas:

- changes to data sourcing and methodology to ensure sources of information and methodologies that are reliable and verifiable
- better alignment of targets with their underpinning methodologies
- moving to output reporting as a better reflection of performance and where reliable data can be sourced
- expanded use of caveats to provide the reader with an understanding of data limitations and additional context around the scope of a measure.

Content already published in the 2021–22 Corporate Plan on rationale and methodology is not reprinted in the Annual Performance Statement. Content under these headings has only been included where there has been a change since publication of the 2021–22 Corporate Plan.

Key changes for 2021–22¹

A summary of key changes are provided below:

| | |
|---|---|
| 1.6.1 – Student payments | The wording of the target has been amended to ensure clear alignment with reported results. |
| 2.1.1 – Families and Children | This contains the measure for Families and Communities Service Improvement <i>2.1.1-2 Funded organisations' members are satisfied with the support offered to them by these funded organisations</i> . The department has not included this measure in the 2021–22 annual report following an assessment of key activities. |
| 2.1.2 – Family Safety | This measure has been updated to improve alignment between the target and the methodology. The measure now demonstrates achievement towards successful implementation of initiatives under the <i>National Plan to End Violence Against Women and Children 2022–2032</i> . Seven out of the 21 initiatives were identified as reflective of the department's overall performance. Criteria for measuring success are set out upfront. |
| 2.1.3 – Protecting Australia's Children | The department has not included this measure in 2021–22. The National Framework for Protecting Australia's Children 2021–31, released in December 2021, will have its own data development plan, monitoring and evaluation strategy and areas of focus with links to Closing the Gap targets. The department is re-evaluating how to report on this important program. |
| 2.1.5 – Volunteering and Community Connectedness | The performance measures for the Volunteering and Community Connectedness key activity have changed from reporting on survey-based satisfaction levels to reporting outputs. For these key activities, output data is a more meaningful reflection of the extent of the department's impact. |
| 2.1.6 – Cashless Debit Card | Reporting against this measure for 2020–21 was based on an external evaluation report, which was not suitable for reporting on the 2021–22 year. During 2021–22, the department undertook considerable analysis which generated mixed findings. Based on the data available to the department it was not possible to draw overall conclusions about whether social outcomes improved. The Australian Government announced the abolition of the Cashless Debit Card on 3 June 2022, before the end of the reporting year. Therefore this measure has been reported as unclear. Refer to page 78 for further detail. |
| 2.1.7 – Redress | The National Redress Scheme implemented a number of improvements to the Scheme operations over 2021–22, in response to the Second Anniversary Review recommendations. In addition, the Scheme has developed new performance measures and targets that more meaningfully cover the activities of the department in managing the Scheme. |

¹ Department of Finance Resource Management Guide 134 notes if performance information, such as performance measures, targets, data sources and methodologies, differs from those set out in the Corporate Plan at the beginning of the reporting period, entities should explain those changes in their annual performance statements.

Our performance

Overview of performance

For 2021–22, out of the total 49 performance targets the department met 35, partially met one and did not meet 10. There were 3 performance targets which were not reported or were reported as unclear.

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

Our policies and programs focus on whole of Australian community outcomes aligned with government priorities. While the performance measures are designed to assess the success of the activities in achieving our purposes, we recognise there are a range of factors, external to the department's control, that contribute to the achievement of these results.

We continue to be agile in providing advice to government and implementing responses to the COVID-19 pandemic, as well as other environmental factors such as cost of living pressures, labour mobility and natural disasters, to support individuals and families in Australian communities. These external factors that can affect results for some targets are identified throughout this Annual Performance Statement using the diamond symbol (◆).

Our performance measures include a mix of qualitative and quantitative measures to capture the multiple dimensions of our performance, where this is reasonably practical. When selecting qualitative or quantitative approaches to measure the performance of our key activities, we considered 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 6: Performance measure target results overview

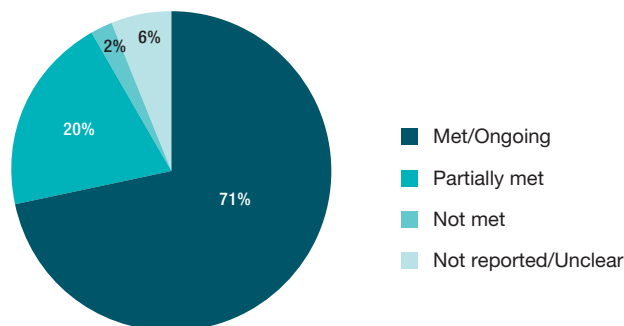


Figure 7: Performance measure target results per outcome

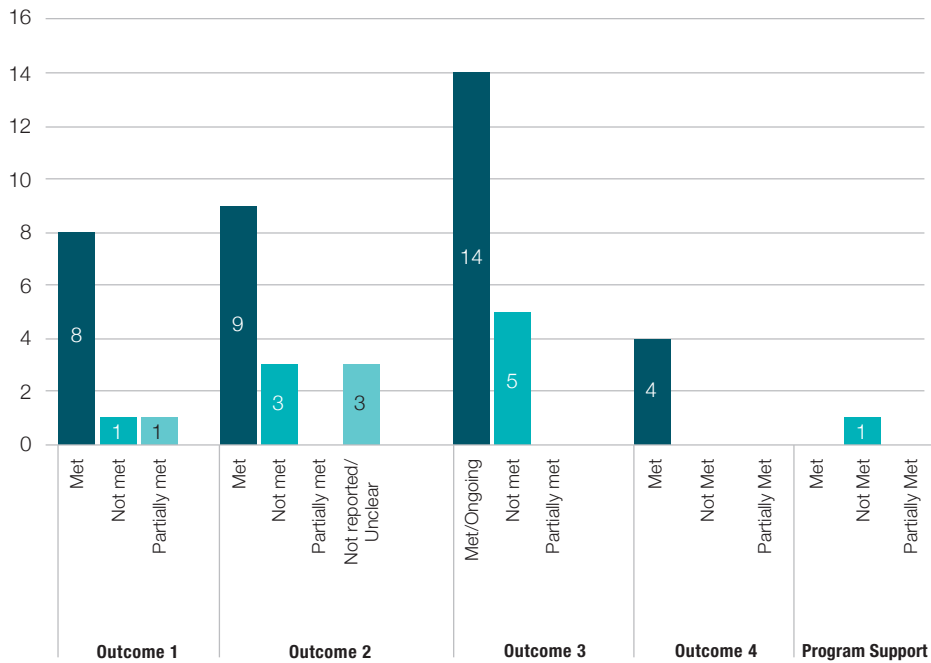
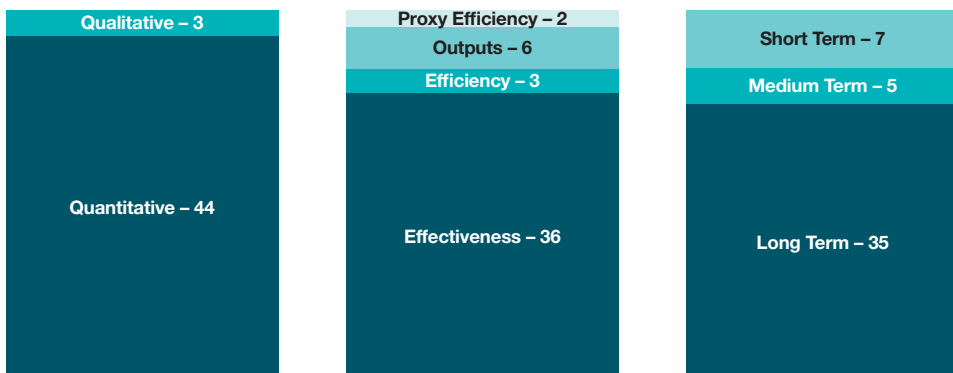


Figure 8: Summary of mix of Performance measure*



* not including "not reported"

Outcome 1 – Social Security

Purpose

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

Programs and activities

Outcome 1 comprises 7 programs and 10 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 | | | |
|--|--|---|--|
| A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | | | |
| Program 1.1 Family Assistance | Program 1.2 Support for Seniors | Program 1.3 Financial Support for People with Disability | Program 1.4 Financial Support for Carers |
| Key activities 1.1.1 Family Tax Benefit 1.1.2 Child Support Scheme 1.1.3 Parental Leave Pay 1.1.4 Dad and Partner Pay | Key activities 1.2.1 Age Pension | Key activities 1.3.1 Disability Support Pension (DSP) | Key activities 1.4.1 Carer Payment and Carer Allowance |
| Program 1.5 Working Age Payments | Program 1.6 Student Payments | Outcome 1 Cross-Program Rent Assistance | |
| Key activities 1.5.1 JobSeeker Payment, Youth Allowance (Other), Parenting Payment | Key activities 1.6.1 Youth Allowance (student), Austudy, ABSTUDY | Key activities XP Rent Assistance | |

Summary and analysis of Outcome 1 performance

The social security system provides a strong safety net for vulnerable Australians and promotes self-reliance, aiming to assist those that can into work and break the cycle of long-term welfare dependence.

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

The economic impact of the COVID-19 pandemic that resulted in significant numbers of Australians losing their jobs or having their working hours reduced remained a key feature in 2021–22. The economy rebounded and most businesses recovered while temporary income support arrangements that were introduced in response to the COVID-19 pandemic ceased.

The social security system has demonstrated its flexibility and responsiveness to supporting Australians. At the end of June 2022, JobSeeker Payment and Youth Allowance (other) recipient numbers were slightly higher than expected. This was related to the lifting of mutual obligations in June 2022 as part of the transition of job seekers to Workforce Australia, the new employment services model that replaced jobactive. The number of Austudy and Youth Allowance (student) recipients have decreased on the previous year. This result can, in part, be explained by the stronger than expected economic recovery from early 2022. Similarly, demand for rent assistance declined as fewer households required income support.

In 2021–22, the Parental Leave Pay population increased, returning to a level prior to the COVID-19 pandemic. This may be due to a stronger than expected recovery in the economy, resulting in a greater number of parents being able to meet the work test. The number of Dad and Partner Pay recipients increased in 2021–22, potentially due to the economic recovery resulting in more dads and partners being able to meet the work test and choosing to take leave.

An increase in the Age Pension qualification age has caused an increase in Disability Support Pension (DSP) recipients from 2020–21 to 2021–22. This increase is caused in part due to a decrease in exits attributable to some DSP recipients remaining for an extra 6 months before transitioning to Age Pension and an increase in the number of new recipients of DSP.

There was a slight increase in the Carer Payment and a slight reduction in the Carer Allowance population, resulting in a flat overall carer population. The long-term gradual reduction in the proportion of senior Australians receiving the Age Pension continued into 2021–22. This reduction is driven by new retirees having more assets at retirement than previous cohorts due to the maturation of the superannuation system, as well as a continued increase in the number of senior Australians remaining in the workforce longer.

Reconciliation data for the 2019–20 financial year shows actual results for the Family Tax Benefit key activity came close to achieving the target. Families experienced a decline in their income during the pandemic and subsequently became newly eligible for Family Tax Benefit and other income support payments in 2019–20 compared with 2018–19.

Key achievements

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

- worked collaboratively with other government agencies to develop and deliver around \$1.5 billion through a one-off \$250 Cost of Living Payment from the end of April 2022, to assist around 6 million payment recipients and concession card holders with cost of living pressures
- supported Australians dealing with the continuing impact of COVID-19 through the provision of National Health Emergency Crisis Payment for income support recipients who were required to be in isolation or who cared for immediate family members in isolation. As at 1 July 2022, over 1.6 million grants distributing over \$545 million in assistance to income support recipients have been provided since March 2020
- supported income support recipients as they were looking for work following the impact of COVID-19 on the labour market. Unemployment Benefit Recipient numbers continued to trend downward in 2021–22. At June 2022, there were 908,838 recipients of JobSeeker Payment and Youth Allowance (other), this represents a decrease of 200,300 or 18.1% since June 2021
- in response to COVID-19 pandemic lockdowns and border closures in 2021, temporary provisions were reinstated to ensure that ABSTUDY and AIC boarding students were able to be supported by their schools for remote learning, and schools were able to maintain operations ready for students to return.

Outcome 1 Key performance results

| Program | Key Activities | Target | Result | Actual Result |
|---|--|---|----------------|----------------------|
| 1.1 Family Assistance | 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 | 66.9% |
| | 1.1.2 Child Support Scheme | At least 85% of Family Tax Benefit children of separated parents meet the maintenance action test requirements. | Met | 85.1% |
| | 1.1.3 Parental Leave Pay | At least 95% of eligible Parental Leave Pay families access payment. | Met | 98.8% |
| | 1.1.4 Dad and Partner Pay | At least 95% of eligible Dad and Partner Pay claimants access payment. | Met | 97.9% |
| 1.2 Support for Seniors | 1.2.1 Age Pension | 75% or below of people of Age Pension age are supported by the Age Pension or other income support. | Met | 69.7% |
| 1.3 Financial Support for People with Disability | 1.3.1 Disability Support Pension | At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension. | Met | 96.8% |
| 1.4 Financial Support for Carers | 1.4.1 Carer Payment and Carer Allowance | At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance. | Met | 75.3% |
| 1.5 Working Age Payments | 1.5.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment | Changes in recipient numbers align with movements in the unemployment rate. | Met | Changes align |

| Program | Key Activities | Target | Result | Actual Result |
|--|---|--|----------------------|------------------------------------|
| 1.6 Student Payments | 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY | The proportion of Austudy, Youth Allowance (Student) and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments align with movements in the unemployment rate. | Partially Met | Movements partially aligned |
| Cross Program – Rent Assistance | XP – Rent Assistance | Cross-Program Rent Assistance reduces the proportion of recipient households in "rental stress" by at least 25 percentage points (pp). | Met | 28 pp lower |

Outcome 1 Key activity performance

Program 1.1 Family Assistance

Assist families to take time out of the workforce to bond with their children following birth or adoption and with the costs of their children.

Key Activity – 1.1.1 Family Tax Benefit

Family Tax Benefit is a payment to **eligible low** and **medium income families** to help with the direct and indirect cost of raising dependent children. It is made up of two parts:

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

Family Tax Benefit can be paid either fortnightly or as a lump sum at the end of the financial year.

Families who are eligible for Family Tax Benefit may also be eligible for other payments and supplements. Family Tax Benefit Part A recipients also have to meet immunisation and health check requirements for their children. The Part A lower income free area is used in the performance measure because the majority of Family Tax Benefit families receive Family Tax Benefit Part A.

Performance Measure

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

Target

| ◆ 1.1.1-1A Payment targeted to low income families (67% of support received by families under the FTB lower income free area). ^a | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|--------|-----------------------------|-----------------------------|---------|
| | | ≥67% | 67.2% | 66.9% |

Source: PBS 2021–22 page 47, Corporate Plan 2021–22 page 16

Program Analysis

For the 2019–20 financial year^b, the percentage of total Family Tax Benefit expenditure received by families with adjusted taxable income (ATI) at or below the FTB Part A lower income free area (LIFA) was 66.9%, slightly below the 67% target. The change in composition of Family Tax Benefit recipients is associated with the economic impact of COVID-19 in the second half of the financial year, as families with ATI above the LIFA experienced an unprecedented decline in their income during the pandemic and, as a result, either became newly eligible to Family Tax Benefit, or for a higher payment rate. The same decline was not observed in families below the LIFA.

The other significant impact from the COVID-19 pandemic was a significantly higher proportion of families above the LIFA were also receiving income support payments, compared to the previous financial year. There were an additional 86,394 Family Tax Benefit families (a 76% increase) who were also income support recipients for at least part of 2019–20 compared to 2018–19. Although these customers have annual ATI above the LIFA, for the time period that they were receiving income support above a nil-rate, they were not subject to the Family Tax Benefit Part A family income test. This led to more assistance being provided to families with incomes above the LIFA who experienced sudden loss of income during the pandemic.

Families with income below the LIFA continued to receive support through 2019–20 that was comparable with the previous financial year. For example, the average payment to these families increased by 1.8% (or by \$237.99). In comparison, the average payment to the FTB families above the LIFA rose by 1.5% (or by \$120.57).

Caveats and Disclosures

- a. The performance measure is the percentage of total Family Tax Benefit Part A and Family Tax Benefit Part B expenditure which is received by families with income below the Family Tax Benefit lower income free area for Family Tax Benefit Part A.
- b. Reconciliation data is reported at June 2022 for 2019–20, June 2021 for 2018–19 and June 2020 for 2017–18. Family Tax Benefit reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 16

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 16

Supporting Information

- Administered outlays refer to Appendix A - Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.1**
- Payment Accuracy refer to **Addendum 2; Table 2.1.5**

Key Activity – 1.1.2 Child Support Scheme

The Child Support Scheme aims to ensure **children** continue to receive support from their parents following separation.

Child support payments are calculated using the child support formula which takes into account each parent's income, the amount of time the child spends with each parent, and the costs of raising children in Australia. Child support payments can be transferred privately, or Services Australia can collect and transfer the payments on parents' behalf.

Child support payments and Family Tax Benefit Part A are closely linked. To receive more than the base rate of Family Tax Benefit Part A, separated parents who are entitled to apply for child support are required to apply for a child support assessment through Services Australia (or apply for an exemption), even if parents arrange the transfer of their child support payments privately with the other parent. This requirement is known as the **Maintenance Action Test** (MAT). A parent who is a payer in a child support case is considered to be meeting the requirement to take reasonable action for maintenance.

The MAT has a mutual obligation objective that supports the principle that parents are primarily responsible for the financial support of their children, with the Australian Government providing family assistance where needed to help families meet the costs of raising their children.

Family Tax Benefit Part A recipients may be exempt from the MAT due to the risk of family and domestic violence, harmful or disruptive effect on the paying or receiving parent, the identity of the other parent is unknown, the payer is deceased or other exceptional circumstance.

The department is responsible for the administration of child support and family assistance legislation and works to develop and improve policy to enable more effective delivery by Services Australia. Services Australia delivers the scheme and family assistance payments to parents and carers

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 | 2020–21 Actual result ^a | 2021–22 Actual result ^a | Outcome |
|---|--------|------------------------------------|------------------------------------|---------|
| | | ≥85% | 86.2% | 85.1% |

Source: PBS 2021–22 page 47, Corporate Plan 2021–22 page 17

Program Analysis

The department continues to meet this key performance measure; noting, there has been a decline in the proportion of separated parents meeting the MAT between June 2021 and June 2022.

The department notes that as at 30 June 2022:

- The median income of a payee was \$32,777, the median income of a payer was \$51,229
- In 2022–23, a Family Tax Benefit Part A family with one child under 13 years old would receive the Family Tax Benefit Part A Base Rate, regardless of any maintenance income received, when family income reaches \$75,628, and would cease to receive payment from family income of \$108,892.

Caveats and Disclosures

- a Point in time, as known at the last Friday in June for the relevant year. Does not include customers who elect to receive their entire Family Tax Benefit entitlement as a lump sum after the end of the entitlement year.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 17

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 17

Supporting Information

- Number of cases refer to **Addendum 1; Table 2.1.2**

Key Activity — 1.1.3 Parental Leave Pay

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

Performance Measure

1.1.3-1 Extent to which parents take Parental Pay.

Target

| | | | | |
|--|---------------|------------------------------|------------------------------|----------------|
| ◆ 1.1.3-1A At least 95% of eligible Parental Leave Pay families access payment. ^a | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | ≥95% | 99.4% | 98.8% | Met |

Source: PBS 2021–22 page 47, Corporate Plan 2021–22 page 18

Program Analysis

In 2021–22, the Parental Leave Pay population increased, returning to a level prior to the COVID-19 pandemic, with a total of 178,778 claimants assisted, compared to 169,029 in 2020–21. This may be due to a stronger than expected recovery in the economy, resulting in a greater number of parents being able to meet the work test. Similar to the previous year, almost all of the parents who receive the payment access the payment for the entire 18 weeks.

Caveats and Disclosures

- a Total Claims are the number of claims with a claim level cancellation in the 2021–22 financial year. Claim level cancellations are those where a claimant can no longer make any changes to their PPL (e.g. add/change future flex days). Note that this will contain a mix of flexible and non-flexible PPL claims, and claims where payment started in the 2020–21 financial year and the cancellation was in the 2021–22 financial year.
- Claimants who have flex days still left to claim are not included in these counts as they have up until the child's second birthday to claim those days.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 18

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 18

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.3**

Key Activity – 1.1.4 Dad and Partner Pay

Dad and Partner Pay provides financial support to eligible working fathers or partners to increase the time they take off work around the time of birth or adoption of a child. Dad and Partner Pay provides up to two weeks' pay, at a rate based on the national minimum wage. To be eligible for Dad and Partner Pay, a claimant must meet the scheme's work test, income test, and residency test.

Performance Measure

1.1.4-1 Extent to which parents take Dad and Partner Pay.

