

Audit report of the 2022–23  
annual performance statements

Department of Social Services



## **INDEPENDENT AUDITOR'S REPORT on the 2022-23 Annual Performance Statements of the Department of Social Services**

**To the Minister for Finance**

### ***Conclusion***

In my opinion, the 2022-23 Annual Performance Statements of the Department of Social Services (DSS):

- present fairly DSS' performance in achieving its purposes for the year ended 30 June 2023; and
- are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

### ***Audit criteria***

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

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

### ***Emphasis of Matter – 1800RESPECT component of Women's Safety measure – Key activity 2.1.2***

I draw attention to the following disclosure within the annual performance statements under the result for the 1800RESPECT component of the Women's Safety measure:

In 2022-23 the department initiated a process for a point in time review of data to validate overall data accuracy and completeness. However, it is acknowledged that the work is not yet completed and as a consequence the department has limited assurance over the accuracy of the reported result of 76.7 per cent of calls answered within 20 seconds. The department will continue to work with providers to improve data assurances moving forward.

My conclusion is not modified in respect of this matter.

### ***Emphasis of Matter – Support for Carers measures – Key activity 3.1.2***

I draw attention to the following disclosure within the annual performance statements under the result for the Support for Carers measures:

The 'Carer Wellbeing' DEX measures are being reported for the first time in 2022-23 and therefore were not part of the 2021-22 independent client survey. As such independent assurance of response bias has not yet been undertaken.

My conclusion is not modified in respect of this matter.

### ***Accountable Authority's responsibilities***

As the Accountable Authority of the Department of Social Services, the Secretary is responsible under the PGPA Act for:

- the preparation and fair presentation of annual performance statements that accurately reflect DSS' performance and comply with the PGPA Act and Rule;
- keeping records about DSS' performance in accordance with requirements prescribed by the PGPA Act; and
- establishing such internal controls that the Accountable Authority determines are 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's responsibilities for the audit of the performance statements***

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

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

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 DSS fairly presents DSS' performance in achieving its purpose and comply, in all material respects, with the PGPA Act and Rule.

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

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

***Independence and quality control***

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

***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 PGPA Act and 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



Michael White

Executive Director

Delegate of the Auditor-General

Canberra

12 October 2023



**Australian Government**  
**Department of Social Services**

# Annual Report | 2022–23



## Part 2

# Annual Performance Statements

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## Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services, present the 2022–23 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

11 October 2023

## Overview

The Annual Performance Statements provides the results of the department's performance for the reporting period. This completes the cycle of performance reporting that commenced with the 2022–23 Portfolio Budget Statements, published on 29 March 2022 and on 25 October, and the 2022–23 Corporate Plan, published on 31 August 2022.

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. The department endeavours 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.

The department's purpose is to continue to improve the economic and social wellbeing of individuals and families. Noting the broad range of responsibilities as set out in the Administrative Arrangements Orders the department's purpose is delivered across 4 outcome areas. Within this structure, all outcomes collectively contribute to the department's purpose.

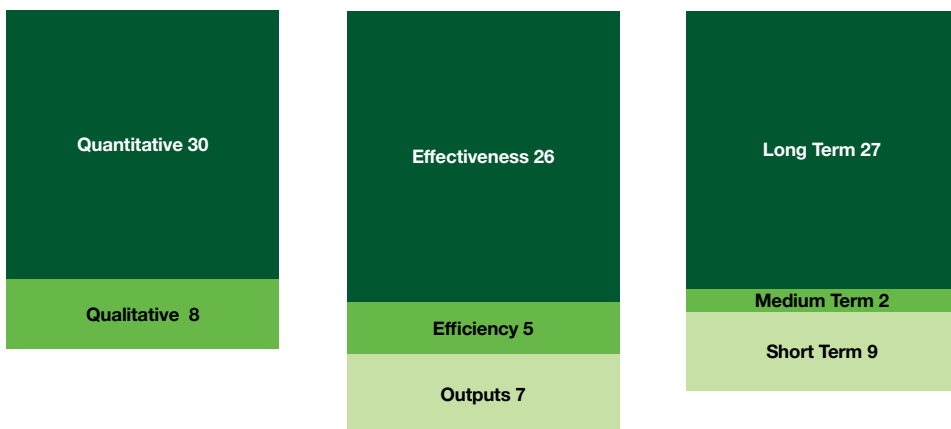


Figure 5: Connection between the Portfolio Budget Statement, Corporate Plan and Annual Performance Statements.

|   |  |  |   |  |   |
|---|--|--|---|--|---|
| <p>2022–23 Portfolio Budget Statement<br/>(March 2022)</p>      | <p><b>Outcome 1<br/>Social Security</b></p>  | <p><b>Outcome 2<br/>Families and<br/>Communities</b></p>   | <p><b>Outcome 3<br/>Disability<br/>and Carers</b></p>   | <p><b>Outcome 4<br/>Housing</b></p>  | <p><b>Cross Outcome<br/>Program Support</b></p> |
|   | <p>A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.</p>   | <p>Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports.</p> | <p>Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.</p> | <p>Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.</p> | <p>Advice and support to Ministers</p>          |
|   | <p>7 programs<br/>10 key activities</p>  | <p>1 program<br/>5 key activities</p>  | <p>2 programs<br/>5 key activities</p>  | <p>2 programs<br/>2 key activities</p>   | <p>1 key activity</p>                           |
| <p>2022–23 Corporate Plan<br/>(August 2022)</p>                 | <p><b>Performance Measures and Targets</b></p>   |  |   |  |   |
|   | <p>Our enduring purpose is to continue to support the economic and social wellbeing of individuals and families. The department's responsibilities as set out in the Administrative Arrangement Orders are:</p> <ul style="list-style-type: none"> <li>• income security and support policies and programs for families with children, carers, the aged, people with disabilities, and people in hardship</li> <li>• income support policies for students and apprentices</li> <li>• income support and participation policy for people of working age</li> <li>• services for families with children, people with disabilities and carers</li> <li>• community mental health</li> <li>• community support services</li> <li>• family relationship, family and children's support services</li> <li>• social housing, rent assistance, and homelessness</li> <li>• child support policy</li> <li>• services to help people with disabilities obtain employment</li> <li>• non-profit sector and volunteering</li> <li>• services and payments relating to social security, child support, students, families, aged care and health programs (excluding health provider compliance)</li> <li>• Australian Hearing Services</li> <li>• Whole of government service delivery policy</li> <li>• coordination of early childhood development policy and responsibilities</li> </ul> |  |   |  |   |
| <p>2022–23<br/>Annual Performance<br/>Statements (Oct 2023)</p> | <p><b>Performance Measures and Targets</b></p> <p>Reports achievement against the performance measures and targets</p>   |  |   |  |   |

Our performance measures include a mix of qualitative and quantitative measures to capture the multiple dimensions of the department's performance, where this is reasonably practical. When selecting qualitative or quantitative approaches to measure the performance of our key activities, the department 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: Summary of mix of Performance measures**



## Subsequent Events

- Further information on the Royal Commission into Robodebt and the report issued on 7 July 2023 can be found on page 136.
- The Disability Employment Services (DES) Quality Framework was published on the DSS website on 5 July 2023. Further information about this is included in Key Activity 3.1.1 on page 82.
- On 2 August 2023, the Commonwealth Ombudsman released a public statement 'Lessons in Lawfulness' on the outcome of his first investigation into income apportionment. Further information can be found on page 135.
- The Escaping Violence Evaluation Report was published on 15 September 2023, on the department's website, and can be found at [https://www.dss.gov.au/sites/default/files/documents/09\\_2023/1609-5481\\_final\\_evp\\_report\\_050723.pdf](https://www.dss.gov.au/sites/default/files/documents/09_2023/1609-5481_final_evp_report_050723.pdf)

# Our Performance

For 2022–23, out of the total 38 performance targets the department met 27, partially met 1 and did not meet 9. One performance target remains ongoing.

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 programs and policies 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.

Environmental factors such as cost of living pressures, labour mobility and natural disasters can affect results for some targets and are identified through this Annual Performance Statements using the diamond symbol (◆).

Content already published in the 2022–23 Corporate Plan on rationale and methodology is not reprinted in the Annual Performance Statements. Content under these headings has only been included where there has been a change since publication of the Corporate Plan.

Figure 7: Performance measure target results overview

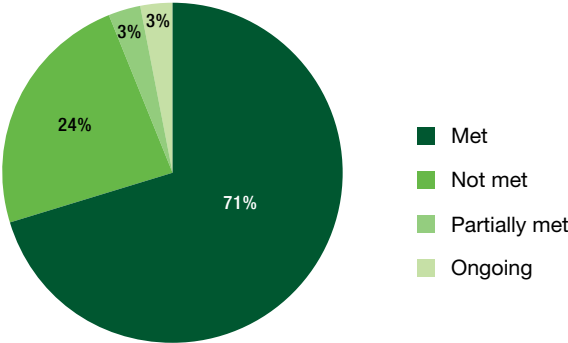
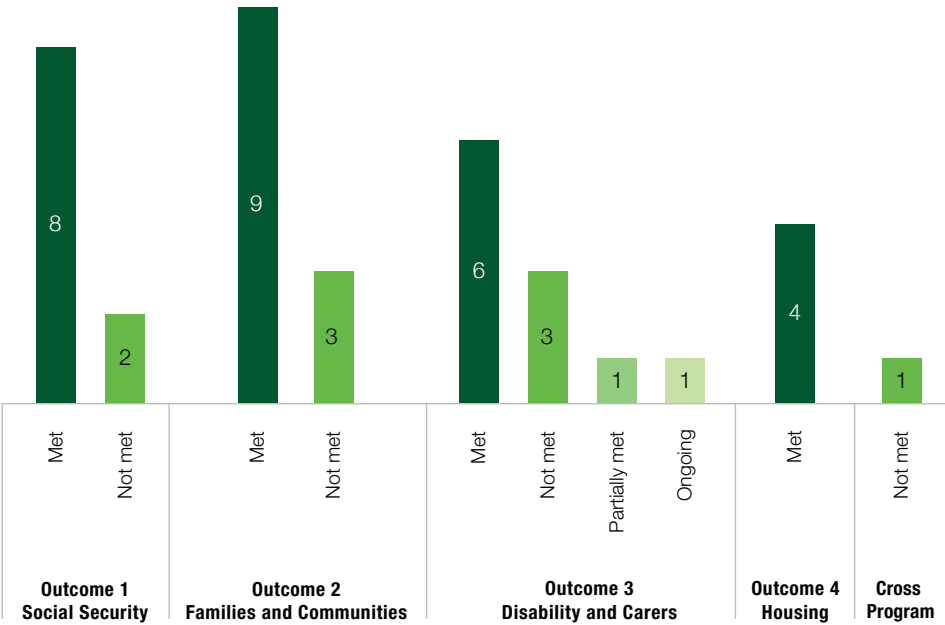


Figure 8: Performance measure target results per outcome



## Key changes for 2022–23<sup>1</sup>

The 2022–23 Corporate Plan contained performance measure placeholders for Income Management and Women's Safety. This was because legislation was pending for the closure of the Cashless Debit Card program and the National Plan to End Violence Against Women and Children 2022–32 had not yet been released. Performance measures for these activities have since been developed and are reported on here.

In the time since the release of the 2022–23 Portfolio Budget Statement (PBS) that was published in October 2022 there have been some further changes to performance measures. A summary of key changes are provided below:

|   |  |
|---|--|
| <p><b>2.1.2 – Women's Safety</b></p>    | <p><b>1800RESPECT:</b> From March 2023, the methodology used to calculate performance was changed to align with Telstra Health's systems and with best practice measures for this type of service.</p> <p><b>Our Watch:</b> has changed from reporting on the Evaluation to the total number of published content in the financial year.</p> <p><b>ANROWS:</b> The target for the number of reports developed has changed from 14 to 11; this is because the number of completed research reports varies year to year, with project length times subject to change in scope, insufficient sample size, etc.</p> <p><b>Stop it at the Start:</b> has been updated to include qualitative evidence of publication of the maintenance burst digital advertisements.</p> <p><b>Safe Places:</b> The target has been updated to increase the number of Safe Places delivered from 91 as at June 2022 to 231 as at 30 June 2023.</p> <p><b>Escaping Violence Payment:</b> has been included as a new initiative.</p> |
| <p><b>2.1.4 – Income Management</b></p> | <p>On 3 June 2022, the Australian Government announced the abolition of the Cashless Debit Card (CDC) – therefore the Key Activity has been renamed from Cashless Debit Card to Income Management and the measures have been updated to reflect this change.</p>   |

<sup>1</sup> Department of Finance Resource Management Guide 134 notes if performance information, such as performance measures, targets, data sources and methodologies, differ 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. These changes are in comparison to the 2022–23 Portfolio Budget Statement (PBS) (published October 2022) as this was more recently published than the 2022–23 Corporate Plan (published August 2022).

|   |  |
|---|--|
| <b>2.1.5 – National Redress Scheme</b>              | <p>A performance measure for advance payments was introduced this year: that at least 80 per cent of advance payments were to be made within 7 days of the acceptance documentation being received by the Scheme. The reduced timeframe for this target compared to the redress outcome payments reflects the importance the Scheme places on this payment for vulnerable applicants.</p> <p>Measures 2.1.5-1A and 2.1.5-1B have also been updated to accurately reflect <math>\geq</math> instead of <math>&gt;</math>.</p> |
| <b>3.1.2 – Support for Carers</b>                   | <p>The inclusion of effectiveness measures about wellbeing outcomes for client carers now replace the previous output measure ‘annual increase in people accessing Carer Gateway’ (3.1.2-1). These new measures are considered a more meaningful representation of performance.</p>  |
| <b>3.2.2 – Development of NDIS Market</b>           | <p>Removal of “up to 30 June” from both targets and replaced with ‘in each financial year’. This is because the measure assesses each year’s result and does not have an end date.</p>   |
| <b>3.2.3 – NDIS Participant Plans</b>               | <p><i>Younger People in Residential Aged Care</i></p> <p>Following the October 2022–23 Portfolio Budget Statement a target has been included for ‘No people aged under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances’.</p>   |
| <b>4.2.1 – National Rental Affordability Scheme</b> | <p>Updated 4.2.1-1 Performance Measure and target description to better reflect the department’s measurement of timeliness for this activity.</p>  |
| <b>Cross Outcome – Program Support</b>              | <p>The department has included a performance measure for providing timeliness advice and support to Portfolio Ministers and Assistant Ministers across all 4 outcomes.</p>   |

## Analysis

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

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

## Summary and Key achievements

In 2022–23, the department met 8 performance measure targets in the Social Security Outcome and did not meet 2 performance measure targets.

The social security system provides a strong safety net for vulnerable Australians and promotes self-reliance. It is a targeted and needs based system, with support designed to assist a person with their specific circumstances based on their age and stage of life.

The department has delivered a number of measures to better support people, families and communities, and to respond to cost of living challenges over the last 12 months. This includes a \$40 per fortnight increase to working age and student payments that was part of the Government's \$9.5 billion in additional support for income support recipients announced in the 2023–24 Budget. In addition, targeted measures have been delivered to better support the circumstances of people and families that face specific barriers to employment, such as the \$1.9 billion expansion to the eligibility of Parenting Payment (Single).

The department also works to improve the operation of the social security system so it provides fair and targeted support. Updates to the Social Security Guide to better recognise the circumstances of victim survivors of family and domestic violence, the establishment of the Economic Inclusion Advisory Committee and the Child Support Stakeholder Consultation Group, and the consultations taken to update the Disability Impairment Tables demonstrate our commitment to work with and hear the views of stakeholders and communities.

The number of people on unemployment payments has reduced this year, with rates close to pre-pandemic levels. As at 30 June 2023, there were 808,153 recipients of JobSeeker Payment and 73,803 recipients of Youth Allowance (other).

### 2022–23 Key achievements

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

- implemented the first tranche of Paid Parental Leave legislative changes to support women's workforce participation and help more dads and partners to take time off work to be with their children, as part of the Government's commitment to increase Paid Parental Leave to 26 weeks by 2026.
- worked collaboratively with Services Australia and other government agencies to implement increases to income support payments, including JobSeeker Payment and Commonwealth Rent Assistance, that were announced in the 2023–24 Budget. Based on current recipient numbers, this is anticipated to benefit around 1.1 million Australians on these income support payments.



## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

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- provided financial support to single parents on income support payments by extending the Parenting Payment (Single), so eligible carers can access that support until their youngest dependent child turns 14. Based on current recipient numbers, this is anticipated to benefit at least 57,000 single parents on income support payments.
- undertook extensive consultation with key stakeholders, including disability peak body and advocacy groups, medical professionals and individuals with lived experience, to develop and implement the Social Security (Tables for the Assessment of Work-related Impairment for Disability Support Pension) Determination 2023 which came into effect on 1 April 2023.
- established the Child Support Stakeholder Consultation Group to ensure the views of stakeholders and representatives is heard in the design and delivery of the Child Support Scheme, in response to a key child support recommendation made by the Joint Select Committee on Australia's Family Law System.
- worked collaboratively with other government agencies to implement Single Touch Payroll, which is anticipated to reduce social security income reporting errors for income support recipients.
- supported the signing of a new bilateral international social security agreement between Australia and the Republic of Serbia. The agreement will allow the two countries to share the cost and responsibility of providing retirement support to people who have moved between Australia and Serbia by assisting them to access pensions they may not otherwise be able to get. The agreement will start when all required treaty and legislative processes have been completed in both countries.
- supported the development and passage of legislation to increase the income limits for the Commonwealth Seniors Health Card as an election commitment of the Government.
- worked collaboratively with Services Australia to provide both a \$4,000 upfront credit into the Work Bonus balance of older pensioners and a \$4,000 increase to their total maximum Work Bonus balance, from \$7,800 to \$11,800, from 1 December 2022 to 31 December 2023. The temporary changes mean eligible pensioners can earn more from work without affecting their pension payment.

