

Audit report of the 2023–24
annual performance statements

Department of Social Services



INDEPENDENT AUDITOR'S REPORT on the 2023-24 Annual Performance Statements of the Department of Social Services

To the Minister for Finance

Conclusion

In my opinion, the 2023-24 Annual Performance Statements of the Department of Social Services (DSS):

- present fairly DSS' performance in achieving its purposes for the year ended 30 June 2024; 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 – Escaping Violence Payment 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 Escaping Violence Payment component of the Women's Safety measure:

There was a phased rollout of the national case management system over the first six months of the reporting year. There were known data integrity and consistency issues over the first six months of data which predates full national implementation of the case management system. The new national case management system has reduced manual data points to reduce risk of human error with data entry. The department is yet to gain assurance over the operation of the national case management system.

This disclosure is fundamental to a user's understanding of the 2023–24 annual performance statements.

My conclusion is not modified in respect of this matter.

Emphasis of Matter – Our Watch 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 Our Watch component of the Women’s Safety measure:

Given the newness of the measure, the department has only been able to do limited sampling for assurance of the result. The department will have a more extensive sampling process throughout 2024-25, leading into the next performance cycle.

This disclosure is fundamental to a user’s understanding of the 2023–24 annual performance statements.

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



George Sotiropoulos

Group Executive Director, Performance Statements Audit Services Group

Delegate of the Auditor-General

Canberra

11 October 2024

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Annual Performance Statements

Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services, present the 2023-24 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
1 October 2024

Overview

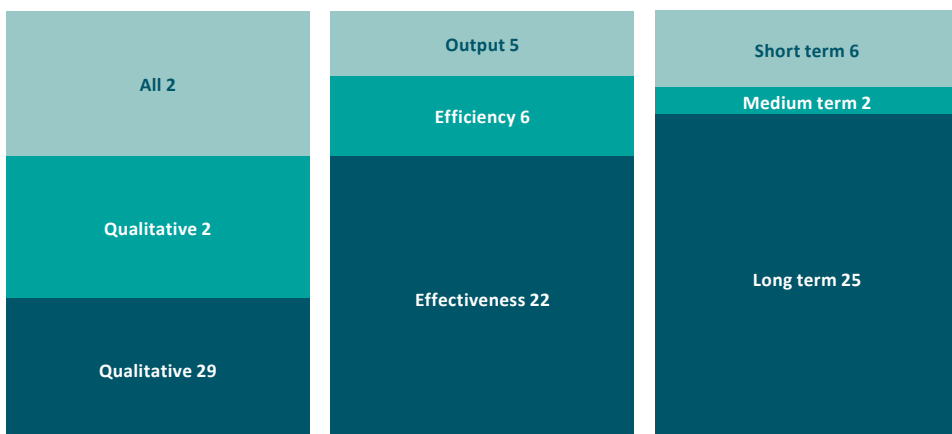
The Annual Performance Statements provide the results of the department's performance for the reporting period. This completes the cycle of performance reporting that commenced with the 2023-24 Portfolio Budget Statements, published on 9 May 2023 and the 2023-24 Corporate Plan, published on 31 August 2023.

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 improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities. The department's purpose is delivered across 4 outcome areas. Within this structure, all outcomes collectively contributing to the department's purpose.

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

Figure 5: Summary of mix of performance measure targets



Subsequent events

- ▶ On 10 July 2024, Minister Rishworth announced a new Disability Employment Service (DES) Performance Framework and supporting Scorecard to measure DES provider performance.
- ▶ On 30 July 2024, the [Australian Government Response to the Disability Royal Commission](#) was released. The program of reform activity, which includes policy and legislative reform, will be staged over several years and aligned with broader disability reforms – as well as mainstream system reforms in health, education, and housing – to support the ongoing involvement of people with disability and enable lasting change.
 - › The Disability Royal Commission was established in 2019 and was the most comprehensive examination of disability policy and services in Australian history, the 2023 final report presented findings of significant experiences of abuse, neglect and discrimination experienced by people with disability.
- ▶ On 22 August 2024, the National Disability Insurance Scheme (NDIS) Amendment (Getting the NDIS Back on Track No 1) Bill 2024 was passed by the Parliament. The Bill provides some important changes to the scheme while Commonwealth and state and territory governments work together to develop rules and consider their broader response to the NDIS Review.

Our performance

For 2023-24, out of the total 33 performance targets the department met 20, partially met one and did not meet 10. Two performance targets remain 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 economic and social wellbeing of individuals, families and vulnerable members of 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 (◆). This year the Annual Performance Statements have included the rationale and methodology for performance measures to provide a complete narrative for the reader.

Figure 6: Performance measure target results overview

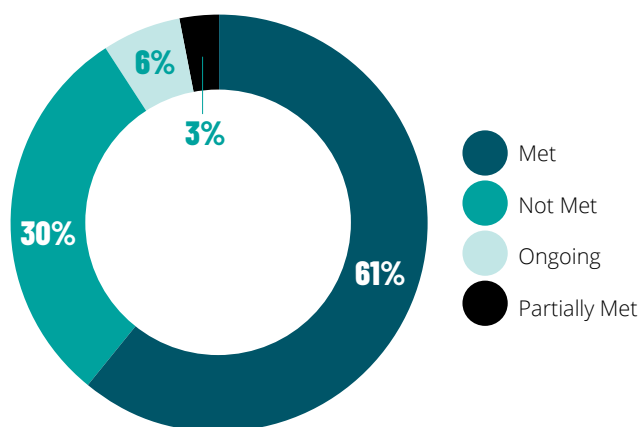


Figure 7: Performance measure target results per outcome



Categorising data sources

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

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

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

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

Key changes for 2023-24³

In the time since the release of the 2023-24 Corporate Plan that was published in August 2023, there have been some further changes to performance measures. A summary of key changes is provided below:

Title	Description
2.1.2 – Women’s Safety	<p>The performance measure, key activity wording adjusted to highlight the initiatives are a departmental led responsibility.</p> <p>Our Watch: Has changed from reporting on the total number of pieces of published content in the financial year to reporting on the number of people engaged.</p> <p>DV-alert: The target has been updated to clarify the number of workshops to be delivered (target ≥ 693 workshops).</p> <p>The Stop it at the Start campaign: Measure updated from delivery of phase 4 to phase 5. Target updated to include the launch of the latest campaign by 30 June 2024.</p> <p>Safe Places Emergency Accommodation program: The target was increased from 231 as at 30 June 2023 to 531 as at 30 June 2024.</p>
2.1.5-1 – Financial Wellbeing and Capability	<p>Calculation methodology for target 2.1.5-1A has been updated so that clients receiving multiple Emergency Relief services on the same day at the same venue are counted once.</p>
3.2.2 – Sector Development Fund and Jobs and Market Fund	<p>This key activity was not in the 2023-24 Corporate Plan and is a new key activity in the 2023-24 APS. Sector Development Fund and Jobs and Market Fund was previously under key activity 3.2.3 NDIS Participant Plans. This better reflects budget appropriations.</p>

³ 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 2023-24 Corporate Plan (published August 2023).

Title	Description
3.2.3 – NDIS Participant Plans	<p>3.2.3-2 A new performance measure and target was introduced this year.</p> <p>Performance Measure: Legislative amendments developed for government.</p> <p>Target: Progress towards legislative amendments being developed for government.</p> <p>In the time since the publication of the 2023-24 Corporate Plan this measure has been added as an interim way to reflect the department’s progress towards the initial work to address findings from the NDIS Review and the Disability Royal Commission.</p>

Outcome 1 – Social Security

Purpose

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

Program and activities

Outcome 1 comprises 7 programs and a number of activities contributing to the achievement of the social security outcome. The diagram below depicts how this purpose is translated into measurable activities.

Outcome 1 – Social Security			
A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.			
Program 1.1 Support for Families	Program 1.2 Paid Parental Leave	Program 1.3 Support for Seniors	
Key activities 1.1.1 Family Tax Benefit 1.1.2 Child Support Scheme	Key activities 1.2.1 Parental Leave Pay	Key activities 1.3.1 Age Pension	
Program 1.4 Financial Support for People with Disability	Program 1.5 Financial Support for Carers	Program 1.6 Working Age Payments	Program 1.7 Student Payments
Key activities 1.4.1 Disability Support Pension	Key activities 1.5.1 Carer Payment and Carer Allowance	Key activities 1.6.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment	Key activities 1.7.1 Youth Allowance (Student), Austudy and ABSTUDY
Cross-Program Rent Assistance			
Key activities Cross-Program Rent Assistance			

Summary and key achievements

In 2023-24, of 9 targets in the Social Security outcome the department met 5 and did not meet 4.

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.

As part of the \$14.6 billion cost of living package announced in the 2023-24 Budget, the department delivered a number of measures to better support people, and to respond to cost of living challenges. Working age and student payments were increased by \$40 per fortnight, in addition to regular indexation. The department also extended eligibility for the higher single JobSeeker Payment rate to recipients aged 55 or over who have been on the payment for nine or more continuous months and expanded access to Parenting Payment (Single) to single parents until their youngest child turns 14. As at June 2024, around 90,000 single parents, around 90 per cent of whom are single mothers, were benefiting from expanded access to Parenting Payment (Single), adding at least \$173.30 per fortnight to the support they receive until their youngest child turns 14. Commonwealth Rent Assistance maximum rates increased by 15 per cent, resulting in around 1.1 million households receiving an additional \$24 per fortnight on average.

In September 2023, the base rates of working-age and student payments including JobSeeker Payment, Youth Allowance, Parenting Payment (Partnered), Austudy, ABSTUDY Living Allowance, Disability Support Pension (Youth), and Special Benefit increased by \$40 per fortnight. As at June 2024, approximately 1.1 million Australians were benefiting from the increase. After applying indexation, single JobSeeker Payment recipients without children received a base payment increase of \$56.10 per fortnight. This is the largest permanent dollar increase to the main adult unemployment benefit in Australia to date.

This year, in response to the recommendations of the Family Law Inquiry, the department commissioned a survey of Separated Parents to review the interaction between the Child Support Scheme and Family Tax Benefit to ensure vulnerable single parent families are financially supported after separation. Such surveys demonstrate our commitment to work with and hear the views of stakeholders and communities.

The government's expansion and enhancement of the Paid Parental Leave scheme was continued in 2023-24. From 1 July 2024, parents can receive 22 weeks of Paid Parental Leave, up from 20 weeks, resulting in more support as parents take time out of work to care for their newborn. When fully rolled out to 26 weeks, families will receive around \$24,000 in government-funded parental leave.

By expanding the scheme to a full six months by 2026, families will receive an extra six weeks of paid leave following the birth or adoption.

Outcome 1 – Social Security

Key performance results

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

Program 1.1 Support for Families

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

Key Activity: 1.1.1 Family Tax Benefit

Family Tax Benefit (FTB) 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 2023-24 Corporate Plan page 25.

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 per cent of support received by families under the Family Tax Benefit lower income free area).

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 67%	66.9%	63.7%	66.8%	Not Met

Source: PBS 2023-24 page 42, Corporate Plan 2023-24 page 25.

Program Analysis

The result for 2023-24 relates to the entitlement year 2021-22. For this year, the percentage of total FTB expenditure received by families with combined adjusted taxable income (ATI) at or below the FTB Part A lower income free area (LIFA) was 66.8 per cent, which is slightly below the 67 per cent target. This is an improvement from the result last year, which was 63.7 per cent. The improvement was driven by a large fall in the number of FTB customers with ATI above the LIFA, and in their average rate of FTB received. The number of FTB customers with ATI above the LIFA fell by about 72,100 or 10 per cent, and it resulted in an overall fall in the number of total FTB customers. The number of FTB customers below the LIFA and their average rate of FTB received remained stable compared to the previous year.

In the category of customers with ATI above the LIFA, the number of those who received an Income Support Payment (ISP) during the year fell sharply, from around 248,500 in 2020-21 to around 154,900 in 2021-22, or almost a 40 per cent drop. This is opposite to the trend observed in the 2022-23 Annual Performance Statements, where there was a significant increase in the number of customers with ATI above the LIFA receiving ISP in 2020-21, compared to the previous entitlement year, 2019-20. Families with a non-zero rate of ISP are not subject to the FTB Part A family income test or the FTB Part B primary earner income limit and as such have higher average rates of FTB payment than families with no ISP.

The reduction in FTB customers on ISP between 2020-21 and 2021-22 is attributable to the withdrawal of emergency government assistance measures in the post pandemic economic recovery. The number of families with ATI above the LIFA in 2021-22 reflects a return to 'normal' ISP payment conditions. The emergency government measures meant that additional families with income above the LIFA could attract income support in 2020-21. These measures included reductions in partner income test tapers and an increase to the personal income test free area which results in more FTB families receiving ISP. The payment of the Coronavirus Supplement also increased family incomes as it was included in ATI, and it meant that families that may have otherwise been below the LIFA ended up above the LIFA. When the emergency assistance measures were removed from April 2021, this resulted in fewer families with income above the LIFA who received ISP in 2021-22.

Disclosures

- ▶ Reconciliation data is reported at June 2024 for 2021-22, June 2023 for 2020-21, June 2022 for 2019-20 and June 2021 for 2018-19. FTB reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The 2 year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- ▶ 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

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

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

Methodology

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

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

This is used to evaluate the per cent of support, measured in entitlement amounts, that is received by those families with income under the FTB lower income free area.

Note: FTB data is not considered mature until 2 years (8 quarters) after the end of the entitlement year.

Data Categorisation

The **data source** for this measure is:

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

Program 1.1 Support for Families

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

Key Activity: 1.1.2 Child Support Scheme

The Child Support Scheme ensures children receive an appropriate level of support from their parents following separation. Child support payments and Family Tax Benefit (FTB) Part A are closely linked. To receive more than the base rate of FTB Part A for a child from a previous relationship, an individual must take reasonable action to apply for a child support assessment. This is known as the Maintenance Action Test (MAT). The requirement to meet the MAT applies, regardless of if the parent would be assessed to receive or pay child support.

For further information on this key activity, please see 2023-24 Corporate Plan page 27.

Performance Measure

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

Target

- ◆ 1.1.2-1A At least 85 per cent of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥85%	85.1%	83.8%	81.8%	Not Met

Source: PBS 2023-24 page 43, Corporate Plan 2023-24 page 27.

Program Analysis

The Department of Social Services has not met this key performance measure, reflecting the decline in the proportion of children of separated parents meeting the FTB Part A MAT since June 2023. The MAT requires separated parents who receive FTB Part A in respect of a child from a former relationship to apply for a child support assessment (pass the MAT) or an exemption from the MAT to receive their maximum entitlement to FTB Part A for that child. The performance measure monitors how many children have their FTB Part A rate affected if their parent does pass the MAT or apply for an exemption from this requirement.

The department is reviewing the interactions between the Child Support Scheme and FTB in response to Recommendation 7 of the Joint Select Committee on Australia's Family Law System's Third Interim Report. The department has commissioned a Survey of Separated Parents which will ensure the lived experience of parents who fail the MAT informs the government's review of the interactions between the Child Support Scheme and FTB Part A. The research will also survey parents who have a Private Collect child support arrangement or who have an exemption from the MAT impacting FTB payments for their children. The lived experience of parents is important to understand why parents are failing the MAT, if any (and what) barriers exist that prevent them from having a child support assessment or applying for an exemption from the MAT. Qualitative evidence is needed as parental decision-making or barriers cannot be determined by administrative data alone. Findings and recommendations are expected to be finalised in 2024.