Target

| | | | | |
|--|---------------|------------------------------|------------------------------|----------------|
| ◆ 1.1.4-1A At least 95% of eligible ^a Dad and Partner Pay claimants access payment. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | ≥95% | 97.8% | 97.9% | Met |

Source: PBS 2021–22 page 47, Corporate Plan 2021–22 page 19

Program Analysis

In 2021–22, the Dad and Partner Pay population increased, with a total of 97,863 claimants, compared to 89,784 in 2020–21. This may be due to a stronger than expected recovery in the economy and in consumer confidence, resulting in a greater number of dads and partners being able to meet the work test and choosing to take leave. This increase is consistent with what the trajectory of the population would likely have been if not for the decline in 2020–21 associated with the economic impact of the COVID-19 pandemic. Similar to the previous year, almost all of the dads and partners who receive the payment access the full two weeks of Dad and Partner Pay.

Caveats and Disclosures

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

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 19

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 19

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.3**

Program 1.2 Support for Seniors

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

Key Activity – 1.2.1 Age Pension

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

Performance Measure

1.2.1-1 Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support.

Target

| | | | | |
|--|---------------|--------------------------------------|--------------------------------------|----------------|
| ◆ 1.2.1-1A 75% or below of people of Age Pension age are supported by the Age Pension or other income support. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | ≤ 75% | 70.7% | 69.7% | Met |

Source: PBS 2021–22 page 48, Corporate Plan 2021–22 page 20

Program Analysis

The long-term gradual reduction in the proportion of senior Australians receiving the Age Pension continued into 2021–22. This reduction is driven by new retirees having more assets at retirement than previous cohorts due to the maturation of the superannuation system, as well as a continued increase in the number of senior Australians remaining in the workforce longer.

Caveats and Disclosures

- Note that 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, the client database which underpins all client demographic publications, and also undergoes a clearance process where the data is reviewed prior to release by a separate analyst, and then the DVA Chief Data Officer.
- DVA provides unit record data for Age Pension recipients in accordance with the Memorandum of Understanding between the department and DVA for administering Age Pension recipients paid through DVA.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.3**
- Payment Accuracy refer to **Addendum 2; Table 2.1.5**

Program 1.3 Financial support for People with disability

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

Key Activity – 1.3.1 Disability Support Pension (DSP)

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

Performance Measure

1.3.1-1 Extent to which people of working age with a profound or severe disability are paid Disability Support Pension.

Target

| | | | | |
|--|---------------|--------------------------------------|--------------------------------------|----------------|
| ◆ 1.3.1-1A At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | ≥90% | 95.5% | 96.8% | Met |

Source: PBS 2021–22 page 48, Corporate Plan 2021–22 page 21

Program Analysis

Due to the increase in the Age Pension qualification age there has been an increase in DSP recipients from 2020–21 to 2021–22. There has been a decrease in exits attributable to some DSP recipients remaining on DSP for an extra 6 months before transitioning to Age Pension and an increase in the number of new recipients of DSP.

Caveats and Disclosures

- Population data is sourced from the 2018 Survey of Disability, Ageing and Carers, Australia conducted by the Australian Bureau of Statistics – *The Disability Tables Table 3.1 – All persons, disability status, by age and sex 2018 estimate* and is compared to payment population data as at 30 June 2022.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 21

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 21

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.3**
- Payment Accuracy refer to **Addendum 2; Table 2.1.5**

Program 1.4 Financial support for Carers

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

Key Activity – 1.4.1 Carer Payment and Carer Allowance

Carer Payment is a payment to eligible carers of people with disability or a severe medical condition. Carer Payment may be paid where the constant care a carer provides to someone with a disability or medical condition prevents them from supporting themselves through paid employment. Carer Payment recipients automatically qualify for a Pensioner Concession Card and short term or episodic carers a Health Care Card. Carer Payment is income and assets tested and paid at the same rate as other social security pensions. Carer Payment recipients may also qualify for Carer Allowance.

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

Performance Measure^a

1.4.1-1 Extent to which payments are made to, or with respect to, carers unable to fully support themselves.

Target

| ◆ 1.4.1-1A At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|--------|-----------------------------|-----------------------------|---------|
| | | ≤ 70% | 75.2% | 75.3% |

Source: PBS 2021–22 page 49, Corporate Plan 2021–22 page 22

Program Analysis

There was a slight increase in the Carer Payment and a slight reduction in the Carer Allowance population, resulting in a flat overall carer population.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 22

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 22

Caveats and Disclosures

a Population of Primary Carers is derived from the 2018 Survey of Disability, Ageing and Carers, Australia conducted by the Australian Bureau of Statistics. This is latest available data. This is compared with payment population data as at 24 June 2022.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.3**
- Payment Accuracy refer to **Addendum 2; Table 2.1.5**

Program 1.5 Working Age Payments

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

Key Activity – 1.5.1 JobSeeker Payment, Parenting Payment, Youth Allowance (other)

Working Age Payments assist people who are temporarily unable to support themselves through work or who have a limited capacity to work due to incapacity or caring responsibilities.

Eligibility for payments is targeted with means testing. Supplementary payments are also available where people have additional costs, ensuring that assistance is directed to those with the greatest need. Recipients who have the capacity to work are required to actively seek work and may be required to attend training or work experience to improve their job prospects.

- **JobSeeker Payment** aims to provide the main income support payment for eligible people aged between **22 years to Age Pension qualification age** who are looking for work, who temporarily cannot work or study because of an injury or illness, or bereaved partners in the period immediately following the death of their partners.
- **Parenting Payment** aims to provide an income support payment for **single parents, partnered parents, or guardians** who have principal care for a young child.
- **Youth Allowance (other)** aims to provide an income support payment to eligible **young people 16–21 years** of age who are looking for full time work or undertaking approved activities.

Performance Measure

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

Target

| | | | | |
|--|---|------------------------------|------------------------------|----------------|
| ◆ 1.5.1-1A Changes in recipient numbers align with movements in the unemployment rate. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | Recipient numbers and unemployment rate are positively correlated | Changes align | Changes align | Met |

Source: PBS 2021–22 page 49, Corporate Plan 2021–22 page 23

Program Analysis

The performance target for 2021–22 was achieved for Program 1.5 as both the number of working age payment recipients and the unemployment rate, as measured by Australian Bureau of Statistics (the unemployment rate), generally trended downwards and were therefore positively correlated.

The economic impact of the COVID-19 pandemic that resulted in significant numbers of Australians losing their jobs or having their working hours reduced from March 2020, remained a key feature in 2021–22. Over the same period, there were lockdowns in some states and territories, which restricted job search activities. The economy rebounded and most businesses recovered while temporary income support arrangements that were introduced in response to the COVID-19 pandemic ceased.

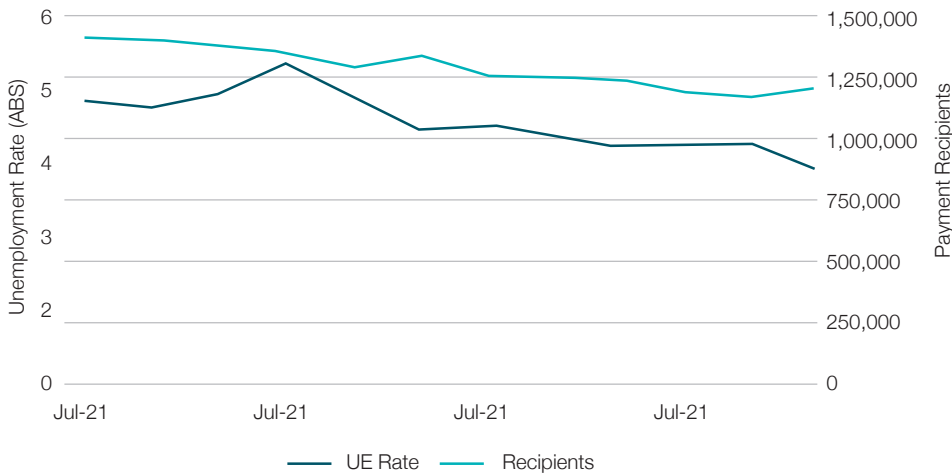
Working age payment recipient numbers trended downwards, as more people exited payment compared to those who came onto payment. The unemployment rate also trended downwards. Yet, while the general trend was downwards, there were periods in 2021–22 during which the indicators were not aligned.

From August to October 2021, the unemployment rate increased due to a rapid labour force expansion after the easing of lockdowns; however, the number of working age payment recipients continued to decline. Again, between November and December 2021, the number of JobSeeker Payment and Youth Allowance (other) recipients increased slightly while the unemployment rate decreased. The increase in recipient numbers was connected to the lifting of mutual obligations and payment suspensions that brought previously suspended recipients into payment population.

At the end of June 2022, JobSeeker Payment and Youth Allowance (other) recipient numbers were slightly higher than expected. The 3.6% increase in JobSeeker Payment and Youth Allowance (other) recipients between May and June 2022 was related to the lifting of mutual obligations in June 2022 as part of the transition of job seekers to Workforce Australia, the new employment services model that replaced jobactive, and not to a change in trend. It is anticipated that recipient numbers will return to usual levels as mutual obligations are reactivated.

This measure demonstrates that, as a whole, JobSeeker Payment, Parenting Payment and Youth Allowance (other) are responsive to changes in the economy generally and the unemployment rate in particular. It also demonstrates the effectiveness of payment policy in providing the right incentives for income support recipients to take up available work.

Figure 9: Payment Recipients vs ABS Unemployment Rate 2021–2022



Caveats and Disclosures

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

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

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

The data sources used for this calculation are:

- Services Australia administrative data – monthly time-series from July 2021 to June 2022 reporting point-in-time recipient numbers for JobSeeker Payment, Parenting Payment (partnered and single) and Youth Allowance (other).
- Australian Bureau of Statistics, Labour Force Survey – Seasonally adjusted unemployment rate released 14 July 2022.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 23

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 23

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.3**
- Payment Accuracy refer to **Addendum 2; Table 2.1.5**

Program 1.6 Student Payment

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 – 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY

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

- **Youth Allowance (Student)** makes payments to eligible **students or apprentices aged 16–24 years** who are in need of financial assistance to undertake education or training
- **Austudy** makes payments to eligible **students or apprentices aged 25 years and over** who are in need of financial assistance to undertake education or training
- **ABSTUDY** provides a group of payments to eligible **Aboriginal and Torres Strait Islander students or apprentices** to address the particular educational disadvantages faced by Aboriginal and Torres Strait Islander people.

Performance Measure

1.6.1-1 Extent to which payments recipients have improved financial self-reliance.

Target

| | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|-----------------------------|-----------------------------|---------------|
| ◆ 1.6.1-1A The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments aligns with movements in the unemployment rate. | | | |
| Target | | | |
| Changes in exit rates align with changes in unemployment rate | Movements aligned | Movements partially aligned | Partially Met |

Source: PBS 2021–22 page 50, Corporate Plan 2021–22 page 25

Program Analysis

The performance target for 2021–22 was partially achieved for Program 1.6. The movement in people exiting payment and not receiving income support partially aligned with movements in the annual average of the unemployment rate as measured by the Australian Bureau of Statistics. Whilst the proportions of people exiting Youth Allowance (student), Austudy and ABSTUDY and not receiving income support 3 and 6 months after exiting payment do not align with the movement in unemployment rate, the corresponding measures at the 12 month mark for all 3 payments do align. The downward movement of the annual average unemployment rate in the same period shows the alignment between student payments, study outcomes and the economic environment.

Youth Allowance (student) and Austudy

The number of Austudy and Youth Allowance (student) recipients have decreased on the previous year. This result can, in part, be explained by the stronger than expected economic recovery from early 2022.

A number of policy changes were made to payments under Program 1.6 such as the introduction of the Coronavirus Supplement of (initially) \$550 a fortnight in April 2020, and subsequently extended at varying amounts to 31 March 2021, to existing recipients of income support payments including Youth Allowance (student), Austudy and ABSTUDY (Living Allowance). Some waiting periods such as the Liquid Assets Waiting Period (LAWP) and the Seasonal Work Preclusion Period (SWPP) were also waived. However, these temporary measures have now ceased, taking away an incentive for students to remain on student payments.

ABSTUDY

Policy changes were made to ABSTUDY in 2021–22 to allow students studying away from home to access additional Fares Allowance entitlements during emergency events outside their control, such as natural disasters and pandemic lockdowns. Temporary ABSTUDY policy provisions introduced in 2020–21 were extended in 2021–22 to continue support for boarding students impacted by the COVID-19 pandemic.

Percentage of recipients who are not receiving income support 3/6/12 months after exiting Student Payments^a

| | 2021–22 | 2020–21 |
|---|---------|---------|
| Austudy | | |
| • within 3 months | 53.2% | 67.3% |
| • within 6 months | 58.4% | 61.4% |
| • within 12 months | 67.8% | 57.8% |
| Youth Allowance (student)^b | | |
| • within 3 months | 66.0% | 75.7% |
| • within 6 months | 71.4% | 69.1% |
| • within 12 months | 79.5% | 68.1% |
| ABSTUDY (Secondary and Tertiary)^c | | |
| • within 3 months | 49.3% | 58.1% |
| • within 6 months | 49.4% | 49.9% |
| • within 12 months | 54.7% | 45.9% |

Caveats and Disclosures

a Group comprises recipients who exited from Student Payments in calendar years 2020 and 2019.

b Includes Australian apprentices.

c ABSTUDY Living Allowance only.

Rationale

Measuring the extent to which payment recipients have improved financial self-reliance aims to demonstrate that students receive income support and other financial assistance to achieve growth in skills, qualifications, and productivity and have improved self-reliance.

This measure demonstrates the effectiveness of student payments in achieving the objectives of the key activities: recipients have improved financial self-reliance.

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

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of recipients refer to **Addendum 1; Table 2.1.3**
- Payment Accuracy refer to **Addendum 2; Table 2.1.5**

Cross Program – Commonwealth Rent Assistance

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

Key Activity – Rent Assistance

Rent Assistance is a supplementary payment to assist eligible Australians receiving income support or family assistance payments with the cost of private rental or community housing. Individuals receiving the following payments may be eligible for Rent Assistance:

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

Performance Measure

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

Target

| | | | | |
|--|---------------|------------------------------|------------------------------|----------------|
| 1.XP.1-1 A Rent Assistance reduces the proportion of recipient households in "rental stress" by at least 25 percentage points (pp) | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | ≥ 25 pp lower | 26.8 pp lower | 28 pp lower | Met |

Source: PBS 2021–22 page 52

Program Analysis

Demand for Rent Assistance is driven by the number of people on income support payments, in the short to medium term this is influenced by macro-economic conditions, while over the long term structural demographic changes (family formation and the ageing population) and changes in rates of home ownership also have an impact.

As at June 2022:

- 1,347,902 Australian households received Rent Assistance payments
- The number of households has fallen 23.3% from a record high of 1,759,595 in August 2020 (resulting from emergency COVID 19 measures). This decline is largely driven by a decrease of JobSeeker recipient households (from 668,883 to 318,712) over the same period
- Overall, Rent Assistance reduced the proportion of households in rental stress by 28 percentage points (from 71.9% to 43.9%).

Percentage of Commonwealth Rent Assistance income units^{ab} in rental stress before and after receiving Commonwealth Rent Assistance

| | 2020–21 | 2021–22 |
|------------------------|---------|---------|
| Before | 72.5% | 71.9% |
| After | 45.7% | 43.9% |
| <i>Difference (pp)</i> | 26.8 | 28 |

Caveats and 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.
- b The number of income units and percentage of income units in rental stress by financial year refers to income units in the last Friday in June during the reporting year.

Rationale

Amendments have been made to the description of the performance measure and target to improve readability. In the 2021–22 Corporate Plan:

- the performance measure was described as *the extent to which income support or family payment recipients are assisted with the costs of renting private and community housing*
- the target was described as *of the individuals and families renting and receiving Rent Assistance, the proportion experiencing rental stress after receipt of Rent Assistance is at least 25 percentage points lower than it would be without Rent Assistance.*

There have been no changes to the performance measure or target methodologies.

Source: Rationale published in the 2021–22 Corporate Plan page 26

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 26

Supporting Information

- Number of Commonwealth Rent Assistance income units refer to **Addendum 1; Table 2.1.4**

Addendum 1: Outcome 1 – Social Services – 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.

As observed in several payments in the table below, including JobSeeker Payment, the unprecedented change in recipient numbers can in part be explained by the economic downturn that occurred due to the COVID-19 pandemic and the subsequent labour market and economic recovery.

Table 2.1.1: Number of recipients – Family Tax Benefit Part A and Part B

| | Entitlement year ^a | | |
|---------------------------------|-------------------------------|-----------|-----------|
| | 2017–18 ^b | 2018–19 | 2019–20 |
| 1.1.1 Family Tax Benefit | | | |
| Family Tax Benefit Part A | 1,603,755 | 1,549,969 | 1,522,768 |
| Family Tax Benefit Part B | 1,314,135 | 1,274,061 | 1,242,071 |

Table 2.1.2: Number of Children – Family Tax Benefit Part A and Part B

| | Entitlement year ^a | | |
|--|-------------------------------|-----------|-----------|
| | 2017–18 ^b | 2018–19 | 2019–20 |
| 1.1.1 Family Tax Benefit | | | |
| Number of eligible Family Tax Benefit Part A children | 3,177,506 | 3,077,039 | 2,983,177 |
| Number of children in eligible Family Tax Benefit Part B families ^c | 2,454,687 | 2,380,381 | 2,317,439 |

Caveats

- Reconciliation data is reported at June 2022 for 2019–20, June 2021 for 2018–19 and June 2020 for 2017–18. Family Tax Benefit reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- Figures for 2017–18 have been updated and may differ from those previously published in the department 2019–20 annual report due to the remediation of a data integrity issue (fixed in the 2020–21 Annual Report). The issue involved a slight inflation of the population.
- Family Tax Benefit Part B is a per family payment and is received by fewer families than Family Tax Benefit Part A. Family Tax Benefit Part B income testing settings are also different from Part A. While Family Tax Benefit Part A uses a combined family income test, Family Tax Benefit 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 2.1.3: Number of recipients – welfare payments (excluding Family Tax Benefit Part A and B)*

| | 2019–20 | 2020–21 | 2021–22 |
|--|-----------|-----------|-----------|
| 1.1.2 Child Support Scheme | | | |
| Child Support Scheme (number of cases) | 759,931 | 755,077 | 744,213 |
| 1.1.3 Parental Leave Pay | | | |
| Parental Leave Pay (number of individuals assisted) ^a | 171,712 | 169,029 | 178,778 |
| 1.1.4 Dad and Partner Pay | | | |
| Dad and Partner Pay (number of individuals assisted) ^a | 92,343 | 89,784 | 97,863 |
| 1.2.1 Age Pension | | | |
| Age Pension | 2,559,394 | 2,596,020 | 2,557,691 |
| Partner Allowance ^b | 652 | 56 | 0 |
| Widow Allowance ^b | 5,549 | 1,253 | 0 |
| 1.3.1 Disability Support Pension (DSP) | | | |
| Disability Support Pension | 754,181 | 753,009 | 764,967 |
| 1.4.1 Carers Payment and Carer Allowance | | | |
| Carer Payment | 294,272 | 300,121 | 301,217 |
| Carer Allowance (Adult and Child) ^c | 619,038 | 623,742 | 622,765 |
| Carer Supplement | 638,761 | 645,605 | 655,538 |
| Child Disability Assistance Payment | 158,308 | 162,182 | 164,834 |
| 1.5.1 JobSeeker Payment, Parenting Payment, Youth Allowance (other) | | | |
| JobSeeker Payment | 1,441,287 | 1,001,253 | 831,601 |
| Parenting Payment (Partnered) | 92,022 | 83,518 | 70,295 |
| Parenting Payment (Single) | 243,433 | 237,478 | 231,999 |
| Pensioner Education Supplement | 22,530 | 21,775 | 19,397 |
| Youth Allowance | 173,125 | 107,885 | 77,237 |
| Special Benefit | 9,638 | 8,451 | 10,854 |
| 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY | | | |
| Austudy ^d | 34,360 | 41,870 | 37,417 |
| ABSTUDY – Secondary ^d | 18,201 | 19,095 | 17,812 |
| ABSTUDY – Tertiary ^d | 10,470 | 10,904 | 10,940 |
| Youth Allowance (student) ^{de} | 177,700 | 210,833 | 176,238 |
| Student Start-up Loan ^g | 101,115 | 96,250 | 89,300 |
| Student Start-up Loan – ABSTUDY ^f | 2,373 | 2,267 | 2,288 |

Caveats

- * Recipient data as at 24/06/2022
- a This is the number of individuals and families who started receiving payment in the financial year.
- b Partner Allowance and Widow Allowance ceased on 1 January 2022, following closure to new recipients from 20 September 2003 and 1 July 2018 respectively. Previously reported under 1.5 Working Age payments.
- c Excludes carers whose care receiver qualified for a Health Care Card only.
- d These figures are monthly averages due to the seasonal nature of Student Payments.
- e Includes Australian apprentices.
- f These figures are unique counts of recipients across the calendar year due to the nature of the payment.
- g Youth Allowance and Austudy recipients only.