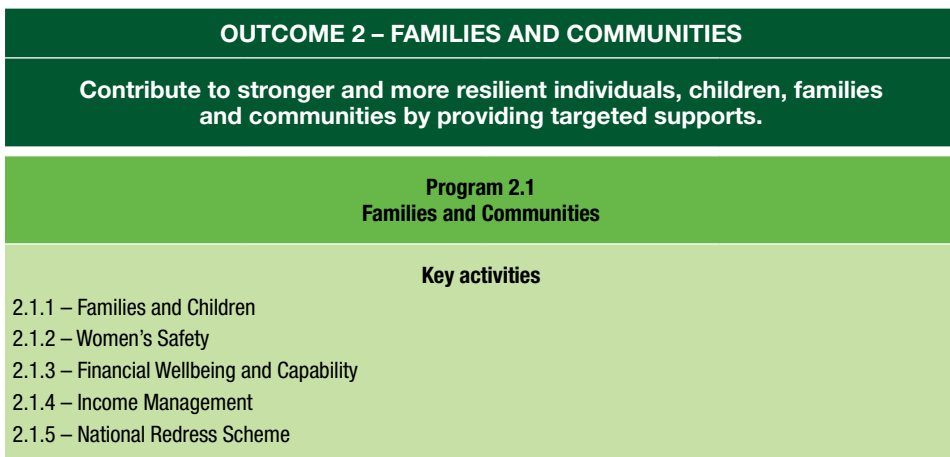
# Outcome 2 – Families and Communities

## Purpose

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

## Programs and activities

Outcome 2 comprises of one program with five 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 Key achievements

In 2022–23, the department met 9 performance measure targets in the Families and Communities Outcome and did not meet 3 performance measure targets.

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

- In May 2023, the Australian Government released its Final Response to the Second Year Review of the National Redress Scheme. The Final Response flags a number of enhancements to the Scheme that require amendments to the Scheme's legislation, which will make the Scheme more accessible to survivors of institutional child sexual abuse.
- The Government's commitment to abolish the Cashless Debit Card was successfully delivered, including the implementation of services to support individuals and communities through the transition.
- Expanding the delivery of services to women and children experiencing family and domestic violence through the Safe Places Emergency Accommodation Program with around 154 new safe places (245 in total since the commencement of the program) delivered through 10 projects, assisting up to 828 women and children each year.

Families and Communities Program providers continue to report difficulties in recruiting qualified staff to fill vacancies and challenges retaining staff. The impact is particularly pronounced in remote and regional areas where providers are more likely to need to recruit non-local staff. There is also an instance where the provider has chosen to not continue to deliver the service.

The current economic environment is a significant driver for people's continued and frequent use of the Emergency Relief program. The cost of living crisis and natural disasters also place pressure on family functioning and lessens provider's ability to improve client outcomes. These impacts often mean clients have a reduced ability to engage in services focused on family functioning because they are struggling to meet the basic needs of their families. In these circumstances, providers are likely to help clients with access to support that will assist with more immediate needs, like emergency relief or mental health support.

Additionally, data was not available from some providers in the Women's Safety program, due to technical issues.

# 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 of two programs and five activities contributing to the achievement of the Disability and Carers outcome. The diagram below depicts how this purpose is translated into measureable activities.

| <b>OUTCOME 3 – DISABILITY AND CARERS</b>  |  |
|---|--|
| <b>Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.</b> |  |
| <b>Program 3.1<br/>Disability and Carers</b>  | <b>Program 3.2<br/>National Disability Insurance Scheme (NDIS)</b>   |
| <b>Key activities</b><br>3.1.1 – Disability Employment Services (DES)<br>3.1.2 – Support for Carers                                     | <b>Key activities</b><br>3.2.1 – NDIS Transition<br>3.2.2 – Development of the NDIS Market<br>3.2.3 – NDIS Participant Plans |

## Summary and Key achievements

In 2022–23, the department met 6 targets in the Disability and Carers Outcome, partially met 1 target and did not meet 3 targets. One Disability and Carers' target is considered ongoing.

The department continues to work towards ensuring people with disability with high employment support needs have informed choice and control about their employment. The number of people with disability participating in the Disability Employment Services program who are in longer term placements sustained to 52 weeks has continued to increase from 21 per cent in 2020–21 to 25 per cent in 2022–23.

The Carer Gateway is funded by the department to provide access to free services and supports for carers. More carers are aware of this assistance through the successful implementation of the Carer Gateway National Campaign, which was launched in National Carers Week in October 2022.

Participation in the NDIS has continued to grow, with over 610,000 people at 30 June 2023 supported to have greater independence and a better quality of life. The department supported the establishment of the NDIS review to look at the design, operations and sustainability of the NDIS, and ways to make the market and workforce more responsive, supportive and sustainable.

The first NDIS Jobs and Skills Forum was held in August 2022, providing opportunities for increasing the quality of the NDIS workforce and economic participation by all participating stakeholders. In the longer term the initiatives arising from this Forum will contribute towards supporting participant plans.

# 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 of 2 programs and a number of activities contributing to the achievement of the housing outcome. The diagram below depicts how this purpose is translated into measurable activities.

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

## Summary and Key achievements

In 2022–23, the department achieved all targets across the Housing Outcome.

Housing is a shared responsibility between the Commonwealth and state and territory governments. The department supports the coordination of national policies to improve housing outcomes by working with the Treasury and state and territory housing departments, including through the National Housing and Homelessness Agreement (NHHA).

In 2022–23, the department supported the establishment of the Housing and Homelessness Ministerial Council and progressed priority work including the development of the National Housing and Homelessness Plan, the extension of the NHHA to 30 June 2024 and data sharing and improvements.

We also provided funding for the development and delivery of social and affordable housing across the country, working with state and territory governments as well as a range of other providers. For example, the \$30 million Hobart City Deal provides housing for up to 270 people on the Tasmanian Housing Register.

We administered a range of programs, including the National Rental Affordability Scheme (NRAS) which makes dwellings available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants.

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 including:

- provided grant funding of \$5.5 million over three years to the National Aboriginal and Torres Strait Islander Housing Association (NATSIHA) to provide secretariat and policy support to the newly established Housing Policy Partnership. Supporting NATSIHA in their role co-chairing the Housing Policy Partnership is consistent with the strong partnership elements under Priority Reform One of the National Agreement on Closing the Gap.
- delivered around \$1.6 billion through the NHHA to support state and territory governments to improve housing and homelessness outcomes across Australia. In 2022–23, the NHHA included \$135 million in dedicated funding which states and territories were required to match.
- prepared for the opening of the second round of the Safe Places program, the Safe Places Inclusion Round. The Inclusion Round will focus on increasing access to appropriate emergency accommodation for First Nations women and children, women and children from culturally and linguistically diverse backgrounds and women and children with disability.

## Results

# Outcome 1 – Social Security

## Key performance results

| Program   | Key Activities                          | Target  | Result         |
|---|---|---|----------------|
| <b>1.1 Family Assistance</b>                            | 1.1.1 Family Tax Benefit                | Payment targeted to low income families (67 per cent of support received by families under the FTB lower income free area)          | <b>Not Met</b> |
|   | 1.1.2 Child Support Scheme              | At least 85 per cent of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.      | <b>Not Met</b> |
|   | 1.1.3 Parental Leave Pay                | At least 95 per cent of eligible Parental Leave Pay families access payment.  | <b>Met</b>     |
|   | 1.1.4 Dad and Partner Pay               | At least 95 per cent of eligible Dad and Partner Pay claimants access payment.  | <b>Met</b>     |
| <b>1.2 Support for Seniors</b>                          | 1.2.1 Age Pension                       | 75 per cent or below of people of Age Pension age are supported by the Age Pension or other income support.                         | <b>Met</b>     |
| <b>1.3 Financial Support for People with Disability</b> | 1.3.1 Disability Support Pension (DSP)  | At least 90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension. | <b>Met</b>     |
| <b>1.4 Financial Support for Carers</b>                 | 1.4.1 Carer Payment and Carer Allowance | At least 70 per cent of primary carers in Australia are supported by Carer Payment and/or Carer Allowance                           | <b>Met</b>     |



## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

| Program                                | Key Activities   | Target   | Result     |
|--|--|--|------------|
| <b>1.5 Working Age Payments</b>        | 1.5.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment | Changes in recipient numbers align with movements in the unemployment rate.  | <b>Met</b> |
| <b>1.6 Student Payments</b>            | 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY                      | The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments aligns with movements in the unemployment rates. | <b>Met</b> |
| <b>Cross Program – Rent Assistance</b> | XP – Rent Assistance   | Commonwealth Rent Assistance reduces the proportion of recipient households in rental stress by at least 25 percentage points.   | <b>Met</b> |

## 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 key activity is payments to eligible low and medium income families to help with the direct and indirect cost of raising dependent children.

For further information on this key activity, please see 2022–23 Corporate Plan page 22.

#### 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 Family Tax Benefit lower income free area). | Target | 2020–21 Actual result | 2021–22 Actual result | 2022–23 Actual result | Outcome |
|---|--------|-----------------------|-----------------------|-----------------------|---------|
|   | ≥ 67%  | 67.2%                 | 66.9%                 | 63.7%                 | Not Met |

Source: Corporate Plan 2022–23 page 22 and October PBS 2022–23 page 42.

#### Program Analysis

The result for 2022–23 relates to the 2020–21 entitlement year. For this entitlement year, 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 63.7 per cent, which is below the 67 per cent target.

The results primarily reflect the impact of government transfer payments boosting the incomes of FTB families during COVID-19, particularly those receiving income support payments, rather than the payment being less targeted to lower income families.

The number of families above the LIFA increased from around 695,050 in the previous entitlement year, to 708,809 in 2020–21, and there was a significant increase in the proportion of above-LIFA families receiving income support payment (from around 29 per cent to 36 per cent). These families' ATI was boosted by temporary government measures, including the Coronavirus Supplement. Although these payments increased families' income, the FTB they received remained largely unaffected, because families on income support automatically receive the maximum rate of FTB Part A if they are receiving above a nil rate of income support.

## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

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This performance measure for 2021–22 was also unmet, with the final actual result 66.9 per cent for the 2019–20 entitlement year. In that entitlement year, only the last half of the financial year (March and June quarters) were affected by COVID-19. The reduction from 66.9 per cent in 2021–22 to 63.7 per cent in 2022–23 reflects that most of the 2020–21 entitlement year was affected by the COVID-19 measures.

#### **Caveats and Disclosures**

- Reconciliation data for FTB is considered mature at two years (eight quarters) after the end of the entitlement year. Results for 2022–23 are based on reconciliation data for the FTB entitlement year 2020–21.
- For the purposes of FTB, reconciliation refers to the process by which people lodge a tax return which is then reconciled with the income estimates made throughout the year. FTB reconciliation data provides the most complete picture of the population who have received FTB for a given financial year as it includes both those who received FTB instalments for that year as well as those who received a lump sum payment in respect of that year.

#### **Rationale and Methodology**

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Source: Published in the 2022–23 Corporate Plan page 22.

**Key Activity: 1.1.2 Child Support**

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

For further information on this key activity, please see 2022–23 Corporate Plan page 24.

**Performance Measure**

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

**Target**

|   | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|---|--------|-----------------------------|-----------------------------|-----------------------------|---------|
| ◆ 1.1.2-1A At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements. | ≥ 85%  | 86.2%                       | 85.1%                       | 83.8%                       | Not Met |

Source: Corporate Plan 2022–23 page 24 and October PBS 2022–23 page 43.

**Program Analysis**

The department has not met this key performance measure, reflecting the decline in the proportion of separated parents meeting the Family Tax Benefit (FTB) Part A Maintenance Action Test (MAT) since June 2022.

The Maintenance Action Test requires separated parents of a child supported by FTB Part A to apply for a child support assessment or an exemption.

The reduction in this measure is a result of more children supported by FTB with parents who do not meet the maintenance action test, for example because the parents do not have child support arrangements in place. In addition, some parents may have had an exemption to meet the maintenance action test requirements that has expired and an application has not been submitted for the exemption to continue.

The department is undertaking an evaluation of separated families to understand the experiences of parents with different child support arrangements, including those parents who do not have an arrangement in place (i.e. the parent fails the maintenance action test). This was committed as part of the Australian Government response to the inquiry of the Joint Select Committee on Australia's Family Law System.

Between June 2022 and June 2023, the number of children who:

- were subject to the MAT reduced by 1 per cent,
- passed the MAT (had a child support assessment) reduced by 3 per cent,
- were exempt from the MAT increased by 3 per cent, and
- failed to meet the MAT requirement increased by 9 per cent.

## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

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The decline in children with a child support assessment correlates with similar reductions in the number of children in the Child Support Scheme in 2022–23.

FTB Part A data shows that parents who have young children have a relatively high incidence of not meeting the MAT. Of note:

- Children (from both single and partnered families) have a high incidence of not meeting the MAT requirement when they are aged under 5.
- Children aged 1, 2, 4 and 7 showed the highest increase in the number of children not meeting the MAT requirement between June 2022 and June 2023.

The department is aware that as the calendar year progresses, the number of 18 year olds who fail the MAT increases, but notes this trend has not changed over time. This trend occurs because when a child support child turns 18 and is in full-time secondary study, parents are required to apply for an extension to their child support assessment (until the end of the school year) to comply with the MAT requirement.

Administrative data shows that MAT compliance is improving overtime for FTB Part A children aged between 7 and 17 years of age. As FTB children get older, more than 90 per cent or more children aged between 11 and 17 comply with the MAT.

#### Caveats and Disclosures

- 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 and Methodology

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Source: Published in the 2022–23 Corporate Plan page 24.

- Data Type – Family Tax Benefit (FTB) Cognos Instalment Package (June 2023): FTB children subject to the MAT by MAT status.
- FTB instalment data (child level) is the best source of data for this measure as it is a direct byproduct of FTB payment processing.
- The data source is the Family Tax Benefit Presentation Data Mart (PDM), which contains the underlying data to Services Australia.

### Key Activity: 1.1.3 Parental Leave Pay

Parental Leave Pay provides financial support to help eligible primary carers to take time off work to care for a newborn or recently adopted child.

For further information on this key activity, please see 2022–23 Corporate Plan page 25.

### Performance Measure

1.1.3-1 – Extent to which parents take Parental Leave Pay.

#### Target

| ◆ 1.1.3-1A At least 95% of eligible Parental Leave Pay families access payment. | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|---|--------|-----------------------------|-----------------------------|-----------------------------|---------|
|   | ≥ 95%  | 99.4%                       | 98.8%                       | 98.5%                       | Met     |

Source: Corporate Plan 2022–23 page 25 and October PBS 2022–23 page 44.

### Program Analysis

In 2022–23 the Parental Leave Pay population decreased, with a total of 171,282 claimants assisted, compared to 178,778 in 2021–22. Similar to the previous year, almost all of the parents who received the payment (98.5 per cent) accessed the payment for the entire 18 weeks.

#### Caveats and Disclosures

- Parental Leave Pay recipients have up to two years from the birth or adoption to take 30 days of flexible Paid Parental Leave. The Performance measure includes those recipients whose entire entitlement – 12 week Paid Parental Leave period and 30 flexible Paid Parental Leave days (six weeks) – is finalised in 2022–23. The measure can therefore include claims started in previous financial years. Customers who started receiving Parental Leave Pay in 2022–23, and who chose to receive their Parental Leave Pay entitlement across two or more financial years are not captured in this measure.
- Total Claims are the number of claims with a claim level cancellation in the 2022–23 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 2021–22 financial year and the cancellation was in the 2022–23 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 and Methodology

Source: Published in the 2022–23 Corporate Plan page 25.

- Services Australia administrative data is the best source of payment population data as it is directly sourced from Parental Leave Pay payment administration. Service Arrangements are in place with Services Australia for the provision of data under the Bilateral Management Agreement for data provision; Services Australia Chief Data Officer issues a data assurance letter outlining data integrity protocols.

## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

#### 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 the birth or adoption.

For further information on this key activity, please see 2022–23 Corporate Plan page 26.

#### 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 <sup>a</sup> Dad and Partner Pay claimants access payment. | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|--|--------|-----------------------------|-----------------------------|-----------------------------|---------|
|  | ≥ 95%  | 97.8%                       | 97.9%                       | 98.2%                       | Met     |

Source: Corporate Plan 2022–23 page 26 and October PBS 2022–23 page 43.

#### Program Analysis

In 2022–23, the Dad and Partner Pay population decreased, with a total of 88,643 claimants assisted, compared to 97,863 in 2021–22. Similar to the previous year, almost all of the parents who receive the payment access the payment for the entire 2 weeks.

