

Portfolio Budget Statements 2021–22

Budget Related Paper No. 1.12

Social Services Portfolio

Budget Initiatives and Explanations of

Appropriations Specified by Outcomes

and Programs by Entity

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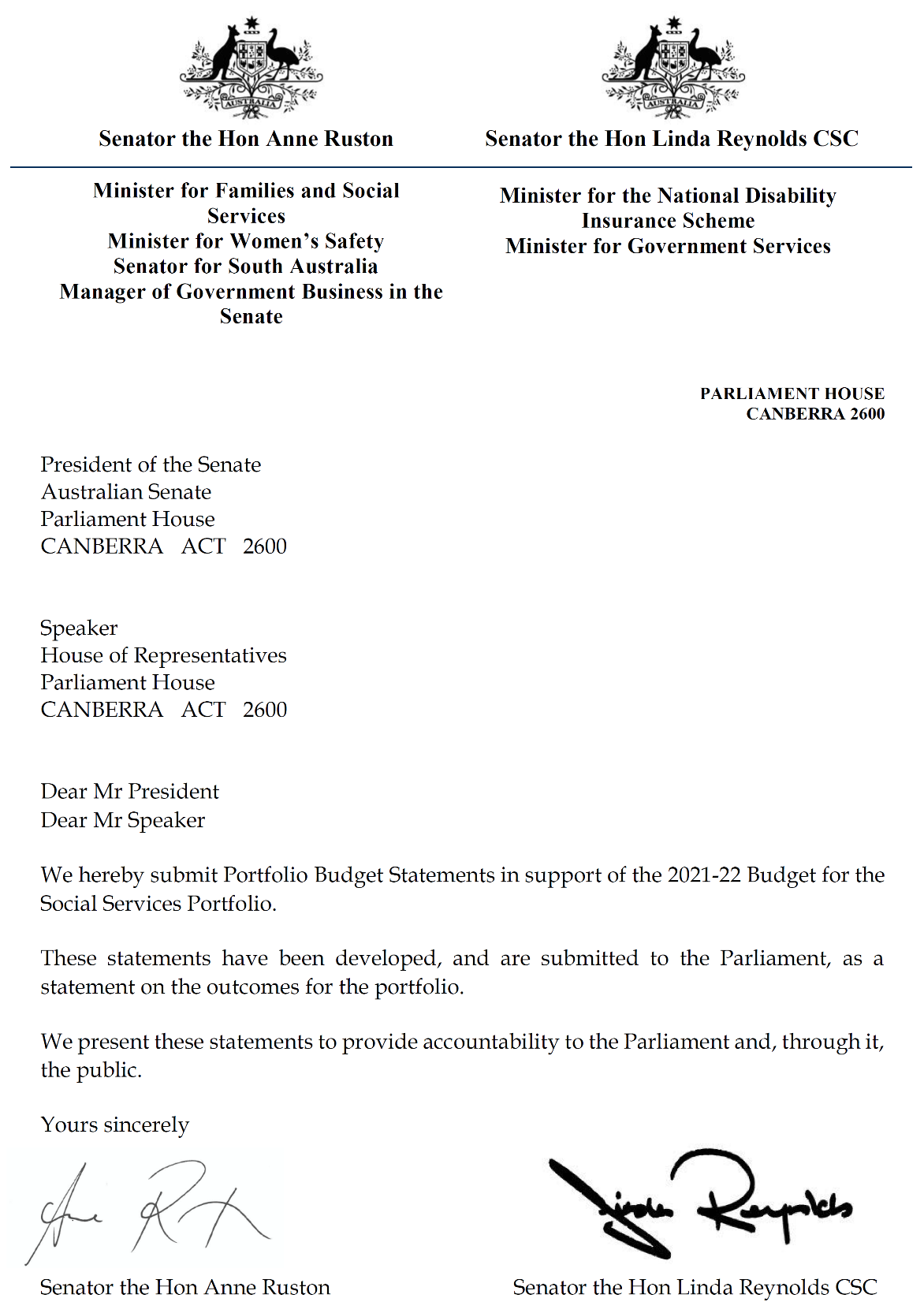
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#### Abbreviations and conventions

The following notations may be used:

NEC/nec not elsewhere classified

– nil

.. not zero, but rounded to zero

na not applicable (unless otherwise specified)

nfp not for publication

$m $ million

$b $ billion

Figures in tables and in the text may be rounded. Figures in text are generally rounded to one decimal place, whereas figures in tables are generally rounded to the nearest thousand. Discrepancies in tables between totals and sums of components are due to rounding.

#### Enquiries

Should you have any enquiries regarding this publication, please contact  
Andrew Harvey, Chief Finance Officer, Department of Social Services on   
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Links to Portfolio Budget Statements (including Portfolio Additional Estimates Statements and Portfolio Supplementary Additional Estimates Statements) can be located on the Australian Government Budget website at [www.budget.gov.au](http://www.budget.gov.aua).

| User Guide  to the  Portfolio Budget Statements |
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# User guide

The purpose of the *2021­22 Portfolio Budget Statements* (PB Statements) is to inform Senators and Members of Parliament of the proposed allocation of resources to government outcomes by entities within the portfolio. Entities receive resources from the annual appropriations acts, special appropriations (including standing appropriations and special accounts), and revenue from other sources.

A key role of the PB Statements is to facilitate the understanding of proposed annual appropriations in Appropriation Bills (No. 1 and No. 2) 2021­22 (or Appropriation (Parliamentary Departments) Bill *(*No. 1) 2021­22 for the parliamentary departments). In this sense, the PB Statements are Budget related papers and are declared by the Appropriation Acts to be ‘relevant documents’ to the interpretation of the Acts according to section 15AB of the *Acts Interpretation Act 1901*.

The PB Statements provide information, explanation and justification to enable Parliament to understand the purpose of each outcome proposed in the Bills.

As required under section 12 of the *Charter of Budget Honesty Act 1998*, only entities within the general government sector are included as part of the Commonwealth general government sector fiscal estimates and produce PB Statements where they receive funding (either directly or via portfolio departments) through the annual appropriation acts.

**The Commonwealth Performance Framework**

The following diagram outlines the key components of the Commonwealth performance framework. The diagram identifies the content of each of the publications and the relationship between them. Links to the publications for each entity within the portfolio can be found in the introduction to Section 2: Outcomes and planned performance.

**Commonwealth Performance Framework**Key components of relevant publications

Portfolio Budget Statements (May)   
*Portfolio based*

Corporate Plan  
(August)  
*Entity based*

Supports Annual Appropriations. Informs Senators and Members of Parliament of the proposed allocation of other resources to **government outcomes and programs**.

Provides links to **relevant programs**  
undertaken by other Commonwealth  
entities.

Provides high level performance  
information for current, ongoing programs, particularly a **forecast of performance for the current year**.

Provides **detailed** prospective  
performance information for proposed new budget measures that require **a new program** or **significantly change an existing program**.

**Primary planning document** of a  
Commonwealth entity.

Sets out the **purposes** of the entity, the **activities** it will undertake to achieve its purposes and the **results** it expects to achieve over a minimum four year period.

Describes the **environment** in which the entity **operates**, the **capability** it requires to undertake **activities** and a discussion  
of **risk**.

Explains how the entity’s **performance** will be **measured** and **assessed**.

Annual Performance Statement (October following year) *Entity based*

Included in the Commonwealth entity’s Annual Report. Focuses on **recent  
performance**.

Reports on the **actual performance results** for the year against the **forecasts** made in the **corporate plan** and **Portfolio Budget Statements**, and provides other performance information relevant to the entity.

Provides an **analysis** of the factors that **contributed** to the **entity’s  
performance results**.

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# Social Services Portfolio overview

This section provides a brief overview of the Social Services Portfolio, including the relevant Portfolio Ministers and the structure of the Social Services Portfolio.  
The Social Services Portfolio structure is summarised in Figure 1. As part of Administrative Arrangement Orders changes of 15 April 2021, the Digital Transformation Agency was transferred to the Prime Minister and Cabinet Portfolio from the Social Services Portfolio.

## **Ministers and portfolio responsibilities**

Senator the Hon Linda Reynolds CSC was sworn in as the Minister for the National Disability Insurance Scheme and the Minister for Government Services on 30 March 2021. The Minister and Assistant Ministers responsible for the portfolio and its entities are:

* Senator the Hon Anne Ruston, Minister for Families and Social Services and Minister for Women's Safety
* Senator the Hon Linda Reynolds CSC, Minister for the National Disability Insurance Scheme and Minister for Government Services
* The Hon Michael Sukkar MP, Minister for Homelessness, Social and Community Housing
* The Hon Michelle Landry MP, Assistant Minister for Children and Families

## **Structure of the portfolio**

Under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act),   
the portfolio comprises four non-corporate Commonwealth entities (one Department of State and three listed entities) and two corporate Commonwealth entities.   
Refer to Figure 1 for further information on the portfolio’s structure.

**Department of Social Services**

The Department of Social Services’ mission is to improve the wellbeing of individuals and families in Australian communities. The Department of Social Services works in partnership with government and non‑government organisations to achieve this mission through the effective development, management and delivery of payments, policies, programs and services.

The Department of Social Services is a non‑corporate Commonwealth entity under the PGPA Act.

**Australian Institute of Family Studies**

The Australian Institute of Family Studies is a statutory body established under the *Family Law Act 1975*. The Australian Institute of Family Studies’ role is to increase understanding of factors affecting how Australian families function by conducting research and disseminating findings. The Australian Institute of Family Studies’ work provides an evidence base for developing policy and practice relating to the wellbeing of families in Australia.

The Australian Institute of Family Studies is a non-corporate Commonwealth entity under the PGPA Act.

**National Disability Insurance Agency**

The National Disability Insurance Agency is a statutory body established under the *National Disability Insurance Scheme Act 2013* to deliver the National Disability Insurance Scheme (NDIS). It provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, and the social and economic participation of eligible people with disability, their families and carers. The National Disability Insurance Agency also plays a key role in building community awareness and understanding of disability matters to reduce the barriers to community inclusion for people with disability, their families and carers.

The National Disability Insurance Agency is a corporate Commonwealth entity under the PGPA Act.

**NDIS Quality and Safeguards Commission**

The NDIS Quality and Safeguards Commission is a statutory body established under the *National Disability Insurance Scheme Amendment (Quality and Safeguards and Other Measures) Act 2017*. The NDIS Quality and Safeguards Commission commenced operations on 1 July 2018 in two states and is now operating in every state and territory following completion of its national rollout on 1 December 2020.

The NDIS Quality and Safeguards Commission registers providers and manages quality standards, supports the resolution of complaints, receives and analyses reportable incident notifications, provides leadership to reduce and eliminate restrictive practices and leads collaboration with states and territories with regard to the operation of nationally consistent NDIS worker screening.

The NDIS Quality and Safeguards Commission is a non-corporate Commonwealth entity under the PGPA Act.

**Services Australia**

Services Australia is an Executive Agency with responsibility for supporting individuals, families, businesses and communities by efficiently delivering high‑quality, accessible services and payments on behalf of Government.

Services Australia is continuing on its transformation journey to become a leading, customer-focused service delivery agency by making changes across its business. Services Australia is working together with partner agencies to improve systems that work for and support Australians while continuing to ensure the integrity of Government outlays.

Services Australia is a non-corporate Commonwealth entity under the PGPA Act.

**Hearing Australia**

Hearing Australia is a Public Non-financial Corporation (Trading) entity established under the *Australian Hearing Services Act 1991.* Accordingly, Hearing Australia is not reported in the Portfolio Budget Statements or Portfolio Additional Estimates Statements. Hearing Australia’s mission is to provide world leading research and hearing services for the wellbeing of all Australians.

Hearing Australia is a corporate Commonwealth entity under the PGPA Act and is governed by a board that is appointed by the Minister for Government Services.

For information on resourcing across the portfolio, please refer to Part 1: Agency Financial Resourcing in *Budget Paper No. 4: Agency Resourcing*.

Figure 1: Social Services Portfolio structure and outcomes

| **Minister for Families and Social Services**  **Minister for Women's Safety**  Senator the Hon Anne Ruston  **Minister for the National Disability Insurance Scheme**  **Minister for Government Services**  Senator the Hon Linda Reynolds CSC  **Minister for Homelessness, Social and Community Housing**  The Hon Michael Sukkar MP  **Assistant Minister for Children and Families**  The Hon Michelle Landry MP |
| --- |
|  |
| **Department of Social Services**  Secretary: Ms Kathryn Campbell AO CSC  **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.  **Outcome 2: Families and Communities**  Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports.  **Outcome 3: Disability and Carers**  Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.  **Outcome 4: Housing**  Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports. |
|  |
| **Australian Institute of Family Studies**  Acting Director: Mr Andrew Whitecross  **Outcome 1:**  The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities. |
|  |
| **National Disability Insurance Agency**  Chief Executive Officer: Mr Martin Hoffman  **Outcome 1:**  To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities. |

| **NDIS Quality and Safeguards Commission**  Commissioner: Mr Graeme Head AO  **Outcome 1:**  Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. |
| --- |
|  |
| **Services Australia**  Chief Executive Officer: Ms Rebecca Skinner  **Outcome 1:**  Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience. |
|  |
| **Hearing Australia**  Managing Director: Mr Kim Terrell |

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# Department of Social Services

## **Section 1****: Entity overview and resources**

### 1.1 Strategic direction statement

The Department of Social Services (DSS) provides assistance to individuals and families in Australian communities.

Through policies, payments, programs and services, DSS outcomes reflect four core areas in which we assist people: Social Security; Families and Communities; Disability and Carers; and Housing.

**Key priorities for 2021­22**

During 2021‑22, DSS will lead the implementation of a number of measures in the Budget.

DSS is assisting the Australian Government in supporting Australians to get ahead and build a better life for themselves and their families, while continuing to move toward a more optimistic and stronger economic recovery after the COVID‑19 pandemic. This includes improving and strengthening Australia’s social security system to ensure there is a balance between providing support for people while they look for work, providing incentives to work and ensuring the sustainability of our social security safety net, by providing support to those that need it most.

##### Strengthening Income Support

The 2021‑22 Budget commits $9.5 billion over the next five years for a series of permanent changes to strengthen the social security safety net and to ensure job seekers have the best opportunity to secure employment. From 1 April 2021, the base rate of the JobSeeker Payment and other working age payments increased by $50 per fortnight, and the income free area has been bolstered to $150 per fortnight.

##### Women’s Safety

The Australian Government is providing funding for a range of initiatives to support women and women’s safety at home, in the workplace and in the community. Respect, dignity, choice, equality of opportunity and justice are fundamental to the safety of women in our country.

A series of new funding commitments for women’s safety will build upon the work of the Fourth Action Plan of the *National Plan to Reduce Violence against Women and their Children 2010‑2022* and provide a boost to services during the transition to a new National Plan to reduce violence against women and their children.

The new measures include a focus on prevention, financial support, creating a safe online space for women and children, improving responses with support to frontline services, working with perpetrators to address family, domestic and sexual violence, support for Aboriginal and Torres Strait Islander women and children experiencing violence, building a strong evidence base and disaster recovery responses.

This commitment includes up to $260 million over two years to states and territories under a new National Partnership Agreement to bolster frontline family, domestic and sexual violence supports to ensure women and children can access support when they need it. This builds on the $130 million provided in 2020 in response to COVID-19, recognising the ongoing demand for services and the continuing impacts of the pandemic on women’s safety.

States and territories will be asked to contribute funding to the agreement reflecting their primary role and responsibilities in the delivery of frontline services. The funding will be prioritised for key interventions including accommodation, helplines, sexual violence and legal support services and perpetrator interventions.

The commitment also includes $164.8 million over three years from 2021-22 to establish a two year pilot program through to 30 June 2023 to provide financial support to assist women to leave a relationship because they have experienced family or domestic violence (which encompasses physical, sexual, emotional, psychological and financial abuse).

Women leaving a violent relationship will have access to financial assistance packages of up to $5,000. The package will include up to $1,500 in cash and up to $3,500 in goods and services and will support women with costs such as rent, and purchasing furniture and whitegoods. The pilot program will be delivered by a community service provider.

##### Supporting Australians with Disability

The 2021‑22 Budget provides an additional $13.2 billion over four years from 2020‑21 to Australians for disability supports under the NDIS. In addition, the Australian Government will streamline arrangements for the care and support sector, including aligning worker screening arrangements across the NDIS, aged care and veterans’ support from 1 July 2021 at a cost of $12.3 million over two years.

##### Cashless Welfare

The 2021-22 Budget provides an economic and employment support services package for the first four Cashless Debit Card program sites. Under this measure, $30 million will be allocated to establish a Jobs Fund and Job Ready Package to create employment opportunities for individuals residing in Cashless Debit Card sites. Additionally, funding will be available to establish and build on drug and alcohol rehabilitation facilities in these Cashless Debit Card sites, complementing the support provided by the Cashless Debit Card in reducing access to products that can cause social harm.

The 2021‑22 Budget also provides additional investment in data collection activities and technology enhancements in Cashless Debit Card regions and $12.6 million to extend Place Based Income Management to 31 December 2023. This extension provides certainty and support for around 2,500 vulnerable people in 12 sites across Australia, offering participants assistance to build their budgeting skills and ensure the needs of individuals and families are met from income support payments.

##### Homelessness Support

The Australian Government will extend Social and Community Services funding of $124.7 million over two years from 2021‑22 to states and territories for Social and Community Services workers in both the housing and homelessness sectors under the National Housing and Homelessness Agreement. This measure will support states and territories to deliver critical frontline services to individuals and households in insecure housing or experiencing homelessness.

##### Transition Funding for Successful Try, Test and Learn Projects

Funding of $12.6 million over two years from 2021‑22 will be provided to assist up to ten projects through the Try, Test and Learn Fund that have demonstrated promise in supporting key groups of people at risk of long-term welfare dependence into work. This new funding will be in the form of one‑off, time-limited grants.

##### Improving the Flexibility of the Pension Loans Scheme

In the 2021‑22 Budget, the Government is further enhancing the Pension Loans Scheme with a package of reforms by providing $21.2 million over four years from 2021‑22 to increase its flexibility and make it more attractive to senior Australians.  
From 1 July 2022, the Pension Loans Scheme will have a No Negative Equity Guarantee, meaning a person will not have to repay more than the market value of their secured property. This measure will also provide greater flexibility to retirees by allowing them to access capped advance payments of up to 50 per cent of the maximum rate of Age Pension each year – currently $12,385 for a single Pension Loans Scheme loan recipient, giving recipients greater flexibility in how they draw on the equity in their Australian real estate assets through the Pension Loans Scheme.