Table 2.1.4: Number of Commonwealth Rent Assistance income units

| | 2019–20 | 2020–21 | 2021–22 |
|---|-----------|-----------|-----------|
| Cross Program: Commonwealth Rent Assistance | | | |
| Number of Commonwealth Rent Assistance income units ^{ab} | 1,700,166 | 1,491,092 | 1,347,902 |

Caveats

- 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.
- b The number of income units and percentage of income units in rental stress by financial year refers to income units in the last Friday in June during the reporting year.

Addendum 2: Outcome 1 – Social Services – Payment Accuracy

The Random Sample Survey provides assurance with respect to the accuracy of social security payments. Reviews are conducted by Services Australia using a random sample of the population for the major payment types provided by the department.

The survey provides a point-in-time assessment of recipient circumstances to establish the accurately-paid value of total outlays and provides reasons for any debt, error or change in payment rate. It provides benchmark data on the level of inaccurate payments. In 2021–22, the Random Sample Survey involved reviews for 18,901 recipients.

The survey is one of the methods used to measure social security service delivery performance. The target performance level is 95% or greater accuracy across all payments, with individual targets set for each payment. In 2021–22, the overall accuracy result was 93.57% (see Table 2.1.5).

Table 2.1.5: Payment accuracy

| | Number of recipients surveyed | Payment Accuracy (%) | Confidence Interval (±) | Annual outlays (\$m) | Inaccuracy risk (%) | Inaccuracy risk (\$m) | Overpayment risk (%) | Overpayment risk (\$m) | Under payment risk (%) | Under payment risk (\$m) |
|-------------------------------|-------------------------------|----------------------|-------------------------|----------------------|---------------------|-----------------------|----------------------|------------------------|------------------------|--------------------------|
| ABSTUDY | 495 | 64.57 | 4.73 | 132.31 | 35.43 | 46.88 | 35.15 | 46.50 | 0.29 | 0.38 |
| Austudy | 681 | 75.10 | 3.28 | 511.28 | 24.90 | 127.32 | 24.80 | 126.80 | 0.10 | 0.52 |
| Jobseeker Payment | 5,128 | 83.34 | 1.03 | 14,837.77 | 16.66 | 2,472.11 | 16.43 | 2,438.07 | 0.23 | 34.03 |
| Parenting Payment (Partnered) | 754 | 79.60 | 2.85 | 973.95 | 20.40 | 198.72 | 19.70 | 191.89 | 0.70 | 6.84 |
| Parenting Payment (Single) | 1,480 | 92.87 | 1.30 | 4,914.71 | 7.13 | 350.60 | 7.04 | 345.85 | 0.10 | 4.75 |
| Youth Allowance (Other) | 851 | 76.32 | 2.97 | 1,052.33 | 23.68 | 249.24 | 23.17 | 243.85 | 0.51 | 5.39 |
| Youth Allowance (Student) | 1,294 | 81.94 | 2.18 | 1,892.35 | 18.06 | 341.82 | 17.60 | 333.01 | 0.47 | 8.81 |
| Age Pension | 3,545 | 97.00 | 0.40 | 51,117.44 | 3.00 | 1,533.47 | 2.29 | 1,168.47 | 0.71 | 365.00 |
| Carer Payment | 1,083 | 92.08 | 1.58 | 6,581.35 | 7.92 | 521.13 | 7.30 | 480.30 | 0.62 | 40.83 |
| Carer Allowance | 388 | 94.53 | 2.36 | 2,461.96 | 5.47 | 134.76 | 5.47 | 134.76 | 0.00 | 0.00 |
| Disability Support Pension | 1,255 | 96.65 | 0.94 | 18,334.26 | 3.35 | 613.75 | 3.11 | 569.39 | 0.24 | 44.36 |
| Family Tax Benefit | 1,561 | 96.77 | 0.89 | 16,648.60 | 3.23 | 538.53 | 3.20 | 533.50 | 0.03 | 5.03 |
| Special Benefit | 386 | 91.69 | 2.83 | 175.32 | 8.31 | 14.56 | 8.09 | 14.19 | 0.21 | 0.38 |
| Overall | 18,901 | 93.57 | 0.33 | 119,633.63 | 6.43 | 7,687.60 | 6.00 | 7,173.61 | 0.43 | 513.99 |

Please note that the overall figure is not equal to the sum of individual payments, due to the effects of rounding and weightings.

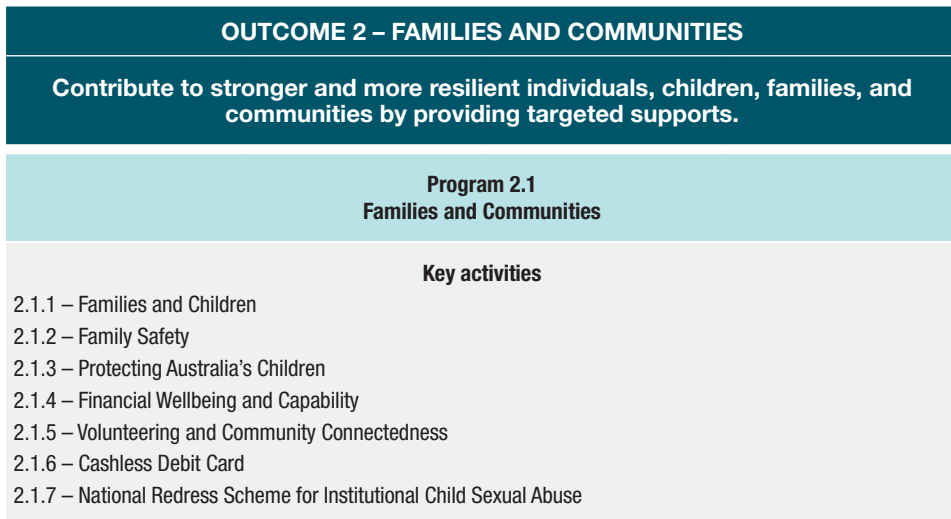
Outcome 2 – Families and Communities

Purpose

To contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.

Programs and activities

Outcome 2 comprises one program and 7 activities contributing to the achievement of the Families and Communities outcome. The diagram below depicts how this purpose is translated into measurable activities.



Summary and analysis of Outcome 2 performance

In 2021–22, the department met 9 performance measure targets, and did not meet 3 performance measure targets with a further 3 not reported or reported as unclear.

The Families and Communities Program provides early intervention and prevention support to families, children, young people, volunteers, refugees, migrants and other individuals with special circumstances. Through policy settings, legislation, targeted funding for community and family services, and longer-term initiatives, the department continued to build the capacity of communities and families, work to mitigate circumstances that create social isolation and disadvantage and respond to the needs of vulnerable people, families and children.

Families, communities and the services that support them were adversely impacted by natural disasters, economic pressures, COVID-19 restrictions and significant rates of illness in the community in 2021–22. These impacts are often intersecting and compounding in effect, with the community facing multiple challenges at once. In this context, the target of 70% of participants reporting improved financial wellbeing after engagement with a funded service came short of being met.

In 2020–21, the department continued its national stewardship of the *National Plan to Reduce Violence Against Women and their Children*, progressing 21 initiatives within its direct responsibility. The department aligned its performance measurement with these initiatives; 7 of these were chosen to reflect of the department's performance under the 4th Action Plan (4AP 2019–2022). The department met the success criteria for the performance measure, but recognises there is more work to do.

In November 2021, Parliament passed legislative changes to improve flexibility, timeliness and access to payments, including for applicants with a terminal illness under the Redress Scheme. Advance payments are a new initiative introduced in the latter half of 2021–22. The department expanded its performance reporting around timeliness of communication and payments. There are now 3 measures underpinned by 4 targets that better measure program outcomes. All targets for the Redress Scheme were met in 2021–22.

The government announced the abolition of the Cashless Debit Card on 3 June 2022, with consultations for transition commencing immediately. Work had been underway to finalise a methodology building upon the 2021 evaluation by the University of Adelaide to determine whether the Cashless Debit Card contributed to improvements in social outcomes. However, the abolition of the card as a government priority meant the department did not finalise a methodology and therefore the result is unclear. The department has reported on the output measures reflecting number of activated cards.

Pandemic related pressures increased demand for services in the Volunteering and Community Connectedness key activity around digital skills and relief from loneliness and social isolation. The challenge to maintain continuity of service despite volunteer illness and ongoing disruption resulted in FriendLine not meeting its target for number of calls answered annually.

Key achievements

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

- The National Redress Scheme legislative packages passed the Parliament in 2021. Amongst other measures, these:
 - established a \$10,000 advance payment for applicants who are elderly or terminally ill, while their redress application is considered
 - enabled redress payments to be made in instalments
 - expanded Funder of Last Resort arrangements to provide more survivors with access to redress, in circumstances where the responsible institution is defunct or does not have the financial capacity to join the Scheme.
- The National Summit on Women’s Safety was delivered in September 2021 with almost 380 people participating in thematic roundtables and panel discussions. The outcomes have informed the development of the *National Plan to End Violence Against Women and Children 2022–2032*.
- Over \$19 million in additional funding was provided for Financial Wellbeing and Capability (FWC) Activity services, to directly assist individuals, families and communities experiencing financial crisis as a result of the New South Wales and Queensland floods in February and March 2022.
- Over \$45 million was provided for Children and Family Intensive Support (CaFIS) over 5 years to 30 June 2026. CaFIS supports children, young people and their families in the Northern Territory and Anangu Pitjantjatjara Yankunytjatjara (APY) Lands, South Australia. Twelve CaFIS service providers were selected and 11 of the providers are Aboriginal Community Controlled Organisations.

Outcome 2 Key performance results

| Program | Key Activities | Target | Result | Actual Result |
|----------------------------|--|---|---------------------------|--|
| 2.1 Family and Communities | 2.1.1 Families and Children | At least 75% of clients in reporting services have improved family functioning. | Not met | 70.9% |
| | 2.1.1 Families and Children | 90% of funded organisations' members are satisfied with the support offered to them by these funded organisations. | Not reported | N/A ¹ |
| | 2.1.2 Family Safety | Demonstrated achievement towards successful implementation of initiatives to reduce family, domestic and sexual violence against women and children. | Met | 5 out of the 7 of the department's most significant initiatives met the implementation success criteria. |
| | 2.1.3 Protecting Australia's Children | Successful implementation of departmental actions in Safe and Supported: the National Framework for Protecting Australia's Children 2021–2031, guided by an agreed implementation plan. | Not reported ¹ | N/A ¹ |
| | 2.1.4 Financial Wellbeing and Capability | At least a 20% reduction in the number of people with multiple requests for emergency relief. | Met | 60.2% |

| Program | Key Activities | Target | Result | Actual Result |
|---------|--|--|---------|------------------------|
| | | At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service. | Not Met | 67.5% |
| | 2.1.5 Volunteering and Community Connectedness | Number of learners supported annually by a Be Connected Network Partner to develop their digital skills, confidence and online safety. | Met | 11,686 |
| | | Number of calls answered annually. | Not met | 43,419 |
| | | a) Number of Volunteer Grants awarded b) Number of volunteers in organisations benefiting from the grants. | Met | a) 5,520 b) 556,943 |
| | 2.1.6 Cashless Debit Card | Cashless Debit Card program data demonstrates improvement in social outcomes through analysis of card spending and use. | Unclear | Unclear |
| | | 95% of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items. | Met | 98% |
| | 2.1.7 National Redress Scheme for Institutional Child Sexual Abuse | The Scheme will notify >70% of survivors about an outcome within 6 months of the date that all required information is received. | Met | 79.34% |

| Program | Key Activities | Target | Result | Actual Result |
|---------|----------------|--|--------|---------------|
| | | The Scheme will maintain quality decision-making, with >95% of initial determinations reflecting the final outcome. | Met | 99.17% |
| | | The Scheme will engage and maintain participation, with institutions on-board to cover ≥95% of applications in progress. | Met | 98.44% |
| | | The Scheme will issue ≥80% of survivors a redress payment within 14 days of receiving acceptance documentation. | Met | 90.60% |

- 1 This measure has been removed and will no longer be reported. During 2021–22, the department undertook an interim review of the materiality of performance measures and the extent to which key activities, outcomes and performance measures were aligned. This work was undertaken throughout the first half of 2022 and was finalised with consideration of government priorities.

Outcome 2 Key activity performance

Program 2.1 Families and Communities

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

Key Activity — 2.1.1 Families and Children

The Families and Children key activity provides services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector. Families and children service providers deliver early intervention and prevention activities to improve the wellbeing of families and children (including after separation), enhancing family functioning and economic engagement, and strengthening communities.

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 | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | ≥75% | 75% | 70.9% | Not Met |

Source: PBS 2021–22 page 81, Corporate Plan 2021–22 page 28

Performance Measure

2.1.1-2 Funded organisations' members are satisfied with the support offered to them by these funded organisations.

Target

| | | | | |
|---|---|--------------------------------------|--------------------------------------|----------------|
| 2.1.1-2A – 90% of funded organisations' members are satisfied with the support offered to them by these funded organisations. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | This measure has been removed and will no longer be reported. | | | |

Source: PBS 2021–22 page 81, Corporate Plan 2021–22 page 28

Program Analysis

Family Functioning

A number of factors have impacted on program performance in 2021–22, resulting in the percentage of clients reporting services have improved family functioning being slightly lower than the target and a reduction in the number of individuals assisted. An independent client survey found that 78% of clients reported services have improved family functioning. External factors (including environmental conditions and COVID-19 pandemic impacts) beyond the control of service providers contributed to the slightly lower percentage of participants reporting improved family functioning as well as reduced client numbers. The department is continuing to work with the sector to understand the implications of these results and to identify measures which will mitigate similar results in the future. The department is also working with the sector to identify continual improvement opportunities.

External factors that are placing pressure on improved family functioning and therefore impacting providers' capacity to improve client outcomes include the increasing cost of everyday goods and availability of affordable and suitable housing^a. This impact is particularly pronounced in regional and remote areas.

Factors impacting program performance included the ongoing impacts of COVID-19 on business continuity and services' capacity to deliver the full suite of support services. Travel restrictions reduced the ability of services to reach some First Nations and culturally and linguistically diverse communities. Providers had to ensure communities understood the health risks and were willing and able to engage with services virtually to ensure continued service delivery and support. The mandatory vaccination order imposed on workforces and communities in some states and territories may have affected participants' access to and attendance at service venues.

Natural disasters also had an impact on clients and organisations. Natural disasters and COVID-19 had a negative impact on standards of living, quality of life and complexity of the stressors on children and families. Clients had reduced capacity to engage in improving knowledge, skills and engagement when they may be struggling to meet their own basic needs and/or the needs of their families.

Families and Communities Service Improvement

During 2021–22, the department undertook a review of performance measures and the extent to which key activities, outcomes and performance measures were aligned. The purpose of this review was to provide a consistent framework and threshold for determining what would constitute a key activity for the purposes of annual performance reporting. Following the review, the measure "2.1.1-2 *Funded organisations' members are satisfied with the support offered to them by these funded organisations*" was found not to meet the threshold for an annual performance measure. This means the measure will not be reported in the annual report. This is not a commentary on the importance of the program.

Caveats and Disclosures

- There is a mix of voluntary and mandatory outcomes reporting for grant agreements within the Families and Children Activity. From 1 July 2021, all new grant agreements required mandatory reporting of outcomes data. The department gave service providers a 12-month transition period from 1 July 2021 to 30 June 2022 to build their capability, troubleshoot problems and work towards requirements for outcomes data, which take effect from 1 July 2022. Consequently, a significant number of service providers were still transitioning and did not report extensive outcomes data in 2021–22. This will limit the sample size for the performance measure and increase the margin of error for results.
 - For the 2021–22 reporting period the department undertook independent data assurance of the Data Exchange (DEX) data used as the data source for reporting against this performance measure. The analysis showed that the DEX data used in the department's performance reporting is representative of the program and appropriate for reporting purposes. The department will implement ongoing data assurance practices of DEX data to assess its appropriateness for future performance reporting.
- a ABS 2022. <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release>

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 28

Methodology

Funded service providers conduct a survey with a sample of clients to whom they provide a service. Client Circumstances data is based on a self-assessment of functioning, pre-service to establish a base-line, and post service to record the self-assessed outcome.

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

Redress Support Services DEX SCORE data has been excluded from the Families and Children performance measure result and number of individuals assisted in 2021–22 as the Redress Scheme is reported on separately in the Annual Report.

Due to low DEX SCORE reporting received for clients in a number of Families and Children programs (Intensive Family Support Service, Children and Family Intensive Support and A Better Life), these programs have been excluded from the calculation of the family functioning performance measure. However these programs have been included in the number of individuals assisted.

There is a risk that results reported by some service providers may not be accurate, reliable and/or free from bias. In order to mitigate this risk, the department is exploring 5 measures to quality assure service provider data:

1. Confirming client activity by using DEX Statistical Linkage Key (SLK) matching with the department Social Security payment data – this measure will verify clients reported by service providers and increase confidence in the accuracy and validity of data.
2. Independently conducted client surveys – this measure will independently validate the reported DEX data.

3. Service provider cohort analysis – this measure will identify trends or patterns common across comparable cohorts and use these patterns to validate the reported data and identify outliers or anomalies.
4. Data Validation Strategy – this measure will require providers to have a Data Validation Strategy to prevent and detect poor data entry and correct any errors prior to the close of a reporting period.
5. Random SCORE Sampling – this measure validates the accuracy of reported outcomes data and identifies potential bias.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of individuals assisted refer to **Addendum 3; Table 2.2.1**
- Number of organisations contracted or receiving grant funding to deliver services refer to **Addendum 3; Table 2.2.3**
- Percentage of assisted individuals from priority groups assisted refer to **Addendum 3; Table 2.2.1**

Key Activity — 2.1.2 Family Safety

The *National Plan to Reduce Violence against Women and their Children 2010–22* (2010–2022 National Plan) is a key initiative for the Families and Communities program. It includes strategies and initiatives delivered by the Commonwealth, state and territory governments. The department is the lead agency overseeing the 2010–2022 National Plan and the Fourth Action Plan of the 2010–2022 National Plan (4AP) and is responsible for designing and implementing national services and national initiatives.

Under the 4AP there are 5 national priorities:

1. Primary Prevention is key
2. Support Aboriginal and Torres Strait Islander Women and their Children
3. Respect, Listen and Respond to the Diverse Lived Experience of Women and their Children Affected by Violence
4. Respond to Sexual Violence and Harassment
5. Improve Support and Service System Responses

Across these 5 national priority areas there are 20 actions, with over 160 initiatives across all governments that map to these 20 actions. The department coordinates the progress reporting and monitoring of these initiatives.

The department is directly responsible for the successful implementation of the following 21 4AP initiatives that were announced as part of \$340m 4AP funding:

1. Accredited training for sexual violence responses
2. Additional funding for 1800RESPECT
3. Additional Specialised Family Violence Services
4. Community awareness and outreach prevention activities
5. Community-led prevention projects
6. DV-alert
7. Enhancing data and reporting
8. Evaluation of Our Watch
9. Evaluation of the National Plan
10. Extend the Support for Trafficked People program
11. Identification of service gaps for people of diverse sexual orientation, gender identity or intersex status
12. Keeping Women Safe in their Homes program
13. MensLine Australia's Changing for Good program

- 14. National Primary Prevention Hub
- 15. National Media Engagement Project
- 16. National standards for sexual violence responses
- 17. Research on Fourth Action Plan priorities
- 18. Safe Places Emergency Accommodation program
- 19. Sexual violence community awareness activities
- 20. Stop it at the Start campaign
- 21. University-based learning and development prevention pilot

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

Performance Measure

2.1.2-1 Successful implementation of initiatives under the *National Plan to Reduce Violence against Women and their Children 2010–2022*.