#### 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.
- This measure captures Dad and Partner Pay claimants who have started their payment period for the current financial year (2022–23) and who have completed their period prior to the report date.

#### Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 26.

- Services Australia administrative data is the best source of payment population data as it is directly sourced from Dad and Partner Pay payment administration.
- Service Arrangements are in place with Services Australia for the provision of data under the Bilateral Management Agreement for data provision; Services Australia Chief Data Officer issues a data assurance letter outlining data integrity protocols.

## Program 1.2 Support For Seniors

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

### 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.

For further information on this key activity, please see 2022–23 Corporate Plan page 27.

### 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<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|--|--------|-----------------------------|-----------------------------|-----------------------------|---------|
|  | ≤ 75%  | 70.7%                       | 69.7%                       | 68.7%                       | Met     |

Source: Corporate Plan 2022–23 page 27 and October PBS 2022–23 page 44.

### Program Analysis

The long-term reduction in the proportion of senior Australians receiving the Age Pension continued into 2022–23. 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

- Farm Household Allowance recipients of Age Pension age are not included in the recipient numbers.
- DVA Service Pension and Income Support Supplement recipients over pension age make up around 2.3 per cent of the ABS population projection for people over age pension age.
- Note that Department of Veterans' Affairs' (DVA) data relating to veterans over Age Pension age receiving Service Pension and Income Support Supplement is aggregated and the department has not independently verified this data. DVA has provided confirmation that a consistently applied process for extraction and activity is followed every quarter. The data is checked against previous data provision and the client database which underpins all client demographic publications. The data also undergoes a clearance process where the data is reviewed prior to release by a separate analyst, and then the DVA Chief Data Officer.

#### Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 27.

- 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.



## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

#### Program 1.3 Financial Support For People With Disability

To financially assist eligible people with disability.

##### 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.

For further information on this key activity, please see 2022–23 Corporate Plan page 28.

##### 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<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|--|--------|-----------------------------|-----------------------------|-----------------------------|---------|
|  | ≥ 90%  | 95.5%                       | 96.8%                       | 98.6%                       | Met     |

Source: Corporate Plan 2022–23 page 28 and October PBS 2022–23 page 45.

##### Program Analysis

There has been a small increase in the DSP population over the 2022–23 financial year. The increase is lower in percentage than the increase in 2021–22, when the legislated increase to the Age Pension age resulted in fewer recipients transferring to the Age Pension. Increases in DSP population this financial year can also be partly attributed to increasing numbers of people remaining on DSP and electing to not transfer to Age Pension when they reach Age Pension age.

##### 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 2023.

##### Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 28.

### Program 1.4 Financial Support For Carers

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

#### Key Activity: 1.4.1 Carer Payment and Carer Allowance

The Carer Payment and Carer Allowance provide financial assistance to eligible carers of people with disability or a severe medical condition.

For further information on this key activity, please see 2022–23 Corporate Plan page 29.

#### Performance Measure

**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 | 2022–23 Actual result | Outcome |
|---|--------|-----------------------|-----------------------|-----------------------|---------|
|   | ≥ 70%  | 75.2%                 | 75.3%                 | 76.7%                 | Met     |

Source: Corporate Plan 2022–23 page 29 and October PBS 2022–23 page 45.

#### Program Analysis

Both Carer Payment and Carer Allowance populations have increased in 2022–23 by 2 per cent since 2021–22. The increase can be partly attributed to comparing up to date program data (on numbers of carers in receipt of Carer Payment and/or Allowance), which is increasing, with data from the 2018 Survey of Disability, Ageing and Carers (which is the latest available).

#### Caveats and Disclosures

- 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 30 December 2022.

#### Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 29.

### 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 limited capacity to work due to disability or caring responsibilities as well as bereaved partners.

For further information on this key activity, please see 2022–23 Corporate Plan page 30.

#### 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<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|--|---|-----------------------------|-----------------------------|-----------------------------|---------|
|  | Recipient numbers and unemployment rate are positively correlated | Changes align               | Changes align               | Changes align               | Met     |

Source: Corporate Plan 2022–23 page 30 and October PBS 2022–23 page 46.

#### Program Analysis

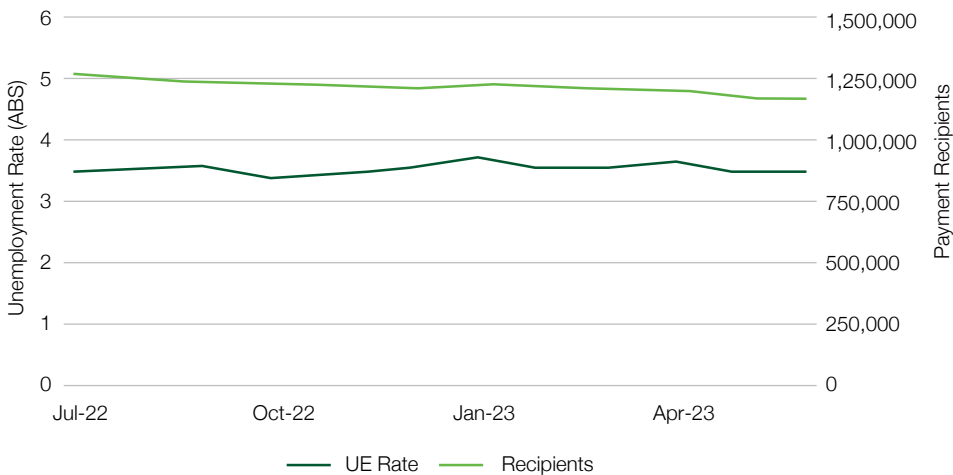
The performance target for 2022–23 was met. Over the past year, the unemployment rate and the number of people supported by working age payments have been broadly aligned, with levels for both measures being relatively stable.

The number of working age payment recipients continued to trend downwards in the recovery after the COVID-19 pandemic, as more people exited payment compared to those who came onto payment. The unemployment rate remained relatively steady over the 2022–23 financial year, reflecting ongoing tight labour market conditions. On a month-by-month basis the movements in the recipient numbers and the unemployment rate were positively correlated in 7 out of 12 months, reflecting the ongoing relationship between the working age payment program and the labour market.

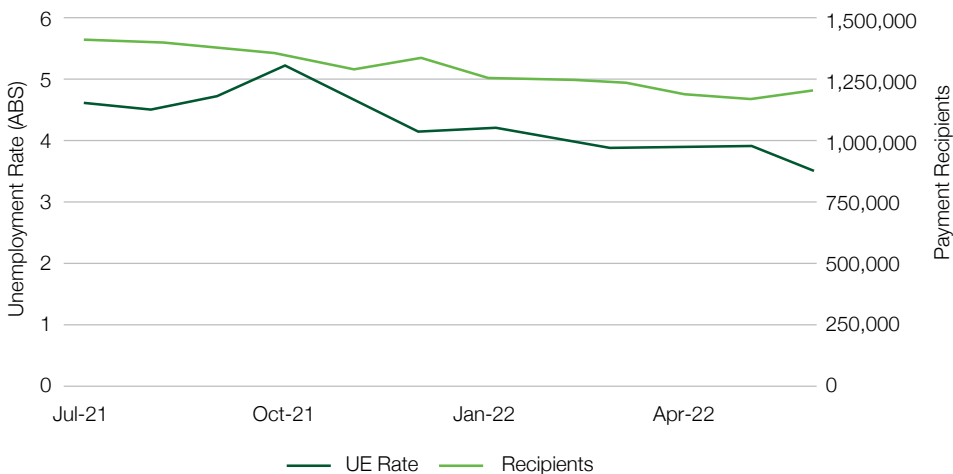
In 2021–22, working age payment recipient numbers were influenced by the waiving of mutual obligations in June 2022, as part of the transition of job seekers to Workforce Australia. In 2022–23, as these policy changes were fully implemented and Workforce Australia came into effect, recipients of working age payments continued to gradually move off payment and into paid employment. This demonstrates the effectiveness of payment policy in providing the right incentives for income support recipients to take up available work.

The department is closely monitoring these indicators, giving consideration to whether the current measure and target are the best option for assessing the ongoing effectiveness of the Working Age Payments program.

**Figure 9: Payment Recipients vs ABS Unemployment Rate 2022–2023**



**Figure 10: Payment Recipients vs ABS Unemployment Rate 2021–2022**



## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

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#### 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 2022 to June 2023 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 20 July 2023.
- It is important to note there are significant differences between the population measured by the Australian Bureau of Statistics (ABS) to calculate the unemployment rate, and the population of Working Age Payment recipients. Broadly, the ABS measure of unemployment captures individuals who are not in employment but actively looking for work and are available to take up employment. Working Age Payments are designed to target assistance based on individual circumstances and need. As a function of payment eligibility criteria and means testing, the Working Age Payment population includes individuals who the ABS defines as in some form of employment, unemployed, and not in the labour force. In this context, the unemployment rate should be understood as one indicator of national labour market conditions, which has implications for the number of people who will need support from Working Age Payments and implications for the ease with which Working Age Payment recipients who are looking for work may exit income support.

#### Rationale and Methodology

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Source: Published in the 2022–23 Corporate Plan page 30.

### Program 1.6. Student Payments

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

#### Key Activity: 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY

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

- **Youth Allowance (Student)** is a payment to eligible students or apprentices aged 16 to 24 years who are in need of financial assistance to undertake education or training.
- **Austudy** is a payment to eligible students or apprentices aged 25 years and over who are in need of financial assistance to undertake education or training.
- **ABSTUDY** is 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.

For further information on these key activities, please see 2022–23 Corporate Plan page 32.

#### Performance Measure

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

##### Target

| ◆ 1.6.1-1A The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments aligns with movements in the unemployment rates. | Target   | 2020–21 Actual result | 2021–22 Actual result       | 2022–23 Actual result | Outcome |
|---|--|-----------------------|-----------------------------|-----------------------|---------|
|   | Changes in exit rates align with changes in unemployment rate. | Movements aligned     | Movements partially aligned | Movements aligned     | Met     |

Source: May PBS 2023–24 page 47. See Rationale for update to performance measure target.

## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

#### Program Analysis

The performance target for 2022–23 was achieved. The movement in people exiting payment and not receiving income support aligned at the 12-month mark with movements in the annual average of the unemployment rate as measured by the Australian Bureau of Statistics. 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.

The number of Austudy and Youth Allowance (student) recipients has decreased from the previous year. This result reflects higher levels of employment of the student population consistent with the lower seasonally adjusted unemployment rate and increase in employment over the year.

#### Percentage of recipients who are not receiving income support 12 months after exiting Student Payments<sup>a</sup>

|   | 2020–21 | 2021–22 | 2022–23 |
|---|---------|---------|---------|
| <b>Austudy</b>                                      |         |         |         |
| • within 12 months                                  | 57.9%   | 67.9%   | 80.6%   |
| <b>Youth Allowance (student)<sup>b</sup></b>        |         |         |         |
| • within 12 months                                  | 68.1%   | 79.3%   | 87.7%   |
| <b>ABSTUDY (Secondary and Tertiary)<sup>c</sup></b> |         |         |         |
| • within 12 months                                  | 45.4%   | 54.6%   | 63.8%   |

#### Caveats and Disclosures

- Comprises recipients who exited from Student Payments in calendar years 2021, 2020 and 2019.
- Includes Australian apprentices.
- ABSTUDY Living Allowance only.
  - Reporting is calendar year based, to align with the standard educational year.
  - Latest reported calendar year is 2021, to allow for a full 12-month period to elapse following the reported exits.

#### Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 32.

In 2022–23, the target was amended from 3, 6 and 12 month intervals to only reflect data for recipients not receiving income support 12 months after exiting student payments. This aligns with movements in the unemployment rate.

## Cross Program – Rent Assistance

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

### Key Activity: XP.1 Rent Assistance

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

For further information on this key activity, please see 2022–23 Corporate Plan page 34.

### Performance Measure

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

#### Target

| ◆ 1XP.1-1A Commonwealth Rent Assistance reduces the proportion of recipient households in rental stress by at least 25 percentage points. | Target           | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|---|------------------|-----------------------------|-----------------------------|-----------------------------|---------|
|   | ≥ 25 pp<br>lower | 26.8 pp<br>lower            | 28 pp<br>lower              | 27.7 pp<br>lower            | Met     |

Source: Corporate Plan 2022–23 page 34 and October PBS 2022–23 page 48.

### 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 2023:

- 1,263,889 Australian households received rent assistance payments.
- The number of CRA households has fallen 25.7 per cent from 1,700,166 in June 2020 (resulting from emergency COVID-19 measures). This decline is largely driven by a decrease of Job Seeker recipients households over the same period, from 644,290 in June 2020 to 270,260 in June 2023.
- Overall, rent assistance reduced the proportion of households in rental stress by 27.7 percentage points (from 70.6 per cent to 42.9 per cent).



## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

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

|                 | 2020–21 | 2021–22 | 2022–23 |
|-----------------|---------|---------|---------|
| Before          | 72.5%   | 71.9%   | 70.6%   |
| After           | 45.7%   | 43.9%   | 42.9%   |
| Difference (pp) | 26.8%   | 28%     | 27.7%   |

#### Caveats and Disclosures

- Affordability or rental stress is not able to be calculated for a small number of recipient households where income is not available for the instalment period.
- A recipient household or 'income unit' comprises a single person (with or without dependent children) or a couple (with or without dependent children) receiving a social security or family assistance payment and expected to share financial resources. Single social security recipients living together in the same dwelling are regarded as separate recipient households.
- The proportion of households in rental stress is calculated with the number of households as at the last Friday in June of the reporting year.

#### Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 34.

## Addendum 1: Outcome 1 – Social Services – Payment Accuracy

The Payment Accuracy Review Program (PARP), formerly known as the Random Sample Survey, provides assurance over the accuracy of social security and family payments. Payment Accuracy Reviews are conducted by Services Australia using a random sample of the population for the major types of payments.

The review 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 the 2022–23 financial year, the PARP reviewed 20,508 payment recipients.

The survey is one of the methods used to measure social security service delivery performance. The target performance level is 95 per cent or greater accuracy across all payments, with individual targets set for each payment. In the 2022–23 financial year, the overall accuracy result was 94.03 per cent (see Table 1.1).

The Australian National Audit Office conducted an audit on the 'Accuracy and Timeliness of Welfare Payments', making 14 recommendations aimed at improving performance reporting and oversight arrangements; addressing data limitations; and timeliness in making payments. The department and Services Australia are jointly considering the audits impact on the PARP.

## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

**Table 1.1: Payment Accuracy (2022–23 financial year)**

|                               | 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*                      | 382                           | 64.54                | 5.40                    | 121.56               | 35.46               | 43.11                 | 34.91                | 42.44                  | 0.55                   | 0.67                     |
| Age Pension**                 | 3,908                         | 96.95                | 0.39                    | 54,746.42            | 3.05                | 1,668.28              | 2.08                 | 1,141.21               | 0.96                   | 527.08                   |
| Austudy***                    | 383                           | 72.87                | 4.46                    | 428.90               | 27.13               | 116.36                | 26.99                | 115.76                 | 0.14                   | 0.59                     |
| Carer Allowance               | 1,761                         | 94.91                | 1.03                    | 2,572.70             | 5.09                | 130.92                | 5.09                 | 130.84                 | 0.00                   | 0.08                     |
| Carer Payment                 | 1,378                         | 92.61                | 1.36                    | 6,959.89             | 7.39                | 514.37                | 6.98                 | 485.86                 | 0.41                   | 28.52                    |
| Disability Support Pension    | 2,531                         | 97.28                | 0.59                    | 19,395.29            | 2.72                | 527.54                | 2.51                 | 487.71                 | 0.21                   | 39.84                    |
| Family Tax Benefit**          | 3,139                         | 93.86                | 0.90                    | 16,103.05            | 6.14                | 989.27                | 6.10                 | 982.28                 | 0.04                   | 6.98                     |
| Jobseeker Payment             | 3,621                         | 86.53                | 1.11                    | 13,179.86            | 13.47               | 1,775.89              | 13.31                | 1,754.36               | 0.16                   | 21.53                    |
| Parenting Payment (Partnered) | 536                           | 75.97                | 3.59                    | 816.73               | 24.03               | 196.24                | 23.83                | 194.65                 | 0.19                   | 1.58                     |
| Parenting Payment (Single)**  | 1,209                         | 92.26                | 1.49                    | 4,809.32             | 7.74                | 372.19                | 7.61                 | 365.83                 | 0.13                   | 6.36                     |
| Special Benefit*              | 189                           | 95.72                | 2.78                    | 169.84               | 4.28                | 7.28                  | 3.62                 | 6.14                   | 0.67                   | 1.14                     |
| Youth Allowance (Other)       | 824                           | 81.12                | 2.73                    | 844.67               | 18.88               | 159.50                | 18.54                | 156.57                 | 0.35                   | 2.93                     |
| Youth Allowance (Student)     | 647                           | 75.01                | 3.47                    | 1,673.01             | 24.99               | 418.04                | 24.70                | 413.22                 | 0.29                   | 4.82                     |
| <b>Overall</b>                | <b>20,508</b>                 | <b>94.03</b>         | <b>0.30</b>             | <b>121,821.24</b>    | <b>5.97</b>         | <b>7,267.20</b>       | <b>5.45</b>          | <b>6,639.99</b>        | <b>0.51</b>            | <b>627.21</b>            |

Please note:

- the overall figure is not equal to the sum of individual payments, due to the effects of rounding and weightings.
- Methodology underpinning measurement of Disability Support Pension was amended December 2022. Medical checks are no longer conducted for this payment.
- \* Due to the small sample sizes in Trimesters 1 and 2, some volatility in the result is expected.
- \*\* FTB, PPS, AGE are undergoing a monthly trial and do not fully represent population and sample figures.
- \*\*\* Austudy due to larger sample size in Trimester 3 compared to Trimester 2, a smaller weighting has been applied to the Austudy population. This has meant payment accuracy has reduced compared to Trimester 2 but led to higher precision.