### 1.2 Entity resource statement

Table 1.1 shows the total resources from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing.*

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses for Outcome X’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: Department of Social Services resource statement – Budget estimates for 2021­22 as at Budget May 2021

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Annual appropriations – ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *71,660* | 86,057 |
| Departmental appropriation (c, f) | *379,499* | 422,921 |
| s74 External Revenue (d) | *25,143* | 23,280 |
| Departmental Capital Budget (e, h) | *3,538* | 3,758 |
| Total departmental annual appropriations | *479,840* | 536,016 |
| ***Total departmental resourcing*** | ***479,840*** | ***536,016*** |
| **Administered** |  |  |
| Annual appropriations – ordinary annual services (a) |  |  |
| Outcome 1 | *20,857* | 4,565 |
| Outcome 2 (f) | *803,112* | 850,627 |
| Outcome 3 (g) | *12,815,515* | 17,387,729 |
| Outcome 4 (h) | *149,015* | 139,557 |
| Payments to corporate entities (i) | *1,208,878* | 1,237,457 |
| Total administered annual appropriations | *14,997,377* | 19,619,935 |
| Special appropriations |  |  |
| *Social Security (Administration) Act 1999* | *125,122,194* | 105,881,468 |
| *A New Tax System (Family Assistance) (Administration) Act 1999* | *18,895,997* | 18,600,101 |
| *Paid Parental Leave Act 2010* | *2,260,710* | 2,265,709 |
| *Student Assistance Act 1973* | *471,136* | 374,380 |
| *National Redress Scheme for Institutional Child Sexual*  *Abuse Act 2018* | *324,441* | 373,259 |
| *Public Governance, Performance and Accountability Act 2013* | *200* | 200 |
| Total administered special appropriations | *147,074,678* | 127,495,117 |
| Special accounts |  |  |
| Opening balance | *507,155* | 1,402 |
| Appropriation receipts (j) | *576,464* | – |
| Non-appropriated receipts | *10,942* | 7,875 |
| Total special accounts receipts | *1,094,561* | 9,277 |
| *less payments to corporate entities from annual/special appropriations* | *14,139,074* | *16,673,576* |
| ***Total administered resourcing*** | ***149,027,542*** | ***130,450,753*** |
| **Total resourcing for the Department of Social Services** | ***149,507,382*** | **130,986,769** |
|  |  |  |
|  | *2020­21* | 2021­22 |
| **Average staffing level (number)** | *1,898* | 2,043 |

Table 1.1: Department of Social Services resource statement – Budget estimates for 2021­22 as at Budget May 2021 (continued)

Third-party payments from and on behalf of other entities

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Payments made by Services Australia on behalf of DSS: |  |  |
| Special appropriations – *Social Security (Administration) Act 1999* | *126,963,901* | 106,561,074 |
| Special appropriations – *A New Tax System*  *(Family Assistance) (Administration) Act 1999* | *19,232,159* | 18,549,830 |
| Special appropriations – *Paid Parental Leave Act 2010* | *2,253,512* | 2,285,731 |
| Special appropriations – *Student Assistance Act 1973* | *476,706* | 381,843 |
| Special appropriations – *National Redress Scheme for*  *Institutional Child Sexual Abuse Act 2018* | *318,054* | 361,442 |
| Annual administered appropriations | *7,367* | 7,367 |
| Payments made by the Department of Veterans' Affairs on behalf of DSS: |  |  |
| Special appropriations – *Social Security (Administration) Act 1999* | *44,154* | 45,347 |
| Payments made to other entities for the provision of services: |  |  |
| Department of Veterans' Affairs | *167* | 167 |
| Payments made to corporate entities within the Portfolio: |  |  |
| National Disability Insurance Agency  (Annual appropriations – ordinary annual services) (k) | *13,889,483* | 16,673,576 |
| National Disability Insurance Agency (Special Accounts) | *249,591* | – |
| Receipts received from other entities for the provision of services |  |  |
| Department of Health | *999* | 999 |
| Department of Education, Skills and Employment | *4,942* | 4,942 |
| Department of Agriculture, Water and the Environment | *5,869* | 5,869 |
| Attorney-General's Department | *616* | 616 |
| National Disability Insurance Agency | *800* | – |
| Department of Veterans' Affairs | *2,300* | 2,046 |
| NDIS Quality and Safeguards Commission | *847* | 820 |
| National Indigenous Australians Agency | *2,949* | 2,949 |
| Department of Home Affairs | *2,487* | 2,074 |
| Services Australia | *1,720* | 1,479 |
| Other | *1,614* | 1,486 |

All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

Prepared on a resourcing (that is, appropriations available) basis.

1. Appropriation Bill (No. 1) 2021-22.
2. Estimated adjusted balance carried forward from previous year for annual appropriations.
3. Excludes Departmental Capital Budget.
4. Estimated External Revenue receipts under section 74 of the PGPA Act.
5. Departmental capital budgets are not separately identified in Appropriation Bill (No. 1) and form part of ordinary annual services items. Please refer to Table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.
6. Estimated actual for 2020-21 does not include Appropriation Bill (No. 3) 2020-21, as it has not been enacted at the time of publication.
7. Includes Commonwealth cash contributions to the National Disability Insurance Agency for Reasonable and Necessary Support for Participants and Community Inclusion, and Capacity Development Grants programs.
8. Includes amount subject to administrative quarantine withheld under section 51 of the PGPA Act.
9. 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.

Table 1.1: Department of Social Services resource statement – Budget estimates for 2021­22 as at Budget May 2021 (continued)

|  |
| --- |

1. Includes amounts credited to the special accounts from DSS annual and special appropriations.
2. The National Disability Insurance Agency is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to DSS, as the responsible non-corporate Commonwealth entity, which are then paid to the National Disability Insurance Agency.

### 1.3 Budget measures

Budget measures relating to DSS are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: Department of Social Services 2021­22 Budget measures

**Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO)**

| Program | | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Receipt measures** |  |  |  |  |  |  |
| Increasing the Flexibility of the Pension  Loans Scheme | 1.2 |  |  |  |  |  |
| Administered receipt |  | – | 5 | 125 | 197 | 274 |
| Departmental receipt |  | – | – | – | – | – |
| **Total** |  | **–** | **5** | **125** | **197** | **274** |
| **Total receipt measures** |  |  |  |  |  |  |
| Administered |  | – | 5 | 125 | 197 | 274 |
| Departmental |  | – | – | – | – | – |
| **Total** |  | **–** | **5** | **125** | **197** | **274** |
| **Payment measures** |  |  |  |  |  |  |
| Early release for victims of family and  domestic violence (a) | 1.1 |  |  |  |  |  |
| Administered payment |  | – | 7,036 | 8,428 | 8,638 | 8,720 |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **7,036** | **8,428** | **8,638** | **8,720** |
| Wellbeing and Support Funding (b) | 1.1, 1.2, 1.3, 1.4, 1.5 |  |  |  |  |  |
| Administered payment |  | – | 20,727 | 9,205 | – | – |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **20,727** | **9,205** | **–** | **–** |
| Enhancing Welfare Integrity  Arrangements | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 |  |  |  |  |  |
| Administered payment |  | – | (4,972) | (5,227) | (1,461) | (384) |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **(4,972)** | **(5,227)** | **(1,461)** | **(384)** |
| Migration Program – 2021-22  planning levels (c) | 1.1, 1.3, 1.4, 1.5, 1.6 |  |  |  |  |  |
| Administered payment |  | – | 5,753 | 7,503 | 7,404 | 6,570 |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **5,753** | **7,503** | **7,404** | **6,570** |
| Apply a Consistent Four-Year Newly  Arrived Resident's Waiting Period  Across Payments | 1.1, 1.4, 1.7 |  |  |  |  |  |
| Administered payment |  | – | (3,629) | (45,702) | (187,747) | (415,190) |
| Departmental payment |  | – | 593 | – | – | – |
| **Total** |  | **–** | **(3,036)** | **(45,702)** | **(187,747)** | **(415,190)** |

Prepared on a Government Finance Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 1.2: Department of Social Services 2021­22 Budget measures

**Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO)** **(continued)**

|  | Program | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Payment measures (continued)** |  |  |  |  |  |  |
| Self-managed superannuation funds –  Legacy retirement product  conversions (d) | 1.2, 1.3, 1.4 |  |  |  |  |  |
| Administered payment |  | – | – | 1,554 | 4,771 | 6,492 |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **–** | **1,554** | **4,771** | **6,492** |
| Social Security Agreements – Republic of  Serbia and Bosnia-Herzegovina | 1.2, 1.5, 1.7 |  |  |  |  |  |
| Administered payment |  | – | – | 707 | 3,704 | 3,968 |
| Departmental payment |  | – | – | 284 | 285 | – |
| **Total** |  | **–** | **–** | **991** | **3,989** | **3,968** |
| New Remote Jobs Program (e) | 1.3, 1.5,  1.7 |  |  |  |  |  |
| Administered payment |  | 2,389 | 8,739 | 7,158 | 3,118 | (86) |
| Departmental payment |  | – | 864 | 331 | 75 | – |
| **Total** |  | **2,389** | **9,603** | **7,489** | **3,193** | **(86)** |
| Increasing the Flexibility of the Pension  Loans Scheme | 1.7 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | 973 | 94 | – | – |
| **Total** |  | **–** | **973** | **94** | **–** | **–** |
| Supporting the delivery of the Volunteer  Management Activity | 2.1 |  |  |  |  |  |
| Administered payment |  | – | 6,601 | – | – | – |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **6,601** | **–** | **–** | **–** |
| Schools and Youth – supporting  students, teachers and young  Australians (f) | 2.1 |  |  |  |  |  |
| Administered payment |  | – | 2,300 | 700 | – | – |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **2,300** | **700** | **–** | **–** |
| Transition Funding for Successful  Try, Test and Learn Projects | 2.1, 2.2 |  |  |  |  |  |
| Administered payment |  | – | 6,673 | 3,412 | – | – |
| Departmental payment |  | – | 1,389 | 1,122 | – | – |
| **Total** |  | **–** | **8,062** | **4,534** | **–** | **–** |
| Cashless Debit Card – Jobs Fund and  Income Management extension (g) | 2.1, 2.2 |  |  |  |  |  |
| Administered payment |  | – | nfp | nfp | nfp | nfp |
| Departmental payment |  | – | nfp | nfp | nfp | nfp |
| **Total** |  | **–** | **nfp** | **nfp** | **nfp** | **nfp** |

Prepared on a Government Finance Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 1.2: Department of Social Services 2021­22 Budget measures

**Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO)** **(continued)**

|  | Program | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Payment measures (continued)** |  |  |  |  |  |  |
| National Redress Scheme – further  support (h) | 2.1, 2.2 |  |  |  |  |  |
| Administered payment |  | – | nfp | nfp | nfp | nfp |
| Departmental payment |  | – | nfp | nfp | nfp | nfp |
| **Total** |  | **–** | **nfp** | **nfp** | **nfp** | **nfp** |
| A National Early Childhood Program for  Children with Disability or  Developmental Concerns | 3.1, 3.2, 3.3 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | 77 | 35 | 35 | 36 |
| **Total** |  | **–** | **77** | **35** | **35** | **36** |
| Aged Care – Government response to the  Royal Commission into Aged Care  Quality and Safety – home care (i) | 3.1, 3.3 |  |  |  |  |  |
| Administered payment |  | – | 10,482 | 28,603 | 25,822 | 38,462 |
| Departmental payment |  | 3 | 30 | – | – | – |
| **Total** |  | **3** | **10,512** | **28,603** | **25,822** | **38,462** |
| Mental Health (j) | 3.1, 3.3 |  |  |  |  |  |
| Administered payment |  | – | 1,251 | 1,568 | 2,103 | – |
| Departmental payment |  | – | 316 | 217 | 218 | – |
| **Total** |  | **–** | **1,567** | **1,785** | **2,321** | **–** |
| NDIS Jobs and Market Fund – extension | 3.2 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **–** | **–** | **–** | **–** |
| Aligning Provider Regulation Across the  Care and Support Sector | 3.3 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | 3,989 | 505 | – | – |
| **Total** |  | **–** | **3,989** | **505** | **–** | **–** |
| National Housing and Homelessness  Agreement – Social and Community  Services Supplementation Funding | 4.1 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **–** | **–** | **–** | **–** |
| **Cross-Outcome** |  |  |  |  |  |  |
| Increased support for unemployed  Australians |  |  |  |  |  |  |
| Outcome 1 | 1.1, 1.3, 1.5, 1.6 |  |  |  |  |  |
| Administered payment |  | 675,401 | 2,509,882 | 2,156,424 | 2,106,585 | 2,108,322 |
| Departmental payment |  | – | – | – | – | – |
| Outcome 3 | 3.1 |  |  |  |  |  |
| Administered payment |  | 148 | 907 | 934 | 963 | 998 |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **675,549** | **2,510,789** | **2,157,358** | **2,107,548** | **2,109,320** |

Prepared on a Government Finance Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 1.2: Department of Social Services 2021­22 Budget measures

**Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO)** **(continued)**

|  | Program | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Payment measures (continued)** |  |  |  |  |  |  |
| New Employment Services Model (k) |  |  |  |  |  |  |
| Outcome 1 | 1.5 |  |  |  |  |  |
| Administered payment |  | – | – | (68,533) | (63,559) | (62,579) |
| Departmental payment |  | – | – | – | – | – |
| Outcome 3 | 3.1 |  |  |  |  |  |
| Administered payment |  | – | (8,273) | (57,768) | (76,710) | (77,707) |
| Departmental payment |  | – | – | – | – | – |
| **Total** |  | **–** | **(8,273)** | **(126,301)** | **(140,269)** | **(140,286)** |
| Women's Safety (l) |  |  |  |  |  |  |
| Outcome 2 | 2.1, 2.2 |  |  |  |  |  |
| Administered payment |  | – | 112,951 | 122,495 | 26,247 | 38,968 |
| Departmental payment |  | – | 4,099 | 3,790 | 844 | 161 |
| Outcome 4 | 4.1, 4.3 |  |  |  |  |  |
| Administered payment |  | – | 4,150 | 5,000 | 1,650 | – |
| Departmental payment |  | – | 876 | 597 | 278 | – |
| **Total** |  | **–** | **122,076** | **131,882** | **29,019** | **39,129** |
| **Total payment measures** |  |  |  |  |  |  |
| Administered |  | 677,938 | 2,680,578 | 2,176,461 | 1,861,528 | 1,656,554 |
| Departmental |  | 3 | 13,206 | 6,975 | 1,735 | 197 |
| **Total** |  | **677,941** | **2,693,784** | **2,183,436** | **1,863,263** | **1,656,751** |

Prepared on a Government Finance Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

The lead entity for the measure *Early release for victims of family and domestic violence* is the Department of the Treasury. The full measure description and details appear in *Budget Paper No. 2* under the Treasury Portfolio.

The lead entity for the measure *Wellbeing and Support Funding* is the Department of Veterans’ Affairs. The full measure description and details appear in *Budget Paper No. 2* under the Defence Portfolio.

The lead entity for the measure *Migration Program – 2021-22 planning levels* is the Department of Home Affairs. The full measure description and details appear in *Budget Paper No. 2* under the Home Affairs Portfolio.

The lead entity for the measure *Self-managed superannuation funds – Legacy retirement product conversions* is the Department of the Treasury. The full measure description and details appear in *Budget Paper No. 2* under the Treasury Portfolio.

The lead entity for the measure *New Remote Jobs Program* is the National Indigenous Australians Agency. The full measure description and details appear in *Budget Paper No. 2* under the Prime Minister and Cabinet Portfolio.

The measure *Schools and Youth – supporting students, teachers and young Australians* is a Cross Portfolio measure. The full measure description and details appear in *Budget Paper No. 2* under Cross Portfolio.

The financial implications for the measure *Cashless Debit Card – Jobs Fund and Income Management extension* are not for publication due to commercial-in-confidence sensitivities.

The financial implications for the measure *National Redress Scheme – further support* are not for publication due to commercial-in-confidence sensitivities.

The lead entity for the measure *Aged Care – Government response to the Royal Commission into Aged Care Quality and Safety – home care* is the Department of Health. The full measure description and details appear in *Budget Paper No. 2* under the Health Portfolio.

The lead entity for the measure *Mental Health* is the Department of Health. The full measure description and details appear in *Budget Paper No. 2* under the Health Portfolio.

The lead entity for the measure *New Employment Services Model* is the Department of Education, Skills and Employment. The full measure description and details appear in *Budget Paper No. 2* under the Education, Skills and Employment Portfolio.

The measure *Women’s Safety* is a Cross Portfolio measure. The full measure description and details appear in *Budget Paper No. 2* under Cross Portfolio.

## **Section 2: Outcomes and planned performance**

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports – to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for DSS can be found at: www.dss.gov.au.

**Revisions to outcome statements and programs**

**Table 2: Changes to outcomes and program structure since last portfolio statements: Outcome statement changes**

|  |  |
| --- | --- |
| **Outcome 1 Statement** | *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.* |
| Old Statement: | Social Security: Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance. |
|  |  |
| **Outcome 2 Statement** | *Families and Communities*: *Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports.* |
| Old Statement: | Families and Communities: Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. |
|  |  |
| **Outcome 3 Statement** | *Disability and Carers*: *Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.* |
| Old Statement: | Disability and Carers: Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services. |
|  |  |
| **Outcome 4 Statement** | *Housing*: *Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.* |
| Old Statement: | Housing: Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services. |

**Table 2: Changes to outcomes and program structure since last portfolio statements (continued): Program changes**

|  |  |  |
| --- | --- | --- |
| **Program Structure at 2020–21 Budget** |  | **Program Structure at 2021–22 Budget** |
|  |  |  |
| **Outcome 1** | | |
|  |  |  |
|  |  | **1.1 – Family Assistance** |
| 1.1.1 – Family Tax Benefit Part A | **→** | 1.1.1 – Family Tax Benefit Part A |
| 1.1.2 – Family Tax Benefit Part B | **→** | 1.1.2 – Family Tax Benefit Part B |
| 1.2.1 – Single Income Family Supplement | **→** | 1.1.3 – Single Income Family Supplement |
| 1.2.2 – Stillborn Baby Payment | **→** | 1.1.4 – Stillborn Baby Payment |
| 1.2.3 – Double Orphan Pension | **→** | 1.1.5 – Double Orphan Pension |
| 2.2.1 – Dad and Partner Pay | **→** | 1.1.6 – Dad and Partner Pay |
| 2.2.2 – Parental Leave Pay | **→** | 1.1.7 – Parental Leave Pay |
|  |  |  |
|  |  | **1.2 – Support for Seniors** |
| 1.6.1 – Age Pension 1.10.8 – Widow Allowance 1.10.10 – Partner Allowance | **→** | 1.2.1 – Age Pension |
| 1.7.1 – Energy Supplement for Commonwealth Seniors Health Card holders | **→** | 1.2.2 – Energy Supplement for Commonwealth Seniors Health Card holders |
| 1.6.1 – Age Pension 1.8.1 – Disability Support Pension 1.9.4 – Carer Payment | **→** | 1.2.3 – Pension Loans Scheme |
|  |  |  |
|  |  | **1.3 – Financial Support for People with Disability** |
| 1.8.1 – Disability Support Pension | **→** | 1.3.1 – Disability Support Pension |
| 1.5.1 – Essential Medical Equipment Payment | **→** | 1.3.2 – Essential Medical Equipment Payment |
| 1.8.2 – Mobility Allowance | **→** | 1.3.3 – Mobility Allowance |
|  |  |  |
|  |  | **1.4 – Financial Support for Carers** |
| 1.9.4 – Carer Payment | **→** | 1.4.1 – Carer Payment |
| 1.9.2 – Carer Allowance (Adult) | **→** | 1.4.2 – Carer Allowance (Adult) |
| 1.9.3 – Carer Allowance (Child) | **→** | 1.4.3 – Carer Allowance (Child) |
| 1.9.5 – Carer Supplement | **→** | 1.4.4 – Carer Supplement |
| 1.9.6 – Child Disability Assistance Payment | **→** | 1.4.5 – Child Disability Assistance Payment |
| 1.9.1 – Ex-Gratia Payments to Unsuccessful Applicants of Carer Payment (Child) | **→** | 1.4.6 – Carer Adjustment Payment |
|  |  |  |
|  |  | **1.5 – Working Age Payments** |
| 1.10.11 – JobSeeker Payment 1.10.7 – Sickness Allowance | **→** | 1.5.1 – JobSeeker Payment |
| 1.10.9 – Youth Allowance (Other) | **→** | 1.5.2 – Youth Allowance (Other) |
| 1.10.5 – Parenting Payment Single | **→** | 1.5.3 – Parenting Payment Single |
| 1.10.4 – Parenting Payment Partnered | **→** | 1.5.4 – Parenting Payment Partnered |
| 1.3.1 – Special Benefit | **→** | 1.5.5 – Special Benefit |
| 1.10.2 – Investment Approach to Welfare – Evaluation | **→** | 1.5.6 – Priority Investment Approach – Validation |
| 1.10.6 – Pensioner Education Supplement | **→** | 1.5.7 – Pensioner Education Supplement |
| 1.5.2 – Utilities Allowance | **→** | 1.5.8 – Utilities Allowance |
| 1.4.1 – Payments under Special Circumstances 1.10.1 – Compensation and Debt Relief | **→** | 1.5.9 – Payments under Special Circumstances |
| 1.10.13 – Drug Testing Trial – Treatment Fund | **→** | 1.5.10 – Drug Testing Trial – Treatment Fund |