Target

| ◆ 2.1.2-1A – Demonstrated achievement towards successful implementation of initiatives under the <i>National Plan to Reduce Violence against Women and their Children 2010–2022</i> . ^a | Target | 2020–21 Actual result ^b | 2021–22 Actual result | Outcome |
|--|--|--|---|---------|
| | Successful implementation of departmental initiatives. | 90% of departmental initiatives were implemented successfully or are on track to be implement. | 5 out of the 7 of the department’s most significant Women’s Safety initiatives met the implementation success criteria. | Met |

Source a: PBS 2021–22 page 81, Corporate Plan 2021–22 page 30

Source b: 2020–21 Annual Report page 77

Program outputs

Initiative performance against success criteria

| Initiative | Success criterion | Result | Met Y/N |
|--|---|--|---------|
| Additional funding for 1800RESPECT | The number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls to the service (minus the number of calls that abandon within 20 seconds). The success criterion is met if the percentage is equal to or greater than 80%. | For 2021–22, 74.89% of calls were answered within 20 seconds. | N |
| DV-alert | The total number of workshops delivered is calculated as a percentage of the target number of workshops specified for delivery in the Activity Work Plan. The success criterion is met if the result is equal to or greater than 75%. | DV-alert delivered 99.2% of workshops against the Activity Work Plan (AWP) target | Y |
| Evaluation of Our Watch | The success criterion is met if there is Ministerial acceptance of the finalised evaluation report. | There was Ministerial acceptance of the report and it is published online: plan4womenssafety.dss.gov.au/latrobe-university-our-watch-evaluation-final.pdf | Y |
| Keeping Women Safe in their Homes (KWSITH) program | The success criterion is met if the number of KWSITH clients assisted nationally varies less than 20% compared to the same period last financial year. | The number of KWSITH clients assisted nationally varied (-14)% compared to the same period last financial year. | Y |
| Research on Fourth Action Plan priorities | The success criterion is met if the total number of research reports provided by ANROWS in the 2021–22 financial year is equal to or greater than 14. Research reports will be considered to have been provided when they are published on the ANROWS website. | As at 30 June 2022, 6 reports had been delivered under the 4AP funding. | N |

| Initiative | Success criterion | Result | Met Y/N |
|---|--|--|---------|
| Safe Places Emergency Accommodation program | Confirmation a funded Safe Places project(s) has achieved completion (i.e. capital works/building phase completed) and therefore the safe places available through the project(s) are ready for designated use. The success criterion is met if the total number of safe places to be delivered is equal to or greater than 78 as at 30 June 2022. | Safe Places Emergency Accommodation program delivered 91 safe places as at 30 June 2022. | Y |
| Stop it at the Start campaign | The success criterion is met if delivery of phase 4 of the campaign is evidenced. | Delivery of phase 4 of the campaign was evidenced. | Y |

Program Analysis

In 2021–22, the department continued to implement the 21 4AP initiatives for which it is directly responsible and further progressed development of the *National Plan to End Violence Against Women and Children 2022–32* (next National Plan).

Measuring the impact of long-term action under the 2010–20 National Plan, for which the department has both direct responsibility for implementation of initiatives and the overall stewardship role, is a complex challenge. The purpose of this reporting is to focus on the department’s implementation responsibilities. As a demonstration of achievement towards implementation, 7 of the 21 were chosen to be assessed against the target of the 2021–22 performance measure. These 7 initiatives encompass a significant proportion of the budget of the DSS initiatives under the 4AP (2019–2022). They include the department’s flagship initiatives, which are national initiatives designed to drive long-term and whole of community effort to reduce violence against women and children.

To determine the result against the overall performance measure and target, each initiative was assessed individually to determine if it was successfully implemented or not. The table Initiative performance against success criteria in the Program Outputs section below further details the performance of each initiative.

To aggregate the result, the following calculation was used:

- The number of key initiatives assessed as successfully implemented is divided by the total number of key departmental initiatives being reported (i.e. 7).
- If the result:
 - equals 70% or greater, the target will be considered met.

The department met the Women’s Safety performance target in 2021–22. Analysis showed that 5 out of the 7 (or 71%) of the department’s significant national initiatives were successfully implemented. The following 5 initiatives were assessed as meeting the implementation success criteria; DV-alert, Keeping Women Safe in their Homes program, Safe Places Emergency Accommodation program, Evaluation of Our Watch and the Stop it at the Start campaign.

2 examples of where initiatives exceeded their implementation success criteria were:

- Safe Places Emergency Accommodation program delivered 91 safe places as at 30 June 2022. This result exceeded the success criterion that the number of safe places confirmed as available for Family Domestic Violence services by 30 June 2022 is at least 78
- DV-alert delivered 99.2% of workshops against the Activity Work Plan (AWP) target. This result was greater than the criterion that at least 75% of workshops are delivered according to the target set out in the AWP.

The 2 initiatives that didn’t meet the success criteria during the period were:

- Additional funding for 1800RESPECT
- Research on Fourth Action Plan priorities:
 - The implementation success criterion for the initiative “Additional funding for 1800RESPECT” is met if the number of calls to the service answered within 20 seconds is equal to or greater than 80%. However, for 2021–22 74.89% of calls were answered within 20 seconds. Note this was the final year for this incumbent provider, prior to transition to a new provider from 1 July 2022.
 - The implementation success criterion for the initiative Research on Fourth Action Plan priorities is met if the total number of research reports provided by ANROWS in the 2021–22 financial year is equal to or greater than 14. Research reports will be considered to have been provided when they are published on the ANROWS website. As at 30 June 2022, 6 reports had been delivered under the 4AP funding, with ANROWS reporting across the year that COVID-19 had significantly delayed its work program due to issues such as restricted travel and state lock downs limiting the ability of ANROWS to conduct research. It should be noted that the research projects are still progressing to a revised schedule with the reports expected to be delivered in 2022–23.

All Australian governments have committed to the *National Plan to End Violence against Women and Children 2022–32* (next National Plan), to be finalised in October 2022. The next National Plan builds upon progress made under the 2010–2022 National Plan and has been developed following extensive consultation that included:

- The National Summit on Women’s Safety held in September 2021
- Three online public surveys
- Thematic and jurisdictional workshops and interviews in July–September 2021
- A dedicated consultation with victim-survivor advocates in September–October 2021.

A key lesson learned from the 2010–2022 National Plan is that a strong evidence base is central to success. Recognising that data is complex and there are differences between jurisdictions, a key focus of the next National Plan will be to improve data collection, coordination and consistency and building capacity across the sector. This will contribute to the development of measures that show longer term impact of initiatives and which reflect the department's stewardship role.

Caveats and Disclosures

Notes regarding 1800RESPECT program data:

- The department did not have a process in place to independently validate the reported number of calls answered in less than 20 seconds. The reported results are based on reports from the provider. The department is unable to provide assurance that the reported result of 74.89% of call were answered within 20 seconds is accurate. The department monitored call volume data. Going forward, the telephony data will be assured including through independent third party arrangements.

Notes regarding Keeping Women Safe in their Homes program data:

- The -14% variation is the number of individuals reported through DEX in 2020–21 compared with those reported in 2021–22.
- Limitations include that client numbers only include individual clients, not group clients or support people. That is, individual clients are only recorded where the client provides consent to provide personal details. If consent is not provided, the client can be entered as a group client with no demographic details and is therefore not considered an individual client.
- Data is reliant on third party providers inputting the data to a high quality before the date that the department's data exchange portal (DEX) closes. For this reporting period, data had not been entered before the closure of DEX for South Australia by the South Australian Housing Trust, and only the first 6 months of data had been entered by the Salvation Army.
- As the partnership approach is voluntary for Keeping Women Safe in their Homes (KWSITH) providers, there are limitations in reporting on client outcomes. Individual clients are not double counted in a financial year or across service providers, however this relies on the validity of the client Statistical Linkage Keys (SLKs), which is a unique ID for each client. Invalid SLKs can result from incomplete or inaccurate client demographic data being provided. As the services provided under the KWSITH program vary by state and territory, the data set is not easily comparable between states and territories and comparisons in client numbers are not made across states and territories.
- Once a reporting period has closed, new data relating to that period of time will no longer be able to be recorded. Data outside of a reporting period may only be entered if an organisation has sought and is granted a system re opening.

Notes regarding Safe Places Emergency Accommodation Program data:

- Information on numbers of safe places relies on grantees providing this information in their application for grant funding.

Notes regarding DV-alert Program data:

- Instances in changes to how an intended workshop will be delivered (for example switching to virtual from face-to-face) are discussed with the department before the provider makes any changes.
- Monthly reporting (outside of the AWP) is provided to the department to demonstrate workshop delivery formats and locations for the month. Data for the half year is formally loaded into the DEX portal by the provider, in line with reporting requirements in the grant agreement. The department reviews the quality of DEX data monthly for anomalies and for any incomplete entries, to clarify with the provider. If required, the provider will amend DEX data entries in response to queries to confirm data quality before the closing date for the reporting period (31 January and 31 July).
- Once a reporting period has closed, data relating to that period of time will no longer be able to be recorded. Data outside of a reporting period may only be entered if an organisation has sought and is granted a system re-opening.

Rationale

The measure has changed since the publication of the 2021–22 Corporate Plan to better reflect the department’s activities. This measure now aligns with what the department is trying to achieve “To improve the economic and social well-being of individuals and families in Australian communities” and the purpose of the program “To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning.”

This updated measure primarily demonstrates the achievement of outputs of the Family Safety key activity, to deliver its objective: to implement the 2010–2022 National Plan, which includes strategies and initiatives by the Commonwealth, state and territory governments.

As the range, scope and complexity of the 21 initiatives that the department delivers under the 4AP is very broad, 7 significant national initiatives (noted under methodology) were chosen to act as a proxy for the department’s activity. These 7 initiatives encompass 75% of the budget dedicated to the department’s initiatives under the 4AP (2019–2022) and also provide coverage across the 5 priority areas of the 2010–2022 National Plan. This includes the department’s 5 flagship initiatives, which are national initiatives designed to drive a long term, whole of community effort to reduce violence against women and children. Two additional initiatives were also selected as key initiatives due their significant funding (each over \$15 million over 3 years under the 4AP).

Methodology

Additional funding for 1800RESPECT

The number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls to the service (minus the number of calls that abandon within 20 seconds).

The success criterion is met if the percentage is equal to or greater than 80%.

DV-alert

The total number of workshops delivered is calculated as a percentage of the target number of workshops specified for delivery in the Activity Work Plan.

The success criterion is met if the result is equal to or greater than 75%.

Evaluation of Our Watch

The success criterion is met if there is Ministerial acceptance of the finalised evaluation report.

Keeping Women Safe in their Homes (KWSITH) program

The success criterion is met if the number of KWSITH clients assisted nationally varies less than 20% compared to the same period last financial year.

Research on Fourth Action Plan priorities

The success criterion is met if the total number of research reports provided by ANROWS in the 2021–22 financial year is equal to or greater than 14. Research reports will be considered to have been provided when they are published on the ANROWS website.

Safe Places Emergency Accommodation program

Confirmation a funded Safe Places project(s) has achieved completion (i.e. capital works/building phase completed) and therefore the safe places available through the project(s) are ready for designated use. The success criterion is met if the total number of safe places to be delivered is equal to or greater than 78 as at 30 June 2022.

Stop it at the Start campaign

The success criterion is met if delivery of phase 4 of the campaign is evidenced.

Overall assessment of the result

An assessment is made as to whether each individual initiative was successfully implemented or not. To aggregate against initiatives, the following calculation will be used:

- The number of key initiatives assessed as successfully implemented is divided by the total number of key departmental initiatives being reported (i.e. 7).
- If the result:
 - equals 70% or greater, the target will be considered met
 - equals 50–69%, the target will be considered partially met
 - equals less than 50%, the target will be considered not met.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)

Key Activity — 2.1.3 Protecting Australia's Children

Protecting Australia's Children implements strategies focused on national efforts to reduce child abuse and neglect in Australia and its intergenerational impacts.

This work will be delivered under *Safe and Supported: the National Framework for Protecting Australia's Children 2021–2031* (Safe and Supported), which is the successor to the *National Framework for Protecting Australia's Children 2009–2020*. It was originally anticipated that Safe & Supported would be endorsed and launched by the end of June 2021. However, this did not occur until December 2021, due to the time required to address complex issues with all stakeholders.

These stakeholders include state and territory governments, an Aboriginal and Torres Strait Islander Leadership Group and the National Coalition for Child Safety and Wellbeing (representing non-government organisations).

Safe & Supported has been agreed by Commonwealth, state and territory Community Services Ministers, who will have an ongoing role in the oversight of implementation.

Performance Measure

2.1.3-1 Extent of departmental leadership towards reducing child abuse and neglect.

Target

| | 2020–21 | 2021–22 | |
|--|--|---------------|---------|
| | Actual result | Actual result | Outcome |
| ◆ 2.1.3-1A – Successful implementation of departmental actions in Safe and Supported: the <i>National Framework for Protecting Australia's Children 2021–2031</i> , guided by an agreed implementation plan. | | | |
| | Target | | |
| | This measure will not be reported on for the 2021–22 program year. | | |

Source: PBS 2021–22 page 81, Corporate Plan 2021–22 page 32

Program Analysis

The Action Plans for Safe and Supported (implementation plans) have not yet been agreed. As such, implementation activities could not be undertaken or assessed. Factors leading to the delay in finalising the Action Plans include the need to pause decision making during the federal caretaker period, and the time required to negotiate complex actions with a range of diverse stakeholders. There were also delays caused by the ongoing impact of COVID-19 on departmental and stakeholder workforce capacity and availability. The department flagged changes to the measure and target in the 2022–23 Portfolio Budget Statement (page 52). The department will not be reporting on this measure in future years, following an assessment of key activities and performance measures ahead of the 2022–23 Corporate Plan.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)

Key Activity – 2.1.4 Financial Wellbeing and Capability

The Financial Wellbeing and Capability (FWC) Activity provides services and initiatives that support vulnerable individuals and families to navigate financial crises, address financial stress and hardship, and increase financial literacy for individuals and families.

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

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

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

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

Performance Measure

2.1.4–1 Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock.

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|--------|-----------------------------|-----------------------------|---------|
| ◆ 2.1.4–1A At least a 20% reduction in the number of people with multiple requests for Emergency Relief. | ≥20% | 63.0% | 60.2% | Met |
| ◆ 2.1.4–1B At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service. | ≥70% | 72.9% | 67.5% | Not Met |

Source: PBS 2021–22 page 81, Corporate Plan 2021–22 page 33

Program Analysis

Performance Measure 2.1.4–1A

In 2020–21, 55,711 clients accessed Emergency Relief (ER) services for immediate financial or material aid, 5 or more times within a 90 day period. Of these clients, only 22,199 also accessed ER services 5 or more times within a 90-day period in 2021–22. This resulted in a 60.2% reduction in repeat ER clients between the 2 financial years.

This target has been met and may be attributed to additional government supports provided to those individuals in response to the coronavirus pandemic and/or the February–March 2022 floods in New South Wales (NSW) and South East Queensland (QLD). However, the measure does not reflect ER program performance on the broader client cohort, or within the current economic landscape of the reporting period.

The department is therefore changing this target and measure for future performance reporting to also account for environmental factors impacting the performance of the ER program.

Performance measure 2.1.4–1B

In 2021–22, 580,771 clients accessed services under the FWC Activity. This included 435,735 clients who accessed ER services.

FWC clients reported a 67.5% improvement in financial wellbeing following engagement with a FWC funded service. This result is 2.5% below the 70% target, and is reported as not met.

The result may be attributed to a combination of factors, including:

- Clients engaging with services experiencing ongoing and compounding economic impacts of the 2019–20 Black Summer bushfires, the COVID-19 pandemic, 2022 floods, widespread housing pressures, and the rising cost of living
- The transition from higher funding levels for FWC Activity programs in 2020–21, specifically to respond to the COVID-19 pandemic during 2021–22. This may have reduced the client experience in the quantum of support available compared to the previous year
- The increasing complexity in client needs, as reported by providers, typically requiring higher levels of support and services
- The reduction of other supports, including from state and territory governments and the non-government sector, such as bank and loan moratoriums, may have also reduced clients' access to resources available to meet their basic material needs.

Data factors and challenges

In 2021–22, of the total 580,771 clients who accessed a FWC Activity program, 36,639 clients had an outcome recorded following the interaction with the service. This included 19,741 clients for Commonwealth Financial Counselling and Financial Capability, Financial Counselling for Problem Gambling, the Financial Counselling Helpline (National Debt Helpline) and Financial Resilience projects. A total of 16,989 clients who accessed ER also had an outcome recorded following their interaction with an ER service.

The department is reviewing the measure to assess the potential impact of ER client reporting for future performance reporting purposes. ER organisations are encouraged to report client outcomes. However, due to the high volume and transactional design of the current program that focuses on providing immediate material aid for people in financial crisis, it is not mandatory to report outcomes for clients under the ER program. The short term 'one-off' nature of ER differs to other FWC programs which often provide support over longer periods, and are better able to measure the impacts of the service.

The base funding amount for the FWC Activity in 2021–22 was \$115.3 million. This included:

- \$50.7 million for ER shared among 196 providers across Australia
- \$1.4 million for 3 Food Relief providers
- \$42.1 million for financial counselling services among 115 providers nationally
- \$21 million for financial resilience programs, including the No Interest Loans Scheme and the Saver Plus matched savings program.

The sector-led National Coordination Group continues to provide advice on demand for, and delivery of, FWC services nationally in response to the impacts of the coronavirus and floods impacting NSW and QLD.

Based on advice from the National Coordination Group to the Minister for Social Services, in 2021–22, the department administered an additional:

- \$22 million for ER and \$2.2 million for FR under the \$200 million Community Support Package to support vulnerable people impacted by coronavirus. The additional ER funding included \$5.8 million for the Australian Red Cross to deliver ER and counselling support to temporary migrants, who may not be eligible for traditional forms of income support.
- \$10.1 million for ER, \$4 million for FR, and \$5.2 million for Financial Counselling, to support communities affected by the February–March 2022 NSW and QLD flood event. The additional ER flood funding included \$500,000 for the Australian Red Cross to deliver ER and counselling support to eligible flood-impacted temporary migrants.

Caveats and Disclosures

- Performance measure 2.1.4–1B is calculated using individual clients only. Group (unidentified) clients are not included in the calculations for this performance measure as the Circumstance domain Standard Client/Community Outcome Reporting cannot be recorded for unidentified clients.
- The total clients figure is total of unique individual clients and group clients across all Financial Wellbeing and Capability activities. Clients may return several times for service but have only been counted once.
- The number of delivery organisations is the unique organisations delivering Financial Wellbeing and Capability activities. This is a count of organisations delivering the program as reported through the Data Exchange. This includes organisations operating under consortium arrangements. Some organisations deliver more than one Financial Wellbeing and Capability activity but are only included once in this figure.
- Activity funding amount is the total funding provided to organisations for service delivery under the Financial Wellbeing and Capability activity.
- Administered Outlays Funding is the total funding for Financial Wellbeing and Capability activity and Welfare Quarantining.
- For the 2021–22 reporting period the department undertook independent data assurance of the Data Exchange (DEX) data used as the data source for reporting against the Financial Wellbeing and Capability activity performance measures. The analysis showed that the DEX data used in the department's performance reporting is representative of the FWC programs and appropriate for reporting purposes.
- For the Financial Wellbeing and Capability activity, it was concluded that the client survey undertaken had sufficient responses to represent the overall invited population but was only partially representative of the invited population due to the over representation of Queensland respondents. The client survey was therefore not representative of the program but did achieve alignment with DEX results.

Rationale

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

Targeting at least a 20% reduction in the number of people with multiple requests for emergency relief demonstrates the effectiveness of the key activity by using a reduced reliance on the service as an indicator of improvement in financial wellbeing for those initially presenting in financial crisis, indicating they are more financially resilient and have navigated financial crisis.

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

Methodology

Performance Measure 2.1.4–1A

The percentage is based on the number of clients with multiple requests for Emergency Relief in the previous reporting year, who also make multiple requests in the current reporting year. ‘Multiple requests’ is defined as at least 5 sessions within any 3 month period in a financial year period. This attempts to identify heavier users of emergency relief services.

The data source used for this calculation is the Department of Social Services Data Exchange.

Performance measure 2.1.4–1B

The percentage is based on improved financial wellbeing measured as a positive change in financial wellbeing circumstances during the assistance period as compared to initial circumstances recorded on the five-point Data Exchange Client Circumstances domains in the Standard Client/Community Outcome Reporting (SCORE).

The data source used for this calculation is the Department of Social Services Data Exchange SCORE.

Supporting Information

- Appendix A – Resource Statements (Table A-6)
- Number of individuals assisted refer to **Addendum 3; Table 2.2.1**
- Number of organisations contracted or receiving grant funding to deliver services refer to **Addendum 3; Table 2.2.3**
- Percentage of assisted individuals from priority groups assisted refer to **Addendum 3; Table 2.2.2**

Key Activity — 2.1.5 Volunteering and Community Connectedness

The Volunteering and Community Connectedness key activity aims to provide services and initiatives to strengthen communities and promote inclusion and participation in community life.

The department provides grants to **Volunteering and Community Connectedness Service providers and community organisations** to encourage, support, and increase participation in volunteering. **Be Connected** is aimed at increasing the confidence, skills, and online safety of older Australians in using digital technology. Be Connected adopts a community-centred approach to assist individuals aged 50 years and over, who have little or no experience with digital technology. **Seniors Connected – FriendLine** aims to address loneliness and social isolation experienced by older Australians aged over 55 living in the community (or Indigenous Australians aged 50 or over) by offering older Australians an opportunity to call and have a free, anonymous, friendly chat with a volunteer over the phone. **Volunteer Grants** provide funding between \$1,000 and \$5,000 for eligible not-for-profit community organisations to encourage volunteering and assist their volunteers in various ways.

Performance Measure

2.1.5-1 Extent to which learners are able to access support from a Be Connected Network Partner to develop their digital skills, confidence and online safety.