Between June 2023 and June 2024, the number of children whose parent:

- ▶ had applied for child support for them (passed the MAT) reduced by 3 per cent
- ▶ was granted a MAT exemption for them increased by 2 per cent
- ▶ failed to meet the MAT requirement increased by 11 per cent.

These results show that the reduction in parents passing the MAT for FTB Part A children by having a child support assessment is larger than the increase in the number of parents granted an exemption from the MAT requirement. There is an increase in MAT failure rates.

Disclosures

- ▶ this measure does not include FTB Part A families with only Regular Care Children or FTB Part B only families as these families are not subject to MAT.
- ▶ this measure does not include families who are subject to the MAT but who claim FTB Part A by a lump sum claim after the financial year.

Rationale

This measure demonstrates the effectiveness of the Child Support Scheme in achieving the objective of the key activity: *children continue to receive support from their parents following separation.*

The target demonstrates the **effectiveness** of the key activity by showing:

- ▶ the proportion of children of separated parents in the FTB system whose parent has taken action to receive child support or an exemption from the MAT to receive their full entitlement to FTB Part A

- ▶ a significant percentage of these children receive financial support from their parents following separation
- ▶ the proportion of children of separated parents in the FTB system, whose parent has failed to apply for child support or an exemption.

Methodology

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

- ▶ has applied for child support for them (passed the MAT)
- ▶ was granted a MAT exemption for them.

The key performance measure percentage is based on the number of FTB Part A children with a status of MAT exempt or MAT pass, as a proportion of all FTB Part A children subject to the MAT.

Note - a parent may have a child that meets the MAT and one that fails the MAT. Children may also be present in multiple families and will be counted accordingly. Note that the number of children subject to the MAT also includes children whose parent is yet to make a decision about applying for child support or an exemption (they are in the MAT grace period).

Data Categorisation

The **data source** for this measure is:

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

Program 1.2 Paid Parental Leave

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

Key Activity: 1.2.1 Parental Leave Pay

Parental Leave Pay provides financial support to help eligible parents to take time off work to care for a newborn or recently adopted child, to encourage women's workforce participation, to enhance the health and development of mothers and their children and promote equality between men and women, and the balance between work and family life.

For further information on this key activity, please see 2023-24 Corporate Plan page 29.

Performance Measure

1.2.1-1 - Extent to which parents take Parental Leave Pay.

Target

- ◆ 1.2.1-1A At least 95 per cent of eligible Parental Leave Pay families access payment.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥95%	98.8%	98.5%	97.0%	Met

Source: PBS 2023-24 page 44 and Corporate Plan 2023-24 page 29.

Program Analysis

The government's expansion and enhancement of the Paid Parental Leave scheme is being rolled out in 2023-24 entitlement year with claimants assessed under different scheme rules depending on their child's date of birth or adoption.

For children born or adopted before 1 July 2023, Parental Leave Pay is available to eligible primary carers (usually birth mothers) for up to 18 weeks, and Dad and Partner Pay is available to eligible working fathers and partners for up to 2 weeks. Dad and Partner Pay was closed to births from 1 July 2023.

For children born or adopted from 1 July 2023, Parental Leave Pay and Dad and Partner Pay were combined into a single 20-week payment which can be shared between parents, with 2 weeks reserved for either parent as a 'use it or lose it' component of the leave. Single parents can access the full 20 weeks. Claimants have up to 2 years from the child's date of birth or adoption to use Parental Leave Pay.

The performance measure for 2023-24 is the same as the 2022-23 entitlement year, with a measure taking into account both schemes in place from 2024-25 (as parents of a baby born in 2022-23 are eligible to take Dad and Partner Pay in 2023-24 as they have one year to make a claim). The target for eligible families accessing Parental Leave Pay has been met for the 2023-24 financial year.

Disclosures

- ▶ For births and adoptions before 1 July 2023, Parental Leave Pay recipients have up to 2 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 taken in 2023-24. The measure may include claims started in previous financial years. Recipients who began receiving Parental Leave Pay in 2023-24 and 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 which have been finalised in the 2023-24 financial year. That is where a claimant can no longer make any changes to their Paid Parental Leave (e.g. add/change future flexible days).
- ▶ Claimants who have flexible days left to claim are not included in these counts as they have up until the child's second birthday to claim those days.

Rationale

Measuring the extent to which parents take Parental Leave Pay aims to demonstrate that parents are financially assisted to take time off work following the birth or adoption of a child.

This measure demonstrates the effectiveness of Parental Leave Pay in achieving the objective of the key activity: To provide financial support to help eligible working parents spend more time at home with a new baby or recently adopted child and to enhance the health and development of mothers and their children.

Targeting 95 per cent of eligible Parental Leave Pay families that access the payment demonstrates the effectiveness of the key activity by showing the proportion of eligible families that are assisted by the payment to take time off work following the birth or adoption of a child.

Methodology

Eligibility is defined as families who received Parental Leave Pay. Access is defined as the receipt of the payment for the entire entitlement period for which the payment is available to the family. This is 18 weeks for children born or adopted before 1 July 2023.

The percentage is based on the number of Parental Leave Pay children born before 1 July 2023 whose parents took the full number of weeks of Parental Leave Pay as a proportion of the total number of Parental Leave Pay recipients with children born before 1 July 2023 whose payments were finalised during the year.

Data Categorisation

The **data source** for this measure is:

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

Program 1.3 Support for Seniors

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

Key Activity: 1.3.1 Age Pension

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

For further information on this key activity, please see 2023-24 Corporate Plan page 31.

Performance Measure

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

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≤ 75%	69.7%	68.7%	67.8%	Met

Source: PBS 2023-24 page 45 and Corporate Plan 2023-24 page 31.

Program Analysis

The long-term gradual reduction in the proportion of senior Australians receiving the Age Pension continued into 2023-24. This reduction continues to be 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 and growth in the share market.

Disclosures

- ▶ Farm Household Allowance recipients of Age Pension age are not included in the recipient numbers.
- ▶ The Department of Veterans' Affairs (DVA) Service Pension and Income Support Supplement recipients over pension age make up around 2.1 per cent of the Australian Bureau of Statistics (ABS) population projection for people over Age Pension age.
- ▶ Note that DVA data relating to veterans over Age Pension age receiving Service Pension and Income Support Supplement is aggregated and the department has not independently verified this data. DVA has provided confirmation that a consistently applied process for extraction and activity is followed every quarter. The data is checked against previous data provision 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.
- ▶ Population data is sourced from the Population Projections, Australia, 2022 (base) – 2071, published by the Australian Bureau of Statistics - *The Population projections Table B9 - Population projections, by age and sex, Australia - medium series*, June 2024 projected population for persons.

Rationale

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

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

- ▶ funding is targeted to senior Australians with low to moderate means to maintain their financial wellbeing, in a manner that encourages self-reliance during retirement
- ▶ the remaining proportion of senior Australians not receiving a payment can support themselves due to the level of their income and assets, consistent with the objective of self-reliance. Many not in receipt of the Age Pension are eligible for the Commonwealth Seniors Health Card which provides access to Commonwealth health and state/territory concessions.

Methodology

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

- ▶ Age Pension recipients
- ▶ DVA Service Pension and Income Support Supplement recipients over pension age
- ▶ Other Income Support recipients over pension age.

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

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.

Data Categorisation

The **data sources** for this measure are:

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.
Secondary source	Tier 1	Department of Veterans' Affairs administrative data.
Secondary source	Tier 1	Australian Bureau of Statistics - Population Projections, Australia 2022-2071.

Program 1.4 Financial Support for People with Disability

To financially assist eligible people with disability.

Key Activity: 1.4.1 Disability Support Pension

The Disability Support Pension (DSP) is an income support payment 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 2023-24 Corporate Plan page 33.

Performance Measure

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

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 90%	96.8%	98.6%	68.5%	Not Met

Source: PBS 2023-24 page 45 and Corporate Plan 2023-24 page 33.

Program Analysis

The DSP population has increased by over 3 per cent in 2023-24, which is larger than the increase in 2022-23. There has been a decrease in the overall result in 2023-24, to 68.5 per cent. This is due to the use of the 2022 Survey of Disability, Ageing and Carers (SDAC) data published by the ABS, which reported a significant increase in the number of people identifying with disability. In 2018, the SDAC estimated number of people with a profound or severe disability of working age was 521,000. This jumped by nearly 50 per cent to 776,800 in 2022.

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

Disclosures

- ▶ Population data is sourced from the 2022 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 2022 estimate* and is compared to payment population data as at 30 June 2024.

Rationale

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

Targeting 90 per cent of people with a profound or severe disability of working age are supported by the DSP demonstrates the effectiveness of the key activity by showing:

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

Methodology

The number of people receiving DSP is based on the number of people receiving DSP aged 16–64 inclusive who are severely or profoundly disabled. The number of people with a profound or severe disability of working age is based on the number of Australians who are severely or profoundly disabled between the age of 15–64.

Data Categorisation

The **data sources** for this measure are:

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data.
Secondary source Tier 1	Australian Bureau of Statistics - Survey of Disability, Ageing and Carers.

Program 1.5 Financial Support for Carers

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

Key Activity: 1.5.1 Carer Payment and Carer Allowance

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

For further information on this key activity, please see 2023-24 Corporate Plan page 35.

Performance Measure

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

Target

- ◆ 1.5.1-1A At least 70 per cent of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 70%	75.3%	76.7%	59.5%	Not Met

Source: PBS 2023-24 page 46 and Corporate Plan 2023-24 page 35.

Program Analysis

The Carer Payment population increased in 2023-24 by almost 3 per cent, while the Carer Allowance population increased by over 3 per cent. The overall result for this measure dropped to 59.5 per cent in 2023-24. The decrease can be attributed to the use of the 2022 Survey of Disability, Ageing and Carers (SDAC) data published by the ABS. The performance measure has been calculated using ABS 2022 SDAC data, with the number of primary carers increasing from 861,000 in 2018 to 1,154,300 in 2022.

The 2022 SDAC had variances in its collection method from the previous surveys. This time the survey could be self-completed and online without the presence of an ABS interviewer to provide guidance. Additionally, the survey also had changes to questions to identify carers during household screenings, with the intent of maximising primary carer identification. All these factors may have attributed to the increase in the number of carers reported in the SDAC data which would not be replicated in social security payment recipients.

Disclosures

- ▶ Population of Primary Carers is derived from the 2022 SDAC, Australia conducted by the ABS. This is latest available data. This is compared with payment population data as at 28 June 2024.

Rationale

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

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

Methodology

The number of primary carers in Australia that are supported is calculated using the number of payment recipients of Carer Payment, Carer Allowance (Adult) and Carer Allowance (Child) as at 30 June 2024.

The number of primary carers in Australia is based on the Australian Bureau of Statistics – Survey of Disability, Ageing and Carers - from the 2022 Survey of Disability, Ageing and Carers (which is the latest available).

Data Categorisation

The **data sources** for this measure are:

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data.
Secondary source Tier 1	Australian Bureau of Statistics - Survey of Disability, Ageing and Carers.

Program 1.6 Working Age Payments

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

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

The JobSeeker Payment, Youth Allowance (Other) and Parenting Payment are key activities of the Working Age Payments program.

Working Age Payments assist people who are temporarily unable to support themselves through work or who have limited capacity to work due to disability or caring responsibilities as well as bereaved partners.

For further information on this key activity, see page 37 of the 2023-24 Corporate Plan.

Performance Measure

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

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
Recipient numbers align with changes in the unemployment rate.	Changes align	Changes align	Changes align	Met

Source: PBS 2023-24 page 46 and Corporate Plan 2023-24 page 37.

Program Analysis

The performance target for 2023-24 was met. Over the past year, the unemployment rate and the number of people supported by Working Age Payments has been broadly aligned.

The number of Working Age Payment recipients began to trend upwards in the last financial year. This was influenced by policy changes to some payments, notably raising the youngest dependent child age limit from eight to 14 years for Parenting Payment (Single).

The increases to the number of Working Age Payment recipients corresponded with gradual increases to the unemployment rate over the 2023-24 financial year. Over 2023-24, 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.

Figure 8: Payment receipts vs ABS unemployment Rate 2023-24

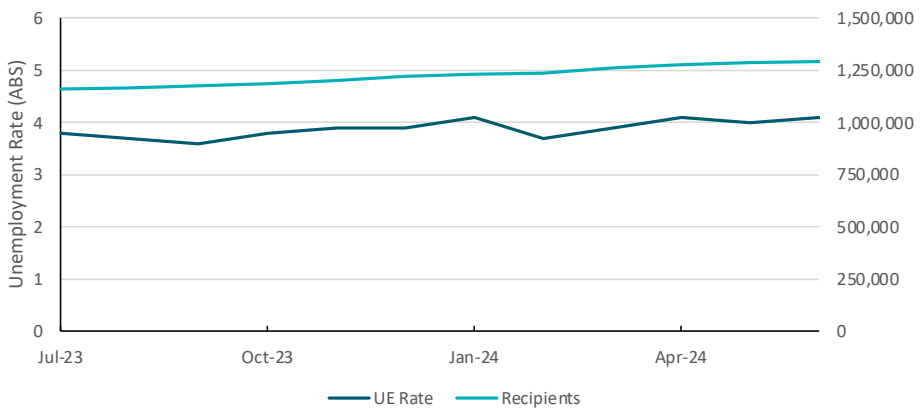
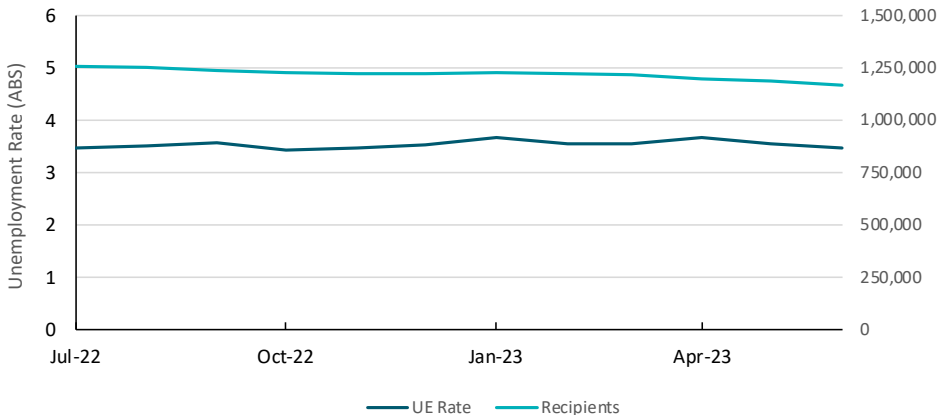


Figure 9: Payment receipts vs ABS unemployment Rate 2022-23



Disclosures

- ▶ It is important to note there are significant differences between the population measured by the ABS to calculate the unemployment rate, and the population of Working Age Payment recipients. Broadly, the ABS measure of unemployment captures individuals who are not in employment but actively looking for work and are available to take up employment. Working Age Payments are designed to target assistance based on individual circumstances and need. As a function of payment eligibility criteria and means testing, the Working Age Payment population includes individuals who the ABS defines as 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

Measuring the extent to which payments are made to, or with respect to, people unable to fully support themselves aims to demonstrate that people who are temporarily unable to support themselves through work or who have a limited capacity to work due to injury, illness or parenting responsibilities, are assisted financially. This measure demonstrates the effectiveness of JobSeeker Payment, Parenting Payment (Single and Partnered) & Youth Allowance (Other) in achieving this key objective.