## Addendum 2: Outcome 1 – Social Services – Supporting Information

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

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

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

|                                 | Entitlement year <sup>a</sup> |           |           |           |
|---------------------------------|-------------------------------|-----------|-----------|-----------|
|                                 | 2017–18 <sup>b</sup>          | 2018–19   | 2019–20   | 2020–21   |
| <b>1.1.1 Family Tax Benefit</b> |                               |           |           |           |
| Family Tax Benefit Part A       | 1,603,755                     | 1,549,969 | 1,522,768 | 1,475,888 |
| Family Tax Benefit Part B       | 1,314,135                     | 1,274,061 | 1,242,071 | 1,188,501 |

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

|  | Entitlement year <sup>a</sup> |           |           |           |
|--|-------------------------------|-----------|-----------|-----------|
|  | 2017–18 <sup>b</sup>          | 2018–19   | 2019–20   | 2020–21   |
| <b>1.1.1 Family Tax Benefit</b>  |                               |           |           |           |
| Number of eligible Family Tax Benefit Part A children                          | 3,177,506                     | 3,077,039 | 2,983,177 | 2,888,774 |
| Number of children in eligible Family Tax Benefit Part B families <sup>c</sup> | 2,454,687                     | 2,380,381 | 2,317,439 | 2,216,684 |

### Caveats

- Reconciliation data is reported at June 2023 for 2020–21, 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 2 year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- Figures for 2017–18 have been updated and may differ from those previously published in the DSS 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.

## Part 2 – Annual Performance Statements

### Outcome 1 – Social Security

**Table 1.4: Number of recipients – income support payments (excluding Family Tax Benefit Part A and B)\***

|  | 2019–20   | 2020–21   | 2021–22   | 2022–23   |
|--|-----------|-----------|-----------|-----------|
| <b>1.1.2 Child Support Scheme</b>  |           |           |           |           |
| Child Support Scheme<br>(number of cases)  | 759,931   | 755,077   | 744,213   | 736,388   |
| <b>1.1.3 Parental Leave Pay</b>  |           |           |           |           |
| Parental Leave Pay<br>(number of individuals assisted) <sup>a</sup>                    | 171,712   | 169,029   | 178,778   | 171,282   |
| <b>1.1.4 Dad and Partner Pay</b>   |           |           |           |           |
| Dad and Partner Pay<br>(number of individuals assisted) <sup>a</sup>                   | 92,343    | 89,784    | 97,863    | 88,643    |
| <b>1.2.1 Age Pension</b>   |           |           |           |           |
| Age Pension  | 2,559,394 | 2,596,020 | 2,557,691 | 2,601,995 |
| <b>1.3.1 Disability Support Pension (DSP)</b>  |           |           |           |           |
| Disability Support Pension   | 754,181   | 753,009   | 764,967   | 770,496   |
| <b>1.4.1 Carers Payment and Carer Allowance</b>  |           |           |           |           |
| Carer Payment  | 294,272   | 300,121   | 301,217   | 305,332   |
| Carer Allowance (Adult and Child) <sup>b</sup>   | 619,038   | 623,742   | 622,765   | 634,179   |
| Carer Supplement   | 638,761   | 645,605   | 655,538   | 660,178   |
| Child Disability Assistance Payment  | 158,308   | 162,182   | 164,834   | 168,087   |
| <b>1.5.1 JobSeeker Payment, Parenting Payment, Youth Allowance (other)<sup>c</sup></b> |           |           |           |           |
| Job Seeker Payment   | 1,441,287 | 1,001,253 | 831,601   | 808,153   |
| Parenting Payment (Partnered)  | 92,022    | 83,518    | 70,295    | 60,586    |
| Parenting Payment (Single)   | 243,433   | 237,478   | 231,999   | 226,635   |
| Pensioner Education Supplement   | 22,530    | 21,775    | 19,397    | 16,099    |
| Youth Allowance  | 173,125   | 107,885   | 77,237    | 73,803    |
| Special Benefit  | 9,638     | 8,451     | 10,854    | 8,777     |
| <b>1.6.1 Youth Allowance (Student), Austudy, ABSTUDY<sup>d</sup></b>                   |           |           |           |           |
| Austudy  | 34,360    | 41,870    | 37,417    | 30,444    |
| ABSTUDY – Secondary  | 18,201    | 19,095    | 17,812    | 17,004    |
| ABSTUDY – Tertiary   | 10,470    | 10,904    | 10,940    | 10,423    |
| Youth Allowance (student)  | 177,700   | 210,833   | 176,238   | 152,631   |
| Student Start-up Loan  | 101,115   | 96,250    | 89,300    | 74,268    |
| Student Start-up Loan – ABSTUDY  | 2,373     | 2,267     | 2,288     | 2,276     |

### Caveats

\*Recipient data as at 30 June 2023

- a. This is the number of individuals and families who started receiving payments in the financial year
- b. Excludes carers whose care receiver qualified for a Health Care Card only.
- c. The department has revised the business rules for the reporting of income support recipients, as endorsed by the Data Governance Committee and the Minister. Recipient counts now include all recipients who are current (including those entitled to be paid or in receipt of zero rate of payment) or suspended from payment, reflecting the total number of people who are interacting with the social security system.
- d. Student payment recipient numbers for 2022–23 financial year.
  - These figures are monthly averages due to the seasonal nature of Student Payments.
  - Includes Australian apprentices.
  - These figures are unique counts of recipients across the calendar year due to the nature of the payment.
  - Youth Allowance and Austudy recipients only.

**Table 1.5: Number of Commonwealth Rent Assistance income units**

|   | 2019–20   | 2020–21   | 2021–22   | 2022–23   |
|---|-----------|-----------|-----------|-----------|
| <b>XP.1 Commonwealth Rent Assistance</b>            |           |           |           |           |
| Number of Commonwealth Rent Assistance income units | 1,700,166 | 1,491,092 | 1,347,902 | 1,263,889 |

### 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.

# Outcome 2 – Families and Communities

## Key performance results

| Program                    | Key Activities                           | Target   | Result  |
|----------------------------|--|--|---------|
| 2.1 Family and Communities | 2.1.1 Families and Children              | At least 75 per cent of clients in reporting services have improved family functioning.  | Not met |
|                            | 2.1.2 Women's Safety                     | Demonstrated achievement of continued successful delivery of initiatives under the <i>National Plan to End Violence Against Women and Children 2022–2032</i> . | Met     |
|                            | 2.1.3 Financial Wellbeing and Capability | 20 per cent or less of people with multiple requests for Emergency Relief  | Not Met |
|                            |  | At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.                                  | Not Met |
|                            | 2.1.4 Income Management                  | Proportion of eligible CDC participants exited CDC program – 100 per cent  | Met     |
|                            |  | Proportion of eligible CDC accounts closed by 30 March 2023 – 100 per cent   | Met     |
|                            |  | 95 per cent of participants who transition to the enhanced IM program have accessed their account.   | Met     |

| Program | Key Activities                | Target   | Result |
|---------|-------------------------------|--|--------|
|         | 2.1.5 National Redress Scheme | The Scheme will notify at least 75 per cent of survivors about an outcome within 6 months of the date that all required information is received. | Met    |
|         |                               | The Scheme will maintain quality decision-making, with at least 95 per cent of initial determinations reflecting the final outcome.              | Met    |
|         |                               | The Scheme will engage and maintain participation, with institutions on-board to cover at least 95 per cent of applications in progress          | Met    |
|         |                               | The Scheme will issue at least 80 per cent of eligible survivors an advance payment within 7 days of receiving acceptance documentation.         | Met    |
|         |                               | The Scheme will issue at least 80 per cent of survivors a redress payment within 14 days of receiving acceptance documentation.                  | Met    |



## 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.

For further information on this key activity, please see 2022–23 Corporate Plan page 36.

#### 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 | 2022–23 Actual result | Outcome |
|--|--------|-----------------------|-----------------------|-----------------------|---------|
|  | ≥ 75%  | 75%                   | 70.9%                 | 70.7%                 | Not Met |

Source: Corporate Plan 2022–23 page 36 and October PBS 2022–23 page 55.

#### Program Analysis

A number of factors affected program performance in 2022–23. External issues (including natural disasters, cost of living increases and significant life events) beyond the control of service providers contributed to the lower percentage of participants reporting improved family functioning.

The increasing cost of everyday goods and reduced access to affordable and suitable housing places pressure on family functioning and lessens provider's ability to improve client outcomes.<sup>a</sup> This issue is particularly noticeable in regional and remote areas where households tend to have lower incomes and higher costs.<sup>b</sup>

Natural disasters have also had an impact on children and families across Australia. Some clients have reduced ability to engage in services focused on family functioning because they are struggling to meet the basic needs of their families. In these circumstances, Families and Children (FaC) providers are likely to help clients with access to support that will assist with more immediate needs, like emergency relief or mental health support.

FaC providers have continued to report difficulties recruiting qualified staff to fill vacancies and challenges retaining staff; this mirrors trends seen across Australia with low levels of unemployment increasing recruitment competition.<sup>c</sup> This impact is particularly pronounced in remote and regional areas where providers are more likely to need to recruit non-local staff and where housing availability was low across 2022–23.<sup>d</sup>

The Australian Institute of Family Studies (AIFS) supports providers via the Evidence and Evaluation Support help desk to continuously improve their data and evaluation activities.

### Caveats and Disclosures

- To measure outcomes, the department only counts clients with at least two corresponding outcome assessments (based on a survey pre-service to establish a baseline and post service) to demonstrate the shift in a person's situation as a result of services they have received. For this measure, all domains relating to the circumstance and goal outcome types as defined as family functioning have been included.
- The Data Exchange (DEX) Partnership Approach mandates reporting of outcomes data, noting that this requirement does not apply to every program under the FaC Activity. This supports the department's focus on outcomes for families and children, by improving its ability to measure and monitor outcomes through the data reported by providers.
- Mandatory requirements to participate in the DEX Partnership Approach took effect for most FaC providers from 1 July 2022. This has led to higher number of clients being assessed for outcomes in 2022–23 than in previous years. This has likely led to more robust performance data in 2022–23. The department will continue to work with providers to increase the proportion of clients that are assessed for outcomes and to improve results over time.
- The department undertook analysis on the Families and Children DEX data. Matching was undertaken for Statistical Linkage Keys (SLKs), which is a unique ID for each client. The client validation measure for the program was below that of DEX more broadly which does not necessarily imply inaccurate client information is being entered into DEX. Refer to page 109 for a summary. Only one of six demographics did not meet the representativeness tests due to a moderate difference by age.
  - a. Consumer Price Index, Australia, June Quarter 2023 | Australian Bureau of Statistics ([www.abs.gov.au](http://www.abs.gov.au))
  - b. Rural and remote health – Australian Institute of Health and Welfare ([www.aihw.gov.au](http://www.aihw.gov.au))
  - c. Labour Force, Australia, June 2023 | Australian Bureau of Statistics ([www.abs.gov.au](http://www.abs.gov.au))
  - d. Australia's rental vacancy rate at lowest level since before COVID-19 pandemic ([www.abc.news](http://www.abc.news))

### Rationale

Source: Published in the 2022–23 Corporate Plan page 36.

### Methodology

Source: Published in the 2022–23 Corporate Plan page 36.

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

**Key Activity: 2.1.2 Women's Safety**

The Women's Safety activity aims to support the vision of the *National Plan to End Violence against Women and Children 2022–2032* (National Plan), to end gender-based violence in one generation.

The department is responsible for designing and implementing national programs and initiatives as well as building the evidence base, in relation to women's safety. This work is guided by the principles and vision of the National Plan, including centring the voices of people with lived experience. The department has a stewardship role in relation to the National Plan, including monitoring activities undertaken by other Commonwealth agencies as well as state and territory governments, which are primarily responsible for frontline service delivery.

An Outcomes Framework which interprets the vision of the National Plan is being released in 3 phases, Phase 1 included the release of an overarching outcomes model with long-term outcomes and sub-outcomes in August 2023. A performance measurement plan (Phase 2), linking outcomes to indicators, measure and data sources and an evaluation methodology (Phase 3) are under development and will be released in 2024.

The First Action Plan and the dedicated Aboriginal and Torres Strait Islander Action Plan under the National Plan were also launched in August 2023. These Action Plans outline key Commonwealth, state and territory government activities in support of the vision of the National Plan.

The department will report outputs for 8 initiatives over the initial years of implementation of the National Plan. These initiatives are included in the Action Plan: 1800RESPECT, Our Watch, DV-alert, Australia's National Research Organisation for Women's Safety (ANROWS), the Stop it at the Start campaign, the Safe Places Emergency Accommodation program, the Keeping Women Safe in their Homes (KWSITH) program and Escaping Violence Payment (EVP) trial.

### Performance Measure

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

#### Target

| ◆ 2.1.2-1A   | Target   | 2020–21<br>Actual result  | 2021–22<br>Actual result   | 2022–23<br>Actual result   | Outcome |
|--|--|---|--|--|---------|
| Demonstrated achievement of continued successful delivery of initiatives under the <i>National Plan to End Violence against Women and Children 2022–2032</i> . | The department will report 8 significant initiatives | 90% of departmental initiatives were successfully implemented or are on track to be implemented | 5 out of 7 (71%) of the department's most significant Women's Safety initiatives met the implementation success criteria | The department reported on all 8 outputs and met the success criteria of 75% of initiatives (6 out of 8) | Met     |

Source: Corporate Plan 2022–23 page 38 and October PBS 2022–23 page 56.

## Program outputs

## Initiative performance against success criteria

| Initiative   | Measure and Target  | Result  | Met Y/N |
|--|---|---|---------|
| 1800RESPECT  | <p>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 5 seconds).</p> <p><b>The success criterion is met if the percentage is equal to or greater than 80%.</b></p>           | 76.7% of calls answered within 20 seconds.  | N       |
| Our Watch  | <p>Number of new pieces of content (articles, videos etc.) published by Our Watch on The Line website and/or relevant social media channels.</p> <p><b>The success criterion is met if the result is equal to or greater than 90% of the agreed target in the Activity Work Plan for that financial year.</b></p> | <p>42 new pieces of content were published / posted in 2022–23 of 42 in the work plan, this equals <b>100%</b> and includes:</p> <ul style="list-style-type: none"> <li>• 22 new videos posted across Our Watch's social media channels in 2022–23 (Facebook, Instagram, TikTok &amp; Snapchat).</li> <li>• 20 new articles published on <i>The Line</i> website in 2022–23.</li> </ul> | Y       |
| DV-alert   | <p>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.</p> <p><b>The success criterion is met if the result is equal to or greater than 75%.</b></p>  | DV-alert exceeded the workshop delivery target in the Activity Work Plan by delivering <b>102%</b> of the target number of workshops.   | Y       |
| Australia's National Research Organisation for Women's Safety (ANROWS) | <p>The total number of research and/or technical reports provided to the department by ANROWS in the 2022–23 financial year.</p> <p><b>The success criterion is met if the number of research and/or technical reports provided to the department is greater than or equal to 11.</b></p>                         | 13 reports have been published on the ANROWS website.   | Y       |

| Initiative  | Measure and Target  | Result   | Met Y/N |
|---|---|--|---------|
| The Stop it at the Start Campaign                         | <p>The success criterion is met if there is evidence supporting delivery of the phase 4 'maintenance burst'.</p> <p><b>The success criterion is met if evidence of advertising placement is provided for each channel as planned in the approved media strategy by 30 June 2023.</b></p>  | Evidence of advertisement placement and performance for Phase 4 'maintenance burst' was received.                    | Y       |
| Safe Places Emergency Accommodation Program (Safe Places) | <p>Confirmation a funded Safe Places project(s) has achieved completion (i.e. capital works/building phase completed) and therefore services are being provided and designated use has commenced.</p> <p><b>The success criterion is met if the total number of safe places delivered is equal to or greater than 231 as at 30 June 2023.</b></p> | Evidence of <b>245</b> safe places being delivered was received.   | Y       |
| Keeping Women Safe in their Homes (KWSITH) program        | <p><b>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.</b></p>  | The number of KWSITH clients assisted nationally varied <b>-33%</b> compared to the same period last financial year. | N       |
| Evaluation of the Escaping Violence Payment (EVP) trial   | <p>The final evaluation report of the Escaping Violence Payment (EVP) trial is finalised by the independent evaluator.</p> <p><b>The success criterion is met if the department receives the finalised evaluation report by 30 June 2023.</b></p>   | The department agreed to the evaluation report on 30 June 2023.  | Y       |

**Program Analysis**

In October 2022, the Australian Government launched the *National Plan to End Violence against Women and Children 2022–2032* (National Plan). The National Plan will be underpinned by two 5-year action plans, an Aboriginal and Torres Strait Islander Action Plan and an Outcomes Framework. The First 5 year Action Plan, Aboriginal and Torres Strait Islander Action Plan and Outcomes Framework was launched in August 2023 and will guide the Commonwealth's investment in Women's Safety over the coming years.