Target

| ◆ 2.1.5-1A – Number of learners supported annually by a Be Connected Network Partner to develop their digital skills, confidence and online safety. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|-------------------------------|-----------------------|-----------------------|---------|
| | 11,000 to 14,000 ^a | N/A ^a | 11,686 ^b | Met |

Performance Measure

2.1.5-2 Extent to which FriendLine is responsive to callers as part of addressing loneliness and social isolation.

Target

| ◆ 2.1.5-2A – Number of calls answered annually ^c | Target | 2020–21 Actual result | 2021–22 Actual result ^d | Outcome |
|---|--------|-----------------------|------------------------------------|---------|
| | 60,000 | N/A ^e | 43,419 ^f | Not Met |

Performance Measure

2.1.5-3 Extent to which volunteers of the grant recipient organisations are supported to conduct their volunteer work.

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result ^d | Outcome |
|---|--------------------------|-----------------------|------------------------------------|---------|
| ◆ 2.1.5-3A Number of Volunteer Grants awarded | | | | |
| ◆ 2.1.5-3B Number of volunteers in organisations benefiting from the grants | (a) 5,400 (b) 490,000 | N/A ^g | (a) 5,520 (b) 556,943 | Met |

Program Analysis

The programs under the Volunteering and Community Connectedness Activity continued to be impacted by COVID-19 pandemic in 2021–22 which has affected both service demand and service delivery approaches.

The Be Connected program continued a hybrid service delivery model, offering face-to-face or virtual support approaches. The program saw an increase in demand from learners seeking support to access COVID-19 vaccination certificates.

FriendLine did not meet its target of 60,000 calls answered in 2021–22 due to the ongoing disruption of COVID-19 on volunteer call takers. FriendLine is however implementing new well-being and matching services which aim to address loneliness and social isolation through a range of holistic responses.

The 2021–22 Volunteer Grants round was a ‘double’ grant round, as twice the amount of funding was available due to funds from 2020–21 being moved to 2021–22. This resulted in a higher number of grants awarded this year than usual. The top three categories of expenditure items for grant funds were: computer equipment; training costs; and first aid and safety equipment.

Caveats and Disclosures

During 2021–22 the department undertook a review of performance measures and the extent to which key activities, outcomes and performance measures were aligned. The purpose of this review was to provide a consistent framework and threshold for determining what would constitute a key activity for the purpose of annual performance reporting. The Be Connected and FriendLine measures have been deemed not material to the department’s enduring purpose and these measures have not been included in the 2022–23 Corporate Plan. This is not a commentary on the importance of the program and the department is re-evaluating how to report on volunteering and community activities.

Be Connected

The Good Things Foundation is funded to manage the Be Connected network of over 3,700 community organisations (Network Partners) who deliver one-on-one, small group and online support to older Australians (aged 50 years and over) to develop their digital skills, confidence and online safety. The Good Things Foundation collect and store client level data reported by Network Partners and upload this data to the Data Exchange. Data consistency and quality continues to improve over

time as the Good Things Foundation continues to work with Network Partners to ensure learner data is recorded for every learner and session. The data has not been independently verified.

The reported number of learners is not reflective of the total number of learners accessing the Be Connected program. Learners who independently accessed the Be Connected online learner portal (developed and managed by the eSafety Commissioner) and learners who received support from a Be Connected Network Partner but did not register are not reflected in these numbers.

The department undertook an assurance activity known as Statistical Linkage Key matching to identify the proportion of DEX clients who also access a Social Security Payment (Centrelink). The Be Connected program had a match rate below the department's threshold match rate because there is no requirement for Be Connected learners to be on a Social Security payment so the data cannot be fully verified.

FriendLine

The FriendLine performance result is drawn from call data that is extracted by the service provider, Friends for Good, from its telephony system and manually compiled and provided to the department on a monthly basis. To ensure the data is accurate, Friends for Good commissioned an independent audit of the performance result which confirmed the completeness and accuracy of the data and the department conducted its own reconciliation of the compiled data with the raw data. A limitation of the raw telephony data was that it provided total monthly counts of calls answered rather than individual calls answered data.

Volunteer Grants

The data for the Volunteer Grants performance result is sourced directly from each organisation at the point of applying for grant funds. An organisation is required to comprise 40% volunteers to be eligible to apply for a grant. The data on the number of volunteers in organisations benefitting from the grant funds is self-reported and not verified by the department.

This is the first year that an output measure has been reported for Volunteer Grants. Individual grant amounts vary from \$1,000 to \$5,000 each depending on the needs of the community organisations that are nominated by Federal Members of Parliament which varies from round to round.

- a This is the first year an output measure has been reported for Be Connected. A target range was set for 2021–22 as the 2020–21 result could not be used to determine the target as it combined eSafety and Good Things Foundation data, so is not comparable. The 2021–22 result is based on the data from the Good Things Foundation only.
- b This may include learners supported by Network Partners who may not have received grant funding in 2021–22.
- c 'Calls answered annually' means calls answered by a volunteer call taker.
- d The performance result was provided to the department by the funded service provider. To mitigate the risk of bias and gain assurance over the reported result, the service provider commissioned an independent audit of the result. Further information on the independent audit is provided under 'Caveats and Disclosures'.
- e This is the first year that an output measure has been reported for FriendLine. The target was established at the time of the service's implementation and was based on the amount of grant funding available, estimated volunteer participation rates and the capacity of FriendLine's telephony system
- f Annual target not met due to impact of COVID-19 in 2021–22 on FriendLine's service provision.
- g This is the first year that an output measure has been reported for Volunteer Grants. A baseline was set using data from the 2019–20 grants round and adjusted to reflect the 'double grant round' in 2021–22.

Rationale

In the time since the 2021–22 Corporate Plan was published the Volunteering and Community Connected Activity Performance Measures have changed, from reporting on service satisfaction to reporting on outputs. For these programs, output data is a more meaningful reflection of the extent of the department's impact.

2.1.5.1A Measuring the number of learners supported annually by a Be Connected Network Partner demonstrates the extent to which Be Connected supports older Australians to increase digital technology confidence, skills and online safety. This measure demonstrates the ability of Network Partners in achieving the objective of the key activity: to provide services and initiatives to strengthen communities and promote inclusion and participation in community life.

Reporting on the target outputs directly shows the number of learners being supported by Network Partners to increase their digital technology confidence, skills and online safety.

2.1.5.2A Measuring the number of calls answered by FriendLine demonstrates the extent to which FriendLine is responsive to its callers. This measure demonstrates the ability of FriendLine in achieving the objective of the key activity: to provide services and initiatives to strengthen communities and promote inclusion and participation in community life.

Target of at least 60,000 answered calls annually demonstrates the achievement of the key activity by showing the number of times eligible older Australians obtain support from FriendLine. Answered calls is defined as a call that is answered by a FriendLine volunteer.

2.1.5.3A Measuring the extent to which volunteers of the grant recipient organisations are supported to conduct their volunteer work aims to demonstrate that volunteer grants support many volunteers within community organisations. Reporting on the output shows how the program achieves the objective of the key activity: to provide services and initiatives to strengthen communities and promote inclusion and participation in community life.

Reporting on the target outputs directly shows the number of volunteers in organisations that are benefitting from the grant funding.

Methodology

Be Connected (2.1.5–1A) – The number of learners supported by a Be Connected Network Partner to develop their digital skills, confidence and online safety. The **data source** for this calculation is the individual clients reported by the Good Things Foundation to the department in the Data Exchange for 2021–22.

Seniors Connected – FriendLine (2.1.5–2A) – The number of calls answered. The **data source** used for this calculation is telephony data provided by Friends for Good.

Volunteer Grants (2.1.5–3A) – The number of Volunteer Grants awarded, the number of volunteers in organisations benefitting from the grants. The **data source** used for these calculations is the application data on numbers of grants approved and number of volunteers in organisations benefitting from the grants.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)

Key Activity — 2.1.6 Cashless Debit Card

The Cashless Debit Card was a key activity of the Families and Communities Program. The Cashless Debit Card is established in Division 2 of the *Social Security Act 1999*, which also contains a sunset clause that the legislation will cease to have effect after 31 December 2022. On 3 June 2022, the Australian Government announced the Cashless Debit Card will cease.

The **department** is responsible for designing and implementing services and initiatives for the Cashless Debit Card, **Services Australia** is responsible for making support payments into participants' personal bank accounts and their Cashless Debit Card account. Contracted Authorised Deposit Taking Institutions are responsible for providing the Cashless Debit Card service to participants, including providing participants with a Cashless Debit Card and associated account, and customer support.

Performance Measure

2.1.6-1 Extent to which the Cashless Debit Card supports a reduction in social harm in communities.

Target

| ◆ 2.1.6-1A Cashless Debit Card program data demonstrates improvement in social outcomes through analysis of card spending and use. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|---|-----------------------------|--|---------|
| | Cashless Debit Card program data demonstrates improvement in social outcomes through analysis of card spending and use. | | Findings made in relation to improvements in social outcomes (Met) | Unclear |

Source: PBS 2021–22 page 82, Corporate Plan 2021–22 page 38

Performance Measure

2.1.6-2 Extent to which the Cashless Debit Card is used in responsible and meaningful ways and not used on products and activities that contribute to social harm.

Target

| 2.1.6-2A 95% of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items. | Target | 2020–21 Actual result ^b | 2021–22 Actual result | Outcome |
|---|--------|--|-----------------------------|---------|
| | | 95% | 95% | 98% |

Program Analysis

On 3 June 2022, the Australian Government announced the Cashless Debit Card would cease. In June 2022, the Minister commenced consultations with communities in Cashless Debit Card regions about the transition from the Cashless Debit Card. Consultations are continuing. Government priority is to ensure participants are supported through their transition off the card.

Subsequent Events

The Government introduced legislation into Parliament to repeal the Cashless Debit Card on 27 July 2022. Separately, from 1 August 2022, the Secretary of the Department of Social Services ceased placing any new entrants on the card.

Subject to the passage of the legislation, a progressive transition of existing participants off the card will begin from 19 September 2022 or one day after Royal Assent. Consultations with communities on transitional arrangements commenced in June 2022 and will continue throughout the rest of 2022.

Caveats and Disclosures

- For Performance Measure 2.1.6–1, the reporting against this measure for 2020–21 was based on an external evaluation report. These findings were based on previous fieldwork and analysis. These are not suitable for reporting on the 2021–22 year. During 2021–22, the department undertook considerable analysis using social security payment data, Cashless Debit Card transaction data, and external publicly-available data. This analysis generated mixed findings at the individual level and at the region level. Based on the data available to the department it was not possible to draw overall conclusions about whether social outcomes improved. Therefore this measure has been reported as unclear.

Rationale

Measuring the extent to which the *Cashless Debit Card supports a reduction in social harm in communities* was designed to demonstrate that income support payments are spent in responsible and meaningful ways.

The number of *Cashless Debit Card participants* who have activated their card is an output measure which is based on the number of participants who have activated their card and is based on the number of transactions on non-restricted and restricted items.

Methodology

The data sources used for the calculation for measure 2.1.6–2 were:

- Indue Administrative Data
- Traditional Credit Union Data
- Services Australia Administrative Data.

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

The National Redress Scheme for Institutional Child Sexual Abuse (the Scheme) provides support to people who have experienced institutional child sexual abuse. The Scheme:

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

The Scheme has been developed with the needs of survivors at the core. The Scheme provides support to people applying to the Scheme including through free access to Redress Support Services and independent legal support. Eligible people will be able to access the 3 components of redress: counselling; a redress payment; and a direct personal response from an institution (e.g. an apology).

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 $\geq 70\%$ of survivors about an outcome within 6 months of the date that all required information is received. | Target | 2021–22 Actual result | Outcome |
|--|--------|--------------------------|---------|
| | | $\geq 70\%$ | 79.34% |
| 2.1.7-1B – The Scheme will maintain quality decision-making, with $\geq 95\%$ of initial determinations reflecting the final outcome. | | 99.17% | Met |

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 on-board to cover $\geq 95\%$ of applications in progress. | Target | 2021–22 Actual result | Outcome |
|--|--------|--------------------------|---------|
| | | $\geq 95\%$ | 98.44% |

Performance Measure

2.1.7-3 Provide survivors a redress payment.

Target

| | | | |
|--|---------------|----------------------------------|----------------|
| 2.1.7-3A – The Scheme will issue ≥80% of survivors a redress payment within 14 days of receiving acceptance documentation. | Target | 2021–22 Actual result | Outcome |
| | ≥80% | 90.60% | Met |

Program Analysis

The Scheme implemented a number of improvements to operations over 2021–22, in response to the Second Anniversary Review recommendations. In addition, the Scheme has developed new performance measures and targets that more meaningfully cover the activities of the department in managing the Scheme. As these targets are newly developed, no data is reported for 2020–21.

The target of ≥80% of redress payments being made within 14 days of receiving acceptance documentation was met. It is anticipated that this target will continue to be met in the coming year, as processes undergo continual improvement. A second target for this measure, for the provision of advance payments, will be reported against from 2022–23. Advance payments are a new initiative and have only been introduced in the latter half of 2021–22.

The latter half of 2021–22 saw a significant increase in the number of applications lodged with the Scheme, as detailed in the Program Outputs table. The increase is associated with an increase in the proportion of applications lodged electronically rather than in hard copy. The Scheme will continue to monitor the number of applications received and assess how the application processing can maintain performance that is efficient and effective.

Caveats and Disclosures

- Measure 2A: All applications that are not on hold (even if not yet associated with any institutions) are considered 'in progress' and to be covered by a participating institution, until verified otherwise.
- Measure 3A: The Scheme considers a payment to be issued at the time payment is first generated. This does not consider when the payment is received.
- Measure 3A: Periods when an application is on hold (and therefore outside the Scheme's control) are not included in the processing time when calculating the 14 day timeliness for measure 3A.

Rationale

The 2021–22 Corporate Plan published 2 measures and 2 targets for the Scheme. Changes were made throughout the reporting period to develop 3 measures underpinned by 4 targets that better measure the program outcomes and reflect the department's performance for this key activity.

2.1.7–1 The measure *quality and timely decisions are made on applications to the Scheme* aims to demonstrate the department has **efficiently** processed and managed applications. This is a measure of **proxy efficiency** that demonstrates achievement of a key output of the National Redress Scheme key activity. The proportion of initial determinations that reflect the final outcome indicates the quality of decision making – that the details in the application have been fully considered in the determination made, and, where further review of a decision is requested, the review does not lead to the original decision being overturned in more than a small number of instances. Targeting *at least 70% of survivors will be notified of an outcome within 6 months of all required information being received* shows applications are processed within a timely and reasonable timeframe, and is reflective of the complexity of the assessment process, available resources to process applications, and institutions that have joined the Scheme. The target of 95% of initial determinations reflecting the final outcome is a proxy measure of the quality of outcome decisions made by the Scheme. Data from the most recent two years supports a target metric of 95%.

2.1.7–2 The measure *maximise institution participation with the Scheme* aims to demonstrate the department effectively worked with institutions to join and remain in the Scheme. This measure demonstrates achievement of a **key output** of the National Redress Scheme key activity: *Institutions have joined the Scheme and provide redress.*

Targeting engagement of institutions continues and current participation is maintained, with institutions on board to cover ≥ 95% of applications received demonstrates achievement of a **key output** of the key activity, by showing that a significant percentage of people who have experienced institutional child sexual abuse are able to receive redress from institutions who have joined the Scheme.

2.1.7–3 *Measuring Issue survivors a redress payment within 14 days (redress payments) of receiving acceptance documentation* aims to demonstrate the department effectively administering the Scheme. This measure demonstrates achievement of a **key output** of the Scheme key activity: *People who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response and a monetary payment.*

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

Methodology

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

2.1.7-1B – The percentage of completed applications where the initial outcome was accepted or where a review was requested and the initial outcome 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 where only some of the named institution(s) are participating in the Scheme.

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

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

- Services Australia Enterprise Data Warehouse
- Department of Social Services Administrative Data
- Institutions Customer Relationship Management Siebel system.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of National Redress Scheme recipients refer to **Addendum 3; Table 2.2.4**

Addendum 3: Outcome 2 – Families and Communities – Supporting Information

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

Families and Children information shows the footprint of services across Australia – the number of clients (parents, family members and children) that were assisted through the Families and Children Activity, the organisations funded to deliver the Activity and the diversity of clients accessing services. The reduction in clients assisted in 2021–22 was largely due to the impacts of the COVID-19 pandemic, particularly lockdowns, travel restrictions and workforce shortages in the community sector.

The number of individuals assisted by the Financial Wellbeing and Capability program includes individuals supported across a range of activities including Emergency Relief, Financial Counselling and programs to increase Financial Resilience. These supports are provided by 261 organisations nationally.

The National Redress Scheme (the Scheme) introduced a new step to enhance the application consideration process early in 2021–22, by providing a greater level of detail to each applicant in the outcome advice letter. This resulted in lower numbers of applications being finalised in that introductory period and reduced the number of survivors receiving redress this year, compared to the previous year.

Subsequently, the Scheme has experienced an increase in the number of applications in 2021–22, a trend that is continuing into 2022–23. The number of institutions joining the Scheme in 2021–22 decreased compared to 2020–21. This is not unexpected, as the proportion of participating institutions in the Scheme is high, with institutional participation covering over 98% of applications on hand (Target 2.1.7-2A).

Table 2.2.1: Number of individuals assisted

| | 2019–20 | 2020–21 | 2021–22 |
|---|---------|---------|---------|
| 2.1.1 Families and Children | | | |
| Families and Children | 457,612 | 444,270 | 356,157 |
| 2.1.4 Financial Wellbeing and Capability | | | |
| Financial Wellbeing and Capability Program | 581,837 | 606,743 | 580,771 |

Table 2.2.2: Percentage of assisted individuals from priority groups

This table shows the extent to which Indigenous and culturally and linguistically diverse people are accessing services.

| | 2019–20 | 2020–21 | 2021–22 |
|---|---------|---------|---------|
| 2.1.1 Families and Children | | | |
| • Indigenous | 17.7% | 12.4% | 12.6% |
| • Culturally and linguistically diverse | 5.9% | 5.4% | 5.5% |
| • People with disability | 7.7% | 9.2% | 8.3% |
| 2.1.4 Financial Wellbeing and Capability | | | |
| • Indigenous | 18.8% | 18% | 22% |
| • Culturally and linguistically diverse | 7.3% | 13% | 7% |
| • People with disability | 17% | 16% | 19% |

Table 2.2.3: Number of organisations contracted or receiving grant funding to deliver services

| | 2019–20 | 2020–21 | 2021–22 |
|---|---------|---------|---------|
| 2.1.1 Families and Children | | | |
| Families and Children | 430 | 451 | 444 |
| 2.1.4 Financial Wellbeing and Capability | | | |
| Financial Wellbeing and Capability Program | 331 | 261 | 261 |

Table 2.2.4: Number of National Redress Scheme Recipients

| | 2019–20 | 2020–21 | 2021–22 |
|---|---------|---------|---------|
| 2.1.7 National Redress Scheme for Institutional Child Sexual Abuse | | | |
| Recipients | 2,504 | 3,251 | 2,675 |
| Applications received | 3,127 | 3,773 | 5,987 |
| Institutions joined | 177 | 268 | 94 |

Outcome 3 – Disability and Carers

Purpose

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

Programs and activities

Outcome 3 comprises 2 programs and 7 activities contributing to the achievement of the Disability and Carers outcome. The diagram below depicts how this purpose is translated into measureable activities.

| OUTCOME 3 – DISABILITY AND CARERS | |
|---|---|
| Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports. | |
| Program 3.1 Disability and Carers | Program 3.2 National Disability Insurance Scheme (NDIS) |
| <p>Key activities</p> <ul style="list-style-type: none"> 3.1.1 – Disability employment services 3.1.2 – Support for carers 3.1.3 – Advocacy support for people with disability 3.1.4 – Disability Strategy | <p>Key activities</p> <ul style="list-style-type: none"> 3.2.1 – NDIS Continuity of Support 3.2.2 – Development of the NDIS Market 3.2.3 – NDIS Participant Plans |

Summary and analysis of Outcome 3 performance

In 2021–22, the department achieved most performance measures across Outcome 3. Overall, 11 targets were met, 3 were ongoing and 5 were not met.

Australia's Disability Strategy 2021–2031 was launched on 3 December 2021. The Strategy focuses on areas that people with disability have identified are important to them: employment and financial security; inclusive homes and communities; safety, rights and justice; personal and community support; education and learning; health and wellbeing; and improving community attitudes. The Social Services Portfolio, through the department, has a leadership role in implementing the Strategy over its 10 year life, with the department driving the implementation, monitoring and reporting of activities across Australian Government agencies and with states and territories. Our performance is reliant on supporting and working with other jurisdictions, agencies and employers to reduce barriers to social and economic participation for people with disability and to improve their access to support.