The extent to which changes in recipient numbers align with the unemployment rate demonstrates the effectiveness of the key activity, by showing how the system responds to need in the community when unemployment rates are high and that more people are supporting themselves through work when unemployment rates are low. It also demonstrates the effectiveness of payment policy in providing the right incentives for income support recipients to take up available work.

Methodology

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

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

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

It is important to note there are significant differences between the population measured by the Australian Bureau of Statistics to calculate the unemployment rate, and Working Age Payment population recipients. There is also a lag between changes in labour market conditions (as reflected in the change in unemployment rate) and people moving on to or off income support payments.

Data Categorisation

The data source for this measure is:

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

Program 1.7 Student Payments

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

Key Activity: 1.7.1 Youth Allowance (Student), Austudy, 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 this key activity, please see 2023-24 Corporate Plan page 39.

Performance Measure

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

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
Changes in exit rates align with changes in unemployment rate	Movements partially aligned	Movements aligned	Movements aligned	Met

Source: PBS 2023-24 page 47 and Corporate Plan 2023-24 page 39.

Program Analysis

The performance target for 2023-24 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 ABS.

While there has been a slight decrease in the proportion of Austudy and Youth Allowance (Student) recipients an income support 12 months after exiting a student payment, this exit trend aligns with the stable rate of unemployment over the same period.

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

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

	2020	2021	2022
Austudy			
▶ within 12 months	67.9%	80.6%	79.5%
Youth Allowance (student) ^b			
▶ within 12 months	79.3%	87.7%	86.5%
ABSTUDY (Secondary and Tertiary) ^c			
▶ within 12 months	54.6%	64%	64.1%

Disclosures

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

Rationale

This measure demonstrates the effectiveness of ABSTUDY, Austudy and Youth Allowance (Student) in achieving the objectives of the key activity: recipients have improved financial self-reliance.

Targeting the proportion of recipients who are not receiving income support 12 months after exiting student payments, aligned with movements in the unemployment rate, demonstrates the effectiveness of the key activity by showing that those leaving the temporary payments are able to support themselves through employment.

Methodology

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

- ▶ recipients that exit from Austudy, Youth Allowance (Student) and ABSTUDY over a 12-month calendar year, where the recipient has been on a student payment for more than 3 months
- ▶ recipient numbers for the 12 months following the calendar year of exit.

The unemployment rate uses the Australian Bureau of Statistics, National Accounts, Labour Force Australia.

Data Categorisation

The **data sources** for this measure are:

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.
Secondary source	Tier 1	Australian Bureau of Statistics, National Accounts – Labour Force Australia.

Cross Program – Rent Assistance

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

Key Activity: Rent Assistance

Commonwealth Rent Assistance (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 2023-24 Corporate Plan page 41.

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.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 25 pp lower	28 pp lower	27.7 pp lower	30.9 pp lower	Met

Source: PBS 2023-24 page 47 and Corporate Plan 2023-24 page 41.

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 2024:

- ▶ 1,311,348 Australian households received rent assistance payments
- ▶ overall, rent assistance reduced the proportion of households in rental stress by 30.9 percentage points (from 72.6 per cent to 41.8 per cent).

The government increased CRA maximum rates by 15 per cent on 20 September 2023. Since the implementation of higher CRA maximum rates, CRA has been more effective at reducing rental stress.

- ▶ as at June 2023, CRA payments reduced the proportion of households in rental stress from 70.6 per cent to 42.9 per cent (27.7 percentage points)
- ▶ as at December 2023, CRA payments reduced the proportion of households in rental stress from 70.2 per cent to 38.6 per cent (31.6 percentage points).

Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance	2020-21	2021-22	2022-23	2023-24 ^a
Before	72.5%	71.9%	70.6%	72.6%
After	45.7%	43.9%	42.9%	41.8%
Difference (pp)	26.8%	28%	27.7%	30.9%

Disclosures

a) Differences may not sum due to rounding.

- ▶ 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

This measure demonstrates the effect of CRA in achieving the Social Security stream objective in delivering: a sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.

Reducing the proportion of recipient households in "rental stress" by at least 25 percentage points measures the effectiveness of CRA for the overall number of recipient households.

Methodology

- ▶ Rental stress is defined as a Rent Assistance recipient household paying more than 30 per cent of their income on rent. The proportion of individuals and families experiencing rental stress after receipt of CRA is calculated using:
 - › percentage of CRA recipients paying more than 30 per cent of their income in rent prior to receiving CRA
 - › percentage of CRA recipients paying more than 30 per cent of their income in rent including after receiving CRA.

Data Categorisation

The data source for this measure is:

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data - Social Services Housing Data Set.

Addendum 1: Outcome 1

Social Security - Payment Accuracy

The Payment Accuracy Review Program (PARP), provides assurance over the accuracy of social security and family payments. Payment Accuracy Reviews are conducted by Services Australia using a random sample of the population for the major types of payments. In the 2023-24 financial year, 21,561 reviews were conducted as part of the PARP.

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 and these results are then extrapolated over the wider population for each payment type to estimate the potential financial risks. These estimations should not be used to draw conclusions about the accuracy of other payments not reviewed within the program.

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 2023-24 financial year, the overall accuracy result was 95.07 per cent (see Table 1.1.1).

Variations to a recipient's payment rate captured by the review are used to calculate payment accuracy. Variations to a recipient's payment can be due to a change in circumstances and not indicative of error by the recipient or Services Australia. Therefore, variation amounts cannot be considered as potential savings. In addition, Payment Accuracy results may underestimate overpayments due to fraudulent conduct. Due to the covert nature of fraud, the detection of serious fraud requires specialist skillset and training, so it may not be detected in reviews.

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 working collaboratively to implement enhancements to the PARP.

Table 1.1.1: Payment Accuracy (2023-24 financial year)

	Number of recipients surveyed*	Payment Accuracy (%)	Confidence Interval (±)	Annual outlays (\$m)	Inaccuracy risk (%)	Inaccuracy risk (\$m)	Downward variation (%)	Downward variation (\$m)	Upward variation (%)	Upward variation (\$m)
ABSTUDY	873	66.44	3.42	122.77	33.56	41.20	33.25	40.82	0.30	0.37
Age Pension	3,311	96.97	0.45	59,156.38	3.03	1,794.08	2.29	1,356.21	0.74	437.87
Austudy	873	76.34	2.9	396.03	23.66	93.69	23.45	92.85	0.21	0.84
Carer Allowance	1,500	94.49	1.19	2,805.74	5.51	154.65	5.51	154.65	0.00	0.00
Carer Payment	1,179	93.45	1.36	7,537.34	6.55	494.02	6.15	463.81	0.40	30.21
Disability Support Pension	2,722	97.95	0.48	21,462.83	2.12	455.75	2.00	429.35	0.12	26.40
Family Tax Benefit	3,179	95.54	0.72	16,966.89	4.46	757.53	4.43	751.68	0.03	5.85
Jobseeker Payment	3,551	89.89	0.99	13,859.80	10.11	1,401.63	9.97	1,382.18	0.14	19.44
Parenting Payment (Partnered)	999	81.08	2.44	854.58	18.92	161.69	18.74	160.11	0.18	1.58
Parenting Payment (Single)	1,010	92.39	1.67	6,348.59	7.61	483.39	7.44	472.35	0.17	11.04
Special Benefit	593	93.9	1.88	140.32	6.10	8.56	5.92	8.31	0.18	0.25
Youth Allowance (Other)	893	85.15	2.37	1,001.48	14.85	148.67	14.07	140.89	0.78	7.78
Youth Allowance (Student)	878	79.11	2.84	1,755.28	20.89	366.70	20.16	353.85	0.73	12.85
Overall	21,561	95.07	0.29	132,408.04	4.94	6,540.24	4.52	5,982.43	0.42	557.81

Disclosures

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

Medical eligibility for recipients of Disability Support Pension and income for Family Tax benefit recipients are not examined by the review process.

* Recipients are sampled from the population of recipients who are in receipt of the payment at the time of the program. A small number of recipients are excluded from the selection process for practical or humanitarian reasons based upon agreed to business rules. The timing of the selection process also means that recipients whose payments were granted shortly before the selection is drawn, or whose payments were suspended, may not be included in the selectable population.

Addendum 2: Outcome 1

Social Security – Supporting information

The tables below provide recipient numbers over the last 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 ^a	2018-19	2019-20	2020-21	2021-22
1.1.1 Family Tax Benefit				
Family Tax Benefit Part A	1,549,969	1,522,768	1,475,888	1,404,201
Family Tax Benefit Part B	1,274,061	1,242,071	1,188,501	1,158,999

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

Entitlement year ^a	2018-19	2019-20	2020-21	2021-22
1.1.1 Family Tax Benefit				
Number of eligible Family Tax Benefit Part A children	3,077,039	2,983,177	2,888,774	2,751,181
Number of children in eligible Family Tax Benefit Part B families ^b	2,380,381	2,317,439	2,216,684	2,157,479

Disclosures

- a) Reconciliation data is reported at June 2024 for 2021–22, June 2023 for 2020–21, June 2022 for 2019–20 and June 2021 for 2018–19. 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.
- b) Family Tax Benefit Part B is a per family payment and is received by fewer families than Family Tax Benefit Part A. Family Tax Benefit Part B income testing settings are also different from Part A. While Family Tax Benefit Part A uses a combined family income test, Family Tax Benefit Part B uses a primary earner income limit, above which the family cannot receive Part B, and a secondary earner income free area, which dictates the rate of Part B payable.

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

	2020-21	2021-22	2022-23	2023-24
1.1.2 Child Support Scheme				
Child Support Scheme (number of cases) ^a	755,077	744,213	736,388	727,451
1.2.1 Parental Leave Pay				
Parental Leave Pay (number of individuals assisted) ^b	169,029	178,778	171,282	226,120
1.3.1 Age Pension				
Age Pension	2,596,020	2,557,691	2,601,995	2,610,012
1.4.1 Disability Support Pension (DSP)				
Disability Support Pension	753,009	764,967	770,496	797,449
1.5.1 Carers Payment and Carer Allowance^c				
Carer Payment	300,121	301,217	305,332	314,322
Carer Allowance (Adult and Child)	623,742	622,765	634,179	657,276
Carer Supplement	645,605	655,538	660,178	672,040
Child Disability Assistance Payment	162,182	164,834	168,087	173,794
1.6.1 JobSeeker Payment, Parenting Payment, Youth Allowance (other)^d				
JobSeeker Payment	1,001,253	831,601	808,153	819,583
Parenting Payment (Partnered)	83,518	70,295	60,586	60,162
Parenting Payment (Single)	237,478	231,999	226,635	320,931
Pensioner Education Supplement	21,775	19,397	16,099	15,699
Youth Allowance	107,885	77,237	73,803	88,702
Special Benefit	8,451	10,854	8,777	6,468

	2020-21	2021-22	2022-23	2023-24
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1.7.1 Youth Allowance (Student), Austudy, ABSTUDY

Austudy ^e	41,870	37,417	30,444	23,688
ABSTUDY – Secondary ^{e,f}	19,095	17,812	17,004	14,988
ABSTUDY – Tertiary ^{e,f}	10,904	10,940	10,423	9,733
Youth Allowance (student) ^{e,f}	210,833	176,238	152,631	133,936
Student Start-up Loan ^{g,h}	96,250	89,300	74,268	60,463
Student Start-up Loan – ABSTUDY ^g	2,267	2,288	2,276	1,862

Disclosures

*Recipient data as at 30 June 2024. Age Pension includes DVA data.

- a) This includes current cases and excludes cases which are closed with no balance or arrears.
- b) This is the number of individuals who started receiving payments in the financial year. The number of recipients is higher in 2023-24 than previous years due to legislated changes to the scheme which meant recipients who would have previously claimed Dad and Partner Pay now claim Parental Leave Pay instead.
- c) Excludes carers whose care receiver qualified for a Health Care Card only.
- d) In January 2023 the department introduced revised reporting populations for JobSeeker Payment, Parenting Payment and Youth Allowance (other) recipients. Reporting populations now include all current (including those on zero rate of payment) and suspended recipients. The department is committed to transparent and open data, this revision provides transparency of the total number of JobSeeker Payment, Parenting Payment and Youth Allowance (other) recipients interacting with the social security system.
- e) These figures are monthly averages due to the seasonal nature of Student Payments.
- f) Includes Australian apprentices.
- g) These figures are unique counts of recipients across the calendar year due to the nature of the payment.
- h) Youth Allowance and Austudy recipients only.

Table 1.5: Number of Commonwealth Rent Assistance income units

	2020-21	2021-22	2022-23	2023-24
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XP.1 Commonwealth Rent Assistance

Number of Commonwealth Rent Assistance income units	1,491,092	1,347,902	1,263,889	1,311,348
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Disclosures

Data as at 30 June 2024

A recipient household or 'income unit' comprises a single person (with or without dependent children) or a couple (with or without dependent children) receiving a social security or family assistance payment and expected to share financial resources. Single social security recipients living together in the same dwelling are regarded as separate recipient households.

Outcome 2 – Families and Communities

Purpose

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

Programs and activities

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

Outcome 2 – Families and Communities

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

Program 2.1 Families and Communities

Key activities

2.1.1 – Families and Children

2.1.2 – Women’s Safety

2.1.5 – Financial Wellbeing and Capability

2.1.7 – National Redress Scheme for Institutional Child Sexual Abuse

* The key activity numbering in outcome 2 is not consecutive as it reflects the 2023-24 Portfolio Budget Statement appropriation numbering.

Summary and key achievements

In 2023-24, the department met 7 performance measure targets in the Families and Communities outcome and did not meet 3 performance measure targets.

The department's work in Women's Safety supports the goal to end gender-based violence in one generation. In August 2023, the department released the First Action Plan and the dedicated Aboriginal and Torres Strait Islander Action Plan to support the *National Plan to End Violence against Women and Children 2022-2032*. The Action Plans set out the initiatives and activities that are being implemented across the Commonwealth and state and territory governments to support delivery of the National Plan over its first 5 years. The department led and delivered a number of initiatives this year including the Commonwealth Consent Policy Framework, establishing and launching a national consent campaign and launching Phase 5 of the *Stop it at the Start* campaign which promotes positive attitudes and behaviours on respectful relationships and gender equality among young people, by targeting their key adult influencers. The First Nations National Plan Steering Committee was established to provide advice to the development of the standalone First Nations National Plan. In addition, the service channels for 1800RESPECT were expanded to include text message and an on-demand video counselling service to improve the accessibility of the service.

The department 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. In May 2024, the government released the *Early Years Strategy 2024-2034* (the Strategy), which sets out the government's long-term vision to best support Australia's children and their families in the early years. The release of the Strategy was the culmination of work by the department across 18 months, informed by extensive public consultation and guided by an Advisory Panel consisting of early years sector experts. The Strategy seeks to create a new, integrated, holistic, whole-of-Commonwealth approach to the early years. At the launch of the Strategy, the government also announced the establishment of a Parent and Carer Reference Group which will provide parents and caregivers with an opportunity to have a say on government policies, programs and supports for children aged 0-12 and their families.

In 2023-24, under the Families and Children Activity, the government invested around \$450 million to deliver services and initiatives to support 428,728 clients. These services delivered by 424 organisations supported families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.