**Table 2: Changes to outcomes and program structure since last portfolio statements (continued): Program changes**

|  |  |  |
| --- | --- | --- |
| **Program Structure at 2020–21 Budget** |  | **Program Structure at 2021–22 Budget** |
|  |  |  |
| **Outcome 1 (continued)** | | |
|  |  |  |
|  |  | **1.6 – Student Payments** |
| 1.11.4 – Youth Allowance (student) | → | 1.6.1 – Youth Allowance (student) |
| 1.11.3 – Austudy | → | 1.6.2 – Austudy |
| 1.11.1 – ABSTUDY – Secondary | → | 1.6.3 – ABSTUDY – Secondary |
| 1.11.2 – ABSTUDY – Tertiary | → | 1.6.4 – ABSTUDY – Tertiary |
| 1.11.6 – Student Start-up Loan | → | 1.6.5 – Student Start-up Loan |
| 1.11.5 – Student Start-up Loan – ABSTUDY | → | 1.6.6 – Student Start-up Loan – ABSTUDY |
| 1.2.4 – Assistance for Isolated Children | → | 1.6.7 – Assistance for Isolated Children |
|  |  |  |
| **1.12 – Program Support for Outcome 1** | → | **1.7 – Program Support for Outcome 1** |
|  | | |
| **Outcome 2** | | |
|  |  |  |
|  |  | **2.1 – Families and Communities** |
| 2.1.2 – Families and Children 3.1.1 – Community Mental Health | **→** | 2.1.1 – Families and Children |
| 2.1.5 – National Initiatives | **→** | 2.1.2 – Family Safety |
| 2.1.2 – Families and Children 2.1.5 – National Initiatives | **→** | 2.1.3 – Protecting Australia's Children |
| 2.1.3 – Families and Communities Services Improvement | **→** | 2.1.4 – Sector Representation |
| 2.1.4 – Financial Wellbeing and Capability | **→** | 2.1.5 – Financial Wellbeing and Capability |
| 2.1.6 – Strong and Resilient Communities 2.1.12 – Volunteer Management 2.1.13 – Volunteer Grants | **→** | 2.1.6 – Volunteering and Community Connectedness |
| 2.1.10 – National Redress Scheme for Institutional Child Sexual Abuse – Redress payment | **→** | 2.1.7 – National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Redress payment |
| 2.1.11 – National Redress Scheme for Institutional Child Sexual Abuse – Psychological Support payment | **→** | 2.1.8 – National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Psychological Support payment |
| 2.1.9 – Other Services – Services for Other Entities and Trust Moneys | **→** | 2.1.9 – Special Account to Support National Plan to Reduce Violence against Women and their Children |
| 2.1.7 – Transition to Independent Living Allowance | **→** | 2.1.10 – Transition to Independent Living Allowance |
| 1.10.2 – Investment Approach to Welfare – Evaluation 1.10.12 – Social Impact Investment 2.1.1 – Civil Society | **→** | 2.1.11 – Social Impact Investing Initiatives |
| 2.1.8 – Income Management Balancing Appropriation | **→** | 2.1.12 – Income Management Balancing Appropriation |
| 2.3.1 – Social and Community Services Pay Equity Special Account | **→** | Social and Community Services Pay Equity Special Account will cease on 30 June 2021. |
|  |  |  |
| **2.4 – Program Support for Outcome 2** | **→** | **2.2 – Program Support for Outcome 2** |

**Table 2: Changes to outcomes and program structure since last portfolio statements (continued): Program changes**

|  |  |  |
| --- | --- | --- |
| **Program Structure at 2020–21 Budget** |  | **Program Structure at 2021–22 Budget** |
|  |  |  |
| **Outcome 3** | | |
|  |  |  |
|  |  | **3.1 – Disability and Carers** |
| 3.1.3 – Disability Employment | → | 3.1.1 – Employment Services |
| 3.1.1 – Community Mental Health 3.1.2 – Disability and Carer Support 3.1.4 – Disability and Carer Service Improvement and Sector Support  3.2.1 – NDIS Transitioning Commonwealth Programs and Continuity of Support | → | 3.1.2 – Disability and Carer Support |
| 3.1.5 – National Disability Research Special Account 2016 3.1.6 – National Disability Research Special Account 2020 | → | 3.1.3 – National Disability Research Special Account |
|  |  |  |
|  |  | **3.2 – National Disability Insurance Scheme** |
| 3.2.1 – NDIS Transitioning Commonwealth Programs and Continuity of Support | → | 3.2.1 – NDIS Transitioning Commonwealth Programs and Continuity of Support |
| 3.2.2 – Sector Development Fund and Jobs and Market Fund | → | 3.2.2 – Sector Development Fund and Jobs and Market Fund |
| 3.2.3 – National Disability Insurance Scheme Participant Plans | → | 3.2.3 – National Disability Insurance Scheme Participant Plans |
| 3.2.4 – National Disability Insurance Scheme Information, Linkages and Capacity Building | → | 3.2.4 – National Disability Insurance Scheme Information, Linkages and Capacity Building |
| 3.2.5 – Payments to Corporate Entity – NDIA agency costs | → | 3.2.5 – Payments to Corporate Entity – NDIA Agency costs |
|  |  |  |
| **3.3 – Program Support for Outcome 3** | → | **3.3 – Program Support for Outcome 3** |
|  | | |
| **Outcome 4**  There are no program changes under Outcome 4. | | |

**2.1 Budgeted expenses and performance for Outcome 1**

|  |
| --- |
| 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.** |

**Linked programs**

|  |
| --- |
| **Department of Education, Skills and Employment** |
| **Programs**   * Program 2.4 – Higher Education Loan Program * Program 4.1 – Employment Services |
| **Contribution to Outcome 1 made by linked programs**  The Department of Education, Skills and Employment is linked to Outcome 1 as the Higher Education Loan program contains eligibility requirements in connection with some of the payments and concessions that fall under this Outcome. Mutual obligation requirements and compliance frameworks for various payments under this Outcome are also stipulated in the Employment Services program. |
| **Department of Health** |
| **Program**   * Program 1.9 – Immunisation |
| **Contribution to Outcome 1 made by linked program**  The Department of Health has policy responsibility for the National Immunisation Program. Eligibility for Family Tax Benefit Part A is contingent on satisfying requirements for age-related immunisation requirements contained in this Outcome. |
| **Services Australia** |
| **Programs**   * Program 1.1 – Services to the Community – Social Security and Welfare * Program 1.3 – Child Support |
| **Contribution to Outcome 1 made by linked programs**  Various payments, concessions and the Child Support Scheme under this Outcome are delivered through the above linked programs administered by Services Australia. |

**Linked programs (continued)**

|  |
| --- |
| **National Indigenous Australians Agency** |
| **Programs**   * Program 1.1 – Indigenous Advancement – Jobs, Land and the Economy * Program 1.2 – Indigenous Advancement – Children and Schooling |
| **Contribution to Outcome 1 made by linked programs**  Mutual exclusion provisions are shared between scholarships administered by the National Indigenous Australian Agency and scholarships administered under this Outcome. Mutual obligation requirements for various payments are linked under this Outcome. |
| **Department of Veterans’ Affairs** |
| **Program**   * Program 1.1 – Veterans’ Income Support and Allowances |
| **Contribution to Outcome 1 made by linked program**  Various payments and concessions under this Outcome are delivered through the above linked program administered by the Department of Veterans’ Affairs. |

##### Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources. The ‘2020-21 Estimated actual’ figures are presented against the former outcome structure at Tables 2.1.4 and 2.1.5.

##### Table 2.1.1: Budgeted expenses for Outcome 1

| **Outcome 1: Social Security** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 – Family Assistance** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | – | 18,602,047 | 18,309,732 | 18,326,880 | 17,985,821 |
| *Paid Parental Leave Act 2010* | – | 2,265,709 | 2,394,289 | 2,495,774 | 2,560,262 |
| *Social Security (Administration)*  *Act 1999* | – | 3,056 | 3,130 | 3,279 | 3,279 |
| **Administered Total** | **–** | **20,870,812** | **20,707,151** | **20,825,933** | **20,549,362** |
| **Total expenses for Program 1.1** | **–** | **20,870,812** | **20,707,151** | **20,825,933** | **20,549,362** |
| **Program 1.2 – Support for Seniors** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 51,208,049 | 53,158,094 | 55,067,214 | 56,853,840 |
| **Administered Total** | **–** | **51,208,049** | **53,158,094** | **55,067,214** | **56,853,840** |
| **Total expenses for Program 1.2** | **–** | **51,208,049** | **53,158,094** | **55,067,214** | **56,853,840** |
| **Program 1.3 – Financial Support for People with Disability** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 17,782,771 | 18,087,072 | 18,606,838 | 18,931,638 |
| **Administered Total** | **–** | **17,782,771** | **18,087,072** | **18,606,838** | **18,931,638** |
| **Total expenses for Program 1.3** | **–** | **17,782,771** | **18,087,072** | **18,606,838** | **18,931,638** |
| **Program 1.4 – Financial Support for Carers** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | – | 2,800 | 2,800 | 2,800 | 2,800 |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 9,725,713 | 10,159,485 | 10,647,483 | 11,051,335 |
| **Administered Total** | **–** | **9,728,513** | **10,162,285** | **10,650,283** | **11,054,135** |
| **Total expenses for Program 1.4** | **–** | **9,728,513** | **10,162,285** | **10,650,283** | **11,054,135** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

| **Outcome 1: Social Security** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.5 – Working Age Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | – | 6,254 | 2,891 | 1,775 | 1,781 |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 24,065,068 | 21,048,789 | 20,693,795 | 20,613,968 |
| **Administered Total** | **–** | **24,071,322** | **21,051,680** | **20,695,570** | **20,615,749** |
| **Total expenses for Program 1.5** | **–** | **24,071,322** | **21,051,680** | **20,695,570** | **20,615,749** |
| **Program 1.6 – Student Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 2,953,463 | 2,738,977 | 2,659,591 | 2,652,638 |
| *Student Assistance Act 1973* | – | 372,554 | 384,231 | 387,005 | 393,395 |
| **Administered Total** | **–** | **3,326,017** | **3,123,208** | **3,046,596** | **3,046,033** |
| **Total expenses for Program 1.6** | **–** | **3,326,017** | **3,123,208** | **3,046,596** | **3,046,033** |
| **Program 1.7 – Program Support for Outcome 1** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 113,299 | 106,588 | 104,653 | 102,241 |
| s74 External Revenue (a) | – | 6,054 | 6,054 | 6,054 | 6,054 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 2,237 | 1,921 | 1,879 | 1,812 |
| **Departmental Total** | **–** | **121,590** | **114,563** | **112,586** | **110,107** |
| **Total expenses for Program 1.7** | **–** | **121,590** | **114,563** | **112,586** | **110,107** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

| **Outcome 1: Social Security** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | – | 9,054 | 5,691 | 4,575 | 4,581 |
| Special appropriations | – | 126,978,430 | 126,283,799 | 128,887,859 | 131,046,176 |
| **Administered Total** | **–** | **126,987,484** | **126,289,490** | **128,892,434** | **131,050,757** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 113,299 | 106,588 | 104,653 | 102,241 |
| s74 External Revenue (a) | – | 6,054 | 6,054 | 6,054 | 6,054 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 2,237 | 1,921 | 1,879 | 1,812 |
| **Departmental Total** | **–** | **121,590** | **114,563** | **112,586** | **110,107** |
| **Total expenses for Outcome 1** | **–** | **127,109,074** | **126,404,053** | **129,005,020** | **131,160,864** |
|  |  |  |  |  |  |
| **Movement of administered**  **funds between years** (c) | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 1: |  |  |  |  |  |
| Program 1.5 – Working Age  Payments | (4,489) | 3,367 | 1,122 | – | – |
| **Total movement of**  **administered funds** | **(4,489)** | **3,367** | **1,122** | **–** | **–** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.1.2: Program component expenses for Outcome 1

| **Program 1.1 – Family Assistance** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.1.1 – Component 1 (Family Tax Benefit Part A)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | – | 14,425,434 | 14,218,658 | 14,229,553 | 13,984,969 |
| Total component 1 expenses | – | 14,425,434 | 14,218,658 | 14,229,553 | 13,984,969 |
| *1.1.2 – Component 2 (Family Tax Benefit Part B)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | – | 4,167,467 | 4,083,516 | 4,089,099 | 3,993,798 |
| Total component 2 expenses | – | 4,167,467 | 4,083,516 | 4,089,099 | 3,993,798 |
| *1.1.3 – Component 3 (Single Income Family Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* (a) | – | 6,085 | 4,419 | 5,029 | 3,857 |
| Total component 3 expenses | – | 6,085 | 4,419 | 5,029 | 3,857 |
| *1.1.4 – Component 4 (Stillborn Baby Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | – | 3,061 | 3,139 | 3,199 | 3,197 |
| Total component 4 expenses | – | 3,061 | 3,139 | 3,199 | 3,197 |
| *1.1.5 – Component 5 (Double Orphan Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 3,056 | 3,130 | 3,279 | 3,279 |
| Total component 5 expenses | – | 3,056 | 3,130 | 3,279 | 3,279 |
| *1.1.6 – Component 6 (Dad and Partner Pay)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | – | 127,241 | 129,020 | 129,954 | 129,634 |
| Total component 6 expenses | – | 127,241 | 129,020 | 129,954 | 129,634 |
| *1.1.7 – Component 7 (Parental Leave Pay)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | – | 2,138,468 | 2,265,269 | 2,365,820 | 2,430,628 |
| Total component 7 expenses | – | 2,138,468 | 2,265,269 | 2,365,820 | 2,430,628 |
| **Total Program expenses** | – | **20,870,812** | **20,707,151** | **20,825,933** | **20,549,362** |

1. The Single Income Family Supplement was closed to new recipients from 1 July 2017. Grandfathering arrangements will permit eligible recipients with entitlements to Single Income Family Supplement at 30 June 2017 to continue to receive this payment as long as they remain eligible.

Table 2.1.2: Program component expenses for Outcome 1 (continued)

| **Program 1.2 – Support for Seniors** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.2.1 – Component 1 (Age Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 51,123,857 | 53,076,462 | 54,988,879 | 56,779,058 |
| Total component 1 expenses | – | 51,123,857 | 53,076,462 | 54,988,879 | 56,779,058 |
| *1.2.2 – Component 2 (Energy Supplement for Commonwealth Seniors Health Card holders)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 79,075 | 74,438 | 70,075 | 65,967 |
| Total component 2 expenses | – | 79,075 | 74,438 | 70,075 | 65,967 |
| *1.2.3 – Component 3 (Pension Loans Scheme)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 5,117 | 7,194 | 8,260 | 8,815 |
| Total component 3 expenses | – | 5,117 | 7,194 | 8,260 | 8,815 |
| **Total Program expenses** | **–** | **51,208,049** | **53,158,094** | **55,067,214** | **56,853,840** |

Table 2.1.2: Program component expenses for Outcome 1 (continued)

| **Program 1.3 – Financial Support for People with Disability** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.3.1 – Component 1 (Disability Support Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 17,739,970 | 18,046,757 | 18,569,195 | 18,896,311 |
| Total component 1 expenses | – | 17,739,970 | 18,046,757 | 18,569,195 | 18,896,311 |
| *1.3.2 – Component 2 (Essential Medical Equipment Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 8,713 | 9,138 | 9,582 | 10,044 |
| Total component 2 expenses | – | 8,713 | 9,138 | 9,582 | 10,044 |
| *1.3.3 – Component 3 (Mobility Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 34,088 | 31,177 | 28,061 | 25,283 |
| Total component 3 expenses | – | 34,088 | 31,177 | 28,061 | 25,283 |
| **Total Program expenses** | **–** | **17,782,771** | **18,087,072** | **18,606,838** | **18,931,638** |

Table 2.1.2: Program component expenses for Outcome 1 (continued)

| **Program 1.4 – Financial Support for Carers** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.4.1 – Component 1 (Carer Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 6,445,096 | 6,754,506 | 7,104,035 | 7,401,022 |
| Total component 1 expenses | – | 6,445,096 | 6,754,506 | 7,104,035 | 7,401,022 |
| *1.4.2 – Component 2 (Carer Allowance (Adult))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 1,772,694 | 1,842,507 | 1,920,488 | 1,976,939 |
| Total component 2 expenses | – | 1,772,694 | 1,842,507 | 1,920,488 | 1,976,939 |
| *1.4.3 – Component 3 (Carer Allowance (Child))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 693,745 | 729,423 | 769,774 | 801,513 |
| Total component 3 expenses | – | 693,745 | 729,423 | 769,774 | 801,513 |
| *1.4.4 – Component 4 (Carer Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 618,177 | 631,451 | 645,505 | 658,335 |
| Total component 4 expenses | – | 618,177 | 631,451 | 645,505 | 658,335 |
| *1.4.5 – Component 5 (Child Disability Assistance Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 196,001 | 201,598 | 207,681 | 213,526 |
| Total component 5 expenses | – | 196,001 | 201,598 | 207,681 | 213,526 |
| *1.4.6 – Component 6 (Carer Adjustment Payment)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | – | 2,800 | 2,800 | 2,800 | 2,800 |
| Total component 6 expenses | – | 2,800 | 2,800 | 2,800 | 2,800 |
| **Total Program expenses** | **–** | **9,728,513** | **10,162,285** | **10,650,283** | **11,054,135** |

Table 2.1.2: Program component expenses for Outcome 1 (continued)

| **Program 1.5 – Working Age Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.5.1 – Component 1 (JobSeeker Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 16,725,406 | 14,015,734 | 13,576,858 | 13,394,067 |
| Total component 1 expenses | – | 16,725,406 | 14,015,734 | 13,576,858 | 13,394,067 |
| *1.5.2 – Component 2 (Youth Allowance (Other))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 1,441,848 | 1,124,013 | 1,107,445 | 1,086,652 |
| Total component 2 expenses | – | 1,441,848 | 1,124,013 | 1,107,445 | 1,086,652 |
| *1.5.3 – Component 3 (Parenting Payment Single)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 4,773,034 | 4,817,610 | 4,885,052 | 4,991,066 |
| Total component 3 expenses | – | 4,773,034 | 4,817,610 | 4,885,052 | 4,991,066 |
| *1.5.4 – Component 4 (Parenting Payment Partnered)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 953,236 | 914,042 | 938,141 | 949,217 |
| Total component 4 expenses | – | 953,236 | 914,042 | 938,141 | 949,217 |
| *1.5.5 – Component 5 (Special Benefit)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 137,632 | 144,225 | 151,683 | 157,459 |
| Total component 5 expenses | – | 137,632 | 144,225 | 151,683 | 157,459 |
| *1.5.6 – Component 6 (Priority Investment Approach – Validation)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | – | 200 | 200 | 200 | 200 |
| Total component 6 expenses | – | 200 | 200 | 200 | 200 |
| *1.5.7 – Component 7 (Pensioner Education Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 20,079 | 19,706 | 20,303 | 20,859 |
| Total component 7 expenses | – | 20,079 | 19,706 | 20,303 | 20,859 |

Table 2.1.2: Program component expenses for Outcome 1 (continued)

| **Program 1.5 – Working Age Payments (continued)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.5.8 – Component 8 (Utilities Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 13,833 | 13,459 | 14,313 | 14,648 |
| Total component 8 expenses | – | 13,833 | 13,459 | 14,313 | 14,648 |
| *1.5.9 – Component 9 (Payments under Special Circumstances)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | – | 1,565 | 1,569 | 1,575 | 1,581 |
| Total component 9 expenses | – | 1,565 | 1,569 | 1,575 | 1,581 |
| *1.5.10 – Component 10 (Drug Testing Trial – Treatment Fund)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | – | 4,489 | 1,122 | – | – |
| Total component 10 expenses | – | 4,489 | 1,122 | – | – |
| **Total Program expenses** | **–** | **24,071,322** | **21,051,680** | **20,695,570** | **20,615,749** |

Table 2.1.2: Program component expenses for Outcome 1 (continued)

| **Program 1.6 – Student Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.6.1 – Component 1 (Youth Allowance (student))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 2,317,930 | 2,115,799 | 2,042,606 | 2,040,725 |
| Total component 1 expenses | – | 2,317,930 | 2,115,799 | 2,042,606 | 2,040,725 |
| *1.6.2 – Component 2 (Austudy)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 534,255 | 515,810 | 502,522 | 485,984 |
| Total component 2 expenses | – | 534,255 | 515,810 | 502,522 | 485,984 |
| *1.6.3 – Component 3 (ABSTUDY – Secondary)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | – | 153,569 | 160,940 | 159,361 | 159,599 |
| Total component 3 expenses | – | 153,569 | 160,940 | 159,361 | 159,599 |
| *1.6.4 – Component 4 (ABSTUDY – Tertiary)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | – | 127,666 | 129,929 | 132,423 | 135,084 |
| Total component 4 expenses | – | 127,666 | 129,929 | 132,423 | 135,084 |
| *1.6.5 – Component 5 (Student Start-up Loan)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 101,278 | 107,368 | 114,463 | 125,929 |
| Total component 5 expenses | – | 101,278 | 107,368 | 114,463 | 125,929 |
| *1.6.6 – Component 6 (Student Start-up Loan – ABSTUDY)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | – | 2,246 | 2,370 | 2,505 | 4,533 |
| Total component 6 expenses | – | 2,246 | 2,370 | 2,505 | 4,533 |
| *1.6.7 – Component 7 (Assistance for Isolated Children)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | – | 89,073 | 90,992 | 92,716 | 94,179 |
| Total component 7 expenses | – | 89,073 | 90,992 | 92,716 | 94,179 |
| **Total Program expenses** | **–** | **3,326,017** | **3,123,208** | **3,046,596** | **3,046,033** |

Table 2.1.2: Program component expenses for Outcome 1 (continued)

| **Program 1.7 – Program Support for Outcome 1** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.7.1 – Component 1 (Departmental DSS – Outcome 1)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 113,299 | 106,588 | 104,653 | 102,241 |
| s74 External Revenue (a) | – | 6,054 | 6,054 | 6,054 | 6,054 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 2,237 | 1,921 | 1,879 | 1,812 |
| Total component 1 expenses | – | 121,590 | 114,563 | 112,586 | 110,107 |
| **Total Program expenses** | **–** | **121,590** | **114,563** | **112,586** | **110,107** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the Budget year as Government priorities change.

Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Cash projections for Rent Assistance(a)

| **Cross-Program – Rent Assistance** | | | |
| --- | --- | --- | --- |
|  |  | 2020­21 | 2021­22 |
|  |  | Estimated | Budget |
|  |  | actual |  |
|  |  | $'000 | $'000 |
| *DSS: A New Tax System (Family Assistance)(Administration) Act 1999* |  |  |  |
| Family Tax Benefit |  | 1,986,785 | 2,056,169 |
| *DSS: Social Security (Administration) Act 1999* |  |  |  |
| Age Pension |  | 950,515 | 974,669 |
| Austudy |  | 45,347 | 45,700 |
| Carer Payment |  | 139,764 | 148,428 |
| Disability Support Pension |  | 757,616 | 771,206 |
| JobSeeker Payment |  | 1,239,134 | 988,375 |
| Parenting Payment (Partnered) |  | 3,144 | 2,718 |
| Parenting Payment (Single) |  | 44,675 | 42,624 |
| Partner Allowance |  | 9 | – |
| Special Benefit |  | 12,064 | 9,654 |
| Widow Allowance |  | 2,815 | 206 |
| Youth Allowance |  | 199,345 | 210,023 |
| *DSS: ABSTUDY (Student Assistance Act 1973)* |  | 19,893 | 19,366 |
| *Department of Veterans' Affairs: Veterans' Entitlements Act 1986* (b) |  | 25,334 | 24,126 |
| **Total cash projections** |  | **5,426,440** | **5,293,264** |

1. Rent Assistance is a supplementary payment included in the calculation of the primary income support payment, Family Tax Benefit or service pension. This table provides cash projections for the Rent Assistance component included in the primary income support payment, Family Tax Benefit or service pension.
2. Rent Assistance is paid to eligible service pension and income support supplement recipients.

Table 2.1.3: Performance criteria for Outcome 1

Table 2.1.3 below details the performance criteria for each program associated with  
Outcome 1. It also summarises how each program is delivered and where 2021­22 Budget measures have created new programs or materially changed existing programs. The 2020-21 performance criteria and associated year‑end forecasts are presented against the former outcome structure at Table 2.1.6.

| **Outcome 1 –** A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | | |
| --- | --- | --- |
| **Program 1.1 – Family Assistance** – Assist families to take time out of the workforce to bond with their children following birth or adoption and with the costs of their children. | | |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of the family assistance law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit. | Payment targeted to low income families (67 per cent of support received by families under the Family Tax Benefit lower income free area). |
| Extent to which separated parents in the child support system are supporting their children. | At least 85 per cent of Family Tax Benefit children of separated parents meet the maintenance action test requirements. |
| Extent to which parents take Dad and Partner Pay. | 95 per cent of eligible Dad and Partner Pay claimants access payment. |
| Extent to which parents take Parental Leave Pay. | 95 per cent of eligible Parental Leave Pay families access payment. |
| Outputs:   * Administered outlays * Number of recipients * Number of children * Payment accuracy | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Program 1.1 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.2 – Support for Seniors** –To assist eligible senior Australians financially and to encourage them to use their financial resources to support their retirement income. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support. | 75 per cent or below of people of Age Pension age are supported by the Age Pension or other income support. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Program 1.2 resulting from 2021-22 Budget measures:** Nil. | | |

| **Program 1.3 – Financial Support for People with Disability** –To financially assist eligible people with disability. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which people of working age with a profound or severe disability are paid Disability Support Pension. | 90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Program 1.3 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.4 –** **Financial Support for Carers** – To financially assist eligible carers of people with disability or a severe medical condition. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law.  Ex-gratia payments to unsuccessful applicants of Carer Payment (Child) (Carer Adjustment Payment) are paid under the provisions of the PGPA Act. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which payments are made to, or with respect to, carers unable to fully support themselves. | 70 per cent of primary carers in Australia are supported by Carer Payment and Carer Allowance. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Program 1.4 resulting from 2021-22 Budget measures:** Nil. | | |

| **Program 1.5 – Working Age Payments** – To provide financial assistance to people while they are unable to fully support themselves through work. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments are made through Services Australia to eligible claimants under the provisions of social security law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which payments are made to, or with respect to, people unable to fully support themselves. | Changes in recipient numbers align with movements in the unemployment rate. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Program 1.5 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.6 –** **Student Payments** – To support eligible students whilst they undertake education and training, so that they can gain employment. To increase access and participation by Indigenous Australian students in secondary and tertiary education and accelerate their educational outcomes. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Payments and other financial assistance are made through Services Australia to eligible claimants under the provisions of social security and student assistance law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which payment recipients have improved financial self-reliance. | The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments aligns with movements in the unemployment rate. |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Program 1.6 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **Program 1.7 – Program Support for Outcome 1** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives, including providing high quality policy advice and support to the Portfolio Ministers and Assistant Ministers. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Accuracy of departmental expenditure budget estimates. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Program 1.7 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.3: Performance criteria for Outcome 1 (continued)

| **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. | | |
| --- | --- | --- |
| **Delivery** | DSS administers the program as part of the social security system.  Rent Assistance payments are made through Services Australia to eligible claimants under the provisions of the social security law and family assistance law. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which income support or family payment recipients are assisted with the costs of renting private and community housing. | Of the individuals and families renting and receiving Rent Assistance, the proportion experiencing rental stress after receipt of Rent Assistance is at least 25 percentage points lower than it would be without Rent Assistance. |
| Outputs:   * Number of Commonwealth Rent Assistance income units. | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance. | |
| **Material changes to Cross-Program – Rent Assistance resulting from 2021-22 Budget measures:** Nil. | | |

##### Budgeted expenses for former Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) in the 2020‑21 financial year on achieving former Outcome 1, broken down by program under the former outcome structure, as well as by Administered and Departmental funding sources.

##### Table 2.1.4: Budgeted expenses for former Outcome 1

| **Outcome 1: Social Security** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 – Family Tax Benefit** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 18,884,914 | – | – | – | – |
| **Administered Total** | **18,884,914** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.1** | **18,884,914** | **–** | **–** | **–** | **–** |
| **Program 1.2 – Child Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 3,188 | – | – | – | – |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 11,083 | – | – | – | – |
| *Student Assistance Act 1973* | 87,060 | – | – | – | – |
| **Administered Total** | **101,331** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.2** | **101,331** | **–** | **–** | **–** | **–** |
| **Program 1.3 – Income Support for Vulnerable People** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 210,828 | – | – | – | – |
| **Administered Total** | **210,828** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.3** | **210,828** | **–** | **–** | **–** | **–** |
| **Program 1.4 – Income Support for People in Special Circumstances** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,363 | – | – | – | – |
| **Administered Total** | **1,363** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.4** | **1,363** | **–** | **–** | **–** | **–** |

Table 2.1.4: Budgeted expenses for former Outcome 1 (continued)

| **Outcome 1: Social Security** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.5 – Supplementary Payments and Support for Income Support Recipients** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 23,152 | – | – | – | – |
| **Administered Total** | **23,152** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.5** | **23,152** | **–** | **–** | **–** | **–** |
| **Program 1.6 – Income Support for Seniors** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 52,900,635 | – | – | – | – |
| **Administered Total** | **52,900,635** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.6** | **52,900,635** | **–** | **–** | **–** | **–** |
| **Program 1.7 – Allowances and Concessions for Seniors** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 589,969 | – | – | – | – |
| **Administered Total** | **589,969** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.7** | **589,969** | **–** | **–** | **–** | **–** |
| **Program 1.8 – Income Support for People with Disability** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 18,372,580 | – | – | – | – |
| **Administered Total** | **18,372,580** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.8** | **18,372,580** | **–** | **–** | **–** | **–** |
| **Program 1.9 – Income Support for Carers** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 2,800 | – | – | – | – |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 9,884,775 | – | – | – | – |
| **Administered Total** | **9,887,575** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.9** | **9,887,575** | **–** | **–** | **–** | **–** |

Table 2.1.4: Budgeted expenses for former Outcome 1 (continued)

| **Outcome 1: Social Security** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.10 – Working Age Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 26,275 | – | – | – | – |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 38,774,066 | – | – | – | – |
| **Administered Total** | **38,800,341** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.10** | **38,800,341** | **–** | **–** | **–** | **–** |
| **Program 1.11 – Student Payments** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 4,238,962 | – | – | – | – |
| *Student Assistance Act 1973* | 382,222 | – | – | – | – |
| **Administered Total** | **4,621,184** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.11** | **4,621,184** | **–** | **–** | **–** | **–** |
| **Program 1.12 – Program Support for Outcome 1** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 118,143 | – | – | – | – |
| s74 External Revenue (a) | 6,538 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,294 | – | – | – | – |
| **Departmental Total** | **126,975** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 1.12** | **126,975** | **–** | **–** | **–** | **–** |

Table 2.1.4: Budgeted expenses for former Outcome 1 (continued)

| **Outcome 1: Social Security** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 30,438 | – | – | – | – |
| Special appropriations | 144,363,434 | – | – | – | – |
| **Administered Total** | **144,393,872** | **–** | **–** | **–** | **–** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 118,143 | – | – | – | – |
| s74 External Revenue (a) | 6,538 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,294 | – | – | – | – |
| **Departmental Total** | **126,975** | **–** | **–** | **–** | **–** |
| **Total expenses for Outcome 1** | **144,520,847** | **–** | **–** | **–** | **–** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.1.5: Program component expenses for former Outcome 1

| **Program 1.1 – Family Tax Benefit** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.1.1 – Component 1 (Family Tax Benefit Part A)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 15,097,264 | – | – | – | – |
| Total component 1 expenses | 15,097,264 | – | – | – | – |
| *1.1.2 – Component 2 (Family Tax Benefit Part B)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 3,787,650 | – | – | – | – |
| Total component 2 expenses | 3,787,650 | – | – | – | – |
| **Total Program expenses** | **18,884,914** | **–** | **–** | **–** | **–** |

Table 2.1.5: Program component expenses for former Outcome 1 (continued)

| **Program 1.2 – Child Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.2.1 – Component 1 (Single Income Family Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* (a) | 8,650 | – | – | – | – |
| Total component 1 expenses | 8,650 | – | – | – | – |
| *1.2.2 – Component 2 (Stillborn Baby Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *A New Tax System*  *(Family Assistance)*  *(Administration) Act 1999* | 2,433 | – | – | – | – |
| Total component 2 expenses | 2,433 | – | – | – | – |
| *1.2.3 – Component 3 (Double Orphan Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 3,188 | – | – | – | – |
| Total component 3 expenses | 3,188 | – | – | – | – |
| *1.2.4 – Component 4 (Assistance for Isolated Children)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | 87,060 | – | – | – | – |
| Total component 4 expenses | 87,060 | – | – | – | – |
| **Total Program expenses** | **101,331** | **–** | **–** | **–** | **–** |

1. The Single Income Family Supplement was closed to new recipients from 1 July 2017. Grandfathering arrangements will permit eligible recipients with entitlements to Single Income Family Supplement at 30 June 2017 to continue to receive this payment as long as they remain eligible.

Table 2.1.5: Program component expenses for former Outcome 1 (continued)

| **Program 1.3 – Income Support for Vulnerable People** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.3.1 – Component 1 (Special Benefit)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 210,828 | – | – | – | – |
| Total component 1 expenses | 210,828 | – | – | – | – |
| **Total Program expenses** | **210,828** | **–** | **–** | **–** | **–** |

| **Program 1.4 – Income Support for People in Special Circumstances** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.4.1 – Component 1 (Payments under Special Circumstances)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,363 | – | – | – | – |
| Total component 1 expenses | 1,363 | – | – | – | – |
| **Total Program expenses** | **1,363** | **–** | **–** | **–** | **–** |

Table 2.1.5: Program component expenses for former Outcome 1 (continued)

| **Program 1.5 – Supplementary Payments and Support for Income Support Recipients** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.5.1 – Component 1 (Essential Medical Equipment Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 8,407 | – | – | – | – |
| Total component 1 expenses | 8,407 | – | – | – | – |
| *1.5.2 – Component 2 (Utilities Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 14,745 | – | – | – | – |
| Total component 2 expenses | 14,745 | – | – | – | – |
| **Total Program expenses** | **23,152** | **–** | **–** | **–** | **–** |

| **Program 1.6 – Income Support for Seniors** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.6.1 – Component 1 (Age Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 52,900,635 | – | – | – | – |
| Total component 1 expenses | 52,900,635 | – | – | – | – |
| **Total Program expenses** | **52,900,635** | **–** | **–** | **–** | **–** |

Table 2.1.5: Program component expenses for former Outcome 1 (continued)

| **Program 1.7 – Allowances and Concessions for Seniors** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.7.1 – Component 1 (Energy Supplement for Commonwealth Seniors Health Card holders)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 589,969 | – | – | – | – |
| Total component 1 expenses | 589,969 | – | – | – | – |
| **Total Program expenses** | **589,969** | **–** | **–** | **–** | **–** |

| **Program 1.8 – Income Support for People with Disability** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.8.1 – Component 1 (Disability Support Pension)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 18,335,080 | – | – | – | – |
| Total component 1 expenses | 18,335,080 | – | – | – | – |
| *1.8.2 – Component 2 (Mobility Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 37,500 | – | – | – | – |
| Total component 2 expenses | 37,500 | – | – | – | – |
| **Total Program expenses** | **18,372,580** | **–** | **–** | **–** | **–** |

Table 2.1.5: Program component expenses for former Outcome 1 (continued)

| **Program 1.9 – Income Support for Carers** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.9.1 – Component 1 (Ex-Gratia Payments to Unsuccessful Applicants of Carer Payment (Child))* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 2,800 | – | – | – | – |
| Total component 1 expenses | 2,800 | – | – | – | – |
| *1.9.2 – Component 2 (Carer Allowance (Adult))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 1,895,796 | – | – | – | – |
| Total component 2 expenses | 1,895,796 | – | – | – | – |
| *1.9.3 – Component 3 (Carer Allowance (Child))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 667,312 | – | – | – | – |
| Total component 3 expenses | 667,312 | – | – | – | – |
| *1.9.4 – Component 4 (Carer Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 6,538,321 | – | – | – | – |
| Total component 4 expenses | 6,538,321 | – | – | – | – |
| *1.9.5 – Component 5 (Carer Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 596,257 | – | – | – | – |
| Total component 5 expenses | 596,257 | – | – | – | – |
| *1.9.6 – Component 6 (Child Disability Assistance Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 187,089 | – | – | – | – |
| Total component 6 expenses | 187,089 | – | – | – | – |
| **Total Program expenses** | **9,887,575** | **–** | **–** | **–** | **–** |

Table 2.1.5: Program component expenses for former Outcome 1 (continued)

| **Program 1.10 – Working Age Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.10.1 – Component 1 (Compensation and Debt Relief)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 198 | – | – | – | – |
| Total component 1 expenses | 198 | – | – | – | – |
| *1.10.2 – Component 2 (Investment Approach to Welfare – Evaluation)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 21,003 | – | – | – | – |
| Total component 2 expenses | 21,003 | – | – | – | – |
| *1.10.3 – Component 3 (Parenting Payment Partnered)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 1,589,619 | – | – | – | – |
| Total component 3 expenses | 1,589,619 | – | – | – | – |
| *1.10.4 – Component 4 (Parenting Payment Single)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 6,141,538 | – | – | – | – |
| Total component 4 expenses | 6,141,538 | – | – | – | – |
| *1.10.5 – Component 5 (Pensioner Education Supplement)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 32,212 | – | – | – | – |
| Total component 5 expenses | 32,212 | – | – | – | – |
| *1.10.6 – Component 6 (Sickness Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* (a) | 33,906 | – | – | – | – |
| Total component 6 expenses | 33,906 | – | – | – | – |
| *1.10.7 – Component 7 (Widow Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 89,256 | – | – | – | – |
| Total component 7 expenses | 89,256 | – | – | – | – |

Table 2.1.5: Program component expenses for former Outcome 1 (continued)

| **Program 1.10 – Working Age Payments (continued)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.10.8 – Component 8 (Youth Allowance (Other))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 2,461,210 | – | – | – | – |
| Total component 8 expenses | 2,461,210 | – | – | – | – |
| *1.10.9 – Component 9 (Partner Allowance)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 8,675 | – | – | – | – |
| Total component 9 expenses | 8,675 | – | – | – | – |
| *1.10.10 – Component 10 (JobSeeker Payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 28,417,650 | – | – | – | – |
| Total component 10 expenses | 28,417,650 | – | – | – | – |
| *1.10.11 – Component 11 (Social Impact Investment)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 5,074 | – | – | – | – |
| Total component 11 expenses | 5,074 | – | – | – | – |
| *1.10.12 – Component 12 (Drug Testing Trial – Treatment Fund)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | – | – | – | – |
| Total component 12 expenses | – | – | – | – | – |
| **Total Program expenses** | **38,800,341** | **–** | **–** | **–** | **–** |

Sickness Allowance closed to new entrants from 20 March 2020 when the new JobSeeker Payment was introduced, and ceased on 20 September 2020. This change is a result of the 2017-18 Budget measure: *Working Age Payments Reforms*.

Table 2.1.5: Program components of former Outcome 1

| **Program 1.11 – Student Payments** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.11.1 – Component 1 (ABSTUDY – Secondary)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | 224,731 | – | – | – | – |
| Total component 1 expenses | 224,731 | – | – | – | – |
| *1.11.2 – Component 2 (ABSTUDY – Tertiary)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | 155,362 | – | – | – | – |
| Total component 2 expenses | 155,362 | – | – | – | – |
| *1.11.3 – Component 3 (Austudy)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 785,261 | – | – | – | – |
| Total component 3 expenses | 785,261 | – | – | – | – |
| *1.11.4 – Component 4 (Youth Allowance (student))* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 3,343,896 | – | – | – | – |
| Total component 4 expenses | 3,343,896 | – | – | – | – |
| *1.11.5 – Component 5 (Student Start-up Loan – ABSTUDY)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Student Assistance Act 1973* | 2,129 | – | – | – | – |
| Total component 5 expenses | 2,129 | – | – | – | – |
| *1.11.6 – Component 6 (Student Start-up Loan)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 109,805 | – | – | – | – |
| Total component 6 expenses | 109,805 | – | – | – | – |
| **Total Program expenses** | **4,621,184** | **–** | **–** | **–** | **–** |

Table 2.1.5: Program components of former Outcome 1

| **Program 1.12 – Program Support for Outcome 1** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *1.12.1 – Component 1 (Departmental DSS – Outcome 1)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 118,143 | – | – | – | – |
| s74 External Revenue (a) | 6,538 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,294 | – | – | – | – |
| Total component 1 expenses | 126,975 | – | – | – | – |
| **Total Program expenses** | **126,975** | **–** | **–** | **–** | **–** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the Budget year as Government priorities change.

Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.1.6: Performance criteria for former Outcome 1

Table 2.1.6 below details the performance criteria for 2020­21 for each program associated with the former Outcome 1.

| **Program 1.1 –** **Family Tax Benefit** – To make payments to assist low and medium income families with the direct and indirect costs of raising dependent children. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit. | Payment targeted to low income families (67 per cent of support received by families under the Family Tax Benefit lower income free area).  *Year-end forecast: On track* |
| Extent to which separated parents in the child support system are supporting their children. | At least 85 per cent of Family Tax Benefit children of separated parents meet the maintenance action test requirements.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Number of children * Payment accuracy   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

| **Program 1.2 –** **Child Payments** – To make payments to families in certain circumstances to assist with the costs of children. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Proportion of stillbirths for which the Stillborn Baby Payment or Parental Leave Pay is paid. | 100 per cent of eligible families receive assistance through Stillborn Baby Payment or Parental Leave Pay.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Number of children   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

Table 2.1.6: Performance criteria for former Outcome 1 (continued)

| **Program 1.3 – Income Support for Vulnerable People** – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which payments are made to recipients who are unable to fully support themselves or access another payment. | The average duration of recipients on Special Benefit remains below 130 weeks.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

| **Program 1.4 –** **Income Support for People in Special Circumstances** – To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support. To make payments to Australians in circumstances beyond their control to support them in overcoming those circumstances and maintaining their financial wellbeing. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Agreements are in place (where relevant) with providers to ensure Payments under Special Circumstances are made in accordance with relevant legislation, policy, guidelines and contractual arrangements. | 100 per cent of payments are made in accordance with the individual agreements.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

Table 2.1.6: Performance criteria for former Outcome 1 (continued)

| **Program 1.5 –** **Supplementary Payments and Support for Income Support Recipients** – To make payments and subsidise services to certain income support recipients and low income households to assist them financially and to help them continue to participate economically and socially. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which payments are made to, or with respect to, people unable to fully support themselves. | Changes in Utilities Allowance recipient numbers align with movements in the total number of people receiving Partner Allowance, Widow Allowance and Disability Support Pension (who are younger than 21 with no dependent children).  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

| **Program 1.6 –** **Income Support for Seniors** – To make payments to senior Australians to assist them financially in a manner that encourages them to productively manage resources and life transitions. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support. | 75 per cent or below of people of Age Pension age are supported by the Age Pension or other income support.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

Table 2.1.6: Performance criteria for former Outcome 1 (continued)

| **Program 1.7 –** **Allowances and Concessions for Seniors** – To make payments and provide services to senior Australians to assist with household expenses, enabling them to maintain their standard of living. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | To provide financial support to eligible senior Australians to assist with their household expenses. | 100 per cent of eligible Commonwealth Health Card holders receive the Energy Supplement each year.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

| **Program 1.8** **– Income Support for People with Disability** – To make payments to eligible people with disability who are unable to support themselves to achieve financial independence. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which people of working age with a profound or severe disability are paid Disability Support Pension. | 90 per cent of people with a profound or severe disability of working age are supported by the Disability Support Pension.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

Table 2.1.6: Performance criteria for former Outcome 1 (continued)

| **Program 1.9** **–** **Income Support for Carers** – To make payments and allowances to financially assist eligible carers of people with disability or a severe medical condition. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which payments are made to, or with respect to, carers unable to fully support themselves. | 70 per cent of primary carers in Australia are supported by Carer Payment and Carer Allowance.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

| **Program 1.10 –** **Working Age Payments** – To assist people who are temporarily unable to support themselves through work or have a limited capacity to work due to disability or caring responsibilities for young children. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which payments are made to, or with respect to, people unable to fully support themselves. | Changes in recipient numbers align with movements in the unemployment rate.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

Table 2.1.6: Performance criteria for former Outcome 1 (continued)

| **Program 1.11 – Student Payments** – To achieve growth in skills, qualifications and productivity through providing income support and other financial assistance to students to assist them to undertake further education and training. To increase access and participation by Indigenous Australian students in school education, vocational education and training and higher education and accelerate their educational outcomes. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which payment recipients have improved financial self-reliance. | The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments aligns with movements in the unemployment rate.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of recipients * Payment accuracy   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

| **Program 1.12** **– Program Support for Outcome 1** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Cross-Outcome departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS Outcomes.  *Year-end forecast: On track* |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.  *Year-end forecast: Partially on track* |

Table 2.1.6: Performance criteria for former Outcome 1 (continued)

| **Cross-Program – Rent Assistance** – To make payments to low and moderate income Australians receiving income support or Family Tax Benefit Part A to assist with the costs of renting private and community housing. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which income support or family payment recipients are assisted with the costs of renting private and community housing. | Of the individuals and families renting and receiving Rent Assistance, the proportion experiencing rental stress after receipt of Rent Assistance is at least 25 percentage points lower than it would be without Rent Assistance.  *Year-end forecast: On track* |
| Output:   * Number of Commonwealth Rent Assistance income units   Results of the output will be reported in the 2020-21 Annual Performance Statement. | |

**2.2 Budgeted expenses and performance for Outcome 2**

|  |
| --- |
| Outcome 2: Families and Communities  **Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports.** |

Linked programs

|  |
| --- |
| **Attorney-General’s Department** |
| **Programs**   * Program 1.1 – Attorney-General’s Department Operating Expenses – Civil Justice and Legal Services * Program 1.4 – Justice Services * Program 1.5 – Family Relationships |
| **Contribution to Outcome 2 made by linked programs**  The Attorney-General’s Department has policy responsibility for improving access to justice for Indigenous people and for family matters, including Family Law Services. These linked programs provide payments for services to support this responsibility, and are administered by DSS under this Outcome. |
| **Department of Health** |
| **Program**   * Program 1.1 – Mental Health |
| **Contribution to Outcome 2 made by linked program**  The Department of Health has policy responsibility for Medicare Benefits Schedule items in relation to mental health. |
| **Services Australia** |
| **Program**   * Program 1.1 – Services to the Community – Social Security and Welfare |
| **Contribution to Outcome 2 made by linked program**  The administrative aspects of Income Management and Cashless Debit Card and payments under the Transition to Independent Living Allowance that falls under this Outcome are delivered by Services Australia through the above linked program. |

Linked programs (continued)

|  |
| --- |
| **National Indigenous Australians Agency** |
| **Programs**   * Program 1.2 – Indigenous Advancement – Children and Schooling * Program 1.3 – Indigenous Advancement – Safety and Wellbeing * Program 1.5 – Indigenous Advancement – Remote Australia Strategies |
| **Contribution to Outcome 2 made by linked programs**  These linked programs support Government efforts to ensure Aboriginal and Torres Strait Islander children receive a healthy and safe start to life; and families and communities can access responsive, connected and fit-for-purpose services. These linked programs also contribute to this Outcome by supporting remote strategic investments. |
| **The Treasury** |
| **Program**   * Program 1.9 – National Partnership Payments to the States |
| **Contribution to Outcome 2 made by linked program**  The Treasury, on behalf of DSS, makes National Partnership payments to the states for Social Impact Investment and other agreements. |

Budgeted expenses for Outcome 2

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources. The ‘2020-21 Estimated actual’ figures are presented against the former outcome structure at Tables 2.2.4 and 2.2.5.

**Table 2.2.1: Budgeted expenses for Outcome 2**

| **Outcome 2: Families and Communities** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 2.1 – Families and Communities** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 922,927 | 810,564 | 709,560 | 694,172 |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 8 | – | – | – |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* | – | 361,124 | 362,674 | 378,339 | 381,684 |
| Special accounts |  |  |  |  |  |
| Special account to support the  National Plan to Reduce  Violence against Women and  their Children | – | 8,965 | – | – | – |
| **Administered Total** | **–** | **1,293,024** | **1,173,238** | **1,087,899** | **1,075,856** |
| **Total expenses for Program 2.1** | **–** | **1,293,024** | **1,173,238** | **1,087,899** | **1,075,856** |
| **Program 2.2 – Program Support for Outcome 2** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 238,225 | 221,729 | 179,965 | 179,833 |
| s74 External Revenue (a) | – | 10,009 | 10,009 | 10,009 | 10,009 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 3,702 | 3,177 | 3,106 | 2,997 |
| **Departmental Total** | **–** | **251,936** | **234,915** | **193,080** | **192,839** |
| **Total expenses for Program 2.2** | **–** | **251,936** | **234,915** | **193,080** | **192,839** |

Table 2.2.1: Budgeted expenses for Outcome 2 (continued)

| **Outcome 2: Families and Communities** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 2 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 922,927 | 810,564 | 709,560 | 694,172 |
| Special appropriations | – | 361,132 | 362,674 | 378,339 | 381,684 |
| Special accounts | – | 8,965 | – | – | – |
| **Administered Total** | **–** | **1,293,024** | **1,173,238** | **1,087,899** | **1,075,856** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 238,225 | 221,729 | 179,965 | 179,833 |
| s74 External Revenue (a) | – | 10,009 | 10,009 | 10,009 | 10,009 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 3,702 | 3,177 | 3,106 | 2,997 |
| **Departmental Total** | **–** | **251,936** | **234,915** | **193,080** | **192,839** |
| **Total expenses for Outcome 2** | **–** | **1,544,960** | **1,408,153** | **1,280,979** | **1,268,695** |
|  |  |  |  |  |  |
| **Movement of administered funds**  **between years** (c) | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 2: |  |  |  |  |  |
| Program 2.1 – Families and  Communities (d) | (74,200) | 72,300 | – | – | 500 |
| **Total movement of**  **administered funds** | **(74,200)** | **72,300** | **–** | **–** | **500** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.
4. Includes funds transferred from 2020-21 to 2025-26.

Table 2.2.2: Program component expenses for Outcome 2

| **Program 2.1 – Families and Communities** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.1.1 – Component 1 (Families and Children)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 379,455 | 381,210 | 387,028 | 367,107 |
| Total component 1 expenses | – | 379,455 | 381,210 | 387,028 | 367,107 |
| *2.1.2 – Component 2 (Family Safety)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 211,426 | 183,571 | 90,233 | 105,035 |
| Total component 2 expenses | – | 211,426 | 183,571 | 90,233 | 105,035 |
| *2.1.3 – Component 3 (Protecting Australia's Children)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 13,491 | 8,233 | 8,249 | 8,264 |
| Total component 3 expenses | – | 13,491 | 8,233 | 8,249 | 8,264 |
| *2.1.4 – Component 4 (Sector Representation)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 2,886 | 2,903 | 2,915 | 2,703 |
| Total component 4 expenses | – | 2,886 | 2,903 | 2,915 | 2,703 |
| *2.1.5 – Component 5 (Financial Wellbeing and Capability)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 217,857 | 158,871 | 151,868 | 148,595 |
| Total component 5 expenses | – | 217,857 | 158,871 | 151,868 | 148,595 |
| *2.1.6 – Component 6 (Volunteering and Community Connectedness)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 79,481 | 61,948 | 61,806 | 56,669 |
| Total component 6 expenses | – | 79,481 | 61,948 | 61,806 | 56,669 |
| *2.1.7 – Component 7 (National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Redress payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* | – | 355,383 | 356,749 | 372,158 | 375,447 |
| Total component 7 expenses | – | 355,383 | 356,749 | 372,158 | 375,447 |

Table 2.2.2: Program component expenses for Outcome 2 (continued)

| **Program 2.1 – Families and Communities (continued)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.1.8 – Component 8 (National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Psychological Support payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* | – | 5,741 | 5,925 | 6,181 | 6,237 |
| Total component 8 expenses | – | 5,741 | 5,925 | 6,181 | 6,237 |
| *2.1.9 – Component 9 (Special account to support the National Plan to Reduce Violence against Women and their Children)* | | | | | |
| Special Account expenses |  |  |  |  |  |
| Special account to support the  National Plan to Reduce  Violence against Women and  their Children | – | 8,965 | – | – | – |
| Total component 9 expenses | – | 8,965 | – | – | – |
| *2.1.10 – Component 10 (Transition to Independent Living Allowance)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 3,512 | 3,512 | 3,512 | 3,512 |
| Total component 10 expenses | – | 3,512 | 3,512 | 3,512 | 3,512 |
| *2.1.11 – Component 11 (Social Impact Investing Initiatives)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 14,819 | 10,316 | 3,949 | 2,287 |
| Total component 11 expenses | – | 14,819 | 10,316 | 3,949 | 2,287 |
| *2.1.12 – Component 12 (Income Management Balancing Appropriation)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | – | 8 | – | – | – |
| Total component 12 expenses | – | 8 | – | – | – |
| **Total Program expenses** | **–** | **1,293,024** | **1,173,238** | **1,087,899** | **1,075,856** |

Table 2.2.2: Program component expenses for Outcome 2 (continued)

| **Program 2.2 – Program Support for Outcome 2** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.2.1 – Component 1 (Departmental DSS – Outcome 2)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 238,225 | 221,729 | 179,965 | 179,833 |
| s74 external revenue (a) | – | 10,009 | 10,009 | 10,009 | 10,009 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 3,702 | 3,177 | 3,106 | 2,997 |
| Total component 1 expenses | – | 251,936 | 234,915 | 193,080 | 192,839 |
| **Total Program expenses** | **–** | **251,936** | **234,915** | **193,080** | **192,839** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the Budget year as Government priorities change.

Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.2.3: Performance criteria for Outcome 2

Table 2.2.3 below details the performance criteria for each program associated with Outcome 2. It also summarises how each program is delivered and where 2021­22 Budget measures have created new programs or materially changed existing programs. The 2020-21 performance criteria and associated year‑end forecasts are presented against the former outcome structure at Table 2.2.6.

| **Outcome 2** – Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports. | | |
| --- | --- | --- |
| **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. | | |
| **Delivery** | Assist organisations through a program of grants, procurements and subsidies targeting families, children, young people, volunteers and other individuals with special circumstances. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which individuals have improved individual and family functioning. | At least 75 per cent of clients in reporting services have improved family functioning. |
| Funded organisations' members are satisfied with the support offered to them by these funded organisations. | 90 per cent of funded organisations’ members are satisfied with the support offered to them by these funded organisations. |
| Extent of contribution to a reduction in violence through successful implementation of the National Plan to Reduce Violence against Women and their Children 2010-2022. | Successful implementation of departmental actions to contribute towards a reduction in women experiencing family, domestic and sexual violence and a reduction in attitudes supportive of violence. |
| Extent of departmental leadership towards reducing child abuse and neglect. | Successful implementation of departmental actions in the National Framework for Protecting Australia’s Children 2021-2031, guided by an agreed implementation plan. (a) |
| Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock. | * At least a 20 per cent reduction in the number of people with multiple requests for emergency relief. * At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service. |

1. The agreed implementation plan is expected to be created and endorsed by December 2021.

Table 2.2.3: Performance criteria for Outcome 2 (continued)

| **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. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which participants are satisfied with the support received through the Be Connected program to develop their digital skills, confidence and online safety. | At least 85 per cent of participants report satisfaction with the quality of the Be Connected program supports. |
| Extent to which participants (Seniors Connected) are satisfied with the support received through FriendLine to help address loneliness and social isolation. | At least 80 per cent of participants report satisfaction with the quality of FriendLine support. |
| Extent to which volunteer grant recipients are satisfied with the Volunteer Grants program. | 80 per cent of surveyed grant recipients considered the grants assisted in meeting their objective. |
| Timely finalisation of National Redress Scheme applications and offers made to survivors. | Over the most recent calendar year at least 80 per cent of applications lodged that name institutions that participate in the National Redress Scheme and are able to be progressed, have a decision communicated to the applicant within six months of being received by the National Redress Scheme. |
| Maximise engagement of institutions with the National Redress Scheme. | Engagement of newly named institutions continues, and current participation is maintained, with institutions on board to cover 90 per cent of applications received. |
| Extent to which the Cashless Debit Card supports a reduction in social harm in communities. | Cashless Debit Card program data demonstrates improvement in social outcomes through analysis of card spending and use. |
| Extent to which the Cashless Debit Card is used in responsible and meaningful ways and not used on products and activities that contribute to social harm. | 95 per cent of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items. |

Table 2.2.3: Performance criteria for Outcome 2 (continued)

| **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. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Outputs:   * Administered outlays * Number of individuals assisted * Number of National Redress Scheme recipients * Number of National Redress Scheme applications received * Number of institutions that have joined the National Redress Scheme * Number of individuals engaged with Income Management and Cashless Debit Card * Number of organisations contracted or receiving grant funding to deliver services * Percentage of assisted individuals from priority groups | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports. | |
| **Material changes to Program 2.1 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.2.3: Performance criteria for Outcome 2 (continued)

| **Program 2.2 –** **Program Support for Outcome 2** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives, including providing high quality policy advice and support to the Portfolio Ministers and Assistant Ministers. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Accuracy of departmental expenditure budget estimates. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives. | |
| **Material changes to Program 2.2 resulting from 2021-22 Budget measures:** Nil. | | |

Budgeted expenses for former Outcome 2

This table shows how much the entity intends to spend (on an accrual basis) in the 2020‑21 financial year on achieving former Outcome 2, broken down by program under the former outcome structure, as well as by Administered and Departmental funding sources.