Participation in the NDIS has exceeded projections, with the actual participation being 30,000 more than the original estimates and the target of 500,000 participants reached one year earlier than expected. The department facilitates transition to the NDIS through executing and administering agreements with stakeholders, while also monitoring the implementation in each state and territory through trilateral governance arrangements with the NDIA. Facilitating access to the NDIS, particularly in regional and remote areas, is a key priority.

The department delivers initiatives to support the development of an efficient, effective and mature market for the NDIS. Following the easing of COVID-19 restrictions in 2021–22, market supply gaps have rebounded significantly from the 6.2% downturn in the 2020–21 financial year. While market competition in remote areas continued to improve, it remained below the level of targeted growth.

NDIS Participant Plans support people with disability to participate in and contribute to their community. In the June 2022 quarter, 85% of participants rated the planning process as either good or very good. Targets within this key activity had mixed success. Achievement of these targets is reliant upon various factors beyond the department's control, including the administration of the NDIS by the NDIA and intersections with mainstream services delivered by states and territories, such as the education system. Ongoing collaborative work is needed to achieve these targets.

During 2021–22, the number of Disability Employment Services (DES) participants decreased compared to the previous reporting year. In the same period, the total number of placements increased. Performance targets were met for 13, 26 and 52 week placements. This reflected changing economic and labour market conditions, especially in relation to the COVID-19 pandemic.

Carer Gateway website visits and calls to the 1800 phone number increased by 65% from the previous year, exceeding the target of a 10% annual increase. This increase was attributed to more carers becoming aware of Carer Gateway in its second full year of operation and website content expanding.

Approximately 59% of people who accessed the National Disability Advocacy Program (NDAP) reported improved choice and control to make their own decisions. Work remains to meet the target of 75%. The department expects reporting to improve as work is undertaken to increase data maturity and as providers become more familiar with the process and requirements.

The number of NDIS Appeals individual clients as a proportion of all active NDIS Participants remained below the 1% target. However, individual client numbers were 41% higher than in 2020–21 and providers have advised of long waitlists, demonstrating both increased and unmet demand for the program.

Key achievements

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

- launching *Australia's Disability Strategy 2021–2031* in conjunction with all states and territories and the Australian Local Government Association, which provides the nation's overarching policy framework to improve outcomes for people with disability over the next 10 years
- in December 2021, the Australian Government released *Employ My Ability – the Disability Employment Strategy*. Developed as an Associated Plan of Australia's *Disability Strategy 2021–2031*, the transformative ten year guiding framework for government, employers, and the broader community aims to increase employment opportunities for people with disability
- one of the first actions underway under *Employ My Ability* is the *RecruitAble* pilot, launched on 21 March 2022, to test and develop inclusive recruitment pathways and processes to maximise employment opportunities for people with disability
- assessing the performance of all 104 Disability Employment Services (DES) providers through a formal assessment process to ensure only the most effective providers are supporting participants to find a job and supporting them to stay in work
- 534,655 people with disability being supported by the NDIS, exceeding the historical target of 500,000 by June 2023.

Outcome 3 Key performance results

| Program | Key Activities | Target | Result | Actual Result |
|---------------------------|---|---|---------|---------------|
| 3.1 Disability and Carers | 3.1.1 Disability Employment Services | At least 40% of job placements sustained to 13 weeks. | Met | 42% |
| | | At least 30% of job placements sustained to 26 weeks. | Met | 37% |
| | | At least 20% of job placements sustained to 52 weeks. | Met | 24% |
| | | At least 90% of Disability Employment Services providers met service level standards of the contracts and agreements between organisations and DSS. | Met | 100% |
| | 3.1.2 Support for Carers | At least 10% annual increase in people accessing Carer Gateway (website and 1800 number). | Met | 65% |
| | 3.1.3 Advocacy support for people with disability | At least 75% of people who accessed the National Disability Advocacy Program reported improved choice and control to make their own decisions. | Not Met | 58.9% |
| | | Number of individual NDIS Appeals clients is less than 1% of active NDIS participants. | Met | 0.6% |

| Program | Key Activities | Target | Result | Actual Result |
|--|----------------------------------|---|---------|---|
| | 3.1.4 Disability Strategy | A new National Disability Strategy is finalised. | Met | <i>Australia's Disability Strategy 2021–2031</i> was launched on 3 Dec 2021 |
| 3.2 National Disability Insurance Scheme | 3.2.1 NDIS Transition | 500,000 NDIS participants by 30 June 2023. | Met | 534,655 |
| | 3.2.2 Development of NDIS Market | At least 15% reduction in market supply gaps by 30 June 2024. <i>(Target for 2021–22 is ≥9%, with a gradual increase to 15% by 2024.)</i> | Met | 13.8% |
| | | At least 15% increase in NDIS market competition (a decrease in market concentration) in remote areas by 30 June 2024. <i>(Target for 2021–22 is ≥9%, with a gradual increase to 15% by 2024.)</i> | Not Met | 1.6% |
| | 3.2.3 NDIS Participant Plans | At least 60% of NDIS participants aged school age to 14 attend school in a mainstream class. | Met | 72% |
| | | At least 70% of NDIS participants with disability aged 18–24 have completed secondary school. | Not Met | 67% |
| | | At least 80% of NDIS participants report satisfaction with the Scheme planning process. | Met | 85% |
| | | At least 25% of working age NDIS participants in paid employment. | Not Met | 22% |

| Program | Key Activities | Target | Result | Actual Result |
|---------|----------------|---|---------|--|
| | | At least 45% of NDIS participants involved in community and social activities. | Not Met | 43% |
| | | No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances.* | Ongoing | 104 younger people entered residential aged care in the March 2022 quarter |
| | | No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances.* | Ongoing | 75 people under the age of 45 were living in residential aged care at 31 March 2022 |
| | | No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances.* | Ongoing | 3,163 people under the age of 65 were living in residential aged care at 31 March 2022 |

* These targets were first articulated in the 2020–21 Portfolio Budget Statements and subsequently included in the 2021–22 DSS Corporate Plan.

Outcome 3 Key activity performance

Program 3.1 Disability and Carers

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

Key Activity — 3.1.1 Disability Employment Services

Disability Employment Services (DES) is a key activity of the Disability and Carers Program. DES supports **people with a disability, injury or health condition** to prepare for, find and keep employment in the open labour market.

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

DES providers deliver 2 services:

- 1. Disability Management Service (DES-DMS)**, for job seekers with a disability, injury or health condition who need assistance to find employment and occasional support in the workplace to keep a job.
- 2. Employment Support Service (DES-ESS)**, for job seekers with permanent disability, providing assistance to find employment and regular, ongoing support in the workplace to keep a job.

When a person with a disability has been placed in a job appropriate to their work capacity, a DES provider will provide employment support for at least 52 weeks. Support is also available to help both the employee and employer beyond this time, where it is needed.

For employers, DES provides a range of free services, including help to employ and retain workers with a disability, and access to a range of financial incentives and support.

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 | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|-------------------|-----------------------|-----------------------|---------|
| | | ≥ 40% to 13 weeks | 44% | 42% |
| 3.1.1-1B At least 30% of job placements sustained to 26 weeks. | ≥ 30% to 26 weeks | 36% | 37% | Met |
| 3.1.1-1C At least 20% of job placements sustained to 52 weeks. | ≥ 20% to 52 weeks | 21% | 24% | Met |

Source: PBS 2021–22 page 101, Corporate Plan 2021–22 page 43

Performance Measure

3.1.1-2 – Delivery by Disability Employment Services (DES) providers is in accordance with the specified requirements, including service level standards, of the agreements between organisations and the department.

Target

| 3.1.1-2A – At least 90% of Disability Employment Services providers met service level standards of the contracts and agreements between organisations and the department. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|--------|-----------------------|-----------------------|---------|
| | | ≥ 90% | 100% | 100% |

Source: PBS 2021–22 page 101, Corporate Plan 2021–22 page 44

Program Analysis

Between June 2021 and June 2022, the number of DES participants decreased by 6.2% (or 19,441) from 315,926 to 296,485.

Between 2020–21 and 2021–22, the number of DES employment placements increased by 6% (or 5,903), from 101,536 to 107,439. Over the same period, the number of 26 week employment outcomes increased by 51% (or 16,269), from 32,192 to 48,461.

This reflected changing economic and labour market conditions during 2021–22, especially in relation to the COVID-19 pandemic. For example, as per the National Plan to transition Australia's COVID-19 response, from November 2021 (once the vaccination target of 80% was reached) the country moved to phase 3 of the plan and state or territory lockdowns significantly reduced.

Between June 2021 and June 2022, the labour market conditions improved as shown by the Internet Vacancy Index^a (measurement of job listings on recruitment websites), increasing by 29% and by 80% compared to pre-COVID-19 conditions.

During 2021–22, support was refocussed on job seekers with a clear need for the additional support available through DES. From 1 July 2022, job seekers can only be referred to DES if they:

- have a partial capacity for work (able to work more than 8 and fewer than 30 hours per week)
- are in receipt of an income support payment, with specific exceptions.

From 1 January 2022, outcomes are only payable to providers for education courses that deliver skills identified by the National Skills Commission as being in demand. This change ensures an improved focus on training within DES for in-demand skills.

During 2021–22, the department undertook an interim review of the materiality of performance measures and the extent to which key activities, outcomes and performance measures were aligned. This work was undertaken throughout the first half of 2022 and was finalised with consideration of Government priorities. Subsequently performance measure ‘3.1.1–2 – *Delivery by Disability Employment Services Providers is in accordance with the specified requirements, including service level standards of the contracts and agreements between organisations and the department*’ will be removed for reporting from 2022–23 onwards.

Caveats and Disclosures

a Source: National Skills Commission, Labour Market Insights website, Internet Vacancy Index, Vacancy Report – June 2022

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 43 and 44

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 44

Supporting Information

- Administered outlays refer to Appendix A - Resource Statements (Table A-6)
- Number of participants refer to **Addendum 4; Table 2.3.1**
- Number of providers refer to **Addendum 4; Table 2.3.3**

Key Activity — 3.1.2 Support for Carers

Support for Carers provides assistance, support, and services for **carers**.

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

Carer Gateway provides services to support carers in their caring role, including:

- in-person and online peer support groups
<https://www.carergateway.gov.au/about/peer-support-groups>
- tailored support packages designed to provide carers with support specific to their needs, with a focus on respite, education, and transport
<https://www.carergateway.gov.au/tailored-support-packages>
- in-person and phone counselling
<https://www.carergateway.gov.au/about/person-phone-counselling>
- in-person and online self-guided coaching
<https://coaching.carergateway.gov.au/>
- online skills courses
<https://skills.carergateway.gov.au/>
- information and advice
- access to emergency respite.
<https://www.carergateway.gov.au/respite>

Other programs supporting carers under the Integrated Carer Support Service include the Young Carer Bursary Program and Young Carer Network, and the Tristate Vocational Outcomes Pilot Program.

Performance Measure

3.1.2-1 Extent to which carers access information, supports, and services.

Target

| | | | | |
|--|---------------|--------------------------------------|--------------------------------------|----------------|
| 3.1.2-1A – At least 10% annual increase in people accessing Carer Gateway (website and 1800 number). | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | ≥ 10% | 39% | 65% | Met |

Source: PBS 2021–22 page 101, Corporate Plan 2021–22 page 45

Program Analysis

The number of carers assisted through Australian Government carer support programs increased in 2021–22 compared to the previous year, which was the first full year of operation for Carer Gateway. An increasing number of carers becoming aware of Carer Gateway, as well as Carer Gateway service providers increasing capacity to intake, assess and provide support for carers, has likely contributed to the increased number of carers assisted.

In 2021–22, Carer Gateway was accessed over 3 million times through the website and 1800 phone number, an increase of 65% from the previous year. This increase was expected as more carers became aware of Carer Gateway in its second full year of operation. The large increase compared to 2020–21 can also be attributed to an increase in the number of Carer Gateway pages visited by users after entering the site.

Access to the Carer Gateway website is measured by page views, and the number of page views dramatically increased in the second half of 2021–22. The increase coincided with an update to the Carer Gateway website in January 2022 when more information was included on the website about the services offered under Carer Gateway. The average number of pages visited per session increased from about 2 from July to December 2021, to almost 4 pages on average, from January to June 2022.

From 2022–23, the department will also report on ‘the extent to which carers’, who are registered with local Carer Gateway service providers, wellbeing is assessed as improved’. This performance measure is in addition to the current target measure of ‘annual increase in people accessing Carer Gateway’. The inclusion of an effectiveness measure about wellbeing outcomes for carers will contribute to a more complete assessment of the department’s performance in providing support for carers.

Caveats and Disclosures

- The figure for 2021–22: Number of carers assisted refers to the number of carers supported through the Integrated Carer Support Service and reported within the Data Exchange for 2021–22, including local Carer Gateway service providers, Carer Gateway digital counselling, and Tristate Vocational Outcomes Pilot Program. The figure also includes new registrations for Carer Gateway online coaching and peer support forum, and Young Carer Bursary Program recipients as reported by respective providers. Some clients are reported as anonymous, and may be counted more than once.
- The figure for 2021–22: Number of people accessing Carer Gateway refers to the number of visits to the Carer Gateway website pages, measured as page views, and calls to Carer Gateway 1800 phone number. The figure for 2020–21 included the same measures. Third party assurance was obtained over the telephony data for completeness and accuracy of records. This assurance is offered provider-wide, and is not specific to the Carer Gateway 1800 number. The departmental decision to include the telephony data is based on consideration of 2020–21 third party assurance reporting, and consideration of other assurance arrangements in place.
- The 2021–22 Number of organisations receiving funding refers to the number of organisations contracted or receiving carer support grant funding to deliver services through the Integrated Carer Support Service.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 45

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 45

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of carers assisted refer to **Addendum 4; Table 2.3.2**

Key Activity — 3.1.3 Advocacy support for people with disability

Advocacy support for people with disability is a key activity of the Disability and Carers Program and aims to provide people with disability with access to effective disability advocacy.

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

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

NDIS Appeals providers provide assistance to NDIS applicants, participants and others affected by reviewable NDIA decisions, to navigate the external merits review process. Funding is provided to a number of existing NDAP providers around Australia.

Performance Measure

3.1.3-1 Extent to which people provided advocacy through the National Disability Advocacy Program (NDAP) experience improved choice and control to make decisions

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|---------------|--------------------------------------|--------------------------------------|----------------|
| 3.1.3-1A – At least 75% of people who accessed the National Disability Advocacy Program reported improved choice and control to make their own decisions. | ≥ 75% | 62.2% | 58.9% | Not Met |

Performance Measure

3.1.3-2 Number of people with disability provided with direct advocacy support through the NDIS Appeals program

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|---------------|--------------------------------------|--------------------------------------|----------------|
| 3.1.3-2A – Number of individual NDIS Appeals clients is less than or equal to 1% of active NDIS participants. | ≤ 1% | 0.5% | 0.6% | Met |

Source: PBS 2021–22 page 101, Corporate Plan 2021–22 page 46

Program Analysis

There are 59 organisations funded under NDAP and 50 organisations funded under NDIS Appeals program. The demand for the individual disability advocacy support is largely driven by experiences that people with disability have with both disability-specific and mainstream services and systems. Individual advocacy supports people with disability to understand and exercise their rights.

In 2021–22 for NDAP, there was a total of 13,441 individual advocacy clients, a 5% decrease from the previous year. There has also been a slight decrease in the percentage of clients reporting improved choice and control from 62.2% to 58.9%. There are many factors that will impact on a person with disability's ability to exercise choice and control that are outside of the influence of the NDAP program. 2021–22 was also the first full financial year that the SCORE data was collected as it became mandated for the NDAP in that year. The department expects reporting to improve as work is undertaken to increase data maturity and as providers become more familiar with the process and requirements.

In 2022–23, NDAP providers are being explicitly instructed to collect and record SCORE assessments in the Goals domain 'Empowerment, choice and control' and at least one Circumstance domain that relates to the issue(s) for which the client sought advocacy support. It is expected that this explicit instruction in the DEX Program Specific Protocols will increase the robustness of the data collected for this performance indicator.

In 2021–22, NDIS Appeals individual client numbers were significantly higher than the previous year an increase of 990 clients or 41% for a total of 3,414 clients. This increase in demand on the NDIS Appeals program can be attributed to an unprecedented increase in appeals to AAT of NDIS reviewable decisions. At 31 May 2022, AAT appeals for 2021–22 had increased 150% from 2020–21.

In 2021–22, the number of NDIS Appeals individual clients represented approximately 0.6% of all active NDIS Participants. This is below the 1% target threshold, however has increased from 0.5% in 2020–21. This is indicative that demand for the program is higher, and this has been corroborated by advice that many providers have long waitlists. The number of active NDIS participants increased by 15% from 466,619 in 2020–21 to 534,655 in 2021–22.

Caveats and Disclosures

National Disability Advocacy Program (NDAP)

- Organisations funded under this program are required under their agreement with the Commonwealth to enter data into the DSS Data Exchange (DEX) in accordance with the Data Exchange Protocols. These protocols include that providers are responsible for the accuracy of the data, and that the collection process is ethical and reliable.
- For the 2021–22 reporting period the department undertook independent data assurance of the Data Exchange (DEX) data used as the data source for reporting against this performance measure. The analysis showed that the DEX data used in the department's performance reporting is representative of the program and appropriate for reporting purposes. The department will implement ongoing data assurance practices of DEX data to assess its appropriateness for future performance reporting.
- While 33.8% of NDAP clients were assessed using the Partnership Approach, (4,560 of 13,487 clients) only 14% were assessed against the outcome 'Empowerment, choice and control to make own decisions' (1,891 of 13,487 clients).

NDIS Appeals Program

- Advocacy organisations funded under this program are required under their agreement with the Commonwealth to enter data into the department Data Exchange (DEX) in accordance with the Data Exchange Protocols. These include that providers are responsible for the accuracy of the data, and that its collection process is ethical and reliable.
- The Legal Aid Commissions (LACs) funded under this program submit their de-identified aggregated data to the department in a spreadsheet in accordance with their reporting requirements under their agreement with the Commonwealth.
- Only data that meets minimum quality criteria has been included in the calculation for this measure. In 2021–22, approximately 450 advocacy clients and 405 LAC clients have not been included due to poor quality data.
- The number of individual clients supported through the NDIS Appeals program is not reflective of the total number of NDIS appeals cases. People seeking review of NDIA decisions may progress through the appeals process on their own or with informal supports, such as parents, carers or friends. The NDIS Appeals program prioritises people with disability who are unable to independently appeal NDIA decisions and do not otherwise have support to do so.
- The number of NDIS active participants at 30 June 2022 was 534,655 – Quarterly Reports | NDIS <https://www.ndis.gov.au/about-us/publications/quarterly-reports>

Rationale

3.1.3-1 Measuring the extent to which people provided advocacy through the NDAP experience improved choice and control to make decisions aims to demonstrate that NDAP has assisted people with disability to enjoy choice, wellbeing, and to pursue their life goals. This measure demonstrates the **effectiveness** of NDAP in achieving the objective of the key activity: To provide people with disability with access to effective disability advocacy.

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

3.1.3-2 This measure is intended to gauge the demand for supports provided under the program, and the program's responsiveness and performance in meeting the demand. The department will monitor performance against this measure to identify increases and decreases in demand for advocacy supports for NDIS AAT Appeals. This measure demonstrates the **effectiveness** of NDIS appeals in achieving the objective of the key activity: *To provide people with disability with access to effective disability advocacy.*

The target is set as a benchmark to measure demand for services under the program. If the program provides services to more than 1% of active NDIS participants, this would indicate a change in the broader drivers of demand, which would require additional analysis and possible program adaptation.

The department would consider this and the potential need for additional or other resourcing for the program in the context of other factors in the NDIS reviews and appeals processes.

Methodology

3.1.3-1A The percentage figure is based on the number of people that individuals assessed within the reporting period that report an overall positive change within the financial year.

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

3.1.3-2A The percentage figure is based on the total number of NDIS Appeals clients for the financial year and the total number of active participants in the NDIS.

The data sources used for this calculation are the

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

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of people with disability provided with direct advocacy support assisted refer to **Addendum 4; Table 2.3.4**
- Total amount funded to providers refer to **Addendum 4; Table 2.3.5**

Key Activity — 3.1.4 Disability Strategy

The development of *Australia's Disability Strategy 2021–2031* (the Strategy) to replace the *National Disability Strategy 2010–2020* has been a key cross program activity of programs 3.1 Disability and Carers and 3.2 National Disability Insurance Scheme. The department had lead responsibility for finalising the new Strategy in collaboration with people with disability, their families, carers, representative organisations, Ministers, Commonwealth, state and territory governments and the Australian Local Government Association.

The Strategy was launched on 3 December 2021 and provides the nation's overarching policy framework for all people with disability, with a vision to create an inclusive society where people with disability can fulfil their potential as equal members of the community. The Strategy has been agreed by the former Prime Minister, first ministers of all state and territory governments and the President of the Australian Local Government Association and sets out where governments across their portfolios will focus on improving outcomes for people with disability over the next 10 years.