The department supports people in crisis and financially vulnerable individuals through Financial Wellbeing programs. This year the department supported 406,903 people who accessed Emergency Relief (ER) services for immediate financial or material aid. The department also announced support for financial counselling services, including targeted support for communities affected by natural disasters, including \$1.85 million of additional funding across all Commonwealth funded National Debt Helpline providers, who provide free financial counselling over the phone or via online chat support. Additionally, \$435,000 was announced for key financial counselling service providers supporting flood-affected communities in Lismore and Central West New South Wales.

In the past year, the department's contributions to improving the outcomes for families and communities included funding a permanent food distribution warehouse for an emergency food provider. \$1.3 million was announced to support Devonport's Loaves and Fishes Tasmania in acquiring a food distribution warehouse providing long-term surety to enable the organisation to continue their vital work.

Outcome 2 – Families and Communities

Key performance results

Program	Key activities	Target	Result
2.1 Families and Communities	2.1.1 Families and Children	At least 75 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 departmental initiatives under the <i>National Plan to End Violence Against Women and Children 2022-2032</i> .	Met
	2.1.5 Financial Wellbeing and Capability	20 per cent or less of people with multiple requests for Emergency Relief.	Met
		At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.	Not Met
	2.1.5-2 Income Management	At least 95 per cent of enhanced Income Management participants have accessed their account.	Met
	2.1.7 National Redress Scheme for Institutional Child Sexual Abuse	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.	Not 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

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

For further information on this key activity, please see 2023-24 Corporate Plan page 44.

Performance Measure

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

Target

- ◆ 2.1.1-1A At least 75 per cent of clients in reporting services have improved family functioning.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 75%	70.9%	70.7%	70.9%	Not met

Source: PBS 2023-24 page 54 and Corporate Plan 2023-24 page 44.

Program Analysis

A number of factors affected program performance in 2023-24. External issues (including the ongoing impact of natural disasters, cost of living challenges 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.^a This issue is particularly noticeable in regional and remote areas where households tend to have lower incomes and higher costs.^b

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, 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. While unemployment has risen since last year, it remains low.^c 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 2023-24.^d

Advice from providers suggests they are seeing more clients in crisis rather than at the point of early intervention, due to waitlists in other service systems. In these circumstances, FaC providers are likely to help clients with complex, compounding issues and trauma to access specialised support through other service systems (at all levels of government) that will assist with more immediate needs. For example, they may help families to access mental health support, health services, housing and social security.

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.

Disclosures

- a) [Consumer Price Index, Australia, June Quarter 2024 | Australian Bureau of Statistics \(abs.gov.au\)](#)
- b) [Rural and remote health - Australian Institute of Health and Welfare \(aihw.gov.au\)](#)
- c) [Labour Force, Australia, June 2024 | Australian Bureau of Statistics \(abs.gov.au\)](#)
- d) [SQM Research - Property - Residential Vacancy Rates - National](#)

Rationale

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

The target of ‘at least 75 per cent of clients in reporting services have improved family functioning’ demonstrates the effectiveness of the key activity by showing that a significant majority of clients that received services from FaC providers have improved individual and family functioning.

Methodology

Service providers conduct a scored assessment of a sample of clients to measure clients’ circumstances and progress towards achieving goals. An initial assessment is conducted when the client starts receiving services and subsequent assessment(s) are conducted later in the client’s service journey. The result is determined by the percentage of assessed clients that show a positive change in circumstances and/or progress towards achieving goals, when comparing their latest assessment score to their initial assessment score. The latest assessment must be from the 2023-24 reporting period.

To measure outcomes, the department only counts clients with at least 2 corresponding outcome assessments (based on a survey pre-service to establish a base line 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.

Data Categorisation

The **data source** for this measure is:

Categorisation of data source	Data source
Tertiary source Tier 3	Department of Social Services Data Exchange - Family Functioning SCORE data.

Program 2.1 Families and Communities

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

Key Activity: 2.1.2 Women's Safety

The department's work in Women's Safety supports the vision to end gender-based violence in one generation through the implementation of the *National Plan to End Violence against Women and Children 2022-2032* (National Plan). The National Plan has clear objectives spanning 4 domains: prevention, early intervention, response, and recovery and healing. The Commonwealth and state and territory governments have committed to the National Plan with clear actions for implementation outlined in the First Action Plan 2023-2027 and dedicated *Aboriginal and Torres Strait Islander Action Plan 2023-2025*. Work is underway to develop a First Nations National Plan which will sit alongside the National Plan.

The First Action Plan details 10 cross-cutting actions with Commonwealth, state and territory activities/ initiatives aligned to ensure the outcomes and objectives of the National Plan are met. As outlined in the First Action Plan's Activities Addendum, the department is responsible for administering a number of key initiatives. The 8 initiatives (refer below) that make up the Women's Safety composite measure provide a good spread of initiatives and representation of the key initiatives the department is responsible for. The department has a national policy stewardship role to measure the impact of all National Plan initiatives, however this measure focusses on those initiatives the department is directly responsible for delivering.

For further information on this key activity, please see 2023-24 Corporate Plan page 46.

Performance Measure

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

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
The department will report outputs for 8 significant initiatives	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)	The department reported on outputs for all 8 initiatives and met the success criteria of 75% of initiatives (6 out of 8)	Met

Source: PBS 2023-24 page 54 and Corporate Plan 2023-24 page 46.

Program Analysis

Violence against women and children is a problem of epidemic proportions in Australia. In Australia in 2021-22, one in every four women had experienced violence from an intimate partner since the age of 15, and in 2022-23, one woman was killed every 11 days by a current or former intimate partner.

The number of women who have died as a result of men's violence early in 2024 has focussed an important national conversation on the unacceptable prevalence of gender-based violence across Australia and the need for urgent action. This situation is not new and reflects a global challenge that can only be addressed through concerted efforts – both short- and longer-term.

There are significant initiatives under the National Plan underway which aim to ensure that appropriate support is available to people who need it, when they need it. However, it is recognised that there is significant progress to be made and this needs to be a whole of community effort (as highlighted at the Domestic, Family and Sexual Violence Commission convened crisis talks in May 2024 on the increasing rate of murdered and missing women in Australia).

Incidents of Family Domestic Sexual Violence remain vastly under-reported due to a range of reasons including fear of retaliation, stigma, a lack of trust in systems and services and not knowing what services and support are available. Ongoing institutional and systemic failures continue to also prevent specific vulnerable groups (such as Indigenous women) from seeking assistance.

Under the National Plan, the strengthening of prevention infrastructure and programming is expected to lead to measurable improvements against the drivers and reinforcing factors of violence against women. As a result, it is expected the demand for response services will increase in the short and medium term as infrastructure improves, awareness increases and women feel more supported. It should be noted that the overall impact of the National Plan will be measured across a broad spectrum of areas and will not be based on a single target.

The department met its performance target in 2023-24 with 6 out of the 8 (or 75 per cent) of the department's significant national initiatives being successfully delivered.

In 2022-23, Lifeline Australia (LLA) were funded to do high-level enhancements to the DV-alert training modules and resources to ensure alignment to the National Plan and compliance with the new Australian Skills Quality Authority requirements. The enhancements resulted in a significant change to the delivery approach for DV-alert training, with increased workshop training from 15 hours to 36 hours. 2023-24 is the first year of implementing the new DV-alert training approach.

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 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.

During the 2023-24 financial year, there was an increase in demand for support through the Escaping Violence Payment (EVP) national trial. In response to this increased demand, the Government provided additional funding. The additional funding increased the number of financial assistance packages available for delivery beyond the original target of 19,674.

Our Watch is funded under the National Plan to continue to build evidence, provide national leadership, deliver targeted activities to prevent gender-based violence in key communities and settings, and build the capability of the prevention sector. The corporate measure focuses on Our Watch's engagement with people to change societal attitudes through sharing information, capacity building, collaboration and training activities. Our Watch's target of 5,542 engagements with individuals was exceeded in 2023-24, with 8,837 engagements recorded. The baseline target established for the corporate performance measure was based on the performance of Our Watch over only a couple of months in 2022-23 (Year 1 of the grant agreement). The significant increase in activities undertaken in 2023-24 could

not have been anticipated due to the lack of available data in Year 1. Engagement numbers are expected to plateau in 2025-26 given that funding is spread evenly across the years. No changes are proposed to the target at this point.

Program Rationale and Methodology

This measure primarily demonstrates the achievement of outputs of Women’s Safety key initiatives for which the department is responsible, supporting the achievement of its objective: to implement the National Plan, focusing on measuring the strategies and initiatives led by the department.

Reporting outputs for significant initiatives the department continues to administer through the National Plan, will demonstrate achievement under this key activity for the programs for which the department is responsible.

The 8 initiatives selected for reporting through this target are nationally focussed programs that contribute to addressing the prevention, early intervention and response domains of the National Plan as well as supporting the continued development of the national evidence base, and which are key activities for which the department is responsible.

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.

Initiative: 1800RESPECT

Measure and Target	Result	Met Y/N
The number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls answered and number of calls abandoned (minus the number of calls abandoned within 5 seconds).	84.73% of calls answered in 20 seconds.	Y
The success criterion is met if the percentage is equal to or greater than 80%.		

The data source for this Initiative is:

Categorisation of data source		Data source
Tertiary source	Tier 2	Telstra Health Contact Management System.

Initiative: Our Watch

Measure and Target	Result	Met Y/N
<p>The total number of participants engaged by Our Watch through prevention activities that facilitate opportunities for knowledge sharing, capacity building, collaboration and training across multiple sectors, settings and communities, with the aim of encouraging positive change in understanding, confidence, attitudes and behaviours for preventing all types of violence against women and children, across Australia.</p> <p>The success criterion is met if the result is equal to or greater than a 25% increase (p/year) on the 2022-2023 financial year baseline of people engaged. The 2023-24 target is 5,542.</p>	8,837	Y

The data sources for this Initiative are:

Categorisation of data source		Data source
Tertiary source	Tier 2	Our Watch Performance Evaluation Framework progress report.
Secondary source	Tier 2	Our Watch Activity Workplan progress report.

Initiative: DV-alert

Measure and Target	Result	Met Y/N
The total number of workshops delivered is calculated as a percentage of the target number of workshops (target ≥693 workshops).	399	N
The success criterion is met if the result is equal to or greater than 75%.		

The data source for this Initiative is:

Categorisation of data source	Data source
Tertiary source Tier 3	Department of Social Services Data Exchange (DEX).

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

Measure and Target	Result	Met Y/N
The total number of research and/or technical reports provided to the department by ANROWS in the 2023-24 financial year.	13	Y
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.		

The data source for this Initiative is:

Categorisation of data source	Data source
Tertiary source Tier 1	ANROWS research/technical reports.

Initiative: The Stop it at the Start Campaign

Measure and Target	Result	Met Y/N
<p>The success criterion is met if there is evidence supporting progress towards delivery of phase 5.</p> <p>The success criterion is met if evidence of completion of developmental research, concept testing and launch of campaign by 30 June 2024.</p>	Phase 5 was launched on 17 June 2024.	Y

The data sources for this Initiative are:

Categorisation of data source	Data source
<div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Primary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; display: inline-block;">Tier 1</div> </div>	Respect.gov.au website.
<div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; display: inline-block;">Tier 1</div> </div>	August 2023 Developmental Research Report.
<div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; display: inline-block;">Tier 1</div> </div>	May 2024 Concept Testing Outcomes Report.
<div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; display: inline-block;">Tier 1</div> </div>	March 2024 Public Relations Strategy.
<div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; display: inline-block;">Tier 1</div> </div>	March 2024 First Nations Public Relations Strategy.
<div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; display: inline-block;">Tier 1</div> </div>	March 2024 Media Strategy.
<div style="display: flex; gap: 10px;"> <div style="background-color: #004a60; color: white; padding: 5px; border-radius: 10px;">Tertiary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px; display: inline-block;">Tier 1</div> </div>	March 2024 Culturally and Linguistically Diverse Audiences Public Relations Strategy.

Initiative: Safe Places Emergency Accommodation Program (Safe Places)

Measure and Target	Result	Met Y/N
Confirmation a funded Safe Places project(s) has achieved practical completion (i.e. capital works/ building phase completed) and therefore services are being provided and designated use has commenced.	499	N
<p>The success criterion is met if the total number of Safe Places delivered is equal to or greater than 531 as at 30 June 2024.</p>		

Note Safe Places Emergency Accommodation is funded under Outcome 4 – Housing. The target of 531 was not met as of 30 June 2024, due to capital works delays.

The data source for this Initiative is:

Categorisation of data source	Data source
<div style="display: flex; gap: 10px;"> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px 15px; background-color: #004a60; color: white;">Primary source</div> <div style="border: 1px solid #004a60; border-radius: 10px; padding: 5px 15px;">Tier 1</div> </div>	Department of Social Services project management spreadsheet containing Safe Places application and milestone evidence from Grantees.

Initiative: Keeping Women Safe in their Homes (KWSITH) program

Measure and Target	Result	Met Y/N
The success criterion is met if the number of KWSITH clients assisted nationally varies less than 20% compared to the same period last financial year.	The number of KWSITH clients assisted nationally varied +12% compared to the same period last year.	Y
<p>The target for 2023-24 is between 2606 and 3908, which is last year's total plus or minus 20%.</p>		

The data source for this Initiative is:

Categorisation of data source		Data source
Tertiary source	Tier 3	Department of Social Services Date Exchange (DEX) – Client Session data.

Initiative: Escaping Violence Payment (EVP) trial

Measure and Target	Result	Met Y/N
<p>The total number of financial assistance packages delivered nationally by the funded provider for the trial between 1 July 2023 and 30 June 2024.</p> <p>The success criterion is met if the number of EVP client packages delivered nationally meets or exceeds the target amount of 19,674 for the financial year 2023-24.</p>	32,425	Y

The data source for this Initiative is:

Categorisation of data source		Data source
Tertiary source	Tier 3	Monthly Service Provider data.

Disclosures

Our Watch

- ▶ This is a new measure being reported in 2023-24. Given the newness of the measure, the department has only been able to do limited sampling for assurance of the result. The department will have a more extensive sampling process throughout 2024-25, leading into the next performance cycle.

Safe Places

- ▶ Designated Use Period (DUP) is 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.

- ▶ For purposes of reporting the result, a Safe Place is reported when the number of places (based on dwellings) that were identified in the grantees' application have been constructed, and there is written confirmation of tenancy. Tenancy can be in the form of partial or complete.
 - › Status of "Complete" may not mean the project is completed in its entirety, further financial milestones may still be outstanding (for example a final report).
 - › Status of "Partial" means a project is tenanted some of the Safe Places dwelling. For example, 2 of 4 dwellings are complete and tenanted whilst the remaining 2 are still under construction or minor works remaining.
- ▶ Figures of the number of women and children assisted refer to the maximum number who could have been assisted, according to the grantees' application. The number of women and children who have been actually assisted in the year depends on how long clients can stay in the accommodation. Information about how many women and children have accessed a Safe Place over the course of the reporting year is available to the department through the DUP report for each financial year. The DUP report is due to the department by 31 August each year.

KWSITH

- ▶ For the 2023-24 reporting period:
 - › Individual client data for South Australia (SA) and Queensland (Qld) has been excluded as part of the overall client count to allow a more accurate comparison between the 2022-23 result, which excluded SA and QLD data, and the 2023-24 result.
 - › Individual client data for SA was unavailable for the 2021-22 and 2022-23 periods due to technical issues with their data capturing processes. This issue has now been resolved with client data being recorded from 1 July 2023.
 - › Delays in extending the Qld grant agreement in 2021-22 meant the grant agreement expired and there were no KWSITH services being delivered by the Qld government in 2022-23. A grant agreement from 1 July 2023 to 30 June 2027 has now been executed with the Qld government.
 - › The overall client count for 2023-24 (inclusive of SA and Qld) will become the baseline that is reported against for the 2024-25 period.
- ▶ 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.