**Table 2.2.4: Budgeted expenses for former Outcome 2**

| **Outcome 2: Families and Communities** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 2.1 – Families and Communities** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 784,120 | – | – | – | – |
| Special appropriations |  |  |  |  |  |
| *Social Security (Administration)*  *Act 1999* | 8 | – | – | – | – |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* | 324,742 | – | – | – | – |
| Special accounts |  |  |  |  |  |
| Other Services – Services for  Other Entities and Trust Moneys | 14,692 | – | – | – | – |
| **Administered Total** | **1,123,562** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 2.1** | **1,123,562** | **–** | **–** | **–** | **–** |
| **Program 2.2 – Paid Parental Leave** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | 2,260,710 | – | – | – | – |
| **Administered Total** | **2,260,710** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 2.2** | **2,260,710** | **–** | **–** | **–** | **–** |
| **Program 2.3 – Social and Community Services** | | | | | |
| Administered expenses |  |  |  |  |  |
| Special accounts |  |  |  |  |  |
| Social and Community Services  Pay Equity Special Account | 547,108 | – | – | – | – |
| **Administered Total** | **547,108** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 2.3** | **547,108** | **–** | **–** | **–** | **–** |

Table 2.2.4: Budgeted expenses for former Outcome 2 (continued)

| **Outcome 2: Families and Communities** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 2.4 – Program Support for Outcome 2** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 193,248 | – | – | – | – |
| s74 External Revenue (a) | 10,812 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 3,795 | – | – | – | – |
| **Departmental Total** | **207,855** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 2.4** | **207,855** | **–** | **–** | **–** | **–** |
| **Outcome 2 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 784,120 | – | – | – | – |
| Special appropriations | 2,585,460 | – | – | – | – |
| Special accounts | 561,800 | – | – | – | – |
| **Administered Total** | **3,931,380** | **–** | **–** | **–** | **–** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 193,248 | – | – | – | – |
| s74 External Revenue (a) | 10,812 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 3,795 | – | – | – | – |
| **Departmental Total** | **207,855** | **–** | **–** | **–** | **–** |
| **Total expenses for Outcome 2** | **4,139,235** | **–** | **–** | **–** | **–** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.2.5: Program component expenses for former Outcome 2

| **Program 2.1 – Families and Communities** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.1.1 – Component 1 (Civil Society)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,126 | – | – | – | – |
| Total component 1 expenses | 1,126 | – | – | – | – |
| *2.1.2 – Component 2 (Families and Children)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 296,168 | – | – | – | – |
| Total component 2 expenses | 296,168 | – | – | – | – |
| *2.1.3 – Component 3 (Families and Communities Services Improvement)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 2,667 | – | – | – | – |
| Total component 3 expenses | 2,667 | – | – | – | – |
| *2.1.4 – Component 4 (Financial Wellbeing and Capability)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 281,434 | – | – | – | – |
| Total component 4 expenses | 281,434 | – | – | – | – |
| *2.1.5 – Component 5 (National Initiatives)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 135,634 | – | – | – | – |
| Total component 5 expenses | 135,634 | – | – | – | – |
| *2.1.6 – Component 6 (Strong and Resilient Communities)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 55,414 | – | – | – | – |
| Total component 6 expenses | 55,414 | – | – | – | – |

Table 2.2.5: Program component expenses for former Outcome 2 (continued)

| **Program 2.1 – Families and Communities (continued)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.1.7 – Component 7 (Transition to Independent Living Allowance)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 2,636 | – | – | – | – |
| Total component 7 expenses | 2,636 | – | – | – | – |
| *2.1.8 – Component 8 (Income Management Balancing Appropriation)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Social Security*  *(Administration) Act 1999* | 8 | – | – | – | – |
| Total component 8 expenses | 8 | – | – | – | – |
| *2.1.9 – Component 9 (Other Services – Services for Other Entities and Trust Moneys)* | | | | | |
| Special Account expenses |  |  |  |  |  |
| Other Services – Services for  Other Entities and Trust Moneys | 14,692 | – | – | – | – |
| Total component 9 expenses | 14,692 | – | – | – | – |
| *2.1.10 – Component 10 (National Redress Scheme for Institutional Child Sexual Abuse –*  *Redress payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* | 319,342 | – | – | – | – |
| Total component 10 expenses | 319,342 | – | – | – | – |
| *2.1.11 – Component 11 (National Redress Scheme for Institutional Child Sexual Abuse – Psychological Support payment)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *National Redress Scheme for*  *Institutional Child Sexual*  *Abuse Act 2018* | 5,400 | – | – | – | – |
| Total component 11 expenses | 5,400 | – | – | – | – |
| *2.1.12 – Component 12 (Volunteer Management)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 9,041 | – | – | – | – |
| Total component 12 expenses | 9,041 | – | – | – | – |
| *2.1.13 – Component 13 (Volunteer Grants)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | – | – | – | – |
| Total component 13 expenses | – | – | – | – | – |
| **Total Program expenses** | **1,123,562** | **–** | **–** | **–** | **–** |

Table 2.2.5: Program component expenses for former Outcome 2 (continued)

| **Program 2.2 – Paid Parental Leave** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.2.1 – Component 1 (Dad and Partner Pay)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | 129,716 | – | – | – | – |
| Total component 1 expenses | 129,716 | – | – | – | – |
| *2.2.2 – Component 2 (Parental Leave Pay)* | | | | | |
| Special appropriations |  |  |  |  |  |
| *Paid Parental Leave Act 2010* | 2,130,994 | – | – | – | – |
| Total component 2 expenses | 2,130,994 | – | – | – | – |
| **Total Program expenses** | **2,260,710** | **–** | **–** | **–** | **–** |

| **Program 2.3 – Social and Community Services** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.3.1 – Component 1 (Social and Community Services Pay Equity Special Account)* | | | | | |
| Special account expenses |  |  |  |  |  |
| Social and Community Services  Pay Equity Special Account (a) | 547,108 | – | – | – | – |
| Total component 1 expenses | 547,108 | – | – | – | – |
| **Total Program expenses** | **547,108** | **–** | **–** | **–** | **–** |

The funding for the Social and Community Services Pay Equity Special Account is directly appropriated through the *Social and Community Services Pay Equity Special Account Act 2012*. This Act ceases to have effect on 30 June 2021.

| **Program 2.4 – Program Support for Outcome 2** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *2.4.1 – Component 1 (Departmental DSS – Outcome 2)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 193,248 | – | – | – | – |
| s74 external revenue (a) | 10,812 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 3,795 | – | – | – | – |
| Total component 1 expenses | 207,855 | – | – | – | – |
| **Total Program expenses** | **207,855** | **–** | **–** | **–** | **–** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the Budget year as Government priorities change.

Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.2.6: Performance criteria for former Outcome 2

Table 2.2.6 below details the performance criteria for 2020­21 for each program associated with the former Outcome 2.

| **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. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which individuals have improved individual and family functioning. | At least 75 per cent of clients in reporting services have improved family functioning.  *Year-end forecast: Not on track* |
| Extent to which Families and Communities Service Improvement organisations support and drive continuous improvement of member organisations. | At least 90 per cent of members are satisfied with support received from funded service providers.  *Year-end forecast: Data not available during mid-year* |
| Extent of contribution to a reduction in violence through successful implementation of the National Plan to Reduce Violence against Women and their Children 2010-2022. | Successful implementation of departmental actions to contribute towards a reduction in women experiencing family, domestic and sexual violence and a reduction in attitudes supportive of violence.  *Year-end forecast: Partially on track* |
| Extent of contribution to creating and implementing a national children's strategy and related initiatives. | A new children's strategy is approved/adopted by Commonwealth, State and Territory First Ministers, by June 2021.  *Year-end forecast: Partially on track* |
| Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock. | * At least a 20 per cent reduction in the number of people with multiple requests for emergency relief.   *Year-end forecast: On track*   * At least 70 per cent of people report an improvement in their financial wellbeing following engagement with a funded service.   *Year-end forecast: On track* |

Table 2.2.6: Performance criteria for former Outcome 2 (continued)

| **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. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which volunteer grant recipients are satisfied with the program. | 80 per cent of surveyed grant recipients considered the grants assisted in meeting their objective.  *Year-end forecast: Data not available during mid-year* |
| Extent to which participants are satisfied with the support received through the Be Connected program to develop their digital skills, confidence and online safety. | At least 85 per cent of participants report satisfaction with the quality of the Be Connected program supports.  *Year-end forecast: On track* |
| Extent to which participants (Seniors Connected) are satisfied with the support received through FriendLine to help address loneliness and social isolation. | At least 80 per cent of participants report satisfaction with the quality of FriendLine support.  *Year-end forecast: On track* |
| Extent to which the Cashless Debit Card supports a reduction in social harm in communities. | Evaluation results show improvements in social outcomes.  *Year-end forecast: On track* |
| Extent to which participants are using their Cashless Debit Card to direct income support payments to essential goods and services, including to support the wellbeing of the participant. | 95 per cent of Cashless Debit Card participants have activated their card and are using their card to purchase non-restricted items.  *Year-end forecast: On track* |
| Timely finalisation of National Redress Scheme applications and offers made to survivors. | * At least 80 per cent of applications that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme.   *Year-end forecast: Not on track*   * In the prior six-month period at least 80 per cent of applications lodged in that period that name institutions that participate in the National Redress Scheme have a decision communicated to the applicant within six months of being received by the National Redress Scheme.   *Year-end forecast: Not on track* |

Table 2.2.6: Performance criteria for former Outcome 2 (continued)

| **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. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Maximise engagement of institutions with the National Redress Scheme. | Engagement of newly named institutions continues, and current participation is maintained, with institutions on board to cover 90 per cent of applications received.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of individuals assisted * Number of National Redress Scheme recipients * Number of National Redress Scheme applications received * Number of institutions that have joined the National Redress Scheme * Number of individuals engaged with Income Management and Cashless Debit Card * Number of organisations contracted or receiving grant funding to deliver services * Percentage of assisted individuals from priority groups   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

| **Program 2.2 –** **Paid Parental Leave** – To provide financial support to parents to help them take time off work following the birth or adoption of a child. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which parents take Parental Leave Pay. | 95 per cent of eligible Parental Leave Pay families access payment.  *Year-end forecast: On track* |
| Extent to which parents take Dad and Partner Pay. | 95 per cent of eligible Dad and Partner Pay claimants access payment.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of individuals assisted   Results of the outputs will be reported in the 2020-21 Annual Performance Statement. | |

Table 2.2.6: Performance criteria for former Outcome 2 (continued)

| **Program 2.3 –** **Social and Community Services** – To set aside funding for the implementation period of Fair Work Australia’s Social, Community and Disability Services Industry Equal Remuneration Order. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 (a) | Funds appropriated to DSS for the Social and Community Services pay equity order are issued to meet the Australian Government’s share of the pay increases. | 100 per cent of eligible grant recipients will receive the Social and Community Services Pay Equity Special Account payments as required by legislation by 30 June 2021.  *Year-end forecast: On track* |
| Output:   * Administered outlays   *Results of the outputs will be reported in the 2020-21 Annual Performance Statement.* | |

1. Program 2.3 – Social and Community Services ceases on 30 June 2021.

| **Program 2.4 –** **Program Support for Outcome 2** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Cross-Outcome departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS Outcomes.  *Year-end forecast: On track* |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.  *Year-end forecast: Partially on track* |

**2.3 Budgeted expenses and performance for Outcome 3**

| Outcome 3: Disability and Carers  **Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.** |
| --- |

Linked programs

| **Department of Education, Skills and Employment** |
| --- |
| **Program**   * Program 4.1 – Employment Services |
| **Contribution to Outcome 3 made by linked program**  The Department of Education, Skills and Employment is responsible for the provision of employment programs that assist job seekers into work. This Outcome benefits from this linked program as it encourages job seekers receiving working age payments support to meet their mutual obligation requirements and aligns program activities with broader economic participation policy and compliance frameworks. |
| **Department of Health** |
| **Programs**   * Program 3.1 – Access and Information * Program 3.2 – Aged Care Services * Program 3.3 – Aged Care Quality |
| **Contribution to Outcome 3 made by linked programs**  This Outcome benefits from these linked programs as they also seek to improve the independence of, and participation by, people with disability and carers. The Department of Health also has policy responsibility for Medicare Benefits Schedule items in relation to disability. |
| **Services Australia** |
| **Program**   * Program 1.1 – Services to the Community – Social Security and Welfare |
| **Contribution to Outcome 3 made by linked program**  Various payments and concessions under this Outcome are delivered through this linked program administered by Services Australia. |

Linked programs (continued)

| **National Disability Insurance Agency** |
| --- |
| **Programs**   * Program 1.1 – Reasonable and necessary support for participants * Program 1.3 – Agency Costs |
| Contribution to Outcome 3 made by linked programs  These linked programs provide for the delivery of the NDIS. |
| **NDIS Quality and Safeguards Commission** |
| **Program**   * Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration |
| **Contribution to Outcome 3 made by linked program**  The NDIS Quality and Safeguards Commission supports NDIS participants to exercise choice and control, ensure appropriate safeguards are in place for NDIS supports, and establish expectations for providers and their staff to deliver quality support. |
| **The Treasury** |
| **Program**   * Program 1.9 – National Partnership Payments to the States |
| Contribution to Outcome 3 made by linked program  The Treasury, on behalf of DSS, makes National Partnership payments to the states on transition to the NDIS and other agreements. |

Budgeted expenses for Outcome 3

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources. The ‘2020-21 Estimated actual’ figures are presented against the former outcome structure at Tables 2.3.4 and 2.3.5.

**Table 2.3.1: Budgeted expenses for Outcome 3**

| **Outcome 3: Disability and Carers** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 3.1 – Disability and Carers** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 1,843,336 | 1,706,038 | 1,677,194 | 1,681,651 |
| **Administered Total** | **–** | **1,843,336** | **1,706,038** | **1,677,194** | **1,681,651** |
| **Total expenses for Program 3.1** | **–** | **1,843,336** | **1,706,038** | **1,677,194** | **1,681,651** |
| **Program 3.2 – National Disability Insurance Scheme** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 15,645,516 | 16,883,676 | 17,472,049 | 19,438,997 |
| Payments to corporate entities | – | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| **Administered Total** | **–** | **16,882,973** | **18,260,830** | **18,731,786** | **20,755,487** |
| **Total expenses for Program 3.2** | **–** | **16,882,973** | **18,260,830** | **18,731,786** | **20,755,487** |
| **Program 3.3 – Program Support for Outcome 3** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 114,718 | 106,038 | 103,948 | 99,315 |
| s74 External Revenue (a) | – | 6,054 | 6,054 | 6,054 | 6,054 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 2,237 | 1,921 | 1,879 | 1,812 |
| **Departmental Total** | **–** | **123,009** | **114,013** | **111,881** | **107,181** |
| **Total expenses for Program 3.3** | **–** | **123,009** | **114,013** | **111,881** | **107,181** |

Table 2.3.1: Budgeted expenses for Outcome 3 (continued)

| **Outcome 3: Disability and Carers** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 3 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 17,488,852 | 18,589,714 | 19,149,243 | 21,120,648 |
| Payments to corporate entities | – | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| **Administered Total** | **–** | **18,726,309** | **19,966,868** | **20,408,980** | **22,437,138** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 114,718 | 106,038 | 103,948 | 99,315 |
| s74 External Revenue (a) | – | 6,054 | 6,054 | 6,054 | 6,054 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 2,237 | 1,921 | 1,879 | 1,812 |
| **Departmental Total** | **–** | **123,009** | **114,013** | **111,881** | **107,181** |
| **Total expenses for Outcome 3** | **–** | **18,849,318** | **20,080,881** | **20,520,861** | **22,544,319** |
|  |  |  |  |  |  |
| **Movement of administered funds**  **between years** (c) | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 3: |  |  |  |  |  |
| Program 3.1 – Disability and Carers | (68,841) | 68,841 | – | – | – |
| Program 3.2 – National Disability  Insurance Scheme | (15,873) | 12,460 | 2,683 | 730 | – |
| **Total movement of**  **administered funds** | **(84,714)** | **81,301** | **2,683** | **730** | **–** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.3.2: Program component expenses for Outcome 3

| **Program 3.1 – Disability and Carers** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.1.1 – Component 1 (Employment Services)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 1,439,002 | 1,379,036 | 1,355,092 | 1,373,363 |
| Total component 1 expenses | – | 1,439,002 | 1,379,036 | 1,355,092 | 1,373,363 |
| *3.1.2 – Component 2 (Disability and Carer Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 404,334 | 327,002 | 322,102 | 308,288 |
| Total component 2 expenses | – | 404,334 | 327,002 | 322,102 | 308,288 |
| **Total Program expenses** | **–** | **1,843,336** | **1,706,038** | **1,677,194** | **1,681,651** |

Table 2.3.2: Program component expenses for Outcome 3 (continued)

| **Program 3.2 – National Disability Insurance Scheme** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.2.1 – Component 1 (NDIS Transitioning Commonwealth Programs and Continuity of Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 33,616 | 33,251 | 10,408 | 4,344 |
| Total component 1 expenses | – | 33,616 | 33,251 | 10,408 | 4,344 |
| *3.2.2 – Component 2 (Sector Development Fund and Jobs and Market Fund)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 41,337 | 2,683 | 730 | – |
| Total component 2 expenses | – | 41,337 | 2,683 | 730 | – |
| *3.2.3 – Component 3 (National Disability Insurance Scheme Participant Plans)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | – | 15,436,119 | 16,711,526 | 17,322,778 | 19,299,701 |
| Total component 3 expenses | – | 15,436,119 | 16,711,526 | 17,322,778 | 19,299,701 |
| *3.2.4 – Component 4 (National Disability Insurance Scheme Information, Linkages and Capacity Building)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) (a) | – | 134,444 | 136,216 | 138,133 | 134,952 |
| Total component 4 expenses | – | 134,444 | 136,216 | 138,133 | 134,952 |
| *3.2.5 – Component 5 (Payments to Corporate Entity – NDIA Agency costs)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Payments to corporate entities | – | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| Total component 5 expenses | – | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| **Total Program expenses** | **–** | **16,882,973** | **18,260,830** | **18,731,786** | **20,755,487** |

1. The responsibility for the Information, Linkages and Capacity Building Program was transferred from the National Disability Insurance Agency to DSS effective 31 January 2021.

Table 2.3.2: Program component expenses for Outcome 3 (continued)

| **Program 3.3 – Program Support for Outcome 3** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.3.1 – Component 1 (Departmental DSS – Outcome 3)* | | | | | |
|  |  |  |  |  |  |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | – | 114,718 | 106,038 | 103,948 | 99,315 |
| s74 External Revenue (a) | – | 6,054 | 6,054 | 6,054 | 6,054 |
| Expenses not requiring  appropriation in the  Budget year (b) | – | 2,237 | 1,921 | 1,879 | 1,812 |
| Total component 1 expenses | – | 123,009 | 114,013 | 111,881 | 107,181 |
| **Total Program expenses** | **–** | **123,009** | **114,013** | **111,881** | **107,181** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the Budget year as Government priorities change.

Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.3.3: Performance criteria for Outcome 3

Table 2.3.3 below details the performance criteria for each program associated with Outcome 3. It also summarises how each program is delivered and where 2021­22 Budget measures have created new programs or materially changed existing programs. The 2020-21 performance criteria and associated year‑end forecasts are presented against the former outcome structure at Table 2.3.6.

| Outcome 3 – Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports. | | |
| --- | --- | --- |
| **Program 3.1 –** **Disability and Carers** – To support people with disabilities and carers to actively participate in community and economic life. | | |
| **Delivery** | Assist organisations through a program of grants, procurements and subsidies targeting support to people with disability, carers and people with, or at risk of, mental illness. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which people with disability are supported to find and maintain employment through Disability Employment Services. | * At least 40 per cent of job placements sustained to 13 weeks. * At least 30 per cent of job placements sustained to 26 weeks. * At least 20 per cent of job placements sustained to 52 weeks. |
| Delivery by Disability Employment Services providers is in accordance with the specified requirements, including service level standards of the contracts and agreements between organisations and DSS. | At least 90 per cent of Disability Employment Services providers met service level standards of the contracts and agreements between organisations and DSS. |
| Extent to which carers access information supports and services. | At least 10 per cent annual increase in people accessing Carer Gateway (website and 1800 number). |
| Extent to which people provided advocacy through the National Disability Advocacy Program experience improved choice and control to make decisions. | At least 75 per cent of people who accessed the National Disability Advocacy Program reported improved choice and control to make their own decisions. |
| Number of people with disability provided with direct advocacy support through the NDIS Appeals program. | Number of individual NDIS Appeals clients is less than one per cent of active NDIS participants. |
| Extent of contribution to creating and implementing national disability policy and reform initiatives. | A new National Disability Strategy is finalised by the Commonwealth, State and Territory First Ministers by the end of 2021. (a) |

Table 2.3.3: Performance criteria for Outcome 3 (continued)

| **Program 3.1** **–** **Disability and Carers** – To support people with disabilities and carers to actively participate in community and economic life. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Outputs:   * Number of carers assisted * Number of Disability Employment Services participants * Number of Disability Employment Services providers * Number of people with disability provided with direct advocacy support * Administered outlays | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports. | |
| **Material changes to Program 3.1 resulting from 2021-22 Budget measures:** Nil. | | |

1. The target for beyond 2022-23 cannot be developed until the new National Disability Strategy is agreed by the Commonwealth and State and Territory governments.