The Strategy focuses on those areas people with disability said are important to them: employment and financial security; inclusive homes and communities; safety, rights and justice; personal and community support; education and learning; health and wellbeing; and improving community attitudes.

The Social Services Portfolio, through the department, has a leadership role in implementing the Strategy over its 10 year life, with the department driving the implementation, monitoring and reporting of activities across Australian Government agencies and with states and territories.

Performance Measure

3.1.4-1 Extent of contribution to creating and implementing national disability policy and reform initiatives

Target

| | | | | |
|---|--|--|--|----------------|
| A new National Disability Strategy is finalised by the Commonwealth, States and Territory First Ministers by the end of 2021. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | A new National Disability Strategy is finalised. | On track to finalise National Disability Strategy by the Commonwealth, State and Territory First Ministers by end of 2021. | <i>Australia's Disability Strategy 2021–2031</i> (the Strategy) was launched on 3 December 2021. | Met |

Program Analysis

The two stages of public consultation held for the Strategy reached more than 3,000 people with disability, families, carers and representatives.

To ensure safe and effective public consultation, Disability Ministers agreed to delay Stage 2 public consultations for the Strategy due to COVID-19. This decision was strongly supported by key stakeholders and the sector. On 4 December 2020, Disability Ministers from across Australia issued a Statement of Continued Commitment. The statement provided a commitment to continue efforts to uphold the rights of people with disability between the expiry of the original strategy at the end of 2020, and the finalisation of the new strategy in late 2021.

In April 2021, the department provided the National Disability Strategy Reform Steering Group (whose members include CEOs or Presidents of all the Disability Representative Organisations funded by the department) and the NDIS Independent Advisory Council with a committee-in-confidence draft of the new Strategy. The department met with both groups to seek their advice on the draft Strategy and their feedback was used to refine the draft. Following consultations, the Strategy and its supporting documents were finalised and circulated for formal endorsement by governments in 2021.

The Strategy was launched on 3 December 2021 in Canberra with 50 invited stakeholders and around 10 support workers attending the event in person. The launch event was live streamed on the International Day of People with Disability Facebook page to enable the general public to view the event. The live stream reached approximately 3,750 people. Key sector stakeholders issued media releases welcoming the release of the new Strategy.

Australia's Disability Strategy 2021–2031 and supporting information can be found at www.disabilitygateway.gov.au/ads

Methodology

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

- *Australia's Disability Strategy 2021–2031* housed on the Disability Gateway website²
- Disability Reform Ministers' Meetings communiques housed on the department website
- Statement of continued commitment housed on the department website
- National Disability Strategy consultation reports housed on the department website.

2 In the time since publication of the 2021–22 Corporate Plan the methodology has been updated to note that *Australia's Disability Strategy 2021–2031* will be used as part of the qualitative assessment.

Program 3.2 National Disability Insurance Scheme (NDIS)

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

Key Activity – 3.2.1 NDIS Transition

NDIS Transition supports national implementation of the NDIS in accordance with intergovernment agreements. The completion of transition can be defined by:

1. The number of participants in the NDIS consistent with estimates underpinning inter-government transition agreements (target = 500,000 participants by 30 June 2023).

Previous projections underpinning transition agreements expected 500,000 participants in the NDIS, after which the NDIS would mature and grow at rates consistent with the Australian population. At 30 June 2022, the NDIS has exceeded this target with 534,655 people with disability being supported by the NDIS. 30,000 more than original estimates and one year earlier than expected. The estimates underpinning transition agreements no longer reflect the department's best estimate of NDIS participants and will not be reported in future annual reports.

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

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

Performance Measure

3.2.1-1 Number of people supported through the NDIS.

Target

| 3.2.1-1A – 500,000 NDIS participants by 30 June 2023 | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|---------|-----------------------|-----------------------|---------|
| | 450,000 | 466,619 | 534,655 | Met |

Source: PBS 2021–22 page 103, Corporate Plan 2021–22 page 48

Program Analysis

As at 30 June 2022, the NDIS has exceeded its historical target of supporting 500,000 Australians by June 2023, with 534,655 people with disability being supported by the NDIS, not including 13,940 children in the Early Childhood Approach (ECA). This represents a net increase of more than 68,000 participants in the NDIS compared to 466,619 participants at 30 June 2021. Between 2017–18 to 2019–20, the NDIS population increased at an average of more than 100,000 participants per annum, an exceptional rate of growth during transition.

With the NDIS available to people across the entire country from 1 July 2020, the number of participants continued to increase through 2021–22 by an average of more than 5,500 people per month. This compares to an average of over 6,000 per month in 2020–21. The National Disability Insurance Agency (NDIA) has estimated, using data to 31 December 2020 in its 2020–21 Annual Financial Sustainability Report (AFSR), that NDIS participants in the NDIS numbers could be as high as 586,000 by 30 June 2023. This estimate may be revised in the NDIA's 2021–22 AFSR.

Caveats and Disclosures

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

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 48

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 48

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Number of participants refer to **Addendum 4; Table 2.3.6**

Key Activity — 3.2.2 Development of NDIS market

Development of the NDIS market supports the development of an efficient, effective, and mature market and workforce for the NDIS.

The department delivers the Boosting the Local Care Workforce (BLCW) Program with Ernst & Young Australia and the Community Services Industry Alliance. The BLCW Program aims to develop the capacity and capability of disability and aged care service providers to operate effectively and expand their workforce.

Performance Measure

3.2.2-1 Market indicators signal that participants have improved opportunity to access services in the market.

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|--------|-----------------------|-----------------------|---------|
| 3.2.2-1A At least 15% reduction in market supply gaps by 30 June 2024. ^a | ≥ 9% | -6.2% | 13.8% | Met |
| 3.2.2-1B At least 15% increase in NDIS market competition (a decrease in market concentration) in remote areas by 30 June 2024. | ≥ 9% | 1% | 1.6% | Not Met |

Source: PBS 2021–22 page 103, Corporate Plan 2021–22 page 49

Program Analysis

The COVID-19 pandemic has presented significant challenges in the development of an efficient and effective NDIS market. Following the easing of COVID-19 restrictions in 2021–22, market supply gaps have rebounded significantly from the 6.2% downturn in the 2020–21 financial year.

NDIS market competition in remote areas has continued to improve. However, improvements have been below the level of targeted growth. This may be partly caused by providers deregistering and servicing the unregistered market. The National Disability Insurance Agency (NDIA) is continuing to work with stakeholders to address thin markets in remote parts of Australia, with a range of thin market projects underway that involve different interventions including the provision of detailed market information to potential providers of services, facilitation of connections between providers and participants and in some cases the direct commissioning of services where supported by participants.

The BLCW program continues to employ up to 25 Regional Coordinators to help local providers build sustainable businesses and grow their workforce by providing localised support and gathering intelligence on workforce issues. In the 2020–21 Budget, under the Australia's Care and Support Workforce measure, the Government announced a further extension to the BLCW Regional Coordinator initiative for an additional 2 years from 2021–22 to 2022–23 at a cost of \$15.3 million, bringing the total investment in the Program to \$56.8 million.

The BLCW Program website provides resources to assist organisations to transition to the NDIS, including forecast demand for services through the NDIS Demand Map. In 2021–22, the BLCW website had approximately 34,871 unique users. On average, the website attracts 2,906 new unique users each month.

The NDIS Jobs and Market Fund was announced as a terminating measure in the 2018–19 Budget to ensure the disability workforce and market can meet growing demand as the NDIS reaches full scheme. It provides \$64.3 million from 2017–18 to 2023–24, of which \$45.6 million was provided to support the growth of the NDIS provider market and workforce in capacity and capability to meet the needs of NDIS participants. The Jobs and Market Fund advanced these goals using a combination of procurements and open grant rounds.

Caveats and Disclosures

- NDIS authorised datasets at the end of the financial years were used and are subject to data lag (i.e. delayed payments).
- Market supply gaps only considers budgets and payments (i.e. activity) from the first 3 quarters of the financial years due to payment lags, only includes mature NDIS participants that have been in the scheme for 2 years or more, and excludes in-kind arrangements.
- Market supply gaps analysis only considers services and supports that involve a physical worker and therefore excludes capital items (i.e. consumables, assistive technology etc.).
- Market competition includes actual spending by registered NDIS providers in the relevant period only.
 - a Comparing with base year 2019–20.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 49

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 50

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme refer to **Addendum 4; Table 2.3.7**

Key Activity — 3.2.3 NDIS Participant Plans

National Disability Insurance Scheme (NDIS) Participant Plans is a key activity of the NDIS Program. The NDIS Participant Plans activity supports **people with disability** to participate in and contribute to their community. The NDIS is Australia's first national scheme providing funding for specialist disability supports to people with significant and permanent disability. It moves away from the previous system of providing block funding to agencies and community organisations to deliver services to instead fund people with a disability to buy the reasonable and necessary supports they need.

At 30 June 2022, 534,655 people with disability are being supported by the NDIS. In 2022–23, it is estimated that 586,433 people with permanent and significant disability will be supported by the NDIS and will collectively spend more than \$33.9 billion on supports from funds provided to them by the scheme. This is more than twice as many people and more than 3 times the expenditure on supports as was the case before the NDIS was established.

The NDIS works with participants to identify the supports they need to achieve goals in many aspects of their life. People's goals may include independence, involvement in their community, education, employment, and health and wellbeing. The NDIS provides greater choice and control for participants over how and when they receive support. The NDIS also has a focus on funding early intervention where this can reduce the impact of disability for eligible people, including children.

Performance Measure

3.2.3-1 Extent to which outcomes for children with disability more closely align with outcomes for all children.

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|---------------|--------------------------------------|--------------------------------------|----------------|
| 3.2.3-1A At least 60% of NDIS participants aged school age to 14 attend school in a mainstream class. | ≥ 60% | 70% | 72% | Met |
| 3.2.3-1B At least 70% of NDIS participants with disability aged 18–24 have completed secondary school. | ≥ 70% | 69% | 67% | Not Met |

Source: PBS 2021–22 page 103, Corporate Plan 2021–22 page 52

Performance Measure

3.2.3-2 Extent to which NDIS participant outcomes are met.

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|------------------------------------|--|--|---------|
| 3.2.3-2A At least 80% of NDIS participants report satisfaction with the Scheme planning process. | ≥ 80% | 83% | 85% | Met |
| 3.2.3-2B At least 25% of working age NDIS participants in paid employment. | ≥ 25% | 22% | 22% | Not Met |
| 3.2.3-2C At least 45% of NDIS participants involved in community and social activities. | ≥ 45% | 45% | 43% | Not Met |
| 3.2.3-2D No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances. ^a | Progress towards target (Dec 2022) | 163 younger people entered residential aged care in the March 2021 quarter | 104 younger people entered residential aged care in the March 2022 quarter | Ongoing |
| 3.2.3-2E No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances. ^a | Progress towards target (Dec 2022) | 105 people under the age of 45 were living in residential aged care at 31 March 2021 | 75 people under the age of 45 were living in residential aged care at 31 March 2022 | Ongoing |
| 3.2.3-2F No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances. ^a | Progress towards target (Dec 2025) | 4,102 people under the age of 65 were living in residential aged care at 31 March 2021 | 3,163 people under the age of 65 were living in residential aged care at 31 March 2022 | Ongoing |

Source: PBS 2021–22 page 103, Corporate Plan 2021–22 page 52

Program Analysis

Developing individual participant plans is a key activity of the NDIS as it directly ties ongoing government funding for the NDIS to reasonable and necessary supports required by participants.

The department seeks to measure the effectiveness of participant plans based on outcomes achieved from funded supports, particularly in participant satisfaction with the planning process with the NDIA and educational, economic and social participation.

The targets set reflect the levels of participation the department expects are reasonably achievable within the timeframe for people with significant and permanent disability receiving disability supports from the NDIS. Achievement of these outcomes is reliant upon various factors beyond the department's control, including the administration of the NDIS by the NDIA the performance of related mainstream services delivered by states and territories, such as school education, and the behaviour of employers in employing people with disability.

Outcomes for NDIS children

At 30 June 2021, 72% of NDIS participants of school age up to age 14 attended school in a mainstream class (10% higher than the 60% target). 67% of NDIS participants aged 18–24 have completed secondary school (slightly lower than the 70% target).

This is due in-part to participants at the lower end of the 18-24 age group who are still attending secondary school. Funded supports in participant plans are expected to improve educational participation by children in the NDIS, though further work needs to be done across the NDIS and the education system to improve their completion of secondary school.

Outcomes for NDIS participants – satisfaction, economic and social participation

Participant satisfaction levels with the planning process measured by the NDIS satisfaction survey have remained stable. In the June 2022 quarter, 85 % of participants rated the planning process as either good or very good, with a further 9% rating the experience as neutral. Participant satisfaction with the planning process has remained stable between 83 to 86% since the June 2020 quarter. The department notes the volume of internal reviews and requests by participants for review of their plans by the Administrative Appeals Tribunal increased in the 2021–22.

Economic participation for NDIS participants of working age has remained constant in recent years at around 22%. For participants aged 15 and over who have been in the scheme for at least 2 years, 22% of participants were in paid work at scheme entry and this percentage has remained unchanged after 2 years in the scheme. This observed result is lower than the 25% target, noting the COVID-19 pandemic may have reduced opportunities for economic participation.

The NDIS continues to deliver significant improvements to social and community participation outcomes for participants when compared to baseline levels of these measured at scheme entry. At 30 June 2022, 43% of NDIS participants aged 15 and over who have been in the scheme for at least 2 years were involved in social, community and religious activities, an increase of 7% from 36% when these participants first entered the NDIS. The observed result is less than the 45 percent target, though after 4 years in the scheme, participants involved in social, community and religious activities increases to 47%.

Younger People in Residential Aged Care (YPIRAC)

The aged care system is designed to support the needs of older people and is not designed for younger people. The YPIRAC targets have been set to drive collaborative action to ensure no person under the age of 65 is living in residential aged care unless there are exceptional circumstances by end of 2025, with subsidiary targets for the under 45 cohort, and around entry into residential aged care, by the end of 2022.

A Joint Agency Taskforce (JATF), between the Department of Social Services, Department of Health and Aged Care and the NDIA, is driving implementation of actions to achieve the targets. The JATF will continue for the life of the targets.

The JATF work is being done in collaboration with states and territories, sector stakeholders, younger people and their families to reduce the number of younger people entering, and living in residential aged care. Working across systems will ensure there are appropriate and effective pathways to accommodation and supports.

Progress has been made against the YPIRAC targets. Key factors contributing to this progress include:

- a revised Aged Care Assessment Pathway for younger people that ensures that younger people have support to fully explore alternative accommodation and support options more suitable to their care needs
- establishment of a dedicated team Accommodation Project team within the NDIA to provide assistance to participants, their families and carers to identify accommodation vacancies and source independent living supports
- the roll out of the YPIRAC System Coordinator program by Ability First Australia to help younger people who are not NDIS participants find appropriate accommodation and supports
- quarterly reporting by Australian Institute of Health and Welfare (AIHW) against the YPIRAC targets as well as investigating data linkages to identify pathways and outcomes for younger peoples
- streamlined NDIS access decisions and planning processes to strengthen pathways to accommodation other than residential aged care.

Work continues for the duration of the targets to divert younger people who are at risk of entering residential aged care and ensure that younger people residing in aged care are actively supported to explore alternative home and living options where they wish to do so.

The ability to meet the YPIRAC targets will be largely dependent on 4 factors:

- the outcomes of the NDIA and/or YPIRAC System Coordinators' engagement with people with disability and their families, each of whom have individual and unique circumstances and needs
- the ongoing work of the Department of Health and Aged Care in implementing the revised Aged Care Assessment Pathway
- the ongoing work between the NDIA and individual NDIS participants through the planning process and implementation of home and living supports
- continued collaboration with states and territories around their provision of accommodation and supports for YPIRAC for those not eligible for NDIS home and living supports, and the creation of appropriate, accessible and well-designed home and living options outside of aged care, including in thin markets.

Caveats and Disclosures

NDIA's Short-Form Outcomes Framework (SFOF) Survey

Figures on participant outcomes (social and economic participation) are sourced from the NDIS Outcomes Framework questionnaires developed by the NDIA to measure the outcomes for participants and families/carers. The NDIS Outcomes Framework measures the progress towards a common set of accepted goals for each participant to provide an aggregate picture of how the scheme is making a difference. It includes a SFOF, which is a census for all NDIS participants administered once per plan review (generally annually), and a Long Form Outcomes Framework (LFOF), which is an extension of the SFOF survey provided to a longitudinally consistent sample of participants and their families/carers, administered in addition to the SFOF survey.

The NDIA published data from the NDIS Outcomes Framework quarterly as part of the NDIS Quarterly Report to disability ministers, and annually as part of its annual participant and carer outcomes report.

NDIA Satisfaction Survey

Figures on participant satisfaction with the NDIS planning process are sourced from the NDIS participant Satisfaction Survey administered by Australian Healthcare Associates (AHA) on behalf of the NDIA.

Survey responses are collected throughout the year from participants and their nominees about their recent NDIS experience during access, pre-planning, planning or plan review process.

Every month the NDIA provides AHA with the entire population of participants who had a recent interaction in any of the participant pathway steps. The AHA contacts participants or their nominees by phone, email or SMS to take part in their survey. Families and carers are also asked about their experience. AHA may ask parents to complete the participant survey on behalf of their child. Participants can also nominate a person to respond on their behalf.

Younger people in residential aged care

The AIHW independently releases quarterly updates of progress against the YPIRAC targets represented above at 3.2.3D-F.

The department undertakes a periodic assurance of both the Department of Health and Aged Care and AIHW data for the purposes of YPIRAC reporting.

Due to the necessary delay between receipt of YPIRAC data from providers and its availability for reporting, which is approximately 2 months, the information included in this report reflects YPIRAC data up until 31 March 2022.

- a These targets were first articulated in the 2020–21 Portfolio Budget Statements and subsequently included in the 2021–22 DSS Corporate Plan.

Following the implementation of a new entry process by the Department of Health and Aged Care, in February 2022, it is anticipated that there will be limited new entries of younger people into residential aged care as any new entries will be due to 'exceptional circumstances' only. Significant efforts continue to be made to ensure the diversion of younger people into more appropriate accommodation and support settings in collaboration with states and territories.

As at 31 March 2022, a significant number of the younger people under 65 remaining in residential aged care have made an informed decision to stay. In addition, there are a number of people who are still considering their options, as well as a cohort who have a clearly defined pathway out of residential aged care in place but have not yet formally exited.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 52 and 53

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 52 and 53

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)

Addendum 4: Outcome 3 – Disability and Carers – Supporting Information

The tables below report the number of people with disability, carers, organisations and projects receiving funding from the department to improve the independence of, and participation by people with disability, and improved support for carers, including:

- the Disability Employment Services program
- the Carers Gateway
- disability advocacy programs
- the National Disability Insurance scheme
- the Jobs and Market fund.

The number 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 2.3.1: Number of participants

| | 2019–20 | 2020–21 | 2021–22 |
|--|---------|---------|---------|
| 3.1.1 Disability Employment Services | | | |
| Number of Disability Employment Services participants ^a | 283,981 | 315,926 | 296,485 |

Caveats

a The number of DES participants on the caseload as at 30 June 2021 and 2020.

Table 2.3.2: Number of individuals assisted

| | 2019–20 | 2020–21 | 2021–22 |
|--|-----------|-----------|-----------|
| 3.1.2 Support for Carers | | | |
| Number of carers assisted | 73,005 | 62,131 | 91,523 |
| Number of people accessing Carer Gateway | 1,453,373 | 2,024,223 | 3,349,699 |

Table 2.3.3: Number of organisations contracted or receiving funding to deliver services

| | 2019–20 | 2020–21 | 2021–22 |
|---|---------|---------|---------|
| 3.1.1 Disability Employment Services | | | |
| Disability Employment Services ^a | 110 | 109 | 104 |
| 3.1.2 Support for Carers | | | |
| Support for Carers | 86 | 13 | 13 |

Caveats

a The number of DES providers (distinct count) as at 30 June 2021 and 2020.