Escaping Violence Payment (EVP) trial

- ▶ There was a phased rollout of the national case management system over the first six months of the reporting year. There were known data integrity and consistency issues over the first six months of data which predates full national implementation of the case management system. The new national case management system has reduced manual data points to reduce risk of human error with data entry. The department is yet to gain assurance over the operation of the national case management system.

Program 2.1 Families and Communities

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

Key Activity: 2.1.5 Financial Wellbeing and Capability

The Financial Wellbeing and Capability (FWC) 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 2023-24 Corporate Plan page 48.

Performance Measure

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

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≤20 %	N/A	21.1%	7.8%^	Met

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥70 %	67.5%	63.6%	55.6%	Not Met

Source: PBS 2023-24 page 55 and Corporate Plan 2023-24 page 48.

^ Calculations for target 2.1.5-1A have changed since 2022-23 to remove a reporting discrepancy that double counted clients receiving multiple Emergency Relief services on the same day at the same venue.

Program Analysis

2.1.5-1A

In 2023-24, 406,903 people accessed Emergency Relief (ER) services for immediate financial or material aid. The number of clients accessing ER five or more times on different days within a 90-day period was 21,448. Results cannot be compared to previous years as the 2022-23 methodology did not account for organisations reporting the same clients receiving multiple types of support on the same day at the same outlet.

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 2.1.5-1A. 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.

2.1.5-1B

In 2023-2024, 522,147 people, including group clients, accessed FWC services. This included 406,903 clients who accessed ER services, with the remainder accessing other FWC services such as financial counselling.

The percentage of clients reporting an improvement in financial wellbeing following engagement with a funded service was 55.6 per cent of clients assessed. This is lower than the 2022-23 result and the measure is reported as not met.

Clients reporting neutral outcomes increased to 31.4 per cent whilst the number of clients assessed as having a negative outcome fell to 10.2 per cent. This represents a shift from both positive and negative outcomes to more neutral outcomes after an interaction with the FWC services. Organisations continue to focus on reporting the number of clients being assessed in 2023-24 to allow a deeper understanding of the impact of service delivery.

Financial Resilience (FR) activities saw a significant increase in clients assessed (up 81 per cent from previous year) with 34.8 per cent of clients reporting a positive outcome.

The Financial Wellbeing programs support people in crisis and financially vulnerable individuals. The immediate needs of these clients may be more complex than the support available through the programs.

Disclosures

- ▶ [Consumer Price Index, Australia, June Quarter 2024 | Australian Bureau of Statistics \(www.abs.gov.au\)](#)
- ▶ [Bank On It: Customer Trends 2024, Australian Banking Association, June 2024.](#)

Rationale

This measure demonstrates the effectiveness of FWC in achieving the objective of the key activity: to support vulnerable individuals and families to navigate financial crises, address financial stress and hardship, and increase financial literacy for individuals and families.

- ▶ Targeting 20 per cent or less of people with multiple requests for ER demonstrates the effectiveness of the key activity by showing people who have experienced financial crisis (i.e. require ER) have reduced their reliance on ER as a result of being more financially resilient and navigating through financial crisis.
- ▶ Targeting at least 70 per cent of people who report an improvement in their financial wellbeing following engagement with a funded service demonstrates the effectiveness of the key activity by showing improvements in 'financial wellbeing' of services provided to clients as they navigate life transitions and/or financial stress or crisis.

Methodology

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

The result for 2.1.5-1B is determined by the percentage of assessed financial wellbeing clients that report a positive change in their circumstances (Financial Resilience and Material Wellbeing and Basic Necessities). To assess the impact of the services, an initial assessment is conducted when the client starts receiving services and subsequent assessments are conducted later in the client's service journey. Clients are counted as assessed after 2 or more assessments. When comparing their latest assessed score to their initial assessed score, the latest assessment must be from the 2023-24 reporting period. Of the 490,848 clients who received a service, 62,329 clients were assessed to report against this measure.

Data Categorisation

The **data source** for this measure is:

Categorisation of data source	Data source
Tertiary source Tier 3	The Department of Social Services Data Exchange – Standard Client /Community Outcome Reporting (SCORE) and administrative intake (Session) data.

Key Activity: 2.1.5-2 Financial Wellbeing and Capability

Enhanced Income Management (enhanced IM) is a component of the Financial Wellbeing and Capability Key Activity in the Families and Communities Program.

Former Cashless Debit Card (CDC) participants in the Northern Territory and the Cape York and Doomadgee regions transitioned from the CDC to enhanced IM on 6 March 2023, along with volunteers from the former CDC regions. From 4 September 2023, Income Management (IM) participants were able to request to transition to enhanced IM.

Enhanced IM does not change the amount of payments a person receives. Enhanced IM helps people budget their income support payments to meet essential household needs and expenses, like food, rent, bills and education.

The department is responsible for designing, delivering and implementing the Australian Government's commitment to reform policy for enhanced IM and ensuring that appropriate supports are in place, while Services Australia is responsible for service delivery implementation. The department is undertaking consultation and engagement to inform these reforms.

The department also provides a broad range of community driven; locally tailored and evidence-based support services that respond to specific needs identified by communities in the former CDC regions.

Services Australia is responsible for delivery of the enhanced IM program, including:

- ▶ providing card and account support to enhanced IM customers
- ▶ managing customer accounts and interaction with the third-party financial institutions to support its operation.

For further information on this key activity, please see 2023-24 Corporate Plan page 51.

Performance Measure

2.1.5-2 - Participants transitioned to enhanced Income Management have accessed their account.

Target

- ◆ 2.1.5-2A – At least 95 per cent of enhanced Income Management participants have accessed their account.

2023-24 Target	2022-23 Actual result	2023-24 Actual result	Outcome
95%	96%	98%	Met

Source: PBS 2023-24 page 56 and Corporate Plan 2023-24 page 51.

Program Analysis

From 4 September 2023, IM participants were able to request to transition to enhanced IM. The department has stood up a comprehensive communications campaign to ensure participants are aware of this option, as well as engaging in extensive consultation activities in communities where IM is in place.

In addition, entrance to IM program closed on 3 September 2023. From 4 September 2023, existing participants are able to choose to move to enhanced IM or remain on Income Management. All newly eligible participants are placed directly on enhanced IM.

Between 4 September 2023 and 28 June 2024, the Friday closest to reference period, over 5,000 participants have either transitioned, or consented to transition, from the IM program to the enhanced IM program. The measure outlined shows that these participants have been able to successfully commence enhanced IM and can utilise their quarantined funds.

Additionally, over 3,100 participants were on enhanced IM prior to 4 September 2023 and are still on the program, and over 7,200 participants have commenced on enhanced IM for the first time, or were on the program prior to 4 September 2023 and recommenced. This measure also shows that these participants continue to be able to access their quarantined funds and participate in the program.

Disclosures

This measure considers only enhanced IM participants who, from 1 April to 30 June 2024, have both an active SmartCard and have been paid a quarantined payment amount.

Rationale

Enhanced IM has been a transitional offering that includes greater choice for people to support management of their money. Participants using their enhanced IM account is a measure of successful implementation of enhanced IM and the extent of uptake. It demonstrates successful transition of participants from the CDC program to the enhanced IM program, whilst also ensuring that all participants can continue to use their social security payments to meet essential household needs and expenses, like food, rent, bills and education.

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.

Methodology

Services Australia is responsible for the delivery of enhanced IM. The department will work in collaboration with Services Australia to provide information on account usage, which demonstrates participants have successfully transitioned to the enhanced IM account.

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

Data Categorisation

The **data sources** for this measure are:

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia Administrative data.
Tertiary source	Tier 1	Smartcard provider data.

Program 2.1 Families and Communities

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

Key Activity: 2.1.7 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 Chapter 3 in this publication or the 2023-24 Corporate Plan page 52.

Performance Measure

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

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥75%	79.34%	76.5%	52.3%	Not Met

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥95 %	99.17%	99.3%	99.7%	Met

Source: PBS 2023-24 page 58 and Corporate Plan 2023-24 page 53.

Performance Measure

2.1.7-2 – Maximise institution participation with the Scheme.

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥95%	98.44%	98.7%	98.9%	Met

Source: PBS 2023-24 page 58 and Corporate Plan 2023-24 page 53.

Performance Measure

2.1.7-3 – Provide survivors a redress payment.

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥80%	N/A	95.5%	94.8%	Met

Target

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

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥80%	90.6%	94.9%	94.1%	Met

Source: PBS 2023-24 page 58 and Corporate Plan 2023-24 page 54.

Program Analysis

Applications to the Scheme have continued to increase. In 2023-24, the Scheme received a total of 16,324 applications, an increase on the previous year of 52 per cent. Some of this increase can be attributed to initiatives over the past 2 years that have increased the accessibility of the Scheme while maintaining its survivor-focussed approach and ensuring procedural fairness was offered to survivors and institutions. These improvements include removing the requirement for a statutory declaration, reducing barriers to applying from gaol, implementation of a communication strategy and improvements to the application form.

The number of determinations made by the Scheme also increased in 2023-24, to 5,170 which is the highest amount issued in any year of the Scheme (4,044 were finalised in this period). A range of operational improvements were implemented to achieve this outcome, but there is a significant gap between the numbers of applications received and finalised. As at the end of 2023-24, over the life of the Scheme, 16,875 applications have been finalised and there are 25,376 applications on hand.

In recognition of this, in 2024-25 the Scheme will introduce further improvements:

- ▶ the Australian Government provided funding in the 2024-25 Budget for new and expanded services to assist applicants to submit 'more complete' applications, and to receive independent legal advice from knowmore Legal Services
- ▶ an additional 45 defunct institutions are now covered under the Funder of Last Resort (FOLR) arrangement, which will allow the progression of some long-term on-hand applications
- ▶ the Scheme has recruited additional Independent Decision Makers to improve the timeliness of providing outcomes to applicants. The Scheme also continues to increase its service delivery workforce for the processing of applications
- ▶ the Scheme is implementing measures to improve the efficiency of the application assessment process and deliver outcomes to applicants sooner
- ▶ chapter 3 of this report details legislative amendments made in 2024 that increase the accessibility of the Scheme to survivors.

Most of the Scheme's performance targets were met in 2023-24, however the Application Timeliness measure, 2.1.7-1A was not. This is attributed to the challenges the Scheme faced in managing the increase in applications. The operational improvements detailed above are expected to improve the timeliness and volume of application finalisation. Additional information about average processing times and long-term applications on-hand is included in the Scheme's Success Measures Report series at [Strategic Success Measures | National Redress Scheme](#).

Disclosures

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

2.1.7-1A

- ▶ 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.

2.1.7-2A

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

2.1.7-3

- ▶ 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.

2.1.7-1 Rationale

Measuring the timely and quality finalisation of National Redress Scheme applications and offers made to survivors aims to demonstrate the department has efficiently processed and managed applications. This is a measure of proxy efficiency that demonstrates achievement of a key output of the National Redress Scheme key activity: The department has called or sent the applicant a letter about the outcome of their application. Further, the proportion of initial determinations that reflect the final outcome indicates the quality of decision-making – that the details in the application have been fully considered in the determination made, and, where a further review of a decision is requested, the review does not lead to the original decision being overturned in more than a small number of instances.

Targeting 'at least 75 per cent of applications that name institutions that participate in the Scheme, have a decision communicated to the applicant within 6 months of all required information being received by the Scheme' demonstrates proxy efficiency of the key activity by showing applications are processed within a timely and reasonable timeframe, and is reflective of the complexity of the assessment process, available resources to process applications, and institutions that have joined the Scheme.

2.1.7-1 Methodology

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

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

2.1.7-2 Rationale

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

Targeting engagement and maintenance of participation of institutions, with institutions on-board to cover 95 per cent of applications in progress demonstrates achievement of a key output of the key activity, by showing a significant per cent of people who have experienced institutional child sexual abuse are supported by the institutions who have joined the scheme and are providing redress.

2.1.7-2 Methodology

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

2.1.7-3 Rationale

Measuring 'Issue survivors a redress payment within 7 days (advance payments) or 14 days (redress payments) of receiving acceptance documentation' aims to demonstrate the department effectively administering the Scheme. This measure demonstrates achievement of a key output of the National Redress Scheme key activity: People who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response and a monetary payment.

Of the 3 redress outputs (payment, counselling, and apology), the payment is the only output delivered by the department. The other 2 are delivered by (mostly) state and territory governments and institutions.

Targeting providing survivors an advance payment or a redress payment demonstrates achievement of a key output of the Scheme.

Advance payments are made to survivors with exceptional circumstances. The shorter timeframe for advance payments reflects the importance placed by the Scheme on making these payments available to survivors.

2.1.7-3 Methodology

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

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

Data Categorisation

The **data sources** for this measure are:

Categorisation of data source	Data source
Primary source Tier 1	Department of Social Services Administrative data.
Primary source Tier 1	Institutions Customer Relationships Management System (SIEBEL).

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

	2020-21	2021-22	2022-23	2023-24
2.1.1 – Families and Children				
Families and Children	444,270	356,157	430,138	428,728 ^a
2.1.5 – Financial Wellbeing and Capability				
Financial Wellbeing and Capability Program	606,743	580,771	592,833	522,147

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.

	2020-21	2021-22	2022-23	2023-24
2.1.1 – Families and Children				
Indigenous	12.4%	12.6%	13%	13% ^b
Culturally and linguistically diverse	5.4%	5.5%	6%	7% ^b
People with disability	9.2%	8.3%	9%	11% ^b
2.1.5 – Financial Wellbeing and Capability				
Indigenous	18%	22%	24%	25%
Culturally and linguistically diverse	13%	7%	6%	6%
People with disability	16%	19%	22%	23%

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

	2020-21	2021-22	2022-23	2023-24
2.1.1 – Families and Children				
Families and Children	451	444	456	424 ^c
2.1.5 – Financial Wellbeing and Capability				
Financial Wellbeing and Capability Program	261	261	261 ^d	257

Disclosures

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

Table 2.4: Women’s Safety - 1800RESPECT

1800RESPECT	2022-23*	2023-24*
2.1.2 Women’s Safety		
Calls answered under 20 seconds	184,417	212,659
Calls answered	226,171	241,740
Calls abandoned post IVR	16,751	12,005
Calls abandoned under 5 seconds post IVR	2,398	2,766
<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"> • $\text{Calls answered under 20 seconds} / (\text{Calls answered} + \text{Calls abandoned post IVR} - \text{Calls abandoned under 5 seconds post IVR}) = \text{Service Level}$ • $212,659 / (241,740 + 12,005 - 2,766) = 84.73\%$ 		

Disclosures

- In 2023-24, the department completed work with the provider and gained data assurance over the accuracy of the reported result of 84.73% of calls answered within 20 seconds
- In the prior financial year 2022-23, the department had limited assurance over the accuracy of the reported result of 76.7% of calls answered within 20 seconds.

Table 2.5: Women’s Safety – DV-alert Workshops

DV-alert	2022-23	2023-24
2.1.2 Women’s Safety		
Target number of workshops and assessments	363	693
Workshops and assessments delivered	372	399

Disclosures

- The 2023-24 DV-alert target of 693 comprises of training workshops and assessments. From 2024-25, DV-alert performance targets will be based on training workshops only. This change is due to significant transformation to the DV-alert delivery model in 2023-24, and the unpredictability of organisations supporting staff to complete the assessment sessions following 36 hours of DV-alert workshop training.