The department has focused on the following existing 8 key implementation responsibilities under the Action Plans:

- 1800RESPECT
- Keeping Women Safe in their Home (KWSITH) program
- Safe Places Emergency Accommodation
- DV-alert
- Stop it at the Start campaign
- Our Watch
- ANROWS
- Escaping Violence Paymen trial.

The department met the Women's Safety performance target in 2022–23. Analysis showed that 6 out of the 8 (or 75 per cent) of the department's significant national initiatives were successfully delivered.

The following 6 initiatives were assessed as meeting the implementation success criteria; DV-alert, Safe Places Emergency Accommodation program, Our Watch, the Stop it at the Start campaign, Australia's National Research Organisation for Women's Safety (ANROWS) and the evaluation of the Escaping Violence Payment trial.

1800RESPECT did not meet the target of 80 per cent of calls answered within 20 seconds, falling short of success criterion in the first year of service delivery, with workforce recruitment and retention issues impacting performance. These issues have been addressed through concerted efforts to increase recruitment activities and improving staff experience and engagement. The provider's performance has since improved and it continues to work in partnership with the department to meet service level targets.

The KWSITH program did not meet its target due to a number of reasons. Delays from Queensland in extending a grant agreement meant that the agreement expired. Queensland previously represented 17 per cent of KWSITH's total client count. Additionally, the department has not received reporting from South Australia due to technical issues. The department is undertaking a new grant opportunity in Queensland, and continues to work with South Australia to resolve the reporting issue.

The 2022–23 WA Safe in the Home Program has been funded using state funding (only). Therefore, no clients from WA have been included in the 2022–23 Annual Performance Reporting. From 2023–24, it is anticipated that all clients assisted in WA under the program will be supported by Commonwealth funding. DEX data for Tasmania includes all clients supported by the program which is funded by both the Commonwealth and state government. The department has applied a pro-rata approach (based on total funding) to determine the proportion of clients supported by Commonwealth funding (55 per cent).

The Escaping Family Violence final evaluation report was due to be finalised by the independent evaluator by 30 June 2023. The department agreed to the finalised evaluation report on 30 June 2023 and requested the evaluator to proceed with formatting the final product for accessibility. Please see further information on page 19 on the publication of the report.

### Caveats and Disclosures

#### 1800RESPECT

- In 2022–23 the department initiated a process for a point in time review of data to validate overall data accuracy and completeness. However, it is acknowledged that the work is not yet completed and as a consequence the department has limited assurance over the accuracy of the reported result of 76.7 per cent of calls answered within 20 seconds. The department will continue to work with providers to improve data assurances moving forward.

#### DV-alert

- The data represents an output measure. It demonstrates the number of workshops delivered but it does not measure the impact of the training when people return to workplaces.
- Any 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 Activity Work Plan and DEX) is provided to the department to demonstrate workshop delivery formats and locations for the month.
- The department undertook assurance of the DV Alert DEX data. Refer to page 109 for a summary.
- Once a reporting period has closed, data relating to that period of time will no longer be able to be recorded or amended. Data outside of a reporting period may only be entered if an organisation has sought, and is granted, a system re-opening.

#### Safe Places

- For the initial round of the Safe Places Program, a safe place was broadly defined as a self-contained living space for one person. Applicants were able to determine the number of safe places available at one time/per year based on their own service models in their applications (which is the basis of figures, unless a re-scope occurred in which case the figures were updated) so it may not strictly equate to a bed, or a room. The result reflects the number of safe places equalling the number of women and children being able to be supported at any one time.
- There is no strict method of calculation that can be provided for the initial Safe Places Program. During the application and assessment process, grantees provide information on the number of Safe Places to be delivered. Unless a project undergoes a variation to the scope, this information is considered the final number of Safe Places. If a project has an approved variation, the number of Safe Places is amended accordingly.
- Designated Use Period is then defined and reported for this period as the number of safe places confirmed as being built, tenanted and providing services and emergency accommodation to women and children leaving domestic and family violence.



## Part 2 – Annual Performance Statements

### Outcome 2 – Families and Communities

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#### KWSITH

- The 33 per cent variation relates to the number of individuals reported through DEX in 2021–22 compared with those reported in 2022–23.
- For the 2022–23 reporting period:
  - data from the South Australia Housing Trust (SAHT) has not been entered into DEX due to incompatibility between the collection methods of SAHT and the DEX portal's technical requirements.
  - there was no grant agreement in place with Queensland for 2022–23. In the 2021–22 reporting period, the Queensland client total represented 17 per cent of the overall client count.
- 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.
- For the majority of jurisdictions, the KWSITH program is embedded within their own Safe at Home programs and, as such, the supports funded through KWSITH to clients may vary slightly based on the jurisdiction. The data set is not easily comparable between states and territories and comparisons in client numbers are not made across states and territories. As the client count is reported as an aggregate of all jurisdictions, this can limit the scope of inferences made from client count alone.
- As the partnership approach is voluntary for KWSITH providers, there are limitations in reporting on client outcomes.
- The department undertook assurance on the KWSITH DEX data. Refer to page 109 for a summary.

#### Rationale and Methodology

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The Women's Safety measure has been amended since the publication of the 2022–23 Corporate Plan to reflect the change from implementing to delivering on these initiatives.

#### Overall assessment of the result

An assessment is made as to whether each individual initiative was successfully delivered or not.

To aggregate against initiatives, the following calculation will be used:

The number of key initiatives assessed as successfully delivered is divided by the total number of key departmental initiatives being reported (i.e. 8).

If the result:

- equals 70 per cent or greater, the target will be considered met
- equals 50–69 per cent, the target will be considered partially met
- equals less than 50 per cent, the target will be considered not met.

### Women's Safety Key Activity key initiatives

The below outlines any key changes to rationales or methodology for each programs objective that are different from: Corporate Plan 2022–23 page 38.

#### 1800RESPECT

- From March 2023, the *methodology* used to calculate performance was changed to align with Telstra Health's systems, and with best practice measures for this type of service. The measure was previously *"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 5 seconds)"*
- The measure has now been updated to *"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 5 seconds)"*. This means we use the calls answered within 20 seconds and divide them by (calls answered + calls abandoned – calls abandoned within 5 seconds). The previous performance measure was calculated using the calls answered within 20 seconds and dividing them by (calls offered – calls abandoned within 5 seconds). The updated performance measure is shown in the calculation below:

$$\frac{\text{Calls answered within 20 seconds}}{\text{(Calls answered + Calls abandoned – Calls abandoned within 5 seconds)}}$$

**Our Watch** – has changed from reporting on an evaluation to the total number of pieces of published content in the financial year being equal to or greater than 90 per cent of the agreed target in the Activity Work Plan (AWP) for that financial year.

**ANROWS** – has changed from 14 research reports to 11 this financial year. At the start of each financial year the department, in consultation with ANROWS, determines the expected number of research reports to be published based on the timeframes published against each project on the ANROWS website. Based on this, it was determined that ANROWS was expecting to publish 11 reports in the 2022–23 financial year. The number of completed research reports varies each year as each research project has a different project length.

**Stop it at the Start** – has been updated to include qualitative evidence of publication of the maintenance burst digital advertisements

**Safe Places** – The target has been updated to increase the number of safe places delivered from 91 as at June 2022, to 231 as at 30 June 2023. The measure is a total of safe places at a point in time for completed projects (July 2023).

**Escaping Violence Payment trial** – has been included as a new initiative.

## Part 2 – Annual Performance Statements

### Outcome 2 – Families and Communities

#### Key Activity: 2.1.3 Financial Wellbeing and Capability

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

For further information on this key activity, please see 2022–23 Corporate Plan page 39.

#### Performance Measure

**2.1.3-1** – Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock.

#### Target

|  | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|--|--------|-----------------------------|-----------------------------|-----------------------------|---------|
| ◆ 2.1.3-1A – 20% or less of people with multiple requests for Emergency Relief.  | ≤20 %  | N/a*                        | N/a*                        | 21.1%                       | Not Met |
|  |        |                             |                             |                             |         |
|  | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
| ◆ 2.1.3-1B – At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service. | ≥70 %  | 72.9%                       | 67.5%                       | 63.6%                       | Not Met |
|  |        |                             |                             |                             |         |

Source: Corporate Plan 2022–23 page 39 and October PBS 2022–23 page 57.

#### Program Analysis

##### 2.1.3-1A

In 2022–23, 57,538 people accessed Emergency Relief (ER) services for immediate financial or material aid five or more times within a 90-day period. Results cannot be compared to previous years as it was changed from the previous measure to report the percentage of people accessing ER services five or more times in a 90-day period.

The current economic environment is a significant driver for people's use of ER, both in terms of frequency and intensity and this may have attributed to the results for target 2.1.3-1A. Cost of living pressures have substantial impact on some individuals' utilisation of ER services and may result in individuals using more ER than they might otherwise have done.

##### 2.1.3-1B

In 2022–23, 593,132 people accessed FWC services. This included 468,682 clients who accessed ER services, with the remainder accessing other FWC services such as financial counselling.

Clients reported a 63.6 per cent improvement in financial wellbeing following engagement with a funded service. This is lower than the 2021–22 result and is reported as not met.

The total number of clients that outcomes data were reported for increased by 17 per cent from 2021–22. This has been a focus for the FWC programs in 2022–23. The number of clients reporting a neutral or negative outcome increased in 2022–23. The financial wellbeing programs support people in crisis and financially vulnerable individuals. The immediate needs of these clients may be larger or more complex than the support available through these programs. This may have been further compounded by increased cost of living impacts over 2022–23,<sup>a</sup> with issues such as interest rate increases and rental affordability and availability, two key drivers of financial stability and wellbeing, impacting their financial resilience and material wellbeing needs not being met.

### Caveats and Disclosures

- \* Measure 2.1.3-1A changed between 2021–22 and 2022–23. Figures for the previous years are not able to be compared to new measure used in 2022–23.
- a. Consumer Price Index, Australia, June Quarter 2023 | Australian Bureau of Statistics ([www.abs.gov.au](http://www.abs.gov.au))
- Performance measure 2.1.3-1b 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 FWC activities. Clients may return several times for service but have only been counted once.
- The number of delivery organisations is the unique organisations delivering FWC 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 FWC activity but are only included once in this figure.
- The department undertook assurance on the Financial Wellbeing and Capability DEX data. Refer to page 109 for a summary.
- Matching was undertaken for Statistical Linkage Keys (SLKs), which is a unique ID for each client. This showed a lower match rate than the average, which does not necessarily imply inaccurate client information is being entered into DEX. 3 of 6 representativeness tests failed. These were homelessness, Indigenous status, and state, which are not material to the context of the program performance measure.

### Rationale and Methodology

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Source: Published in the 2022–23 Corporate Plan page 39.

## Part 2 – Annual Performance Statements

### Outcome 2 – Families and Communities

#### Key Activity: 2.1.4 Income Management

On 3 June 2022, the Australian Government announced the abolition of the Cashless Debit Card (CDC). The Government introduced legislation into Parliament on 27 July 2022 to repeal the CDC and separately, from 1 August 2022 the Secretary ceased placing any new entrants on the card.

Following the passage of legislation on 28 September 2022, participants could choose to move off the program from 1 October 2022 in all existing trial sites (Ceduna, East Kimberley, Goldfields and Bundaberg and Hervey Bay regions). CDC participants in the Cape York, Doomadgee region and the Northern Territory (NT) transitioned to the enhanced Income Management (IM) program on 6 March 2023. People in previous CDC sites could also choose to volunteer for the enhanced IM program from 6 March 2023.

#### Performance Measure

**2.1.4-1** – All Cashless Debit Card (CDC) participants are off the program by 6 March 2023 and the CDC program is repealed by 30 March 2023.

##### Target

| ◆ 2.1.4-1A – Proportion of eligible CDC participants exited CDC program – 100%  | Target | 2022–23<br>Actual result | Outcome |
|---|--------|--------------------------|---------|
|   | 100%   | 100%                     | Met     |
| ◆ 2.1.4-1B – Proportion of eligible CDC accounts closed by 30 March 2023 – 100% | Target | 2022–23<br>Actual result | Outcome |
|   | 100%   | 100%                     | Met     |

Source: May PBS 2023–24 page 56

#### Performance Measure

**2.1.4-2** – Participants transitioned to enhanced Income Management (IM) have accessed their account.

##### Target

| ◆ 2.1.4-2A – 95% of participants who transition to the enhanced IM program have accessed their account. | Target | 2022–23<br>Actual result | Outcome |
|---|--------|--------------------------|---------|
|   | 95%    | 96%                      | Met     |

Source: May PBS 2023–24 page 56

## Program Analysis

The Australian Government has abolished the CDC program. Participants began transitioning off the program from October 2022, and all participants had successfully exited the program or moved to enhanced IM on 6 March 2023. The program was repealed on 30 March 2023. The performance measure 2.1.4-1 All Cashless Debit Card (CDC) participants are off the program by 6 March 2023 and the CDC program is repealed by 30 March 2023 has been met successfully.

The performance measure 2.1.4-2 Participants transitioned to enhanced Income Management (IM) have accessed their account has been met successfully, with 96 per cent of enhanced IM participants having used their card.

### Caveats and Disclosures

- Measure 2.1.4-2 has been amended since publication in the May 2023–24 PBS to remove the mention of non-restricted items. Operational levers to determine whether the program is supporting participants, including the responsibility to measure and verify that the use of the card is limited to non-restricted items, rests with Services Australia.
- The performance measures and targets are based on approximately 12,000 CDC participants who could voluntarily exit the program before 6 March. Approximately 4,000 CDC Participants in Northern Territory, Cape York or Doomadgee trial sites were automatically transferred and have not been included in the measurement. The department considers participants whose accounts were never activated, or who had left the program prior to transition, were also ineligible for the purpose of this measure.
- Data as at 30 December 2022 is the closest available data to 31 December 2022.
- Participant eligibility may change. Numbers of participants at 30 September 2022 and 30 December 2022 are point-in-time totals. Some participants who were suspended and were not considered CDC participants at 30 September 2022, may have received payments again at a later date.
- Some participants have exited the CDC program for reasons not related to the program ending (such as exiting income support payments).

### Rationale

#### 2.1.4-1

Measuring the proportion of eligible participants who have exited the CDC program demonstrates the department's implementation of abolishing the program. The target represents all eligible CDC participants who have come off the CDC program.

#### 2.1.4-2

Participants using their enhanced IM account is a measure of successful implementation of enhanced IM. It demonstrates successful transition of participants from the CDC program to the enhanced IM program, which ensures that participants can continue to use their social security payments.

Approximately 4,000 participants moved to enhanced IM on 6 March 2023. (The precise number depended on participant eligibility, which could change, and the choices of people who volunteer). All participants have an account which they can access via a SmartCard.

This target is determined by the proportion of participants who have used their account in the period immediately following the transition. The target is set based on historical data.

Targeting 95 per cent (95 per cent of enhanced IM participants have access to their account and are using their account) demonstrates that participants have access to and are using their account. This measure has been amended since publication in the May 2023–24 Portfolio Budget Statement to remove the reference to spending on non-restricted items. The voluntary nature of enhanced IM in the former CDC regions places more focus on the usage of the SmartCard, as this is the mechanism for participants to access their income support. It is no longer meaningful to measure whether enhanced IM program participants are using their card/account to purchase non-restricted items as volunteers can easily opt-out of the program to purchase these items if they wish. Volunteers may also have reasons other than restrictions of certain items for choosing to be on the program. The responsibility for the operation and service delivery of enhanced IM also transferred to Services Australia in 2022–23, including the implementation of product level blocking.

**Methodology**

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**2.1.4-1** Findings based on analysis of CDC program data.

**2.1.4-2** Through monitoring of account spending and activity, the department can ensure participants are able to access their enhanced IM account.

**Key Activity: 2.1.5 National Redress Scheme**

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

For further information on this key activity, please see 2022–23 Corporate Plan page 42.

**Performance Measure**

**2.1.5-1** – Ensure quality and timely decisions are made on applications to the Scheme.

**Target**

|   | <b>Target</b> | <b>2021–22<br/>Actual result</b> | <b>2022–23<br/>Actual result</b> | <b>Outcome</b> |
|---|---------------|----------------------------------|----------------------------------|----------------|
| 2.1.5-1A – The Scheme will notify at least 75% of survivors about an outcome within 6 months of the date that all required information is received. | ≥75%          | 79.34%                           | 76.5%                            | Met            |
| 2.1.5-1B – The Scheme will maintain quality decision-making, with at least 95% of initial determinations reflecting the final outcome.              | <b>Target</b> | <b>2021–22<br/>Actual result</b> | <b>2022–23<br/>Actual result</b> | <b>Outcome</b> |
|   | ≥95 %         | 99.17%                           | 99.3%                            | Met            |

Source: Corporate Plan 2022–23 page 42 and October PBS 2022–23 page 60–62

**Performance Measure**

**2.1.5-2** – Maximise institution participation with the Scheme.

**Target**

|  | <b>Target</b> | <b>2021–22<br/>Actual result</b> | <b>2022–23<br/>Actual result</b> | <b>Outcome</b> |
|--|---------------|----------------------------------|----------------------------------|----------------|
| 2.1.5-2A – The Scheme will engage and maintain participation, with institutions on-board to cover at least 95% of applications in progress | ≥95%          | 98.44%                           | 98.7%                            | Met            |

Source: Corporate Plan 2022–23 page 43 and October PBS 2022–23 page 60–62



## Part 2 – Annual Performance Statements

### Outcome 2 – Families and Communities

#### Performance Measure

2.1.5-3 – Provide survivors a redress payment.