Table 2.3.4: Number of people with disability provided with individual advocacy support

| | 2019–20 | 2020–21 | 2021–22 |
|--|---------------|---------------|---------------|
| 3.1.3 Advocacy support for people with disability | | | |
| 3.1.3-1 NDAP | 12,316 | 13,816 | 13,441 |
| 3.1.3-2 NDIS Appeals Program (Advocates) | 2,913 | 2,424 | 3,414 |
| 3.1.3-2 NDIS Appeals Program (Legal Aid Commissions) | 370 | 299 | 405 |
| Total | 15,599 | 16,539 | 17,260 |

Table 2.3.5: Total amount funded to providers

| | 2019–20 \$ million | 2020–21 \$ million | 2021–22 \$ million |
|--|-----------------------|-----------------------|-----------------------|
| 3.1.3 Advocacy support for people with disability | | | |
| 3.1.3-1 NDAP | \$21.65 | \$21.67 | \$24.75 |
| 3.1.3-2 NDIS Appeals Program | \$11.25 | \$14.93 | \$15.4 |

Table 2.3.6: Number of participants

| | 2019–20 | 2020–21 | 2021–22 |
|------------------------------|---------|---------|---------|
| 3.2.1 NDIS Transition | | | |
| Number of NDIS participants | 391,999 | 466,619 | 534,655 |

Table 2.3.7: Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme

| | 2019–20 | 2020–21 | 2021–22 |
|--|-------------------------|-------------------------|------------------------|
| 3.2.2 Development of the NDIS market | | | |
| Value and number of Jobs and Market Fund projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme | \$10.26m 22 Projects | \$10.36m 22 Projects | \$8.76m 17 Projects |

Outcome 4 – Housing

Purpose

Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.

Programs and activities

Outcome 4 comprises 2 programs and 2 activities contributing to the achievement of the housing outcome. The diagram below depicts how this purpose is translated into measurable activities.

| OUTCOME 4 – HOUSING | |
|---|---|
| Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports. | |
| Program 4.1 Housing and Homelessness | Program 4.2 Affordable Housing |
| Key activities 4.1.1 – National Housing and Homelessness Agreement | Key activities 4.2.1 – National Rental Affordability Scheme |

Summary and analysis of Outcome 4 performance

In 2021–22, the department achieved all targets across Outcome 4.

The policy tools to support the availability of affordable and stable housing for low and moderate-income households are shared between Commonwealth Government and state and territory jurisdictions. These tools include financial, regulatory and tax settings, and planning and zoning policy. More broadly, factors such as housing market performance and labour market conditions are important influences on housing opportunities and outcomes.

We work with the Treasury and state and territory housing departments, including through the National Housing and Homelessness Agreement (NHHA) to improve housing outcomes. The Australian Government spends around \$1.6 billion a year under the NHHA. All states and territories have met their requirements under the NHHA in 2021–22. They have achieved this by ensuring their housing and homelessness strategies are publicly available, collecting and reporting on agreed data, and providing annual statement of assurance reports outlining their relevant expenditure. As there is a 12 month reporting delay to allow for completion of statements of assurance by states and territories, many figures relating to NHHA in this report are specified as relating to 2020–21. The number of social housing dwellings increased by 0.9% for the 2020–21 financial year, totalling 440,192 dwellings as at 30 June 2021. Capital expenditure on social housing by states and territories increased by \$612 million between 2019–20 and 2020–21 to a total of \$2.1 billion.

The National Rental Affordability Scheme (NRAS) has increased the availability of affordable rental housing to low and moderate-income households and has reduced the rent for dwellings in the Scheme. NRAS makes dwellings available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants. The department measures the compliance outcomes of approved participants to ensure they meet the regulatory requirements of the NRAS. There will be a continued focus on delivering the NRAS in compliance with legislation, including processing of compliance statements within 60 days.

Key achievements

In the past year, some of our contributions to improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports:

- delivered around \$1.6 billion through the NHHA to support state and territory governments to improve housing and homelessness outcomes across Australia. In 2021–22, the NHHA also included \$131.8 million in dedicated funding which states and territories were required to match
- progressing development of the Data Improvement Plan with states and Australian Government agencies, to ensure housing outcomes can be reliably measured in the future and government funds can be effectively distributed
- delivered 122 new social and affordable dwellings in Greater Hobart via the \$30 million Hobart City Deal, to address housing affordability issues in the region, 15 of which were purpose built to meet the needs of people with disabilities.

Outcome 4 Key performance results

| Program | Key Activities | Target | Result | Actual Result |
|------------------------------|---|--|--------|--|
| 4.1 Housing and Homelessness | 4.1.1 National Housing and Homelessness Agreement | 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by: <ul style="list-style-type: none"> having a publicly available housing strategy having a publicly available homelessness strategy contributing to the ongoing collection and transparent reporting of agreed data providing annual statement of assurance reports outlining their housing and homelessness expenditure. | Met | 100% |
| | | States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered. | Met | Refer output to tables on pages 120 and 121. |
| 4.2 Affordable Housing | 4.2.1 National Rental Affordability Scheme | At least 90% of statements of compliance are processed within 60 days. | Met | 98.4% |
| | | At least 90% of allocations set under Scheme are active and receiving incentive payments. | Met | 93.6% |

Outcome 4 Key activity performance

Program 4.1 Housing and Homelessness

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

Key Activity – 4.1.1 National Housing and Homelessness Agreement (NHHA)

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

The NHHA sets out agreed housing and homelessness priority policy reform areas. In addition, the Commonwealth has agreed individual bilateral schedules which set out how each state and territory proposes to implement the reforms, initiatives and policies to contribute to the housing and homelessness outcomes under the NHHA.

As part of its reviews of nationally significant sector-wide agreements between the Commonwealth and states and territories, the Productivity Commission has performed a review of the NHHA.

Performance Measure

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

Target

| | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|---|--------|-----------------------|-----------------------|---------|
| <p>◆ 4.1.1-1 A 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:</p> <ul style="list-style-type: none"> • having a publicly available housing strategy • having a publicly available homelessness strategy • contributing to the ongoing collection and transparent reporting of agreed data • providing annual statement of assurance reports outlining their housing and homelessness expenditure. | 100% | 100% | 100% ^a | Met |

Performance Measure

4.1.1-2 Standard of delivery by states and territories is in accordance with the terms and conditions of agreements with the Commonwealth.

Target

| 4.1.1-2A States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
|--|---|-----------------------|------------------------------|---------|
| | States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered. | Met | Refer output to tables below | Met |

Source: PBS 2021–22 page 121, Corporate Plan 2021–22 page 56

Program Outputs

Number of social housing dwellings by category as at 30 June 2021

| Social housing category | NSW | VIC | QLD | WA | SA | TAS | ACT | NT | AUS |
|--|--------|--------|--------|--------|--------|-------|--------|-------|---------|
| Public housing dwellings | 96,728 | 63,921 | 52,195 | 31,919 | 31,938 | 7,031 | 10,859 | 4,929 | 299,520 |
| State owned and managed Indigenous housing dwellings | 4,531 | .. | 3,216 | .. | 1,365 | 221 | .. | 5,381 | 14,714 |
| Community housing tenancy units | 53,233 | 14,996 | 11,439 | 7,997 | 12,387 | 7,019 | 970 | 478 | 108,519 |
| Indigenous housing dwellings | 3,611 | 1,694 | 5,236 | 2,699 | 681 | 90 | .. | 1,803 | 17,439 |

Number of specialist homelessness services clients by priority cohort as at 30 June 2021

| Priority Cohorts | NSW | VIC | QLD | WA | SA | TAS | ACT | NT | National ^b |
|--|--------|--------|--------|--------|-------|-------|-------|-------|-----------------------|
| Indigenous clients | 21,538 | 10,760 | 15,090 | 12,368 | 4,815 | 985 | 682 | 8,204 | 73,297 |
| Young people (15-24 presenting alone) | 13,507 | 13,192 | 5,553 | 2,872 | 3,318 | 1,470 | 757 | 1,465 | 41,652 |
| Repeat clients (where clients reported as homeless, then as having a dwelling, and then as homeless) | 2,359 | 2,937 | 1,464 | 555 | 619 | 295 | 176 | 212 | 8,617 |
| Older clients | 5,216 | 10,700 | 2,846 | 2,351 | 1,192 | 706 | 255 | 815 | 23,928 |
| Clients who have experienced family and domestic violence | 28,213 | 50,820 | 14,238 | 10,112 | 6,132 | 1,697 | 1,623 | 4,951 | 116,180 |
| Clients exiting custodial arrangements | 2,052 | 4,405 | 833 | 464 | 642 | 241 | 135 | 208 | 8,884 |

Program Analysis

The NHHA commits funding each year to states and territories to contribute to improving access to affordable, safe and sustainable housing, including to prevent and address homelessness and to support social and economic participation. The Australian Government provided around \$1.6 billion to the states and territories in NHHA payments in 2021–22.

The Productivity Commission has reviewed the effectiveness and appropriateness of the objectives, outcomes and outputs of the NHHA as part of the study report submitted to Government on 31 August 2022. The department made a submission to this review on 25 March 2022. The Government will consider the recommendations of the Productivity Commission's inquiry in the context of the Government's housing commitments.

The provision of annual Statements of Assurance from each of the states and territories serves as a proxy indicator for the effectiveness of the NHHAs contribution to the housing and homelessness outputs and report on how states and territories spend the funding provided under the NHHAs. The Statements of Assurance are compared to national data published by the Australian Institute of Health and Welfare and the Productivity Commission.

The number of social housing dwellings increased by 0.9% from 30 June 2020 to 30 June 2021 with 440,192 dwellings across the 4 social housing categories as at 30 June 2021.^c

The Productivity Commission's *2022 Report on Government Services* reported states' capital expenditure on social housing in 2020–21 was \$2.1 billion, an increase of \$612 million from 2019–20. Total expenditure on social housing by states and territories was around \$6.6 billion in 2020–21. For historical and comparative purposes this was around \$5.6 billion in the first year of the NHHAs (2018–19).

For homelessness outcomes, the Australian Institute of Health and Welfare's Specialist Homelessness Services (SHS) Annual Report serves as the primary data source for considering client outcomes over time. SHS Annual Reports use nationwide data collected through the Specialist Homelessness Services Collection, which aggregates data collected by individual SHS providers into a single dataset. SHS Annual Reports are provided yearly, and provide information on the number of clients accessing SHS providers nationally and by state, broken down by client group (i.e. Indigenous Australians, people with disability etc.).

Homelessness service usage has remained relatively stable over the last 4 years and in 2020–21, 278,275 clients accessed SHS services. The number of unassisted requests for homelessness services rose by 19.7% (to 114,026) from 2019–20 to 2020–21.^d

Caveats and Disclosures

- a Note results reported at 30 June 2022 are for 2020–21. The 12 month lag is to allow for completion of submission of statements of assurance by states and territories by the end of October each year. The statements of assurance are published on the Federal Financial Relations website at: The National Housing and Homelessness Agreement | Federal Financial Relations <https://federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0>
- b National figures differ from state totals due to some clients presenting in multiple states during a given year.
- c Number of social housing dwellings table uses data released by the AIHW in *Housing Assistance in Australia*. Refer to the following 4 links for explanatory notes. Public Housing Data Collection, 2020–21; Quality Statement (aihw.gov.au) State Owned and Managed Indigenous Housing Data Collection, 2020–21; Quality Statement (aihw.gov.au) Community Housing Data Collection, 2020–21; Quality Statement (aihw.gov.au) Indigenous Community Housing Collection, 2020–21; Quality Statement (aihw.gov.au) <https://meteor.aihw.gov.au/content/749353>
- d Unassisted requests to SHS is not a measure of the number of people who did not receive services from a SHS. In practice, these systems often require agency workers to provide assistance of some kind to all presenting individuals. One person may make multiple unsuccessful requests for assistance to different providers. They will only be considered one SHS client when they successfully receive assistance.

Rationale

An output measure and target (4.1.1-2 – the number of dwellings for social housing and the number of specialist homelessness services delivered) has been added to reflect the department's contribution to outputs under the NHHA. This complements the effectiveness measure under this key activity (4.1.1-1 Standard of delivery by states and territories is in accordance with the terms and conditions and objectives of the NHHA).

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

Methodology

The methodology for 4.1.1-1 has not changed and remains as published in the 2021–22 Corporate Plan.

The methodology for calculating the result for 4.1.1-2 is as follows:

- the number of social housing dwellings by category is based on the Australian Institute of Health and Welfare *Housing Assistance in Australia* report 2020 (the report is published annually)
- the number of specialist homelessness services clients by cohort is based on the Australian Institute of Health and Welfare Specialist Homelessness Service annual report.

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

- State and territory relevant government department website where housing and homelessness strategies are published
- the Australian Institute of Health and Welfare Housing Assistance annual report
- the Australian Institute of Health and Welfare Housing Data Dashboard
- the Productivity Commission – Performance Reporting Dashboard NHHA
- the Australian Institute of Health and Welfare Specialist Homelessness Services annual report
- NHHA annual statements of assurance, submitted to the department by the states and territories.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)

Program 4.2: Affordable Housing

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

Key Activity – 4.2.1 National Rental Affordability Scheme

The National Rental Affordability Scheme (NRAS, the Scheme) is a key activity of the Affordable Housing program. NRAS aims to provide support and services to increase the supply of affordable rental dwellings and encourage institutional investment in affordable and innovative housing. The Scheme, which commenced in 2008, provides an annual, retrospective financial incentive each year for up to 10 years for approved participants who rent dwellings to eligible **people on low to moderate incomes** at a rate at least 20% below market rent.

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

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

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

Performance Measure

4.2.1-1 Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants.

Target

| | | | | |
|--|---------------|--|--|----------------|
| 4.2.1-1A At least 90% of statements of compliance are processed within 60 days | Target | 2020–21^a Actual result | 2021–22^b Actual result | Outcome |
| | ≥ 90% | 94.3% | 98.4% | Met |

Performance Measure

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

Target

| 4.2.1-2A At least 90% of allocations set under Scheme are active and receiving incentive payments. | Target | 2020–21 ^a Actual result | 2021–22 ^b Actual result | Outcome |
|--|--------|---------------------------------------|---------------------------------------|---------|
| | ≥90 % | 94.5% | 93.6% | Met |

Calculation

| | 2020–21 ^a | 2021–22 ^b |
|--|----------------------|----------------------|
| Total allocations receiving a payment in NRAS year | 34,014 | 32,454 |
| Maximum allocations available for NRAS year | 35,989 | 34,657 |
| Percentage | 94.5% | 93.6% |

Source: PBS 2021–22 page 122, Corporate Plan 2021–22 page 58

Output data for NRAS quarterly summary

| | Jun Qtr 2020 | Sep Qtr 2020 | Dec Qtr 2020 | Mar Qtr 2021 | Jun Qtr 2021 |
|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Active allocations | 33,468 | 33,121 | 32,385 | 32,037 | 31,570 |
| Provisional allocations | 1,189 | 1,050 | 970 | 893 | 847 |
| Total | 34,657 | 34,171 | 33,805 | 32,930 | 32,417 |

Program Analysis

These indicators measure the outcomes of approved participants to ensure they meet the regulatory requirements of the Scheme and deliver affordable rental housing to low and moderate-income households.

The NRAS has increased the availability of affordable rental housing to low and moderate-income households. Dwellings in the Scheme are available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants. Results provided relate to compliance being in line with the *National Rental Affordability Scheme Regulations 2020* (NRAS Regulations).

The assessment of the 2020–21 NRAS year statements of compliance was impacted by the COVID-19 pandemic and the *National Rental Affordability Scheme Act 2008* (NRAS Act) which made amendments to the NRAS Regulations.

The department consulted with approved participants and peak bodies throughout this period. The department exercised all powers under the NRAS Regulations to allow greater flexibility in the regulatory environment.

This included:

- granting all requests to extend the deadline to submit statements of compliance
- engaging with state and territory governments on changes to tenancy laws and eviction moratoriums due to the COVID-19 pandemic
- modifying internal processes whilst departmental staff worked from home.

There will be a continued focus on delivering the Scheme in compliance with legislation, as well as a focus on the processing of compliance statements within 60 days and seeking to maximise use of the Scheme by approved participants.

Caveats and Disclosures

- a Results for the 2019–20 NRAS year (1 May 2019 to 30 April 2020) are reported, as full payment data for the 2020–21 NRAS year.
- b Results for the 2020–21 NRAS year (1 May 2020 to 30 April 2021) and the correlated 2020–21 financial year are reported, as full payment data for the 2021–22 NRAS year was not available at time of publication.

Rationale

4.2.1-1A: Measuring that delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants, will demonstrate the department has effectively:

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

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

An output measure and target (4.2.1-2A – 90% of allocations set under scheme are active and receiving incentive payments) has been added to reflect the department's contribution to achieving outcomes. This complements the effectiveness measure under this key activity (4.2.1-1 delivery complies with relevant legislation to ensure that incentives are issues accurately to approved participants).

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

4.2.1-2A: Measuring the allocations that received an incentive payment within the framework of the Scheme aims to demonstrate the department is improving the supply of affordable rental housing to low and moderate income households. While the department does not control whether an approved participant of the Scheme will act in accordance with the regulations to receive an incentive payment, the department seeks to maximise the proportion of active allocations and payments issued to strengthen the supply of affordable rental housing to low and moderate income households.

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

Methodology

The methodology for 4.2.1-1 is as follows:

The percentage of statements of compliance processed within 60 days is based on the date:

- an approved participant submits a statement of compliance
- funds are released or the refundable tax offset certificate is issued for the relevant statement of compliance.

The data source used for this calculation is the DSS' Grants Processing System.

The methodology for 4.2.1-2 is as follows:

The active, provisional and total allocations under the Scheme are reported quarterly, while incentives are paid on a yearly basis. For the purposes of this measure, the maximum number of allocations in the year is used (34,657). Please note:

- Results for the 2020–21 NRAS year (1 May 2020 to 30 April 2021) and the correlated 2020–21 financial year are reported. Full payment data for the 2021–22 NRAS year was not available at time of publication
- The number of incentives issued within the Program Outputs section (34,117) differs from the number of allocations receiving an incentive payment (32,454), to remove double counting for multiple incentives being issued to a single allocation and remove allocations that were issued a nil incentive payment.

The **data source** used for this calculation is the departments' Grants Processing System.

Supporting Information

- Administered outlays refer to Appendix A – Resource Statements (Table A-6)
- NRAS incentives refer to **Addendum 5; Table 2.4.1**

Addendum 5: Outcome 4 – Housing – Supporting Information

The following information provides additional context to the Housing programs.

Table 2.4.1: Number of Rental Affordability Scheme incentives issues for the relevant National Rental Affordability Scheme year (Cash and Refundable Tax Offsets (RTO))

| | 2019–20 | 2020–21 | 2021–22 ^a |
|---|---------------|---------------|----------------------|
| 4.2.1 National Rental Affordability Scheme | | | |
| Cash | 12,244 | 11,531 | - |
| RTO | 22,829 | 22,586 | - |
| Total | 35,073 | 34,117 | - |

Caveat

- a Results for the 2020–21 NRAS year (1 May 2020 to 30 April 2021) and the correlated 2020–21 financial year are reported. Full payment data for the 2021–22 National Rental Affordability Scheme year was not available at time of publication.

Cross Outcome – Program Support

Cross Outcome – Program Support

The following key activity is reported at the entity level and measured across the 4 outcomes

Key Activity – Advice and Support to Ministers

Advice and Support to Ministers is a key activity across Outcomes 1 – 4 and aims to ensure that Ministers and Assistant Ministers are provided with timely advice and support from the department.

Performance Measure

C01-1 Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the 4 outcomes.

Target

| | | | | |
|--|---------------|------------------------------|------------------------------|----------------|
| C01-1A At least 95% of ministerial briefs and correspondence across the 4 outcomes are provided on time. | Target | 2020–21 Actual result | 2021–22 Actual result | Outcome |
| | 95% | 81% | 79% | Not Met |

Source: PBS 2021–22 page 123, Corporate Plan 2021–22 page 60

Program Analysis

The COVID-19 pandemic and 2022 eastern Australia storms and floods have continued to impact the department's capacity to meet the target as it continued to allocate resources and prioritise operational responses during 2021–22.

There were also some minor delays while the department setup the new ministerial offices after the election. The department will continue to proactively manage ministerial briefs and correspondence to ensure timely advice and support is provided to Ministers and Assistant Ministers.

Rationale

Source: Rationale published in the 2021–22 Corporate Plan page 60

Methodology

Source: Methodology published in the 2021–22 Corporate Plan page 60

Supplementary Information

- Number of briefs requested by Ministers or Assistant Ministers refer to **Addendum 6; Table 2.5.1**
- Number of correspondence for Minister or Assistant Minister signature refer to **Addendum 6; Table 2.5.2**

Addendum 6: Cross Outcome – Program Support – Supplementary Information

The following tables are supplementary information to support the delivery of the performance measures.

Table 2.5.1: Number of briefs requested by Ministers or Assistant Ministers

| | 2019–20 | 2020–21 | 2021–22 |
|-------------------------------|-----------|-----------|-----------|
| Total on Time: | 482 | 583 | 234 |
| Total Sent To MO: | 719 | 799 | 342 |
| Percentage on Time (%) | 67 | 73 | 68 |

Table 2.5.2: Number of correspondence for Minister or Assistant Minister signature

| | 2019–20 | 2020–21 | 2021–22 |
|-------------------------------|-----------|-----------|-----------|
| Total on Time: | 1,539 | 1,090 | 841 |
| Total Sent To MO: | 1,727 | 1,259 | 1,024 |
| Percentage on Time (%) | 89 | 87 | 82 |

The **data source** is the Parliamentary Document Management System (PDMS).