Table 2.3.3: Performance criteria for Outcome 3 (continued)

| **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. | | |
| --- | --- | --- |
| **Delivery** | Negotiate NDIS agreements, policy settings and financial arrangements with states and territories for the transition to full scheme.  Through a program of grants for disability sector improvement, assist people with disability, people with severe mental illness, carers and service providers, to transition to the NDIS. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Number of people supported through the NDIS. | * 500,000 NDIS participants by 30 June 2023. |
| Market indicators signal that participants have improved opportunity to access services in the market. | * At least 15 per cent reduction in market supply gaps by 30 June 2024. * At least 15 per cent increase in NDIS market competition (a decrease in market concentration) in remote areas by 30 June 2024. |
| Extent to which outcomes for children with disability more closely align with outcomes for all children. | * At least 60 per cent of NDIS participants aged school age to 14 attend school in a mainstream class. * At least 70 per cent of NDIS participants with disability aged 18‑24 have completed secondary school. |
| Extent to which NDIS participant outcomes are met. | * At least 80 per cent of NDIS participants report satisfaction with the scheme planning process. * At least 25 per cent of working age NDIS participants in paid employment. * At least 45 per cent of NDIS participants involved in community and social activities. * No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances. |

Table 2.3.3: Performance criteria for Outcome 3 (continued)

| **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. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Extent to which NDIS participant outcomes are met. | * No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances. * No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances. |
| Outputs:   * Administered outlays (NDIS; NDIS Participant Plans; Information, Linkages and Capacity Building; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs) * Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the NDIS | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports. | |
| **Material changes to Program 3.2 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.3.3: Performance criteria for Outcome 3 (continued)

| **Program 3.3** – **Program Support for Outcome 3** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives, including providing high quality policy advice and support to the Portfolio Ministers and Assistant Ministers. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2021­22 | Accuracy of departmental expenditure budget estimates. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Improved independence of, and participation by, people with disability, including improved support for carers, by providing targeted support and services. | |
| **Material changes to Program 3.3 resulting from 2021-22 Budget measures:** Nil. | | |

Budgeted expenses for former Outcome 3

This table shows how much the entity intends to spend (on an accrual basis) in the 2020‑21 financial year on achieving former Outcome 3, broken down by program under the former outcome structure, as well as by Administered and Departmental funding sources.

**Table 2.3.4: Budgeted expenses for former Outcome 3**

| **Outcome 3: Disability and Carers** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 3.1 – Disability Mental Health and Carers** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,668,355 | – | – | – | – |
| Special accounts |  |  |  |  |  |
| National Disability Research  Special Account 2016 | 202 | – | – | – | – |
| National Disability Research  Special Account 2020 | 781 | – | – | – | – |
| **Administered Total** | **1,669,338** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 3.1** | **1,669,338** | **–** | **–** | **–** | **–** |
| **Program 3.2 – National Disability Insurance Scheme** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 12,871,639 |  |  |  |  |
| Payments to corporate entities | 1,208,878 | – | – | – | – |
| **Administered Total** | **14,080,517** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 3.2** | **14,080,517** | **–** | **–** | **–** | **–** |
| **Program 3.3 – Program Support for Outcome 3** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 117,602 | – | – | – | – |
| s74 External Revenue (a) | 6,538 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,294 | – | – | – | – |
| **Departmental Total** | **126,434** | **–** | **–** | **–** | **–** |
| **Total expenses for Program 3.3** | **126,434** | **–** | **–** | **–** | **–** |

Table 2.3.4: Budgeted expenses for former Outcome 3 (continued)

| **Outcome 3: Disability and Carers** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 3 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 14,539,994 | – | – | – | – |
| Payments to corporate entities | 1,208,878 | – | – | – | – |
| Special accounts | 983 | – | – | – | – |
| **Administered Total** | **15,749,855** | **–** | **–** | **–** | **–** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 117,602 | – | – | – | – |
| s74 External Revenue (a) | 6,538 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,294 | – | – | – | – |
| **Departmental Total** | **126,434** | **–** | **–** | **–** | **–** |
| **Total expenses for Outcome 3** | **15,876,289** | **–** | **–** | **–** | **–** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.3.5: Program component expenses for former Outcome 3

| **Program 3.1 – Disability Mental Health and Carers** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.1.1 – Component 1 (Community Mental Health)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 60,013 | – | – | – | – |
| Total component 1 expenses | 60,013 | – | – | – | – |
| *3.1.2 – Component 2 (Disability and Carer Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 232,663 | – | – | – | – |
| Total component 2 expenses | 232,663 | – | – | – | – |
| *3.1.3 – Component 3 (Disability Employment)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 1,325,136 | – | – | – | – |
| Total component 3 expenses | 1,325,136 | – | – | – | – |
| *3.1.4 – Component 4 (Disability and Carer Service Improvement and Sector Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 50,543 | – | – | – | – |
| Total component 4 expenses | 50,543 | – | – | – | – |
| *3.1.5 – Component 5 (National Disability Research Special Account 2016)* | | | | | |
| Special Account Expenses: |  |  |  |  |  |
| National Disability Research  Special Account 2016 | 202 | – | – | – | – |
| Total component 5 expenses | 202 | – | – | – | – |
| *3.1.6 – Component 6 (National Disability Research Special Account 2020)* | | | | | |
| Special account expenses: |  |  |  |  |  |
| National Disability Research  Special Account 2020 | 781 | – | – | – | – |
| Total component 6 expenses | 781 | – | – | – | – |
| **Total Program expenses** | **1,669,338** | **–** | **–** | **–** | **–** |

Table 2.3.5: Program component expenses for former Outcome 3 (continued)

| **Program 3.2 – National Disability Insurance Scheme** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.2.1 – Component 1 (NDIS Transitioning Commonwealth Programs and Continuity of Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 56,737 | – | – | – | – |
| Total component 1 expenses | 56,737 | – | – | – | – |
| *3.2.2 – Component 2 (Sector Development Fund and Jobs and Market Fund)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 27,090 | – | – | – | – |
| Total component 2expenses | 27,090 | – | – | – | – |
| *3.2.3 – Component 3 (National Disability Insurance Scheme Participant Plans)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 12,654,977 | – | – | – | – |
| Total component 3 expenses | 12,654,977 | – | – | – | – |
| *3.2.4 – Component 4 (National Disability Insurance Scheme Information, Linkages and Capacity Building)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 132,835 | – | – | – | – |
| Total component 4 expenses | 132,835 | – | – | – | – |
| *3.2.5 – Component 5 (Payments to Corporate Entity – NDIA Agency costs)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Payments to corporate entities | 1,208,878 | – | – | – | – |
| Total component 5 expenses | 1,208,878 | – | – | – | – |
| **Total Program expenses** | **14,080,517** | **–** | **–** | **–** | **–** |

Table 2.3.5: Program component expenses for former Outcome 3 (continued)

| **Program 3.3 – Program Support for Outcome 3** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *3.3.1 – Component 1 (Departmental DSS – Outcome 3)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 117,602 | – | – | – | – |
| s74 External Revenue (a) | 6,538 | – | – | – | – |
| Expenses not requiring  appropriation in the  Budget year (b) | 2,294 | – | – | – | – |
| Total component 1 expenses | 126,434 | – | – | – | – |
| **Total Program expenses** | **126,434** | **–** | **–** | **–** | **–** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the Budget year as Government priorities change.

Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.3.6: Performance criteria for former Outcome 3

Table 2.3.6 below details the performance criteria for 2020­21 for each program associated with the former Outcome 3.

| **Program 3.1 –** **Disability Mental Health and Carers** – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievements/Targets** |
| 2020­21 | Extent to which people with disability are supported to find and maintain employment through Disability Employment Services. | * At least 40 per cent of job placements sustained to 13 weeks.   *Year-end forecast: On track*   * At least 30 per cent of job placements sustained to 26 weeks.   *Year-end forecast: On track*   * At least 20 per cent of job placements sustained to 52 weeks.   *Year-end forecast: Partially on track* |
| Delivery by Disability Employment Services providers is in accordance with the specified requirements, including service level standards of the contracts and agreements between organisations and DSS. | At least 90 per cent of Disability Employment Services providers met service level standards of the contracts and agreements between organisations and DSS.  *Year-end forecast: On track* |
| Extent to which carers access information, supports and services. | At least 10 per cent annual increase in people accessing Carer Gateway (website and 1800 number).  *Year-end forecast: On track* |
| Number of people with disability provided with direct advocacy support through the National Disability Advocacy Program. | At least 75 per cent of people who accessed National Disability Advocacy Program reported improved choice and control to make their own decisions.  *Year-end forecast: Partially on track* |
| Number of people with disability provided with direct advocacy support through the NDIS Appeals program. | Number of individual NDIS Appeals clients is less than one per cent of active NDIS participants.  *Year-end forecast: On track* |

Table 2.3.6: Performance criteria for former Outcome 3 (continued)

| **Program 3.1 –** **Disability Mental Health and Carers** – To provide support and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent of contribution to creating and implementing national disability policy and reform initiatives (Disability Strategy is a cross program activity, covering programs 3.1 and 3.2). | A new National Disability Strategy is finalised by the Commonwealth, State and Territory First Ministers by the end of 2021.  *Year-end forecast: On track* |
| Outputs:   * Administered outlays * Number of carers assisted * Number of Disability Employment Services participants * Number of Disability Employment Services providers * Number of people with disability provided with direct advocacy support   *Results of the outputs will be reported in the 2020-21 Annual Performance Statement.* | |

Table 2.3.6: Performance criteria for former Outcome 3 (continued)

| **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 funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Number of people supported through the NDIS. | * 500,000 NDIS participants by 30 June 2023.   *Year-end forecast: On track*   * Complete the transition of DSS Commonwealth program clients to the NDIS by 31 December 2020.   *Year-end forecast: On track* |
| Market indicators signal that participants have improved opportunity to access services in the market. | * At least 75 per cent market utilisation rates by 30 June 2021.   *Year-end forecast: Not on track*   * At least 10 per cent improvement in NDIS market concentration in remote areas by 30 June 2021.   *Year-end forecast: Partially on track* |
| Extent to which outcomes for children with disability more closely align with outcomes for all children. | * At least 60 per cent of NDIS participants aged school age to 14 attend school in a mainstream class.   *Year-end forecast: On track*   * At least 70 per cent of NDIS participants with disability aged 18-24 have completed secondary school.   *Year-end forecast: On track* |
| Extent to which NDIS participant outcomes are met. | * At least 80 per cent of NDIS participants report satisfaction with the scheme planning process.   *Year-end forecast: On track*   * At least 25 per cent of working age NDIS participants in paid employment.   *Year-end forecast: On track* |

Table 2.3.6: Performance criteria for former Outcome 3 (continued)

| **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 funding from existing Commonwealth programs that are transitioning into the NDIS in a phased approach and the Jobs and Market Fund. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Extent to which NDIS participant outcomes are met. (continued) | * At least 45 per cent of NDIS participants involved in community and social activities.   *Year-end forecast: On track*   * No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances.   *Year-end forecast: Partially on track*   * No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances.   *Year-end forecast: On track*   * No people under 65 years living in residential aged care by the end of 2025 apart from in exceptional circumstances.   *Year-end forecast: On track* |
| Outputs:   * Administered outlays (NDIS; NDIS Transition; NDIS Participant Plans; Information, Linkages and Capacity Building; Establishment of the NDIS Quality and Safeguards Commission; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs) * Value and number of Jobs and Market Fund projects supporting the market, sector and workforce to transition to the NDIS   *Results of the outputs will be reported in the 2020-21 Annual Performance Statement.* | |

Table 2.3.6: Performance criteria for former Outcome 3 (continued)

| **Program 3.3** **– Program Support for Outcome 3** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Cross-Outcome departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS outcomes.  *Year-end forecast: On track* |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.  *Year-end forecast: Partially on track* |

**2.4 Budgeted expenses and performance for Outcome 4**

| Outcome 4: Housing  **Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.** |
| --- |

Linked programs

| **The Treasury** |
| --- |
| **Programs**   * Program 1.8 – Assistance to the States for Affordable Housing * Program 1.9 – National Partnership Payments to the States |
| **Contribution to Outcome 4 made by linked programs**  The Treasury, on behalf of DSS, makes payments to the states for the National Housing and Homelessness Agreement. Annual incentives under the National Rental Affordability Scheme are issued by DSS as cash or refundable tax offset certificates. Refundable tax offset certificates are processed by the Australian Taxation Office. |

Budgeted expenses for Outcome 4

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.4.1: Budgeted expenses for Outcome 4**

| **Outcome 4: Housing** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 4.1 – Housing and Homelessness** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 38,402 | 42,853 | 14,985 | 1,734 | 124 |
| **Administered Total** | **38,402** | **42,853** | **14,985** | **1,734** | **124** |
| **Total expenses for Program 4.1** | **38,402** | **42,853** | **14,985** | **1,734** | **124** |
| **Program 4.2 – Affordable Housing** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 113,366 | 101,067 | 83,175 | 60,402 | 31,160 |
| **Administered Total** | **113,366** | **101,067** | **83,175** | **60,402** | **31,160** |
| **Total expenses for Program 4.2** | **113,366** | **101,067** | **83,175** | **60,402** | **31,160** |
| **Program 4.3 – Program Support for Outcome 4** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 22,827 | 22,305 | 21,072 | 20,450 | 19,843 |
| s74 External Revenue (a) | 1,255 | 1,163 | 1,163 | 1,163 | 1,163 |
| Expenses not requiring  appropriation in the  Budget year (b) | 441 | 430 | 370 | 363 | 349 |
| **Departmental Total** | **24,523** | **23,898** | **22,605** | **21,976** | **21,355** |
| **Total expenses for Program 4.3** | **24,523** | **23,898** | **22,605** | **21,976** | **21,355** |

Table 2.4.1: Budgeted expenses for Outcome 4 (continued)

| **Outcome 4: Housing** | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 4 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 151,768 | 143,920 | 98,160 | 62,136 | 31,284 |
| **Administered Total** | **151,768** | **143,920** | **98,160** | **62,136** | **31,284** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 22,827 | 22,305 | 21,072 | 20,450 | 19,843 |
| s74 External Revenue (a) | 1,255 | 1,163 | 1,163 | 1,163 | 1,163 |
| Expenses not requiring  appropriation in the  Budget year (b) | 441 | 430 | 370 | 363 | 349 |
| **Departmental Total** | **24,523** | **23,898** | **22,605** | **21,976** | **21,355** |
| **Total expenses for Outcome 4** | **176,291** | **167,818** | **120,765** | **84,112** | **52,639** |
|  |  |  |  |  |  |
| **Movement of administered funds**  **between years** (c) | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 4: |  |  |  |  |  |
| Program 4.1 – Housing and  Homelessness | (4,756) | 4,363 | 393 | – | – |
| **Total movement of**  **administered funds** | **(4,756)** | **4,363** | **393** | **–** | **–** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act*.*
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.
3. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.4.2: Program component expenses for Outcome 4

| **Program 4.1 – Housing and Homelessness** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *4.1.1 – Component 1 (Housing and Homelessness Service Improvement and Sector Support)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 38,402 | 42,853 | 14,985 | 1,734 | 124 |
| Total component 1 expenses | 38,402 | 42,853 | 14,985 | 1,734 | 124 |
| **Total Program expenses** | **38,402** | **42,853** | **14,985** | **1,734** | **124** |

| **Program 4.2 – Affordable Housing** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *4.2.1 – Component 1 (National Rental Affordability Scheme)* | | | | | |
| Annual administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No.1) | 113,366 | 101,067 | 83,175 | 60,402 | 31,160 |
| Total component 1 expenses | 113,366 | 101,067 | 83,175 | 60,402 | 31,160 |
| **Total Program expenses** | **113,366** | **101,067** | **83,175** | **60,402** | **31,160** |

| **Program 4.3 – Program Support for Outcome 4** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| *4.3.1 – Component 1 (Departmental DSS – Outcome 4)* | | | | | |
| Annual departmental expenses |  |  |  |  |  |
| Departmental appropriation | 22,827 | 22,305 | 21,072 | 20,450 | 19,843 |
| s74 External Revenue (a) | 1,255 | 1,163 | 1,163 | 1,163 | 1,163 |
| Expenses not requiring  appropriation in the  Budget year (b) | 441 | 430 | 370 | 363 | 349 |
| Total component 1 expenses | 24,523 | 23,898 | 22,605 | 21,976 | 21,355 |
| **Total Program expenses** | **24,523** | **23,898** | **22,605** | **21,976** | **21,355** |

Note: Departmental appropriation items and totals by Outcome are indicative estimates and may change in the course of the Budget year as Government priorities change.

Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation expenses and audit fees.

Table 2.4.3: Performance criteria for Outcome 4

Table 2.4.3 below details the performance criteria for each program associated with Outcome 4. It also summarises how each program is delivered and where 2021­22 Budget measures have created new programs or materially changed existing programs.

| Outcome 4 – Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports. | | |
| --- | --- | --- |
| **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. | | |
| **Delivery** | Fund organisations to design and implement initiatives that improve the availability of affordable housing and prevent homelessness. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Standard of delivery by states and territories and organisations is in accordance with the terms and conditions of contracts and agreements with DSS. | 100 per cent of states and territories meet their requirements under the National Housing and Homelessness Agreement by:   * having a publicly available housing strategy.   *Year-end forecast: On track*   * having a publicly available homelessness strategy.   *Year-end forecast: On track*   * contributing to the ongoing collection and transparent reporting of agreed data.   *Year-end forecast: On track*   * providing annual statement of assurance reports outlining their housing and homelessness expenditure.   *Year-end forecast: On track* |
| 2021­22 | Standard of delivery by states and territories and organisations is in accordance with the terms and conditions of contracts and agreements with DSS. | 100 per cent of states and territories meet their requirements under the National Housing and Homelessness Agreement by:   * having a publicly available housing strategy; * having a publicly available homelessness strategy; |

Table 2.4.3: Performance criteria for Outcome 4 (continued)

| **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. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2021­22 | Standard of delivery by states and territories and organisations is in accordance with the terms and conditions of contracts and agreements with DSS. | * contributing to the ongoing collection and transparent reporting of agreed data; and * providing annual statement of assurance reports outlining their housing and homelessness expenditure. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports. | |
| **Material changes to Program 4.1 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.4.3: Performance criteria for Outcome 4 (continued)

| **Program 4.2 – Affordable Housing** – To improve the supply of affordable rental housing to low and moderate income households. | | |
| --- | --- | --- |
| **Delivery** | Provide National Rental Affordability Scheme incentives in accordance with statutory criteria to approved participants. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants. | 90 per cent of statements of compliance are processed within 60 days.  *Year-end forecast: On track* |
| 2021­22 | Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants. | 90 per cent of statements of compliance are processed within 60 days. |
| Outputs:   * Percentage of dwellings that were paid an incentive for the relevant National Rental Affordability Scheme year * Number of incentives issued for the relevant National Rental Affordability Scheme year (Cash payments and Refundable Tax Offsets) | |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports. | |
| **Material changes to Program 4.2 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.4.3: Performance criteria for Outcome 4 (continued)

| **Program 4.3 – Program Support for Outcome 4** – To provide departmental funding for the annual operating costs of DSS to achieve agency objectives. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Cross-Outcome departmental expenditure. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome for all DSS Outcomes.  *Year-end forecast: On track* |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time.  *Year-end forecast: Partially on track* |
| 2021­22 | Accuracy of departmental expenditure budget estimates. | Budget estimates are accurate (taking into account, to the extent possible, all government decisions and other circumstances that may have a material effect) and explanations are provided where variances are equivalent to or greater than two per cent between budgeted expenses and Final Budget Outcome. |
| Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by DSS across the four outcomes. | At least 95 per cent of ministerial briefs and correspondence across the four outcomes are provided on time. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports. | |
| **Material changes to Program 4.3 resulting from 2021-22 Budget measures:** Nil. | | |

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2021­22 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Differences in entity resourcing and financial statements

Table 3.1 recognises revenue on an accrual basis.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

Budgeted statements of income and expenditure, assets and liabilities, and cash flows have been included for the financial years 2020­21 to 2024­25. These statements are prepared in accordance with the requirements of the Australian Government's financial budget and reporting framework.

Amounts in these statements are rounded to the nearest thousand dollars.

##### Departmental and Administered Items

Departmental revenues, expenses, assets and liabilities are those which are controlled by DSS. Departmental expenses include employee and supplier expenses and other administrative costs which are incurred by DSS in providing its goods and services.

Administered items are revenues, expenses, assets and liabilities which are managed by DSS on behalf of the Government, according to set government directions. Administered expenses include subsidies, grants, personal benefit payments and suppliers.

##### Commentary – Financial Statements

##### Departmental

###### Income and expenses

DSS is budgeting for a balanced operating result in 2021­22 before allowing for unfunded items such as depreciation and lease repayments.

Revenue from the Government for 2021­22 is estimated at $422.9 million, higher than in 2020­21. Expenditure for 2021­22 is estimated to be $520.4 million (inclusive of $38.0 million of unfunded depreciation), higher than in 2020­21 due to Budget measures and other Budget adjustments.