#### Target

|   |               |                                  |                                  |                |
|---|---------------|----------------------------------|----------------------------------|----------------|
| 2.1.5-3A – The Scheme will issue at least 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation. | <b>Target</b> | <b>2021–22<br/>Actual result</b> | <b>2022–23<br/>Actual result</b> | <b>Outcome</b> |
|   | ≥80%          | N/A                              | 95.5%                            | Met            |
| 2.1.5-3B – The Scheme will issue at least 80% of survivors a redress payment within 14 days of receiving acceptance documentation.          | <b>Target</b> | <b>2021–22<br/>Actual result</b> | <b>2022–23<br/>Actual result</b> | <b>Outcome</b> |
|   | ≥80%          | 90.6%                            | 94.9%                            | Met            |

Source: Corporate Plan 2022–23 page 44 and October PBS 2022–23 page 60–62

#### Program Analysis

The National Redress Scheme experienced a significant increase in the number of applications submitted each month during the latter half of 2021–22. This increase continued to date in 2022–23, with 10,723 applications received in 2022–23 out of the total of 27,794 applications received over the life of the Scheme to 30 June 2023.<sup>a</sup>

For the 2022–23 year, all targets have been met, despite the significant increase in the number of applications. Additional funding of \$15 million in November 2022 and \$142 million in the 2022–23 Budget has been provided to the Scheme by the Australian Government to maintain staffing to respond to the surge in applications and support survivors to engage with the Scheme. The Scheme is continually looking to improve operations in order to maintain the timeliness and quality of managing applications whilst responding to the increasing application numbers.

A performance measure for advance payments was introduced this year: that at least 80 per cent of advance payments were to be made within 7 days of the acceptance documentation being received by the Scheme. The reduced timeframe for this target compared to the redress outcome payments reflects the importance the Scheme places on this payment for vulnerable applicants.

## **Caveats and Disclosures**

- a. Application data is published in monthly updates on the Scheme website: Home | National Redress Scheme ([www.nationalredress.gov.au](http://www.nationalredress.gov.au))

### **2.1.5-1A**

- The date that all required information is received is based on the final external collection process, which is the request for information (or RFI) from an institution. The date that the last RFI is returned before an outcome is advised is considered the date that all information is received, and this is when the scheme's decision-making process begins.
- Any dates that an application is administratively 'on hold' in the decision-making period, and therefore outside of the Scheme's control, are removed from this calculation.

### **2.1.5-2A**

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

### **2.1.5-3A**

- Advance payments were introduced in 2021–22 and were not reported until 2022–23 as this was the first full year of routine operation of the payment.
- The Scheme considers a payment to be issued at the time payment is first generated. This does not consider when the payment is received.
- Periods where an application is on hold (and therefore outside of the Scheme's control) are not included in the processing time when calculating the 7 day or 14 day timeliness for these measures.

## **Rationale and Methodology**

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Source: Published in the 2022–23 Corporate Plan page 43–44

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

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

**Table 2.1: Number of individuals assisted**

|   | 2019–20 | 2020–21 | 2021–22 | 2022–23  |
|---|---------|---------|---------|----------|
| <b>2.1.1 Families and Children</b>              |         |         |         |          |
| Families and Children                           | 457,612 | 444,270 | 356,157 | 430,138  |
| <b>2.1.3 Financial Wellbeing and Capability</b> |         |         |         |          |
| Financial Wellbeing and Capability Program      | 581,837 | 606,743 | 580,771 | 592,833* |

### Caveats

\* Total number of individuals assisted include individual and group clients only.

**Table 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 | 2022–23 |
|---|---------|---------|---------|---------|
| <b>2.1.1 Families and Children</b>              |         |         |         |         |
| • Indigenous                                    | 17.7%   | 12.4%   | 12.6%   | 13%     |
| • Culturally and linguistically diverse         | 5.9%    | 5.4%    | 5.5%    | 6%      |
| • People with disability                        | 7.7%    | 9.2%    | 8.3%    | 9%      |
| <b>2.1.3 Financial Wellbeing and Capability</b> |         |         |         |         |
| • Indigenous                                    | 18.8%   | 18%     | 22%     | 24%     |
| • Culturally and linguistically diverse         | 7.3%    | 13%     | 7%      | 6%      |
| • People with disability                        | 17%     | 16%     | 19%     | 22%     |

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

|   | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|---|---------|---------|---------|---------|
| <b>2.1.1 Families and Children</b>              |         |         |         |         |
| Families and Children                           | 430     | 451     | 444     | 456     |
| <b>2.1.3 Financial Wellbeing and Capability</b> |         |         |         |         |
| Financial Wellbeing and Capability Program      | 331     | 261     | 261     | 261*    |

**Caveats**

\* Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements.

**Table 2.4: Number of National Redress Scheme Recipients**

|   | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|---|---------|---------|---------|---------|
| <b>2.1.5 National Redress Scheme for Institutional Child Sexual Abuse</b> |         |         |         |         |
| Recipients  | 2,504   | 3,251   | 2,675   | 3,416   |
| Applications received   | 3,127   | 3,773   | 5,987   | 10,723  |
| Institutions joined   | 177     | 268     | 94      | 152     |

**Caveats**

- The number of new institutions joining the Scheme in 2022–23 includes 77 institutions since Declaration 4 of 2022 on 21 June 2022. These are counted as joining in 2022–23 due to onboarding processes following the declaration alongside all other institutions that joined in 2022–23.

## Part 2 – Annual Performance Statements

### Outcome 2 – Families and Communities

**Table 2.5: Women’s Safety – 1800RESPECT**

| <b>1800RESPECT</b>  |
|---|
| <ul style="list-style-type: none"> <li>• Calls answered under 20 seconds – 184,417</li> <li>• Calls answered – 226,171</li> <li>• Calls abandoned post the Interactive Voice Response – 16,751*</li> <li>• Calls abandoned under 5 seconds post the Interactive Voice Response – 2398</li> </ul>  |
| <p>* There are many reasons why a call might be abandoned by a caller, including where it may no longer be safe for the caller to continue</p>  |
| <p>1800RESPECT Service Level Calculation:</p> <ul style="list-style-type: none"> <li>• <math>\text{Calls answered under 20 seconds} / (\text{Calls answered} + \text{Calls abandoned post IVR} - \text{Calls abandoned under 5 seconds post IVR}) = \text{Service Level}</math></li> <li>• <math>184,417 / (226,171 + 16,751 - 2398) = 76.7\%</math></li> </ul> |

#### **Caveat**

- In 2022–23 the department initiated a process for a point in time review of data to validate overall data accuracy and completeness. However, it is acknowledged that the work is not yet completed and as a consequence the department has limited assurance over the accuracy of the reported result of 76.7% of calls answered within 20 seconds. The department will continue to work with providers to improve data assurances moving forward.

**Table 2.6: Women’s Safety – DV Alert Workshops**

| <b>DV-alert</b>   |
|---|
| <ul style="list-style-type: none"> <li>• Target number of workshops – 363</li> <li>• Workshops delivered – 372</li> </ul> |

# Outcome 3 – Disability and Carers

## Key performance results

| Program                                  | Key Activities                       | Target   | Result        |
|--|--------------------------------------|--|---------------|
| 3.1 Disability and Carers                | 3.1.1 Disability Employment Services | At least 40 per cent of job placements sustained to 13 weeks.  | Met           |
|  |                                      | At least 30 per cent of job placements sustained to 26 weeks.  | Met           |
|  |                                      | At least 20 per cent of job placements sustained to 52 weeks.  | Met           |
|  | 3.1.2 Support for Carers             | Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.      | Met           |
|  |                                      | Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced. | Met           |
|  |                                      |  |               |
| 3.2 National Disability Insurance Scheme | 3.2.1 NDIS Transition                | Full Scheme Agreements signed with all states and territories by 30 June 2023.   | Partially Met |
|  | 3.2.2 Development of NDIS Market     | At least 3 per cent reduction in market supply gaps in each financial year   | Not Met       |
|  |                                      | At least 3 per cent increase in NDIS market competition (a decrease in market concentration) in remote areas in each financial year.                         | Met           |

## Part 2 – Annual Performance Statements

### Outcome 3 – Disability and Carers

| Program | Key Activities               | Target  | Result         |
|---------|------------------------------|---|----------------|
|         | 3.2.3 NDIS Participant Plans | At least 25 per cent of working age NDIS participants in paid employment                                  | <b>Not Met</b> |
|         |                              | At least 45 per cent of NDIS participants involved in community and social activities.                    | <b>Not Met</b> |
|         |                              | No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances. | <b>Ongoing</b> |

## Key activity performance

### Program 3.1 Disability and Carers

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

#### Key Activity: 3.1.1 Disability Employment Services

Disability Employment Services (DES) helps individuals with injury, disability, or a health condition to secure and maintain sustainable open employment.

For further information on this key activity, please see 2022–23 Corporate Plan page 46.

#### 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. | <b>Target</b>     | <b>2020–21<br/>Actual<br/>result</b> | <b>2021–22<br/>Actual<br/>result</b> | <b>2022–23<br/>Actual<br/>result</b> | <b>Outcome</b> |
|  | ≥ 40% to 13 weeks | 44%                                  | 42%                                  | 41%                                  | Met            |
| ◆ 3.1.1-1B At least 30% of job placements sustained to 26 weeks. | <b>Target</b>     | <b>2020–21<br/>Actual<br/>result</b> | <b>2021–22<br/>Actual<br/>result</b> | <b>2022–23<br/>Actual<br/>result</b> | <b>Outcome</b> |
|  | ≥ 30% to 26 weeks | 36%                                  | 37%                                  | 37%                                  | Met            |
| ◆ 3.1.1-1C At least 20% of job placements sustained to 52 weeks. | <b>Target</b>     | <b>2020–21<br/>Actual<br/>result</b> | <b>2021–22<br/>Actual<br/>result</b> | <b>2022–23<br/>Actual<br/>result</b> | <b>Outcome</b> |
|  | ≥ 20% to 52 weeks | 21%                                  | 24%                                  | 25%                                  | Met            |

Source: Corporate Plan 2022–23 page 46 and October PBS 2022–23 page 70.



**Program Analysis**

Between June 2022 and June 2023, the number of DES participants decreased by 9.3 per cent (27,505) from 296,485 to 268,980.

Between 2021–22 and 2022–23, the number of DES employment placements (also known as employment Anchors)<sup>a</sup> decreased by 16.5 per cent (or 17,703), from 107,462 to 89,759. Over the same period the number of job placements sustained to 26 weeks decreased by 5.3 per cent (or 2,548), from 48,419 to 45,871.

Labour market conditions in Australia have declined from the peak in June 2022 post the COVID-19 pandemic. The Internet Vacancy Index (IVI)<sup>b</sup> (measurement of job listings on recruitment websites) decreased between June 2022 and June 2023 by 8.9 per cent. The decline in labour market conditions is likely contributing to the decreased DES job placements during 2022–23, compared to 2021–22.

In the October 2022 budget, it was announced that a new specialist disability employment services model will be developed to replace the current DES program from 1 July 2025. The existing DES Program has been extended for two years while detailed reform work is conducted, with immediate adjustments made to boost the quality of services and a new Quality Framework in place from July 2023.<sup>c</sup>

In addition to the program measures reported here, the department also monitors DES provider performance. There are three KPIs to measure DES Provider performance being – quality, efficiency and effectiveness. The DES Star Ratings is the effectiveness measure of provider performance. Star Ratings measures the relative rate at which DES providers achieve employment and other outcomes, taking into account economic and labour market conditions. On 9 December 2022, the Minister for Social Services announced an investigation into the Disability Employment Services Star Ratings following a coding error impacting how Star Ratings were calculated. As a result the use of Star Ratings was suspended. The measurement of performance of providers in the DES program remains under consideration by the department.

While the underpinning outcomes data is used for both performance measure reporting and Star Ratings, they are calculated independently of each other and do not use the same methodology.

### Caveats and Disclosures

Only 13, 26 and 52 week outcomes (job placements sustained to 13, 26 and 52 weeks) lodged by DES providers by 30 June 2023 in the IT system are considered valid and are included in the numerator for the rate calculations in the performance measures. For various reasons, it may take some time for a DES providers to lodge the outcome in the IT system after it becomes available. It is difficult to reliably estimate the possible effect of this on the performance measures, including because it is unknown how many of the outcomes not yet lodged meet the Guidelines requirements for the outcome. In addition, a small number of outcomes are lodged in the IT system as special claims. When this occurs the necessary data keys to reliably link them to job placements is not available and they are excluded from the numerator. The estimated affect for all three performance measures is a maximum of +0.17 percentage point increase to the 2022–23 actual result and no estimated effect on the 2022–23 actual results after rounding. Noting that the estimated affect is based on special claims lodged to 30 June 2023, additional relevant special claims could be lodged after 1 July 2023.

When a DES participant changes job, after the initial job placement, and continues tracking to the employment outcome this second or subsequent job is also counted within denominator record of the rate calculation. In addition, when a DES participant loses employment, ceasing tracking to an employment outcome and subsequently is placed in a new job within the same Period of Service (within the same available 24 months of Employment Assistance) is also part of the denominator.

- a. An Employment Placement is Anchored by moving a Participant into the Post Placement Support phase of DES, and is recorded on the department's IT Systems when a Participant starts progressing to an Employment Outcome.
- b. Source: Jobs and Skills Australia website, Internet Vacancy Index, IVI Vacancy Report – June 2023.
- c. Source: The Hon Amanda Rishworth MP, media release, 25 October 2022, Ensuring people living with disability have the support they need | Department of Social Services Ministers ([www.dss.gov.au](http://www.dss.gov.au))

### Rationale and Methodology

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Source: Published in the 2022–23 Corporate Plan page 46 and 47

The DES program data is sourced from the Employment Business Intelligence Warehouse, managed by the Department of Employment and Workplace Relations.

## Part 2 – Annual Performance Statements

### Outcome 3 – Disability and Carers

#### Key Activity: 3.1.2 Support for Carers

Support for Carers aims to provide assistance, support, and services for carers.

For further information on this key activity, please see 2022–23 Corporate Plan page 48.

#### Performance Measure

**3.1.2-2** – Extent to which carers who are registered with Carer Gateway local service providers' wellbeing is assessed as improved.

#### Target

|   |               |                                  |                |
|---|---------------|----------------------------------|----------------|
| ◆ 3.1.2-2A Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.      | <b>Target</b> | <b>2022–23<br/>Actual result</b> | <b>Outcome</b> |
|   | ≥ 30%         | 32%                              | Met            |
| ◆ 3.1.2-2B Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced. | <b>Target</b> | <b>2022–23<br/>Actual result</b> | <b>Outcome</b> |
|   | ≥ 30%         | 34%                              | Met            |

Source: Corporate Plan 2022–23 page 49 and October PBS 2022–23 page 71.

#### Program Analysis

2022–23 represented the third full year of operation for the Carer Gateway program. Given the maturity in reporting for the program, this is the first year that a new measure reporting on the 'extent to which carers who are registered with Carer Gateway local service providers' wellbeing is assessed as improved' has been introduced.

Monitoring improvement in carer wellbeing is a longer-term outcome, and the proportion of carers with improved wellbeing is an important measure of the impact of this program. Reporting carer wellbeing outcomes for clients measures the department's performance in providing support for carers, read in conjunction with the number of people assisted through carer support programs at Table 3.3. The inclusion of this effectiveness measure about wellbeing outcomes for client carers replaces the previous measure 'annual increase in people accessing Carer Gateway'.

The proportion of carers registered with Carer Gateway assessed with improved wellbeing for both the period 1 July 2022 to 30 June 2023, and recorded over the whole period since the program commenced to 30 June 2023, exceeded the targets. In addition to access and quality of carer supports, a range of other factors influence wellbeing for carers including the caring relationship circumstances and employment. These are taken into account in the assessment of improved carer wellbeing.

In 2022–23, the number of carers assisted through Australian Government carer support programs, including Carer Gateway continued to increase compared to previous years. The increase in number of carers assisted through the carer support programs as outlined at Table 3.3, can primarily be attributed to increased number of carers accessing services through Carer Gateway service providers, and increased registrations to the online carer peer support forum.

A communications campaign for Carer Gateway was launched on 16 October 2022, to raise awareness of Carer Gateway services and support, and promote the tag line *'help for those who might never ask'* to acknowledge that many people do not identify as a carer. In the first six months following the campaign launch, the number of Carer Gateway website users increased by more than 280 per cent, compared to the number of website users in the six months before the campaign.