Table 2.6: Number of National Redress Scheme Recipients

	2020-21	2021-22	2022-23	2023-24
2.1.7 National Redress Scheme for Institutional Child Sexual Abuse				
Recipients	3,251	2,675	3,416	3,654
Applications received	3,773	5,987	10,723	16,324
Institutions joined	268	94	152	55

Disclosures

- The number of new institutions joining the Scheme in 2023-24 was 55, and there were 153 institutions who left the Scheme in this same period, due to ACS Mutual no longer participating in the Scheme. ACS Mutual represented a number of institutions in the Scheme, including Australian Christian Churches, schools, ministries and missions, as participating groups or lone institutions.

Outcome 3: Disability and Carers

Purpose

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

Programs and activities

Outcome 3 comprises 3 programs and 5 activities contributing to the achievement of the Disability and Carers outcome. The diagram below depicts how this purpose is translated into measurable activities.

Outcome 3 – Disability and Carers	
Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.	
Program 3.1 Disability and Carers	Program 3.2 National Disability Insurance Scheme
Key activities 3.1.1 – Disability Employment Services 3.1.2 – Disability and Carer Support	Key activities* 3.2.1 – NDIS Transition 3.2.2 – NDIS Sector Development Fund and Jobs and Market Fund 3.2.3 – NDIS Participant Plans
	<small>* The key activity numbering in outcome 3 is not consecutive as it reflects the 2023-24 Portfolio Budget Statement appropriation numbering.</small>

Summary and key achievements

In 2023-24, out of 9 targets the department met 4 in the Disability and Carers outcome, partially met one target, did not meet 2 targets and has 2 ongoing targets. One Disability and Carers' target and one NDIS target is rated as ongoing as they are to be delivered in the longer term.

Carer Gateway is funded by the department to provide carers with access to free services and supports. The number of carers assisted through the department's carer support programs, including Carer Gateway, continued to increase compared to previous years. In 2023-24, nearly 108,000 carers were assisted through Carer Gateway, with a further 3,000 carers assisted through complementary programs.

This year the department also launched the Carer Inclusive Workplace Initiative to ensure workplaces can better support and retain employees who also have unpaid caring duties.

The Disability Employment Services (DES) program helps individuals with disability, injury, or health condition to secure and maintain sustainable open employment. This year there were 257,876 DES participants, with 24 per cent supported to maintain employment for 52 weeks, 36 per cent to 26 weeks and 41 per cent to 13 weeks. The DES Quality Framework was also implemented this year which supports DES providers to focus on driving meaningful and sustained quality improvement in delivering their services.

The design of the new specialist disability employment program was announced in May 2024 and kicked off consultation processes for the new program. In addition, new programs commenced that support people with disability with high support needs to have informed choice and control about their employment, including a Structural Adjustment Fund, which is providing grants to enable supported employment services and social enterprises to evolve their business models and create new pathways to open employment; Disability Employment Expos, and a Disability Employment Advocacy and Information program for supported employees, their families and carers.

The department's role in the NDIS is to support the Australian Government's election commitment of getting the NDIS back on track and restoring it to its original intent. The government committed in April 2022 to a comprehensive review of the NDIS. The NDIS Review was finalised and the Final Report was publicly released on 7 December 2023. Following the public release of the NDIS Review, National Cabinet agreed the Commonwealth would work with state and territory governments to implement legislative and other changes as a priority for introduction to Parliament in the first half of 2024. The department, supported by the National Disability Insurance Agency (NDIA) and NDIS Quality and Safeguards Commission (NDIS Commission), developed the National Disability Insurance Scheme (NDIS) Amendment (Getting the NDIS Back on Track No.1) Bill 2024 (Bill No.1) which was introduced into Parliament on 27 March 2024 and passed on 22 August 2024.

On 29 September 2023, the government established the Commonwealth Disability Royal Commission Taskforce within the department to coordinate whole-of-government consideration, public consultation, and state and territory engagement on the Disability Royal Commission's 222-recommendation final report. The department established governance arrangements to bring more than 15 Commonwealth departments and agencies together and coordinated extensive engagement with state and territory governments. The department also facilitated public consultation and engagement to draw out stakeholder and community views to inform the government's initial response and reform options, and has established ongoing monitoring and reporting arrangements to track and report on implementation. In the time since this reporting period, the government has released its initial response to the Royal Commission and this important work will continue throughout 2024-25 and beyond.

The *Disability Services and Inclusion Act 2023* commenced on 1 January 2024, replacing the *Disability Services Act 1986* and establishing a contemporary legislative framework for the funding and regulation of programs for people with disability, and their families and carers. To protect people with disability and their families and carers, the Act also seeks to improve the quality of service providers and safety for people with disability.

The new Act was developed based on feedback provided through two rounds of public consultation. It will ensure that the Commonwealth is able to continue to fund services and supports for people with disability regardless of whether or not they are a participant in the NDIS.

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 Disability and Carer Support	Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.	Not Met
		Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.	Not Met
	3.1.2-2 Younger People in Residential Aged Care	No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.	Ongoing
3.2 National Disability Insurance Scheme	3.2.1 NDIS Transition	Full Scheme Agreements signed with all states and territories by 30 June 2024.	Partially Met
	3.2.2 Sector Development Fund and Jobs and Market Fund	Qualitative commentary	N/A
	3.2.3 NDIS Participant Plans	Annual growth in the total costs of the Scheme of no more than 8 per cent by 1 July 2026, with further moderation of growth as the Scheme matures.	Ongoing
		Progress towards legislative amendments being developed for government.	Met

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 disability, injury, or health condition to secure and maintain sustainable open employment.

For further information on this key activity, please see 2023-24 Corporate Plan page 57.

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 per cent of job placements sustained to 13 weeks.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 40% to 13 weeks	42%	41%	41%	Met

Target ♦ 3.1.1-1B At least 30 per cent of job placements sustained to 26 weeks.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 30% to 26 weeks	37%	37%	36%	Met

Target ♦ 3.1.1-1C At least 20 per cent of job placements sustained to 52 weeks.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 20% to 52 weeks	24%	25%	24%	Met

Source: PBS 2023-24 page 65 and Corporate Plan 2023-24 page 57.

Program Analysis

Between June 2023 and June 2024, the number of DES participants decreased by 4.1 per cent (11,104) from 268,980 to 257,876.

Comparing financial year 2023-24 to 2022-23, the number of DES employment placements (also known as employment Anchors)^a decreased by 21.8 per cent (or 19,599), from 89,759 as reported in the 2022-23 Annual Report to 70,176.

Over the same period the number of 26 Week Employment Outcomes decreased by 23.7 per cent (or 10,851), from 45,847 to 34,996.

The Internet Vacancy Index (IVI)^b (measurement of job listings on recruitment websites) decreased between June 2023 and June 2024 by 18.1 per cent.

Labour market conditions in Australia have declined from the peak in June 2022 post the COVID-19 pandemic, is likely contributing to the decreased DES employment placements and outcomes during 2023-24, compared to 2022-23.

In the 2024-25 Budget, it was announced^c that a new specialist disability employment program will commence on 1 July 2025 and replace the current DES program.

In addition to the program measures reported here, the department also monitors DES provider performance. During 2023-24, interim performance measures were applied to DES providers while the new Performance Framework was being finalised. The interim measures are designed to replace the previous Star Ratings and are an indicator of provider effectiveness. A new Performance Scorecard is being developed that will measure both Quality and Performance with the objective of improving the quality of DES and delivering better outcomes for people living with disability. The first Performance Scorecards will be available publicly during quarter 2 of 2024-25.

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

Disclosures

- a) an Employment Placement is Anchored by moving a Participant into the Post Placement Support phase of DES and is recorded on the department's IT Systems when a Participant starts progressing to an Employment Outcome
- b) source: Jobs and Skills Australia website, Internet Vacancy Index, IVI Vacancy Report – June 2024
- c) source: ministers.dss.gov.au/media-releases/14656.

Rationale

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

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

Methodology

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

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.

Data Categorisation

The **data source** for this measure is:

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

Key Activity: 3.1.2 Disability and Carer Support

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

For further information on this key activity, please see 2023-24 Corporate Plan page 59.

Performance Measure

3.1.2-1 – Extent to which carers who are registered with Carer Gateway local service providers’ wellbeing is assessed as improved.

Target

- ◆ 3.1.2-1A Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.

2023-24 Target	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 30%	32%	29%	Not Met

Target

- ◆ 3.1.2-1B Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.

2023-24 Target	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 35%	34% (Target was 30%)	34%	Not Met

Source: PBS 2023-24 page 66 and Corporate Plan 2023-24 page 59.

Program Analysis

2023-24 represented the fourth full year of operation for the Carer Gateway program and the second year reporting on the measure ‘extent to which carers who are registered with Carer Gateway local service providers’ wellbeing is assessed as improved’ has been undertaken.

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 3.2. 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 and for whom appropriate data is available assessed with improved wellbeing for the period 1 July 2023 to 30 June 2024 did not achieve the target, although was within one percentage point. Wellbeing for carers recorded since the program commenced to 30 June 2024 also did not achieve the target. 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. Qualitative evidence indicates that regardless of effective support, the caring role is taxing and maintenance of wellbeing could also be considered a success. Despite these being considered in the assessment of improved carer wellbeing, ongoing analysis indicates that percentage with improved wellbeing is plateauing the longer the program runs. This observation has been reflected in the changes to out year targets for 3.1.2 – 1B in the 2024-25 PBS.

In 2023-24, 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.

In the 2023-24 reporting period, two of the Integrated Carer Support Service (ICSS) programs underwent funding extensions. Carer Gateway Service Provider (CGSP) grant agreements have been extended for a two-year period from 1 July 2024 to 30 June 2026. Funding for the extension is a cost of approximately \$344 million. The Tristate Carer Vocational Outcomes Program Pilot grant agreement has also been extended for 18 months, from January 2024 to June 2025, at a cost of up to \$2.55 million. These extensions allow funding certainty in the forward years and will provide stability for service providers.

In March 2024, the Minister approved additional Carer Inclusive Workplace grant funding of up to \$120,000 (GST Exclusive) for Carers Australia to work with Women's Agenda. This is in order to expand promotional activities to increase uptake, particularly amongst women in business.

Rationale

Measuring the extent to which carers, who are registered with Carer Gateway local service providers, wellbeing is assessed as improved aims to demonstrate the effectiveness of Support for Carers in relation to one of the long-term outcomes of the 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 2 targets:

- a) static target result measuring the proportion of the number of carers with assessed improved wellbeing reported within the performance reporting period
- b) an increasing target result for the proportion of carers with assessed improved wellbeing in out-years for all registered carers since the program commenced. This target 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 levels of 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 target results that are currently set for future years are informed by trends to date.

Methodology

Service providers conduct a scored assessment with a sample of clients to measure clients' circumstances and progress towards achieving goals. An initial assessment is conducted when the client starts receiving services and subsequent assessment(s) are conducted later in the client's service journey.

The result for 3.1.2-1A is determined by the percentage of clients assessed in the 2023-24 reporting period that show a positive change in circumstances (Mental Health, wellbeing and self-care) when comparing their latest assessment score to their initial assessment score. The latest assessment must be from the 2023-24 reporting period.

The result for 3.1.2-1B is determined by the percentage of all clients assessed since 1 January 2020, that show a positive change in circumstances (mental health, wellbeing and self-care) when comparing their latest assessment score to their initial assessment score. The latest assessment can be from any reporting period since 1 January 2020.

Data Categorisation

The data source for this measure is:

Categorisation of data source	Data source
<p data-bbox="202 468 440 525">Tertiary source</p> <p data-bbox="451 468 565 525">Tier 1</p>	<p data-bbox="615 411 1141 584">CarerStar™ 'needs assessments conducted by Carer Gateway service providers and entered into the Department of Social Services Data Exchange as client assessment (Client Circumstances Standard Client /Community Outcome Reporting (SCORE)) data.</p>

3.1.2-2 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.

Younger people in residential aged care (YPIRAC) is a complex issue and requires extensive one-on-one support and regular conversations with individuals, their families/guardians and service providers across the disability, aged care, health and housing sectors at all levels of government.

For further information on this key activity, please see 2023-24 Corporate Plan page 60.

Performance Measure

3.1.2-2 – Progress towards targets relating to younger people in residential aged care.

Target

- ◆ 3.1.2-2A No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
Progress towards target	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	1,381 People under the age of 65 excluding 244 First Nations young people aged 50 to 64 years were living in residential aged care at 31 March 2024	Ongoing

Source: PBS 2023-24 page 68 and Corporate Plan 2023-24 page 60.

Program Analysis

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’.

There is a continued downward trend in the number of younger people in residential aged care, and the number of younger people entering residential aged care. As at 31 March 2024, there were 1,381 people under the age of 65 in residential aged care excluding 244 First Nations people aged 50 to 64.¹

The following table shows the total number of exits by exit reason between 1 July 2023 and 31 March 2024:

Total number of exits by exit reason between 1 July 2023 to 31 March 2024¹

Death	212
Other	63
Return to Family or Home	61
To Hospital	11

Whilst significant progress has been made to reduce the number of younger people living in residential aged care, transitioning people from residential aged care can be complex and faces significant barriers including:

- ▶ they have been living in aged care for a long time and are not seeking alternative care arrangements
- ▶ families or guardians may be reluctant to agree to change their loved one's living arrangements
- ▶ they are living in rural and regional, areas where alternative accommodation and support is limited and
- ▶ they are not eligible for the NDIS or other Commonwealth funded support, there may be limited community access to mainstream supports and services and may fall into a service gap for housing and support services, which is the responsibility of state and territory governments.

It is currently recognised that there are some people with certain conditions or circumstances where appropriate care and support may be provided in residential aged care facilities either on a temporary or permanent basis.² They are defined as exceptional circumstances. Exceptional circumstances include people aged 50 to 64 years who are First Nations or who are homeless or at risk of homelessness.

Proposed changes to be progressed in the new Aged Care Act will limit entry for those under 65 in residential aged care as any new entries will be due to 'exceptional circumstances' only.

Disclosures

- ▶ Data on the exceptional circumstances category of people aged 50 to 64 years who are homeless or at risk of homelessness is limited. At present, the AIHW Gen Aged Care data dashboard does not contain data on homelessness meaning the YPIRAC counts include this cohort and they are not separately reported. Whilst the AIHW factsheet³ includes indicative reporting on this exceptional circumstances category, it states that the data uses the 'Complex Needs Inadequate Housing Indicator' sourced from the National Screening

and Assessment Form (NSAF). This indicator is a non-mandatory field within the NSAF and therefore is an underrepresentation of the total cohort. The Department of Health and Aged Care (DoHAC) are currently working with AIHW to investigating ways for more accurate reporting on this category.

- ▶ Results are reported up until 31 March 2024, based on latest AIHW Gen Aged Care Reports data available at the time of printing. AIHW Gen Aged Care Reports are updated and published on a quarterly basis and linked below.
 - › 1) AIHW Gen Aged Care Reports, [Younger people in residential aged care - AIHW Gen \(gen-agedcaredata.gov.au\)](https://gen-agedcaredata.gov.au).
 - › 2) [Principles and guidelines for a younger person's access to Commonwealth funded aged care services May 2023 \(health.gov.au\)](https://health.gov.au)
 - › 3) AIHW YPIRAC Data Factsheet, [YPIRAC-Dec-2023-Factsheet\(1\).pdf \(gen-agedcaredata.gov.au\)](https://gen-agedcaredata.gov.au)

Rationale

The performance measure aligns to the key activity long-term outcomes: Participants are empowered to live an ordinary life. This includes supporting their independence, and social and economic participation; and participants exercising choice and control in the pursuit of their goals and the planning and delivery of their supports, including their living arrangements.