### Caveats and Disclosures

- 3.1.2-2A: In the current reporting period from 1 July 2022 to 30 June 2023, 39 per cent of carers registered with Carer Gateway with an assessment in the period, were considered fully assessed (undertaken at least two Carers Star™ assessments).
- 3.1.2-2B: In the cumulative reporting period from 1 January 2020 to 30 June 2023, 38 per cent of carers registered with Carer Gateway were considered fully assessed (undertaken at least two Carers Star™ assessments).
- From 2022–23 the department has ceased reporting on 'annual increase in people accessing Carer Gateway', noting the inclusion of the more meaningful 'Carer Wellbeing' DEX measure from 2022–23. The department has considered the limitations to third party data collection and available verification, along with the presentation of the most meaningful measurement of performance for this program.
- Data results are produced using Data Exchange QLIK Sense client outcomes reporting. QLIK Sense pairs available earliest and latest SCORE data entered in DEX for each client, and produces the percentage of carers who are assessed as having improved wellbeing.
- The 'Carer Wellbeing' DEX measures are being reported for the first time in 2022–23 and therefore were not part of the 2021–22 independent client survey. As such independent assurance of response bias has not yet been undertaken.
- The department undertook assurance of the DEX data. Refer to page 109 for a summary.

### Rationale

This measure aims to demonstrate the effectiveness of Support for Carers in relation to one of the long term outcomes of the Integrated Carer Support Service (ICSS): *improve carer wellbeing*.

Targeting the number of Carer Gateway registered carers assessed as having improved wellbeing, demonstrates the effectiveness of the program activity in improving outcomes for carers. This is an ongoing measure, with two targets:

- static target result for the proportion of number of carers with assessed improved wellbeing within the performance reporting period, and
- increasing target result for the proportion of carers with assessed improved wellbeing in outyears for all registered carers since the program commenced, recognises that improved carer wellbeing is a longer-term outcome. Reporting on the proportion of all registered carers with increased wellbeing on an annual basis also reflects an expectation of increasing carer wellbeing as the program matures and carer access increases.

The targets will continue to be monitored and re-assessed over future years, as there is increased carer wellbeing outcomes trend evidence available. The future-year targets are informed by trends to date.

**Methodology**

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The static target result of the number of carers with assessed improved wellbeing within the performance reporting period is calculated using data from Carers Star™ needs assessments, where the assessment is reported in the current reporting period. A previous assessment must have occurred in either the same reporting period or a previous period.

The increasing target result of carers with assessed wellbeing for all registered carers since the program commenced is calculated using data from Carers Star™ needs assessments, across all reporting periods from 1 January 2020 to 30 June 2023.

Data results are produced using Data Exchange QLIK Sense client outcomes reporting. QLIK Sense pairs available earliest and latest SCORE data entered in DEX for each client, and produces the percentage of carers who are assessed as having improved wellbeing.

The data sources used for this calculation are:

- Carer Star™ needs assessments conducted by Carer Gateway service providers and entered into the Data Exchange.

### 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

The National Disability Insurance Scheme (NDIS) Transition aims to support national implementation of the NDIS in accordance with intergovernment agreements.

For further information on this key activity, please see 2022–23 Corporate Plan page 50.

#### Performance Measure

**3.2.1-1** – DSS works with states and territories and the NDIA to support national implementation of the NDIS in accordance with inter government agreements.

#### Target

| ◆ 3.2.1-1A Full Scheme Agreements signed with all states and territories by 30 June 2023. | Target   | 2022–23 Actual result   | Outcome       |
|---|--|---|---------------|
|   | Full Scheme Agreement signed with all states and territories | Full Scheme Agreements have been signed with all states and territories, except for Western Australia (WA). | Partially Met |

Source: Corporate Plan 2022–23 page 50 and October PBS 2022–23 page 74.

#### Program Analysis

The target for Performance Measure 3.2.1-1 has been partially met, as the Commonwealth signed Full Scheme NDIS Bilateral Agreements with all states and territories, except WA, by 30 June 2023.

The Commonwealth is currently negotiating a Full Scheme Bilateral Agreement with WA. There is an expectation that WA will sign a Full Scheme Agreement.

Previously, a Bilateral Agreement for the Transition to the NDIS in Western Australia (the Transition Agreement) existed between the Commonwealth and WA Governments. The Transition Agreement expired on 30 June 2023, and the Heads of Agreement (HoA) already executed between the Commonwealth and the WA governments is now in effect.

The WA HoA is a high level statement of commitment that covers key aspects of the arrangements that apply after transition. It is consistent with the terms of the Full Scheme Agreements signed with other jurisdictions, including that WA contribute financially on the same basis as other jurisdictions that have signed a Full Scheme Agreement.

#### Rationale and Methodology

Source: Published in the 2022–23 Corporate Plan page 50.

**Key Activity: 3.2.2 Development of NDIS market**

Development of the National Disability Insurance Scheme (NDIS) market supports the development of an efficient, effective, and mature market and workforce for the NDIS.

For further information on this key activity, please see 2022–23 Corporate Plan page 51.

**Performance Measure**

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

**Target**

|   | Target | 2022–23 Actual result | Outcome |
|---|--------|-----------------------|---------|
| ◆ 3.2.2-1A At least 3% reduction in market supply gaps in each financial year.  | ≥ 3%   | -10.0%                | Not Met |
| ◆ 3.2.2-1B At least 3% increase in NDIS market competition (a decrease in market concentration) in remote areas in each financial year. | ≥ 3%   | 7.7%                  | Met     |

Source: Corporate Plan 2022–23 page 51 and October PBS 2022–23 page 74.

**Program Analysis**

Market supply gaps widened by 10.0 per cent in 2022–23, indicating that there is a wider distribution of utilisation rates than previous years (i.e. proportion of unspent budgets below median utilisation). Large percentage changes of supply gaps may have a small impact, as the overall gap widened from 8.0 per cent in 2021–22 to 8.8 per cent in 2022–23. Worker shortages may be impacting market supply gaps along with other factors such as participants on higher plans receiving more supports than those on lower plans.

NDIS market competition in remote areas increased in 2022–23 by 7.7 per cent. This improvement could indicate an increase in the number of registered providers working in remote areas or a more evenly distributed market share across providers in remote areas. The National Disability Insurance Agency (NDIA) is continuing to work with stakeholders on a range of interventions to address thin market issues in remote areas. These interventions include 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.

A registered NDIS provider is a person or organisation registered with the NDIS Quality and Safeguards Commission in accordance with the National Disability Insurance Scheme Act 2013. As more participants access supports through self-managed plans, there is less visibility of providers and the types of specific supports being accessed. This is because payments are made directly to the participant, not the provider.

**Caveats and Disclosures**

- NDIS authorised datasets at the end of the financial years were used and are subject to payment data lag.
- Market supply gaps analysis is based on data from the first 3 quarters of each financial year due to payment lags (i.e. providers claiming well after service is provided).
- Market supply gaps analysis is based on data for NDIS participants that have been in the scheme for 2 years or more, and excludes in-kind arrangements where supports are arranged by state and territory governments.
- 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 measures actual service delivery by registered NDIS providers in the relevant period only and cannot be compared with the performance results from 2021–22. Self-managed payments have been excluded. In the June 2023 quarter, self-managed payments were 12 per cent of all NDIS payments. This has remained between 12 and 13 per cent over the past two years.
- Both targets have been updated to remove “up to 30 June” and replaced with “in each financial year” for greater clarity. This is because the result is assessed within each year and is not specific to a particular deadline.

**Rationale and Methodology**

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Source: Published in the 2022–23 Corporate Plan page 51.



## Part 2 – Annual Performance Statements

### Outcome 3 – Disability and Carers

#### Key Activity: 3.2.3 NDIS Participant Plans

National Disability Insurance Scheme (NDIS) Participant Plans provide support to people with disability to participate in and contribute to their community. The NDIS is Australia's first national Scheme for people with disability. It provides funding directly to people with a disability, moving away from the previous system of providing block funding to agencies and community organisations.

For further information on this key activity, please see 2022–23 Corporate Plan page 53.

#### Performance Measure

3.2.3-1 – Extent to which NDIS participant outcomes are met.

##### Target

|   | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|---|--------|-----------------------------|-----------------------------|-----------------------------|---------|
| ◆ 3.2.3-1A At least 25% of working age NDIS participants in paid employment               | ≥ 25%  | 22%                         | 22%                         | 22%                         | Not Met |
| ◆ 3.2.3-1B At least 45% of NDIS participants involved in community and social activities. | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|   | ≥ 45%  | 45%                         | 43%                         | 42%                         | Not Met |

Source: Corporate Plan 2022–23 page 54 and October PBS 2022–23 page 75.

#### Performance Measure

3.2.3-2 – Progress towards targets relating to younger people in residential aged care (YPIRAC).

##### Target

|  | Target                  | 2020–21<br>Actual<br>result  | 2021–22<br>Actual<br>result  | 2022–23<br>Actual<br>result  | Outcome |
|--|-------------------------|--|--|--|---------|
| ◆ 3.2.3-2A No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances. | Progress towards target | 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 | 2,423 people under the age of 65 were living in residential aged care at 31 December 2022* | Ongoing |

Source: Corporate Plan 2022–23 page 54 and October PBS 2022–23 page 75.

## Program Analysis

### Participant Outcomes

Economic participation for NDIS participants of working age (15 and over) has remained constant in recent years at 22 per cent, lower than the 25 per cent target.

The data continues to identify participants aged 15 to 24 moving into the workforce (consistent with participants entering the workforce for the first time),<sup>a</sup> offset by more participants aged 45 and over departing economic participation – potentially due to retirement or difficulty reentering the workforce.

The NDIS continues to support increased social and community participation for participants when compared to baseline levels measured at Scheme entry. However, at 30 June 2023, 42 per cent 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, slightly lower than the previous result of 43 per cent at June 2022, and the measure target of 45 per cent.<sup>a</sup>

While further investigation into the reason for this is needed, it may be partly because participants who have been in the Scheme two to four years (i.e. entered between 2018–19 and 2020–21) account for a significant proportion of all participants in the Scheme. These participants have lower levels of improvement than those who have been in the Scheme for longer. There may also be persistent impacts from the COVID-19 pandemic affecting the observed participation rates. As participants remain in the Scheme, social participation rates are expected to improve.

### Younger People in Residential Aged Care

Residential aged care is generally not an appropriate setting for people under the age of 65 years, noting the aged care system is designed to support the needs of older people.

Significant effort across the Commonwealth, states and territories governments is in place to support the achievement of the Royal Commission into Aged Care Quality and Safety target of 'no people under the age of 65 living in residential aged care by 2025'. At 31 December 2022, there were 2,423 people under the age of 65 in residential aged care, which represents a 29.5 per cent decrease from 31 December 2021.<sup>b</sup>

Feedback from agencies and stakeholders working with younger people in residential aged care suggests there are challenges transitioning the remaining younger people out of aged care by 2025:

- they have been living in aged care for a long time and are not seeking alternative care arrangements
- they are living in rural and regional, areas where alternative accommodation and support is limited
- they are not eligible for the NDIS or other Commonwealth funded support, and may fall into a service gap for housing and support services, which is the responsibility of state and territory governments.

## Part 2 – Annual Performance Statements

### Outcome 3 – Disability and Carers

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There are several additional special populations among younger people in permanent care defined as exceptional circumstances. Exceptional circumstances include people who are homeless; Indigenous Australians aged 50–64; and people seeking to be reunited with a spouse who is in permanent care.

#### Caveats and Disclosures

\* The results reflect 6 months of data.

- a. NDIS Quarterly Report to disability ministers 30 June 2023 page 19
- b. Australian Institute of Health and Welfare (AIHW) GEN Aged Care Data as of 31 December 2022) [www.gen-agedcaredata.gov.au/](http://www.gen-agedcaredata.gov.au/).

#### Participant Outcomes

- Data 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 Short Form Outcomes Framework (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 SFOF is used to source the figures on participant outcomes (social and economic participation).
- Participants with plans longer than a year may not be captured if they are not surveyed. Additionally, the data on participant outcomes are subject to response bias as responses are self-reported.
- The NDIA publishes 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. The NDIA applies a range of quality assurance controls (i.e. Audits, Enterprise Data Warehouse controls, standardised operating procedures, executive review) to ensure the reliability, relevance and completeness of the data.

#### Younger People in Residential Aged Care

- Data in line with the definition of exceptional circumstances is not currently available.
- The department has oversight over activities delivered and coordinated by the NDIA and Department of Health and Aged Care (DoHAC) to prevent the entry and facilitate the exit of younger people in residential aged care.
- 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.
- Following the implementation of a new entry process by DoHAC in February 2022, it is anticipated that there will be limited new YPIRAC entries as any new entries will be due to 'exceptional circumstances' only.
- Data in this document is from the Australian Institute of Health and Welfare (AIHW) YPIRAC fact sheet, which reports data as of 31 December 2022.
- Data updates from 1 January 2023 onwards have been delayed to allow additional time to complete data checks following DoHAC's release of a new residential aged care payment system. Due to this, the department has not been able to obtain population data to undertake periodic assurance for the purposes of YPIRAC reporting.

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## Rationale

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### Participant Outcomes

Source: Published in the 2022–23 Corporate Plan page 54–55.

#### Younger People in Residential Aged Care

The target of having no people under 65 years living in residential aged care by 2025 apart from exceptional circumstances demonstrates the effectiveness of the key activity by showing whether NDIS participants are achieving their home and living goals and outcomes.

The Royal Commission into Aged Care Quality and Safety canvassed YPIRAC as part of both its interim and final reports. Recommendation 74 of the Final Report of the Aged Care Royal Commission sought to ensure that, apart from in exceptional circumstances, there are:

- no people under the age of 65 entering residential aged care from 1 January 2022
- no people under the age of 65 living in residential aged care from 1 January 2025.

The targets are based on the Government's view that residential aged care is not designed for younger people living with disability and is not age-appropriate accommodation in most circumstances, and younger people should be supported to have choice in finding more appropriate accommodation and support.

As at 31 December 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.

## Methodology

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### Participant Outcomes

Source: Published in the 2022–23 Corporate Plan page 55.

## 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 independence and participation for people with disability, and support for carers.

The numbers of people with disability and carers receiving supports funded by the department indicate the breadth of support provided by the department, while the financial figures indicate the department's level of investment to improve outcomes for people with disability and their carers.

**Table 3.1: Number of participants**

|   | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|---|---------|---------|---------|---------|
| <b>3.1.1 Disability Employment Services</b>                       |         |         |         |         |
| Number of Disability Employment Service participants <sup>a</sup> | 283,981 | 315,926 | 296,485 | 268,980 |

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

|   | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|---|---------|---------|---------|---------|
| <b>3.1.1 Disability Employment Services</b> |         |         |         |         |
| Disability Employment Services <sup>b</sup> | 110     | 109     | 104     | 93      |

**Table 3.3: Number of individuals assisted**

|                                 | 2019–20 | 2020–21 | 2021–22 | 2022–23 <sup>c</sup> |
|---------------------------------|---------|---------|---------|----------------------|
| <b>3.1.2 Support for Carers</b> |         |         |         |                      |
| Number of carers assisted       | 73,005  | 62,131  | 91,523  | 123,568              |

**Table 3.4: Number of organisations contracted or receiving funding to deliver services<sup>d</sup>**

|                                 | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|---------------------------------|---------|---------|---------|---------|
| <b>3.1.2 Support for Carers</b> |         |         |         |         |
| Support for Carers              | 86      | 13      | 13      | 13      |

Table 3.5: Number of participants

|                              | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|------------------------------|---------|---------|---------|---------|
| <b>3.2.1 NDIS Transition</b> |         |         |         |         |
| Number of NDIS participants  | 391,999 | 466,619 | 534,655 | 610,502 |

**Caveats**

- The number of DES participants on the caseload as at 30 June in the financial year.
- The number of DES providers (distinct count) as at 30 June in the financial year.
- The figure for 2022–23: Number of carers assisted refers to the number of carers supported through the Integrated Carer Support Service and reported within the Data Exchange for 2022–23, 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 2022–23: 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.
  - In previous years the number of people accessing Carer Gateway was included as supporting information to measure 3.1.2-1A. However, as the department is now reporting on carer wellbeing this supporting information is no longer included.

Table 3.6: 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                | 2022–23               |
|--|-------------------------|-------------------------|------------------------|-----------------------|
| <b>3.2.2 Development of the NDIS market</b>  |                         |                         |                        |                       |
| 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<br>22 Projects | \$10.36m<br>22 Projects | \$8.76m<br>17 Projects | \$1.71m<br>8 Projects |

Table 3.7: NDIS Transition: Scheme Agreements

| Agreement  | Date Signed      |
|--|------------------|
| Bilateral Agreement between the Commonwealth of Australia and the State of New South Wales on the National Disability Insurance Scheme     | 25 May 2018      |
| Bilateral Agreement between the Commonwealth of Australia and the State of South Australia on the National Disability Insurance Scheme     | 29 June 2018     |
| Bilateral Agreement between the Commonwealth of Australia and the State of Tasmania on the National Disability Insurance Scheme            | 10 December 2018 |
| Bilateral Agreement between the Commonwealth of Australia and the Northern Territory on the National Disability Insurance Scheme           | 29 March 2019    |
| Bilateral Agreement between the Commonwealth of Australia and the Australian Capital Territory on the National Disability Insurance Scheme | 22 March 2019    |
| Bilateral Agreement between the Commonwealth and Victoria on the National Disability Insurance Scheme                                      | 17 June 2019     |
| Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme                       | 9 July 2019      |

# Outcome 4 – Housing

## Key performance results

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



## 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

The National Housing and Homelessness Agreement (NHHA) commenced on 1 July 2018 and has provided 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.