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 45 living in 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 or age-appropriate in most circumstances, and younger people should be supported to have choice in finding more appropriate accommodation and support.

The Australian Government noted that the YPIRAC 2022 targets were not met. Commonwealth, states, and territories are continuing to work towards meeting the YPIRAC 2025 target.

Methodology

The number of people under 65 years entering, and under 65 years living, in residential care, is sourced from AIHW Gen Aged Care Reports. AIHW reports are considered the authoritative source for publicly available YPIRAC figures and are published on a quarterly basis.

In collaboration with the NDIA and DoHAC, the department oversees activities delivered and coordinated by NDIA and DoHAC to prevent the entry and facilitate the exit of younger people in residential aged care.

Data Categorisation

The data sources for this measure are:

Categorisation of data source		Data source
Secondary source	Tier 1	NDIA's NDIS Quarterly Report to Disability Ministers.
Secondary source	Tier 1	Australian Institute of Health and Welfare (AIHW) Gen Aged Care Reports.

Program 3.2 National Disability Insurance Scheme

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 NDIS Transition aims to support national implementation of the NDIS in accordance with inter-government agreements.

For further information on this key activity, please see 2023-24 Corporate Plan page 62.

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 2024.

2023-24 Target	2023-24 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: PBS 2023-24 page 67 and Corporate Plan 2023-24 page 62.

Program Analysis

The target for Performance Measure 3.2.1-1 remains partially met, as the Commonwealth signed Full Scheme NDIS Bilateral Agreements with all states and territories, by 30 June 2024 with the ongoing exception of Western Australia. There is an expectation that WA will sign a Full Scheme Agreement.

Previously, a Bilateral Agreement for the Transition to the NDIS in WA (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 government 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

The execution of full scheme bilateral agreements with all states and territories demonstrates the completion of transition as all states and territories would be contributing to the NDIS under full scheme bilateral agreements, as opposed to transition bilateral agreements. WA is the only state or territory remaining to negotiate full scheme arrangements.

This measure demonstrates the effectiveness of NDIS Transition in achieving the objective of the key activity: for eligible persons to be supported by the NDIS rather than by services provided under arrangements in place prior to the NDIS becoming available across all of Australia.

Methodology

Reporting against this measure will be based on the execution of a full scheme bilateral agreement with the WA government. Once executed, full scheme agreements will be in place with all states and territories.

Data Categorisation

The data source for this measure is:

Categorisation of data source		Data source
Primary source	Tier 1	Signed full scheme agreements with all jurisdictions.

Program 3.2 National Disability Insurance Scheme

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: 3.2.2 Sector Development Fund and Jobs and Market Fund

Oversight of the NDIS Market is a shared responsibility of Commonwealth (the department, the NDIA and NDIS Quality and Safeguards Commission), state and territory governments.

The department's role is primarily *enabling*. The department has ongoing responsibility for activities that enable the continued functioning of the NDIS, including, providing advice to government, to be implemented by the NDIA and the NDIS Quality and Safeguards Commission, on ways to build a more responsive, supportive and sustainable market and workforce for provision of supports to NDIS participants.

The role of other agencies and entities in the NDIS

The NDIA is responsible for:

- ▶ providing support and education to current and potential providers to ensure supply in the NDIS Market
- ▶ monitoring local market trends and risks in demand and supply (including provider issues and barriers) and escalate identified trends and issues to the department, the NDIS Quality and Safeguards Commission and states and territories when a policy or regulatory response is required.

The states and territories' role in governing and implementing the NDIS includes:

- ▶ ensuring state funded and/or regulated services make reasonable adjustments to support people with disability whether they are NDIS participants or not.

The NDIS Quality and Safeguards Commission's role includes:

- ▶ market engagement and oversight, by intervening in the market to drive quality and ensure safeguarding to achieve thriving, diverse markets.

Program Analysis

For 2023-24, the department is providing a qualitative update about the market pilots and trials that were included in the 2023-24 Budget to inform future approaches that improve market effectiveness and the sustainability of the NDIS. The department's role in the provision of advice on developing the NDIS Market, the following initiatives have been commenced or completed in 2023-24:

- ▶ with the NDIA, commenced working with participants and providers to trial blended payments to increase incentives for providers to innovate in service delivery and achieve outcomes for participants
- ▶ with the NDIA, commenced partnering with communities to pilot alternative commissioning to improve access to supports in remote and First Nations communities
- ▶ DoHAC, DSS, NDIA and the DVA are jointly trialling integrated services and joint commissioning in up to 10 locations to understand how to improve the provision of, and access to, primary care and support services in thin markets
- ▶ in 2023-24 DSS developed the new Care Sector Demand Map (the Map) in a joint initiative between DSS (the lead agency), DoHAC and the NDIA.
 - › the Map is a geospatial tool that will provide local data about supply and demand for NDIS and aged care services across Australia
 - › the Map is searchable by local government area, postcode or ABS statistical area and will include the number of active providers.

The department previously had responsibility for the Jobs and Market Fund (JMF) which was intended to support the growth of the NDIS provider market and workforce. The funding for the JMF ceased 30 June 2024.

Development of the NDIS market	2020-21	2021-22	2022-23	2023-24
Value and number of Jobs and Market Fund projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme	\$10.36m	\$8.76m	\$1.71m	\$0.46m
	22 Projects	17 Projects	8 Projects	3 Projects

Data Categorisation

The data source for this measure is:

Categorisation of data source	Data source
<p data-bbox="202 415 440 472">Primary source</p> <p data-bbox="454 415 561 472">Tier 1</p>	<p data-bbox="612 415 1132 472">The department's Electronic Documents and Records Management System, ARC.</p>

Program 3.2 National Disability Insurance Scheme

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: 3.2.3 NDIS Participant Plans

The National Disability Insurance Scheme (NDIS) is Australia's first national scheme for people with disability. It supports the independence and social and economic participation of people with disability. The NDIS provides funding directly to people with disability, moving away from the previous system of providing block funding to agencies and community organisations.

Performance Measure

3.2.3-1 – National Disability Insurance Scheme cost growth is sustainable

Target

- ◆ 3.2.3-1A Annual growth in the total costs of the Scheme of no more than 8 per cent by 1 July 2026, with further moderation of growth as the Scheme matures.*

2023-24 Target	2023-24 Actual result	Outcome
Annual growth in the total costs of the Scheme of no more than 8% by 1 July 2026	N/A	Ongoing

Source: Corporate Plan 2023-24 page 64.

* Reporting for this target will commence from 2026-27. In 2024-25 and 2025-26 the department will report against projected scheme costs for 2026-27 and subsequent years as reported in the Portfolio Budget Statements. A link to the department's 2024-25 Portfolio Budget Statements is provided [Portfolio Budget Statements 2024-25 Budget Related Paper | Department of Social Services, Australian Government \(dss.gov.au\)](#).

Program Analysis

In Budget 2024-25, NDIS legislative reforms are projected to moderate the growth in NDIS expenses by \$14.4 billion in payment terms over 4 years from 2024-25, once the 8 per cent annual growth target is accounted for. The NDIS remains a demand driven and needs based scheme.

The National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 (Bill No.1) is the first tranche in a program of ongoing legislative and systemic reform of the NDIS. These changes are required to directly support the moderation of Scheme growth and improve the experience of participants.

Subject to the passage of Bill No.1 and complementary subordinate legislation receiving approval of the Parliament, the proposed changes will support initial moderation in scheme growth. The department will continue to monitor and review the fiscal impact of the legislative changes and the relevant NDIS Review recommendations supported by government.

Performance Measure

3.2.3-2 – Legislative amendments developed for government

Target

- ◆ 3.2.3-2 Progress towards legislative amendments being developed for government.

2023-24 Target	2023-24 Actual result	Outcome
Criterion is met if at least 3 of 3 progress milestones are delivered	100%	Met

Program Analysis

Between June 2023 and July 2024, the department has continued to support the Australian Government's election commitment of getting the NDIS back on track and restoring it to its original intent. The government committed in April 2022 to a comprehensive review of the NDIS. The NDIS Review was finalised, and the Final Report was publicly released on 7 December 2023.

Following the public release of the NDIS Review, National Cabinet agreed the Commonwealth would work with state and territory governments to implement legislative and other changes as a priority for introduction to Parliament in the first half of 2024. Consistent with that agreement, and as a first response to several recommendations of the NDIS Review, the department supported by the National Disability Insurance Agency (NDIA) and NDIS Quality and Safeguards Commission (NDIS Commission), introduced the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 (Bill No.1).

Bill No.1 includes amendments to the *National Disability Insurance Scheme Act 2013* (NDIS Act), which set up a framework for broader changes to the operation of the NDIS. These changes are necessary to ensure participants are put back at the centre of the scheme, and importantly to ensure the scheme remains sustainable and available for future generations of Australians.

Many of the amendments proposed by Bill No.1 will not become fully operational until a suite of new legislative instruments and NDIS rules are made and existing Rules are amended. The design and implementation of these new and amended instruments will require extensive consultation and collaboration with the disability community and impacted stakeholders.

Most notably, Bill No.1 sets up a framework for a new budget-based planning model.

To support the development and introduction of Bill No.1, the department has consulted with states and territories and the disability community. The department recognises the existing performance measure will iteratively evolve and extend across 2024–25, with re-defined milestones reflecting how the reform program is anticipated to evolve.

Across 2024-25, legislative reform will be centred on the development of the legislative instruments and rules to operationalise key policy changes included in Bill No.1 including, supporting changes to access pathways, plan management settings, budget-setting and needs assessment and permanent category A rules on what the NDIS will and will not fund.

Target 3.2.3-1 Rationale

This is a long-term effectiveness measure. The Commonwealth and states and territories, through National Cabinet, have committed to an annual growth target in the total costs of the Scheme of no more than 8 per cent by 1 July 2026, with further moderation of growth as the scheme matures.

Ensuring scheme cost growth does not exceed 8 per cent per annum will provide a sustainable growth trajectory and enable the NDIS to continue to provide life-changing outcomes for future generations of Australians with disability.

Sustainability initiatives included in the 2023-24 Budget and being managed by the NDIA, include:

- ▶ implementing preferred provider arrangements to leverage the buying power of NDIS participants
- ▶ investing in better decision-making processes and planner capability for participants with specialised needs
- ▶ moving to less frequent plan reviews where it makes sense and committing to participants that not spending budgets will not affect future plans
- ▶ improving a lifetime planning approach to ensure plans are more transparent and flexible for life events. This includes flexibility where participants do not need as much support at a stage of life but know they can receive support as their circumstances change
- ▶ better supporting participants to manage their plan within budget, including assistance from NDIA during the year and holding plan managers, support coordinators and providers to account
- ▶ strengthening guidelines for planners on support volumes and intensity, and providing clear minimum standards of evidence for assistance with daily living
- ▶ cracking down on fraud and non-compliance by funding, in addition to the Fraud Fusion Taskforce, 200 staff for 2 years and developing a business case for a new system to detect, prevent and reduce non-compliant payments.

National Cabinet has committed to an annual growth target of no more than 8 per cent for the Scheme by 1 July 2026. The department will be responsible for policy advice to government on scheme sustainability and consideration of the findings from the NDIS Review and the Disability Royal Commission, and the work of the Care and Support Economy Taskforce. The department will also support the NDIA to implement any agreed sustainability initiatives.

Target 3.2.3-1 Methodology

In 2024–25 and 2025–26 the department will report against projected scheme costs for 2026–27 and subsequent years as reported in the Portfolio Budget Statements. Tracking projected scheme costs for 2026–27 and subsequent years across the years will show if the 8 per cent target is still expected to be met.

Target 3.2.3-2 Rationale

This output measure was chosen as an interim way to reflect the department's progress towards the initial work to address findings from the NDIS Review and the Disability Royal Commission.

The nature of the legislative change will also contribute towards longer-term achievement of the 8 per cent growth target and moderation over time.

Additional outputs will be considered as the department navigates through policy solutions through mainstream systems and simplified pathways for future reporting years.

Milestones for performance measure 3.2.3-2 in 2024-25 have been updated to reflect the progress of initial legislative reforms introduced to support National Cabinet's agreement of December 2023 to introduce legislative reforms in the first half of 2024. The department will continue to support government across 2024-25 following the anticipated commencement of the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 and development and amendment of existing or new NDIS Rules and legislative instruments to support systemic reform of the NDIS and moderation of scheme growth to 8 per cent annual growth by 2026-27.

Target 3.2.3-2 Methodology

Criterion is considered met if all 3 of the 3 progress milestones are delivered, these milestones contribute to the passage of legislation.

Milestones:

1. develop policy advice and drafting instructions to support the Office of Parliamentary Counsel prepare a parliamentary bill
2. engagement with stakeholders (state and territory jurisdictions on legislation)
3. develop supplementary materials to accompany the bill for introduction.

Data Categorisation

The **data source** for this measure is:

Categorisation of data source		Data source
Primary source	Tier 1	Generated from within the department.

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

	2020-21	2021-22	2022-23	2023-24
3.1.1 – Disability Employment Services				
Number of DES participants ^a	315,926	296,485	268,980	257,876
3.2.1 – NDIS Transition				
Number of NDIS participants	466,619	534,655	610,502	661,267

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

	2020-21	2021-22	2022-23	2023-24
3.1.1 – Disability Employment Services				
Disability Employment Services ^b	109	104	93	86
3.1.2 Disability and Carer Support				
Support for Carers	13	13	13	13

Table 3.3: Number of individuals assisted

	2020-21	2021-22	2022-23	2023-24
3.1.2 Disability and Carer Support				
Number of carers assisted ^c	62,131	91,523	123,568	135,029

Disclosures

- a) The number of DES participants on the caseload as at 30 June each financial year.
- b) The number of DES providers (distinct count) as at 30 June each financial year.
- c) The figure for 2023-24: Number of carers assisted refers to the number of carers supported through the Integrated Carer Support Service and reported within the Data Exchange for 2023-24, 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.

Table 3.4: NDIS Transition: Scheme Agreements

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

Purpose

Supporting access to safe and secure housing for individuals, including social housing, and providing targeted supports for preventing and addressing homelessness.

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.

Outcome 4 – Housing	
Supporting access to safe and secure housing for individuals, including social housing, and providing targeted supports for preventing and addressing homelessness.	
Program 4.1 Housing and Homelessness	Program 4.2 Affordable Housing
Key activities 4.1.1 – National Housing and Homelessness Agreement	Key activities 4.2.1 – National Rental Affordability Scheme

Summary and key achievements

In 2023-24, 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 improved housing outcomes by working with The Treasury and state and territory housing departments, including through Housing and Homelessness Ministerial Council, which reports to National Cabinet. The department focuses on social housing, rent assistance and homelessness while The Treasury focuses on housing supply and affordability.

In 2023-24 the department administered the *National Housing and Homelessness Agreement* (NHHA) and developed its replacement the *National Agreement on Social Housing and Homelessness* (NASHH).

Under the NHHA, the Australian Government provided around \$1.7 billion to the states and territories in 2023-24 to contribute to improving access to affordable, safe and sustainable housing, including to prevent and address homelessness and to support social and economic participation.