Funding arrangements under the NHHA expired on 30 June 2023. As such, the Government has offered states and territories a one-year extension to 30 June 2024. This extension will provide states and territories approximately \$1.7 billion, which includes an additional \$67.5 million of funding to assist the sector to address the homelessness challenges revealed in the 2021 Census. The 12-month extension provides further time to work with state and key stakeholders to implement the Government's housing agenda.

For further information on this key activity, please see 2022–23 Corporate Plan page 57.

### 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<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|--|--------|-----------------------------|-----------------------------|-----------------------------|---------|
| <p>◆ 4.1.1-1A 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:</p> <ul style="list-style-type: none"> <li>• having a publicly available housing strategy</li> <li>• having a publicly available homelessness strategy</li> <li>• contributing to the ongoing collection and transparent reporting of agreed data</li> <li>• providing annual statement of assurance reports outlining their housing and homelessness expenditure.</li> </ul> <p>*The Government has offered states a one-year extension of the NHHA to 30 June 2024. Funding beyond 2023–24 is subject to negotiation.</p> | 100%   | 100%                        | 100%                        | 100% <sup>a</sup>           | Met     |

Source: Corporate Plan 2022–23 page 57 and October PBS 2022–23 page 82.

### Performance Measure

**4.1.1-2** – National reporting by states and territories on the number of dwellings for social housing and the number of specialist homelessness services delivered.

#### Target

|   | Target  | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result                                  | 2022–23<br>Actual<br>result  | Outcome |
|---|---|-----------------------------|--|------------------------------|---------|
| <p>4.1.1-2A States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.</p> <p>*The Government has offered states a one-year extension of the NHHA to 30 June 2024. Funding beyond 2023–24 is subject to negotiation.</p> | 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 in 2021–22 Annual report Page 120–121 | Refer output to tables below | Met     |

Source: Corporate Plan 2022–23 page 58 and October PBS 2022–23 page 82.

## Part 2 – Annual Performance Statements

### Outcome 4 – Housing

#### Program Outputs

#### Number of social housing dwellings by category as at 30 June 2022

| Social housing category                              | NSW    | VIC    | QLD    | WA     | SA     | TAS   | ACT    | NT    | AUS     |
|--|--------|--------|--------|--------|--------|-------|--------|-------|---------|
| Public housing dwellings                             | 96,712 | 63,987 | 52,643 | 32,034 | 31,591 | 4,999 | 10,744 | 4,890 | 297,600 |
| State owned and managed Indigenous housing dwellings | 4,120  | ..     | 3,229  | ..     | 1,350  | 164   | ..     | 5,428 | 14,291  |
| Community housing tenancy units                      | 54,292 | 16,159 | 11,524 | 6,571  | 12,430 | 9,252 | 958    | 495   | 111,681 |
| Indigenous community housing                         | 3,989  | 1,864  | 5,184  | 2,698  | 681    | 96    | ..     | 1,790 | 16,302  |

Source: Report on Government Services 2023

#### Number of specialist homelessness services clients by priority cohort as at 30 June 2022

| Priority Cohorts  | NSW    | VIC    | QLD    | WA     | SA    | TAS   | ACT   | NT    | National <sup>b</sup> |
|---|--------|--------|--------|--------|-------|-------|-------|-------|-----------------------|
| Indigenous clients  | 21,373 | 11,168 | 15,108 | 12,220 | 4,487 | 1,106 | 736   | 7,757 | 72,869                |
| Young people (15–24 presenting alone)                                   | 12,911 | 11,884 | 5,603  | 2,762  | 3,056 | 1,399 | 716   | 1,414 | 39,300                |
| Clients who return to homelessness after achieving housing <sup>c</sup> | 4,368  | 5,735  | 2,782  | 1,262  | 1,316 | 625   | 273   | 408   | 16,093                |
| Older clients   | 5,324  | 10,844 | 3,238  | 2,706  | 1,271 | 955   | 300   | 844   | 25,326                |
| Clients who have experienced family and domestic violence               | 26,259 | 45,999 | 13,511 | 10,128 | 5,238 | 1,741 | 1,505 | 4,784 | 107,683               |
| Clients exiting custodial arrangements and leaving care                 | 3,298  | 7,004  | 1,730  | 860    | 949   | 540   | 303   | 481   | 15,003                |

Source: Specialist homelessness services 2021–22

## Program Analysis

Under the NHHA, the Australian Government provided around \$1.6 billion to the states and territories in 2022–23 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 Productivity Commission (PC) publicly released its study report on the effectiveness and appropriateness of the objectives, outcomes and outputs of the NHHA on 30 September 2022.<sup>d</sup> The report found a number of shortcomings with the NHHA including that the performance reporting framework is not sufficient to hold governments to account. It noted any future funding arrangements will be an opportunity for governments to work together on a national reform agenda to make housing more affordable. The Government will consider the recommendations of the Productivity Commission's report 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 NHHA's contribution to the housing and homelessness outputs and report on how states and territories spend the funding provided under the NHHA. 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 remains largely unchanged from 30 June 2021 to 30 June 2022 at around 440,000 dwellings across the four social housing categories as at 30 June 2022.<sup>e</sup>

The Productivity Commission's 2023 Report on Government Services reported states' capital expenditure on social housing in 2021–22 was \$2.7 billion, an increase of \$583 million from 2020–21. Total expenditure on social housing by states and territories was around \$7.3 billion in 2021–22, an increase of \$606 million from 2020–21. For historical and comparative purposes, this was around \$5.8 billion in the first year of the NHHA (2018–19).<sup>f</sup>

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.).

In 2021–22, SHS agencies provided support to 272,694 clients down from around 278,275 in 2020–21. In 2021–22, on average, there were nearly 300 unassisted requests per day; a total of around 105,000 unassisted requests for 2021–22, which was around 8,900 less than in 2020–21 (114,000).<sup>g</sup>

## Part 2 – Annual Performance Statements

### Outcome 4 – Housing

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#### Caveats and Disclosures

- The quality of statements of assurance (which are key NHHA reporting mechanisms) vary between states and territories.
  - Statements of assurance are focussed on outputs rather than outcomes.
  - The Government has offered states and territories a one-year extension of the NHHA to 30 June 2024. Funding beyond 2023–24 is subject to negotiation.
- a. Results reported at 30 June 2023 are for 2021–22. 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. Note that figures for Indigenous community housing as reported in the Report on Government Services are not directly comparable to indigenous housing dwellings reported in the DSS 2021-22 annual report which includes funded and unfunded providers.
  - c. Describes the number of specialist homelessness services clients who experienced an episode of homelessness during the financial year and a pattern of homeless–housed–homeless in the 24 months prior to the most recent record of homelessness.  
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, 2021–22; Quality Statement (aihw.gov.au) State Owned and Managed Indigenous Housing Data Collection, 2021–22; Quality Statement (aihw.gov.au) Community Housing Data Collection, 2021–22; Quality Statement (aihw.gov.au) Indigenous Community Housing Collection, 2021–22; Quality Statement (aihw.gov.au)
  - d. Australian Government Productivity Commission Report on Government Services 2023, available at: <https://www.pc.gov.au/ongoing/report-on-government-services/2023/housing-and-homelessness>.
  - e. 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.
  - f. 2021–22 Specialist Homelessness Services Annual Report. An 'unassisted request for service' is an instance where a person(s) who approaches an agency is unable to be provided with any assistance.

#### Rationale and Methodology

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Source: Published in the 2022–23 Corporate Plan page 58–59.

### 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) aims to increase the supply of affordable rental dwellings and reduce rental costs for low and moderate income households. 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 per cent 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** – Incentives are issued in a timely manner to approved participants.

##### Target

| ◆ 4.2.1-1A At least 90% of statements of compliance are processed within 60 business days. | Target | 2020–21 Actual result <sup>a</sup> | 2021–22 Actual result <sup>b</sup> | 2022–23 Actual result <sup>c1-2</sup> | Outcome |
|--|--------|------------------------------------|------------------------------------|---------------------------------------|---------|
|  | ≥ 90%  | 94.3%                              | 98.4%                              | 94.1%                                 | Met     |

Source: Corporate Plan 2022–23 page 60 and October PBS 2022–23 page 83.

#### Performance Measure

**4.2.1-2** – Incentives delivered through the National Rental Affordability 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% allocations set under the National Rental Affordability Scheme are active and receiving incentive payments. | Target | 2020–21 Actual result <sup>a</sup> | 2021–22 Actual result <sup>b</sup> | 2022–23 Actual result <sup>c1</sup> | Outcome |
|---|--------|------------------------------------|------------------------------------|-------------------------------------|---------|
|   | ≥ 90%  | 94.5%                              | 93.6%                              | 94.5%                               | Met     |

Source: Corporate Plan 2022–23 page 61 and October PBS 2022–23 page 83.

## Part 2 – Annual Performance Statements

### Outcome 4 – Housing

#### Calculation

|  | 2020–21 <sup>a</sup> | 2021–22 <sup>b</sup> | 2022–23 <sup>c1</sup> |
|--|----------------------|----------------------|-----------------------|
| Total allocations receiving a payment in NRAS year | 34,014               | 32,454               | 30,630                |
| Maximum allocations available for NRAS year        | 35,989               | 34,657               | 32,417                |
| Percentage target                                  | 94.5%                | 93.6%                | 94.5%                 |

#### Program Outputs

##### Output data for NRAS quarterly summary

| NRAS Quarterly Summary  | Jun Qtr<br>2021 | Sep Qtr<br>2021 | Dec Qtr<br>2021 | Mar Qtr<br>2022 | June Qtr<br>2022 |
|-------------------------|-----------------|-----------------|-----------------|-----------------|------------------|
| Active allocations      | 31,570          | 30,914          | 30,011          | 28,127          | 27,012           |
| Provisional allocations | 847             | 751             | 730             | 469             | 410              |
| <b>Total</b>            | <b>32,417</b>   | <b>31,665</b>   | <b>30,741</b>   | <b>28,596</b>   | <b>27,422</b>    |

#### Program Analysis

These indicators measure the extent to which approved participants meet the regulatory requirements of the Scheme and deliver affordable rental housing to low and moderate income households.

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).

As results against the performance measures are met, this indicates:

- the department has demonstrated the efficient achievement of a key output through providing incentives in a timely manner to approved participants who rent dwellings to eligible tenants at a rate at least 20 per cent below market rent; and
- the majority of approved participants are meeting the regulatory requirements of the Scheme, including tenanting dwellings to low to moderate income earners.<sup>d</sup>

### 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) are reported, as full payment data for the 2021–22 NRAS year.
- c1. Results for the 2021–22 NRAS year (1 May 2021 to 30 April 2022) and the correlated 2021–22 financial year are reported, as full payment data for the 2022–23 NRAS year was not available at time of publication.
- c2. This measure will show trends in performance on a consistent basis over time, noting a small change in reporting methodology for the 2022–23 financial year. The new approach utilises the date the approved participant notifies the department their Statements of Compliance are ready to be assessed as the commencement of the 60 day period, this minor change to the methodology better aligns with current processing procedures.
- d. The department publishes a report on the NRAS tenant demographics, which includes household composition and income brackets at [www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme/national-rental-affordability-scheme-performance-reporting](http://www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme/national-rental-affordability-scheme-performance-reporting).
  - 4.2.1-1 Performance Measure and Target description have been updated to better reflect the department's measurement of timeliness for this activity.

### Rationale

Source: Corporate Plan 2022–23, pages 60–61.

### Methodology

The methodology for **4.2.1-1** is as follows:

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

- an approved participant notifies the department they have submitted a finalised statement of compliance.
- funds are released or the refundable tax offset certificate is issued for the relevant statement of compliance.

The data source used for this calculation is the Department of Social Services' Grants Processing System and the date of the notification email from the approved participant.

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. Please note:

- results for the 2021–22 National Rental Affordability Scheme year (1 May 2021 to 30 April 2022) and the correlated 2021–22 financial year are reported, as full payment data for the 2022–23 National Rental Affordability Scheme year was not available at time of publication.

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



## Addendum 5: Outcome 4 – Housing – Supporting Information

Table 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 | 2022–23 <sup>a</sup> |
|---|---------|---------|---------|----------------------|
| <b>4.2.1 National Rental Affordability Scheme</b> |         |         |         |                      |
| Cash  | 12,244  | 11,531  | 10,444  | -                    |
| RTO   | 22,829  | 22,586  | 22,190  | -                    |
| Total   | 35,073  | 34,117  | 32,634  | -                    |

### Caveats

- a. Results for the 2021–22 NRAS year (1 May 2021 to 30 April 2022) and the correlated 2021–22 financial year are reported. Full payment data for the 2022–23 NRAS year was not available at time of publication.

# Cross Outcome – Program Support

## Advice and support to Ministers

### CROSS OUTCOME – Program Support

The following Key Activity is reported at the entry 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

**CO1-1** Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the 4 outcomes.

#### Target

|  | Target | 2020–21<br>Actual<br>result | 2021–22<br>Actual<br>result | 2022–23<br>Actual<br>result | Outcome |
|--|--------|-----------------------------|-----------------------------|-----------------------------|---------|
| CO1-1A – At least 95% of ministerial briefs and correspondence across the 4 outcomes are provided on time. | 95%    | 81%                         | 79%                         | 71%                         | Not Met |

#### Program Analysis

There were some unavoidable delays in providing items to the new ministerial offices post-election as systems and processes were established. The department will continue to improve and proactively manage ministerial briefs and correspondence to ensure timely advice and support is provided to Ministers and Assistant Ministers.

#### Rationale

This measures the timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers in order to allow Ministers and Assistant Ministers to make decisions that support the department to achieve its objectives. This is a proxy for measuring efficiency of Program Support in achieving an objective of the key activity: Timely advice and support Portfolio Ministers and Assistant Ministers.

Targeting at least 95 per cent of ministerial briefs and correspondence are provided on time across the four outcomes demonstrates the efficiency of the key activity by showing the Ministers and the Assistant Ministers are provided with timely advice and support from the department most of the time.

This measure was not included in the 2022–23 Corporate Plan and has been added to the 2022–23 performance statements to reflect the department’s policy role.

**Methodology**

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The department reviews and filters records from the Parliamentary Document Management System relevant to the evaluation of the performance measure. The number of records provided on time is based on the associated due date.

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

## DEX Assurances

The department undertook a suite of tests on the DEX data for the following programs:

- Families and Children – tests 1 to 4
- Women's Safety – DV Alert – test 1
- Women's Safety – Keeping Women Safe in Their Homes – tests 1 and 3
- Financial Wellbeing and Capability – tests 1 to 4
- Support for Carers – tests 1 to 3

The department conducted an analysis of the programs' service providers to compare their service delivery reporting patterns to look for outliers or anomalies. DSS will continue to work with service providers to build their capability to report into DEX.

A suite of tests are applied to data sourced from the Data Exchange for these measures:

1. Confirming client activity by using DEX Statistical Linkage Key (SLK) matching with DSS Social Security payment data – this test will verify clients reported by service providers and increase confidence in the accuracy and validity of data.
2. DEX Representative Analysis – analysis of the extent to which those clients that have a score assessment analysis are representative of overall program cohort.
3. Service provider cohort analysis – this test will identify trends or patterns common across the programs reported and use these patterns to validate the reported data and identify outliers or anomalies.
4. Comparative check point in relation to the 2021–22 independent survey – analysis of the extent to which data reported by providers is similar to that reported in 2021–22 and which was found to have negligible or no reporting bias.

The department will implement ongoing data assurance practices of DEX data to assess its appropriateness for future performance reporting.

## Addendum 6: Cross Outcome – Supporting Information

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

|                        | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|------------------------|---------|---------|---------|---------|
| Total on Time          | 482     | 583     | 234     | 515     |
| Total Sent to MO:      | 719     | 799     | 342     | 748     |
| Percentage on Time (%) | 67      | 73      | 68      | 69      |

**Table 5.2: Number of correspondence for Ministers or Assistant Minister Signature**

|                        | 2019–20 | 2020–21 | 2021–22 | 2022–23 |
|------------------------|---------|---------|---------|---------|
| Total on Time          | 1,539   | 1,090   | 841     | 1,441   |
| Total Sent to MO:      | 1,727   | 1,259   | 1,024   | 2,023   |
| Percentage on Time (%) | 89      | 87      | 82      | 71      |

## Grants Administration

In 2022–23 the Hub, in partnership with the department and our client agencies, supported the effective delivery of services to Australian communities through the ongoing management of grants. The below outlines the total number of grants and their value, managed at 30 June 2023.

| Total Number of Grants Managed | Total Value of Grants |
|--------------------------------|-----------------------|
| 31,282                         | \$10.6 billion        |

This includes:

| Number of new grants for 2022–23 | Value of new grants over the life of the agreements* |
|----------------------------------|--|
| 15,438                           | \$4.9 billion  |

\*Excluding fee-for-service arrangements

Over the next 12 months, the Hub will continue to work with DISR and DoF to ensure there is a consistent approach for any performance measures across Grants Hubs.