On 31 May 2024, Housing and Homelessness Ministers signed the new 5-year NASHH to provide \$9.3 billion to the states and territories to help people who are experiencing, or at risk of, homelessness and support the effective operation of Australia's social housing and homelessness services sectors.

Legislation was passed, enabling the government to commit to provide \$100 million towards the Crisis and Transitional Accommodation Program for women and children experiencing family and domestic violence and older women at risk of homelessness.

The department 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 with almost 26,500 total allocations receiving an incentive for the NRAS year.

The Safe Places⁴ program is a capital works program funding the building, renovation or purchase of emergency accommodation for women and children experiencing family and domestic violence. It is reported as one of the eight initiatives under the Women's Safety key activity. This year, a total of 11 projects have been successfully completed and are now operational, creating an additional 248 Safe Places for women and children experiencing family and domestic violence, bringing the total number of Safe Places delivered at 30 June 2024 to 499.

⁴ The Safe Places Emergency Accommodation program is funded under Outcome 4, however, is an initiative under the Women's Safety key activity and is reported under Outcome 2.

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"> ▶ having a publicly available housing strategy ▶ having a publicly available homelessness strategy ▶ contributing to the ongoing collection and transparent reporting of agreed data ▶ providing annual statement of assurance reports outlining their housing and homelessness expenditure. 	Met
		States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.	Met
4.2 Affordable Housing	4.2.1 National Rental Affordability Scheme	At least 90 per cent of statements of compliance are processed within 60 business days.	Met
		At least 90 per cent allocations set under the National Rental Affordability Scheme are active and receiving incentive payments.	Met

Program 4.1 Housing and Homelessness

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

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

The 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, and were extended to 30 June 2024. The extension provided states and territories approximately \$1.7 billion in 2023-24, including an additional \$67.5 million to assist the sector to address the homelessness challenges revealed in the 2021 Census.

On 31 May 2024, Housing and Homelessness Ministers signed a new 5-year NASHH to provide \$9.3 billion to the states and territories to help people who are experiencing, or at risk of, homelessness and support the effective operation of Australia's social housing and homelessness services sectors.

For further information on this key activity, please see 2023-24 Corporate Plan page 69.

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

- ◆ 4.1.1-1A 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:
 - ▶ having a publicly available housing strategy^a
 - ▶ having a publicly available homelessness strategy^a
 - ▶ contributing to the ongoing collection and transparent reporting of agreed data^b
 - ▶ providing annual statement of assurance reports outlining their housing and homelessness expenditure.^c

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
100%	100%	100%	100%	Met

Source: PBS 2023-24 page 73 and Corporate Plan 2023-24 page 69.

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

4.1.1-2A States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered	Refer output to tables in 2021-22 Annual report Page 120-121 (Met)	Refer output to tables in 2022-23 Annual Report Page 100 (Met)	Refer output to tables below	Met

Source: PBS 2023-24 page 73 and Corporate Plan 2023-24 page 69.

Program Outputs

Number of social housing dwellings by category as at 30 June 2023^d

Social housing category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	AUS
Public housing dwellings	95,765	64,720	53,010	32,694	31,577	4,997	10,827	4,814	298,404
State owned and managed Indigenous housing dwellings	3,737	..	3,226	..	1,315	164	..	5,586	14,028
Community housing tenancy units	53,913	16,363	11,665	7,978	12,333	9,715	1,695	488	114,150
Indigenous community housing (funded and unfunded)	6,485	1,763	5,477	2,692	683	96	..	1,844	19,040
Indigenous community housing (funded)	4,978	1,763	5,477	2,692	683	96	..	1,844	17,533

Source: Australian Institute of Health and Welfare, Housing Assistance in Australia 2024 (Table DWELLINGS.2)

Clients of specialist homelessness services, 2022-23 ^e										
Priority Cohorts	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NATIONAL ^f	
Aboriginal and Torres Strait Islander clients	16,987	10,107	12,625	9,748	3,660	982	603	6,316	59,868	
Young people (15-24 presenting alone)	12,994	11,234	5,729	2,522	3,036	1,433	682	1,207	38,307	
Clients who return to homelessness after achieving housing ^g	4,217	5,136	2,610	1,208	1,186	577	265	451	14,873	
Older clients	5,944	11,065	3,896	2,820	1,515	957	361	985	27,305	
Clients who have experienced family and domestic violence	19,709	32,719	10,773	7,972	4,248	1,494	1,203	3,762	80,395	
Clients exiting custodial arrangements	1,833	5,145	744	363	622	210	130	149	9,130	

Source: Australian Institute of Health and Welfare, Specialist homelessness services 2022–23 (Tables Clients.47 and H_Return)

Program Analysis

Under the NHHA, the Australian Government provided around \$1.7 billion to the states and territories in 2023-24 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.^h The PC 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 considered the Productivity Commission's recommendations during negotiations on the new agreement during 2023-24.

Annual Statements of Assurance from each state and territory is a proxy indicator for the effectiveness of the NHHA's contribution to the housing and homelessness outputs. It includes information about how states and territories spend the funding provided under the NHHA. Statements of Assurance are supplemented by data from the Australian Institute of Health and Welfare (AIHW) and the Productivity Commission.

The number of social housing dwellings increased from 30 June 2022 to 30 June 2023 by about 3,000 dwellings across the four social housing categories.

Specialist homelessness services agencies supported 273,648 clients in 2022-23, a slight increase compared to 272,694 clients in 2021-22. There were nearly 300 unassisted requests per day in 2022-23, or about 70,314 for the year. This was about 1,600 less than in 2021-22 (71,962).ⁱ

Disclosures

- a) All state and territories had publicly available housing and homelessness strategies at 30 June 2024.
- b) All states and territories collect and report agreed data for the NHHA performance indicators. Data for 2023-24 was not available for the department's 2023-24 annual report. The result for this measure is based on data for 2022-23.
- c) The statements of assurance for 2023-24 will be published on the Federal Financial Relations website at: [The National Housing and Homelessness Agreement | Federal Financial Relations www.federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0](https://www.federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0). Under the NHHA, statements of assurance for 2023-24 are not required until 31 October 2024 (or a later date as agreed). The result for this measure is based on data for 2022-23. The quality of statements of assurance (which are key NHHA reporting mechanisms) vary between states and territories.

- d) Results for 2023-24 reported at 30 June 2023 as AIHW data for 30 June 2024 was not available in time for the 2023-24 annual report.
- e) Results reported for 2022-23 as AIHW data for 2023-24 was not available in time for the 2023-24 annual report.
- f) Clients may access services in more than one state or territory. Therefore the national total will be less than the sum of jurisdictions.
- g) 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.
- h) Housing and Homelessness Agreement review – www.pc.gov.au/inquiries/completed/housing-homelessness/report.
- i) An ‘unassisted request for service’ is an instance where a person who approaches an agency is unable to be provided with any assistance.

Data Quality Statements for Specialist Homelessness Services Collection, 2022–23; Quality Statement (aihw.gov.au). Data on the number of social housing dwellings is from the AIHW Housing Assistance in Australia. The data quality statements and explanatory notes for this collection can be found as follows: Public Housing Data Collection, 2022–23; Quality Statement (aihw.gov.au) State Owned and Managed Indigenous Housing Data Collection, 2022–23; Quality Statement (aihw.gov.au) Community Housing Data Collection, 2022–23; Quality Statement (aihw.gov.au) Indigenous Community Housing Collection, 2022–23; Quality Statement (aihw.gov.au)

Target 4.1.1-1 Rationale

Measuring the standard of delivery by states and territories in accordance with the terms and conditions of agreements with the Commonwealth, will demonstrate the department has effectively:

- ▶ conducted monitoring and compliance
- ▶ conducted payment assurance
- ▶ reviewed annual statements of assurance
- ▶ engaged with states and territories.

Target 4.1.1-1 Methodology

The per cent of states and territories meet their requirements is based on the number of state and territories that have:

- ▶ published a housing strategy
- ▶ published a homelessness strategy
- ▶ transparent reporting of agreed data
- ▶ annual statement of assurance reports outlining jurisdictional housing and homelessness expenditure.

Target 4.1.1-2 Rationale

As a requirement under the NHHA, states and territories report on the number of social housing dwellings and the number of specialist homelessness services delivered.

The output target represents a strong demonstration of outputs achieved under the measure and complements the effectiveness measure under this key activity (4.1.1-1 Standard of delivery by states and territories is in accordance with the terms and conditions of agreements with the Commonwealth).

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

Target 4.1.1-2 Methodology

The number of social housing dwellings by category is from the AIHW's Housing Assistance in Australia 2023.

The number of specialist homelessness services clients by cohort is from the AIHW's Specialist homelessness services 2022-23 and specialist homelessness services 2022-23 - National Performance Indicators for the National Housing and Homelessness Agreement.

Data Categorisation

Target 4.1.1-1

The data sources for this measure are:

Categorisation of data source		Data source
Secondary source	Tier 1	Productivity Commission's Report on Government Services 2024.
Secondary source	Tier 1	Australian Institute of Health and Welfare's Specialist homelessness services 2022-23 - National Performance Indicators for the National Housing and Homelessness Agreement (NHHA).
Secondary source	Tier 2	NHHA statements of assurance, submitted by the relevant state or territory minister.
Secondary source	Tier 1	Relevant state and territory government departmental websites where housing and homelessness strategies are published.

Target 4.1.1-2

The data sources for this measure are:

Categorisation of data source		Data source
Secondary source	Tier 1	Australian Institute of Health and Welfare's Specialist Homelessness Services 2022-23 - National Performance Indicators for the National Housing and Homelessness Agreement (NHHA).
Secondary source	Tier 1	Australian Institute of Health and Welfare's Specialist Homelessness Services 2022-23.

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.

For further information on this key activity, please see 2023-24 Corporate Plan page 72.

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.

2023-24 Target	2021-22 Actual result*	2022-23 Actual result*	2023-24 Actual result*	Outcome
≥ 90%	98.4%	94.1%	96.8%	Met

Source: PBS 2023-24 page 75 and Corporate Plan 2023-24 page 72.

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.

2023-24 Target	2021-22 Actual result*	2022-23 Actual result*	2023-24 Actual result*	Outcome
≥ 90%	93.6%	94.5%	96.4%	Met

Source: PBS 2023-24 page 75 and Corporate Plan 2023-24 page 73.

Calculation	2021-22 ^a	2022-23 ^b	2023-24 ^c
Total allocations receiving a payment in NRAS year	32,454	30,630	26,436
Maximum allocations available for NRAS year	34,657	32,417	27,422
Percentage target	93.6%	94.5%	96.4%

Program Outputs

Output data for NRAS quarterly summary

NRAS Quarterly Summary	Jun Qtr 2022	Sep Qtr 2022	Dec Qtr 2022	Mar Qtr 2023	June Qtr 2023
Active allocations	27,012	25,342	24,038	22,427	20,860
Provisional allocations	410	364	348	321	275
Total	27,422	25,706	24,386	22,772	21,135

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
- ▶ the majority of approved participants are complying with the regulatory requirements of the Scheme, including leasing dwellings to low to moderate income earners
- ▶ the department publishes a report on the NRAS tenant demographics, which includes household composition and income brackets www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme/national-rental-affordability-scheme-performance-reporting

Disclosures

* Results for each financial year reflect the actual result for the prior year, as full payment data is not available at the time of publication. The NRAS reporting year is from 1 May through to 30 April.

Target 4.2.1-1 Rationale

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

- ▶ administered the NRAS legislative framework
- ▶ processed statements of compliance for rental dwellings and calculated and communicated financial incentives

- ▶ made decisions on the transfer of NRAS dwellings between approved participants or to another rental dwelling and
- ▶ published and maintained guidelines for NRAS stakeholders.

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

Target 4.2.1-1 Methodology

The per cent 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.

Target 4.2.1-2 Rationale

Measuring the allocations that received an incentive payment within the framework of the Scheme aims to demonstrate the department is improving the supply of affordable rental housing to low and moderate income households.

While the department does not control whether an approved participant of the Scheme will act in accordance with the regulations to receive an incentive payment, the department seeks to maximise the proportion of active allocations and payments issued to maximise the supply of affordable rental housing to low and moderate income households. Targeting 90 per cent of allocations set under the Scheme being active and receiving an incentive payment demonstrates the achievement of the key outcome of the Scheme, within the legislative allocation cap set by Parliament.

Target 4.2.1-2 Methodology

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

Data Categorisation

The data sources for measure 4.2.1-1 are:

Categorisation of data source		Data source
Primary source	Tier 1	Department of Social Services' Grants Payments System.
Tertiary source	Tier 1	Date of notification email from the approved participant.

The data source for measure 4.2.1-2 is:

Categorisation of data source		Data source
Primary source	Tier 1	Department of Social Services' Grants Payments 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
4.2.1 National Rental Affordability Scheme				
Cash	12,244	11,531	10,444	8,579
RTO	22,829	22,586	22,190	19,446
Total	35,073	34,117	32,634	28,025

Disclosures

- Results for each financial year reflect the actual result for the prior year, as full payment data is not available at the time of publication. The NRAS reporting year is from 1 May through to 30 April.

Cross Outcome – Program Support

Key Activity - Advice and Support to Ministers

Advice and Support to Portfolio Ministers is a Key Activity across outcomes 1–4 and aims to ensure Ministers and Assistant Ministers are provided with timely advice and support from the department.

For further information on this key activity, please see 2023-24 Corporate Plan page 75.

Performance Measure

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

Target

C01-1A – At least 95% of ministerial briefs and correspondence across the 4 outcomes are provided on time.

2023-24 Target	2021-22 Actual result	2022-23 Actual result	2023-24 Actual result	Outcome
≥ 95%	79%	71%	72%	Not Met

Source: Corporate Plan 2023-24 page 75.

Program Analysis

There was some improvement of timeliness of advice provided to the Ministers' offices from 2022-23, while the number of briefs provided rose by 18 per cent. 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

Measuring timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers aims to demonstrate timely advice and support in order to allow Ministers and Assistant Ministers to make decisions that support the department to achieve its objectives.

This measure demonstrates the **efficiency** of the Program Support in achieving an objective of the key activity: Timely advice and support Ministers and Assistant Ministers.

Methodology

A report filters records not relevant to the evaluation of the performance measure. The number of records provided on time is based on the associated due to the Ministerial Office date.

Data Categorisation

The **data source** for this measure is:

Categorisation of data source	Data source
<p data-bbox="202 649 440 710">Primary source</p> <p data-bbox="448 649 565 710">Tier 1</p>	<p data-bbox="612 649 1138 710">Department of Social Services' Parliamentary Document Management System.</p>

Addendum 6: Cross outcome – Supporting information

Table 5.1 Number of briefs requested by Ministers or Assistant Ministers

	2020-21	2021-22	2022-23	2023-24
Total on Time	583	234	515	626
Total Sent to MO	799	342	748	887
Percentage on Time (%)	73	68	69	71

Table 5.2 Number of correspondence for Ministers or Assistant Minister Signature

	2020-21	2021-22	2022-23	2023-24
Total on Time	1,090	841	1,441	884
Total Sent to MO	1,259	1,024	2,023	1,201
Percentage on Time (%)	87	82	71	74

Grants administration

In 2023-24 the Community Grants 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 2024.

	2022-23	2023-24
Total Number of Grants Managed	31,282	43,893
Total Value of Grants	\$10.6 billion	\$11.5 billion