###### Balance sheet

DSS’ budgeted net liability position for 2021­22 is expected to be $18.3 million, $11.2 million higher than 2020­21.

##### Administered

###### Income and expenses

DSS administers the collection of non-taxation revenue estimated at $444.6 million in 2021­22, slightly lower than 2020­21, and is comprised mainly of recoveries of National Redress Scheme for Survivors of Institutional Child Sexual Abuse payments made on behalf of other governments and organisations.

DSS expenses administered on behalf of the Australian Government will total $147.2 billion in 2021­22, lower than in 2020­21 mainly due to the cessation of a number of time limited policy measures that were introduced to mitigate the economic impact of the COVID-19 pandemic. In addition, declines in spending for the unemployment benefit, in particular the JobSeeker payment, are expected to continue as part of the economic recovery post the COVID-19 downturn.

###### Balance sheet

Total assets administered on behalf of the Australian Government are expected to be $6.1 billion. The reduction when compared to 2020­21 is primarily due to a decrease in investments in Commonwealth entities.

Total liabilities administered on behalf of the Australian Government are expected to be $7.1 billion. The reduction when compared to 2020­21 is primarily due to a decrease in personal benefits payable.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 271,173 | 278,902 | 269,601 | 240,848 | 237,124 |
| Suppliers | 167,149 | 195,628 | 174,582 | 157,196 | 154,351 |
| Depreciation and amortisation | 39,204 | 37,975 | 34,270 | 34,109 | 32,915 |
| Finance costs | 8,261 | 7,928 | 7,643 | 7,370 | 7,092 |
| **Total expenses** | **485,787** | **520,433** | **486,096** | **439,523** | **431,482** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Revenue from contracts  with customers | 22,167 | 20,545 | 20,545 | 20,545 | 20,545 |
| Rental income | 2,976 | 2,735 | 2,735 | 2,735 | 2,735 |
| Resources received free  of charge | 58,609 | 59,232 | 58,118 | 57,978 | 57,738 |
| **Total own-source revenue** | **83,752** | **82,512** | **81,398** | **81,258** | **81,018** |
| **Total own-source income** | **83,752** | **82,512** | **81,398** | **81,258** | **81,018** |
| **Net (cost of)/contribution by**  **services** | **(402,035)** | **(437,921)** | **(404,698)** | **(358,265)** | **(350,464)** |
| Revenue from Government | 384,999 | 422,921 | 394,841 | 348,569 | 341,962 |
| **Surplus/(deficit) attributable**  **to the Australian**  **Government** | **(17,036)** | **(15,000)** | **(9,857)** | **(9,696)** | **(8,502)** |
| **Total comprehensive**  **income/(loss) attributable to**  **the Australian Government** | **(17,036)** | **(15,000)** | **(9,857)** | **(9,696)** | **(8,502)** |

Table 3.1: Comprehensive income statement (showing net cost of services)   
for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive** |  |  |  |  |  |
| **income/(loss) – as per statement of comprehensive Income** | **(17,036)** | **(15,000)** | **(9,857)** | **(9,696)** | **(8,502)** |
| plus: depreciation/amortisation |  |  |  |  |  |
| of assets funded through appropriations (DCB) (a) | 7,354 | 7,136 | 5,919 | 5,757 | 5,500 |
| plus: depreciation/amortisation |  |  |  |  |  |
| of ROU assets (b) | 31,850 | 30,839 | 28,351 | 28,352 | 27,415 |
| less: principal repayments (b) | 22,168 | 22,975 | 24,413 | 24,413 | 24,413 |
| **Net cash operating**  **surplus/(deficit)** | **–** | **–** | **–** | **–** | **–** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget, or DCB) provided through Bill 1 equity appropriations. For information regarding DCBs, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 5,334 | 5,334 | 5,334 | 5,334 | 5,334 |
| Trade and other receivables | 80,723 | 76,978 | 76,466 | 76,466 | 76,466 |
| ***Total financial assets*** | ***86,057*** | ***82,312*** | ***81,800*** | ***81,800*** | ***81,800*** |
| **Non-financial assets** |  |  |  |  |  |
| Leasehold improvements | 546,486 | 544,915 | 514,127 | 483,366 | 453,864 |
| Property, plant and equipment | 1,657 | 2,091 | 2,616 | 2,913 | 3,162 |
| Intangibles | 278 | 270 | 270 | 270 | 270 |
| Prepayments | 1,042 | 1,042 | 1,042 | 1,042 | 1,042 |
| ***Total non-financial assets*** | ***549,463*** | ***548,318*** | ***518,055*** | ***487,591*** | ***458,338*** |
| **Total assets** | **635,520** | **630,630** | **599,855** | **569,391** | **540,138** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 15,754 | 14,392 | 14,164 | 14,164 | 14,164 |
| Other payables | 7,255 | 7,255 | 7,255 | 7,255 | 7,255 |
| ***Total payables*** | ***23,009*** | ***21,647*** | ***21,419*** | ***21,419*** | ***21,419*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 527,682 | 533,659 | 507,434 | 483,021 | 458,608 |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 91,608 | 93,345 | 95,182 | 95,182 | 95,182 |
| Other provisions | 273 | 273 | 273 | 273 | 273 |
| ***Total provisions*** | ***91,881*** | ***93,618*** | ***95,455*** | ***95,455*** | ***95,455*** |
| **Total liabilities** | **642,572** | **648,924** | **624,308** | **599,895** | **575,482** |
| **Net assets** | **(7,052)** | **(18,294)** | **(24,453)** | **(30,504)** | **(35,344)** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 334,703 | 338,461 | 342,159 | 345,804 | 349,466 |
| Asset revaluation reserve | 75,605 | 75,605 | 75,605 | 75,605 | 75,605 |
| Accumulated deficit | (417,360) | (432,360) | (442,217) | (451,913) | (460,415) |
| ***Total parent entity interest*** | ***(7,052)*** | ***(18,294)*** | ***(24,453)*** | ***(30,504)*** | ***(35,344)*** |
| **Total equity** | **(7,052)** | **(18,294)** | **(24,453)** | **(30,504)** | **(35,344)** |

Prepared on Australian Accounting Standards basis.

\*Equity is the residual interest in assets after deduction of liabilities.

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2021­22)

|  | Contributed | Asset | Accumulated | Total |
| --- | --- | --- | --- | --- |
|  | equity | revaluation | deficit | equity |
|  |  | reserve |  |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2021** |  |  |  |  |
| Balance carried forward from  previous period | 334,703 | 75,605 | (417,360) | (7,052) |
| ***Adjusted opening balance*** | ***334,703*** | ***75,605*** | ***(417,360)*** | ***75,605*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | – | – | (15,000) | (15,000) |
| ***Total comprehensive income*** | **–** | **–** | ***(15,000)*** | ***(15,000)*** |
| of which: |  |  |  |  |
| Attributable to the Australian  Government | – | – | (15,000) | – |
| **Transactions with owners** |  |  |  |  |
| ***Contributions by owners*** |  |  |  |  |
| Departmental Capital Budget | 3,758 | – | – | 3,758 |
| ***Subtotal transactions with owners*** | ***3,758*** | **–** | **–** | ***–*** |
| **Estimated closing balance as**  **at 30 June 2022** | **338,461** | **75,605** | **(432,360)** | **(18,294)** |
| **Closing balance attributable to**  **the Australian Government** | **338,461** | **75,605** | **(432,360)** | **(18,294)** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 415,706 | 450,008 | 418,562 | 371,617 | 365,242 |
| Rendering of services | 25,309 | 23,444 | 23,431 | 23,426 | 23,427 |
| Net GST received | 14,198 | 13,982 | 12,904 | 12,616 | 12,651 |
| ***Total cash received*** | ***455,213*** | ***487,434*** | ***454,897*** | ***407,659*** | ***401,320*** |
| **Cash used** |  |  |  |  |  |
| Employees | 271,256 | 277,165 | 267,764 | 240,848 | 237,124 |
| Suppliers | 129,734 | 154,024 | 131,868 | 111,980 | 109,411 |
| Interest payments on lease liability | 8,261 | 7,928 | 7,643 | 7,370 | 7,092 |
| s74 receipts transferred  to the Official Public Account | 25,794 | 23,342 | 23,209 | 23,048 | 23,280 |
| ***Total cash used*** | ***435,045*** | ***462,459*** | ***430,484*** | ***383,246*** | ***376,907*** |
| **Net cash from/(used by)**  **operating activities** | **20,168** | **24,975** | **24,413** | **24,413** | **24,413** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant,  equipment and intangibles | 1,538 | 5,758 | 3,698 | 3,644 | 3,662 |
| ***Total cash used*** | ***1,538*** | ***5,758*** | ***3,698*** | ***3,644*** | ***3,662*** |
| **Net cash from/(used by)**  **investing activities** | **(1,538)** | **(5,758)** | **(3,698)** | **(3,644)** | **(3,662)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations – contributed equity | 3,538 | 3,758 | 3,698 | 3,644 | 3,662 |
| ***Total cash received*** | ***3,538*** | ***3,758*** | ***3,698*** | ***3,644*** | ***3,662*** |
| **Cash used** |  |  |  |  |  |
| Principal payments of lease liability | 22,168 | 22,975 | 24,413 | 24,413 | 24,413 |
| ***Total cash used*** | ***22,168*** | ***22,975*** | ***24,413*** | ***24,413*** | ***24,413*** |
| **Net cash from/(used by)**  **financing activities** | **(18,630)** | **(19,217)** | **(20,715)** | **(20,769)** | **(20,751)** |
| Cash and cash equivalents at the  beginning of the reporting period | 5,334 | 5,334 | 5,334 | 5,334 | 5,334 |
| **Cash and cash equivalents at**  **the end of the reporting period** | **5,334** | **5,334** | **5,334** | **5,334** | **5,334** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period ended   
30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget – Bill 1 (DCB) | 3,538 | 3,758 | 3,698 | 3,645 | 3,662 |
| **Total new capital appropriations** | **3,538** | **3,758** | **3,698** | **3,645** | **3,662** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *3,538* | *3,758* | *3,698* | *3,645* | *3,662* |
| ***Total items*** | ***3,538*** | ***3,758*** | ***3,698*** | ***3,645*** | ***3,662*** |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded by capital appropriation  – DCB (a) | 1,538 | 5,758 | 3,698 | 3,645 | 3,662 |
| **TOTAL** | **1,538** | **5,758** | **3,698** | **3,645** | **3,662** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 1,538 | 5,758 | 3,698 | 3,645 | 3,662 |
| **Total cash used to acquire assets** | **1,538** | **5,758** | **3,698** | **3,645** | **3,662** |

Prepared on Australian Accounting Standards basis.

1. Includes purchases from current and previous years’ DCBs.

Table 3.6: Statement of departmental asset movements (Budget year 2021­22)

|  | Leasehold | Property, | Computer | Total |
| --- | --- | --- | --- | --- |
|  | improvements | plant & | software |  |
|  |  | equipment |  |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **As at 1 July 2021** |  |  |  |  |
| Gross book value | 53,279 | 1,605 | 1,189 | 56,073 |
| Gross book value – ROU assets | 571,165 | 804 | – | 571,969 |
| Accumulated depreciation/  amortisation and impairment | (14,100) | (363) | (911) | (15,374) |
| Accumulated depreciation/  amortisation and impairment  – ROU assets | (63,858) | (389) | – | (64,247) |
| **Opening net book balance** | **546,486** | **1,657** | **278** | **548,421** |
| **Capital asset additions** |  |  |  |  |
| **Estimated expenditure on new**  **or replacement assets** |  |  |  |  |
| By purchase – appropriation  ordinary annual services (a) | 5,158 | 600 | – | 5,758 |
| By purchase – appropriation  ordinary annual services  – ROU assets | 30,766 | 306 | – | 31,072 |
| **Total additions** | **35,924** | **906** | **–** | **36,830** |
| **Other movements** |  |  |  |  |
| Depreciation/amortisation  expense | (6,744) | (384) | (8) | (7,136) |
| Depreciation/amortisation  on ROU assets | (30,751) | (88) | – | (30,839) |
| **Total other movements** | **(37,495)** | **(472)** | **(8)** | **(37,975)** |
| **As at 30 June 2022** |  |  |  |  |
| Gross book value | 58,437 | 2,205 | 1,189 | 61,831 |
| Gross book value – ROU assets | 601,931 | 1,110 | – | 603,041 |
| Accumulated depreciation/  amortisation and impairment | (20,844) | (747) | (919) | (22,510) |
| Accumulated depreciation/  amortisation and impairment  – ROU assets | (94,609) | (477) | – | (95,086) |
| **Closing net book balance** | **544,915** | **2,091** | **270** | **547,276** |

Prepared on Australian Accounting Standards basis.

‘Appropriation ordinary annual services’ refers funding provided through Appropriation Bill (No. 1) 2021‑22 for depreciation/amortisation expenses, DCBs or other operational expenses.

Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Suppliers | 272,020 | 383,290 | 340,001 | 228,225 | 192,073 |
| Subsidies | 113,366 | 101,067 | 83,175 | 60,402 | 31,160 |
| Grants | 2,706,978 | 2,606,317 | 2,362,056 | 2,306,732 | 2,284,202 |
| Personal benefits | 146,836,422 | 127,245,067 | 126,537,149 | 129,148,683 | 131,333,955 |
| Finance costs | 117,051 | 101,854 | 116,695 | 124,892 | 137,454 |
| Payments to corporate  entities | 14,139,074 | 16,673,576 | 18,088,680 | 18,582,515 | 20,616,191 |
| Other expenses | 41,964 | 39,566 | – | – | – |
| **Total expenses**  **administered on behalf**  **of Government** | **164,226,875** | **147,150,737** | **147,527,756** | **150,451,449** | **154,595,035** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| **Non-taxation revenue** |  |  |  |  |  |
| Interest | 62,787 | 50,612 | 68,005 | 83,983 | 103,817 |
| Dividends | 1,007 | 1,010 | 1,007 | 1,007 | 1,007 |
| Recoveries and  rendering of services | 344,434 | 366,151 | 377,914 | 394,243 | 397,769 |
| Other sources of  non­taxation revenues | 37,896 | 26,823 | 21,670 | 26,326 | 37,649 |
| ***Total non-taxation revenue*** | ***446,124*** | ***444,596*** | ***468,596*** | ***505,559*** | ***540,242*** |
| **Total own-source revenue**  **administered on behalf**  **of Government** | **446,124** | **444,596** | **468,596** | **505,559** | **540,242** |
| **Total own-source income**  **administered on behalf**  **of Government** | **446,124** | **444,596** | **468,596** | **505,559** | **540,242** |
| **Net (cost of)/contribution**  **by services** | **(163,780,751)** | **(146,706,141)** | **(147,059,160)** | **(149,945,890)** | **(154,054,793)** |
| **Surplus/(deficit)** | **(163,780,751)** | **(146,706,141)** | **(147,059,160)** | **(149,945,890)** | **(154,054,793)** |
| **Total comprehensive**  **income/(loss)** | **(163,780,751)** | **(146,706,141)** | **(147,059,160)** | **(149,945,890)** | **(154,054,793)** |

Prepared on Australian Accounting Standards basis.

Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents (a) | 12,775 | 11,685 | 11,685 | 11,685 | 11,685 |
| Receivables | 5,172,209 | 5,181,638 | 5,329,252 | 5,507,930 | 5,723,002 |
| Investments | 1,095,111 | 859,143 | 777,141 | 772,658 | 768,040 |
| ***Total financial assets*** | ***6,280,095*** | ***6,052,466*** | ***6,118,078*** | ***6,292,273*** | ***6,502,727*** |
| **Total assets administered on**  **behalf of Government** | **6,280,095** | **6,052,466** | **6,118,078** | **6,292,273** | **6,502,727** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 98,670 | 98,637 | 98,637 | 98,637 | 98,637 |
| Subsidies | 87,831 | 81,346 | 71,912 | 59,904 | 44,486 |
| Personal benefits payable | 2,549,182 | 2,358,615 | 2,301,998 | 3,006,658 | 3,148,965 |
| Grants | 53,174 | 53,174 | 53,174 | 53,174 | 53,174 |
| Other payables | 6,000 | 6,000 | 6,000 | 6,000 | 6,000 |
| ***Total payables*** | ***2,794,857*** | ***2,597,772*** | ***2,531,721*** | ***3,224,373*** | ***3,351,262*** |
| **Provisions** |  |  |  |  |  |
| Personal benefits provision | 4,485,401 | 4,452,892 | 4,418,467 | 4,373,522 | 4,325,469 |
| ***Total provisions*** | ***4,485,401*** | ***4,452,892*** | ***4,418,467*** | ***4,373,522*** | ***4,325,469*** |
| **Total liabilities administered on**  **behalf of Government** | **7,280,258** | **7,050,664** | **6,950,188** | **7,597,895** | **7,676,731** |
| **Net assets/(liabilities)** | **(1,000,163)** | **(998,198)** | **(832,110)** | **(1,305,622)** | **(1,174,004)** |

Prepared on Australian Accounting Standards basis.

1. Includes special account balances.

Table 3.9: Schedule of budgeted administered cash flows (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Interest | 73,514 | 76,651 | 41,028 | 41,515 | 42,327 |
| GST received | 218,973 | 218,274 | 213,272 | 213,170 | 209,914 |
| Goods and services | 337,067 | 373,959 | 378,974 | 395,638 | 402,057 |
| Dividends | 1,009 | 1,009 | 1,008 | 1,007 | 1,007 |
| Personal benefits  recoveries | 386,790 | 648,640 | 729,843 | 742,899 | 750,767 |
| ***Total cash received*** | ***1,017,353*** | ***1,318,533*** | ***1,364,125*** | ***1,394,229*** | ***1,406,072*** |
| **Cash used** |  |  |  |  |  |
| Grants | 2,854,229 | 2,816,664 | 2,569,517 | 2,514,133 | 2,490,926 |
| Subsidies | 114,156 | 107,552 | 92,609 | 72,410 | 46,578 |
| Personal benefits | 149,262,362 | 128,160,455 | 127,439,809 | 129,312,286 | 132,079,480 |
| Suppliers | 281,916 | 392,106 | 345,812 | 233,994 | 195,263 |
| Payments to corporate  entities | 14,139,074 | 16,673,576 | 18,088,680 | 18,582,515 | 20,616,191 |
| Other | 42,823 | 38,710 | – | – | – |
| ***Total cash used*** | ***166,694,560*** | ***148,189,063*** | ***148,536,427*** | ***150,715,338*** | ***155,428,438*** |
| **Net cash from/(used by)**  **operating activities** | **(165,677,207)** | **(146,870,530)** | **(147,172,302)** | **(149,321,109)** | **(154,022,366)** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Repayments of loans and  advances | 37,199 | 36,162 | 39,427 | 42,647 | 47,791 |
| ***Total cash received*** | ***37,199*** | ***36,162*** | ***39,427*** | ***42,647*** | ***47,791*** |
| **Cash used** |  |  |  |  |  |
| Advances and loans made | 243,026 | 259,282 | 290,621 | 307,952 | 321,535 |
| ***Total cash used*** | ***243,026*** | ***259,282*** | ***290,621*** | ***307,952*** | ***321,535*** |
| **Net cash from/(used**  **by) investing activities** | **(205,827)** | **(223,120)** | **(251,194)** | **(265,305)** | **(273,744)** |
| ***Net increase/(decrease)***  ***in cash held*** | ***(165,883,034)*** | ***(147,093,650)*** | ***(147,423,496)*** | ***(149,586,414)*** | ***(154,296,110)*** |
| Cash and cash equivalents  at beginning of reporting  period | 518,528 | 12,775 | 11,685 | 11,685 | 11,685 |
| Cash from the Official  Public Account for: |  |  |  |  |  |
| – Appropriations | 166,737,275 | 148,220,246 | 148,618,329 | 150,818,237 | 155,539,599 |
| Cash to the Official Public  Account for: |  |  |  |  |  |
| – Appropriations | 1,359,994 | 1,127,686 | 1,194,833 | 1,231,823 | 1,243,489 |
| **Cash and cash**  **equivalents at end**  **of reporting period** | **12,775** | **11,685** | **11,685** | **11,685** | **11,685** |

Prepared on Australian Accounting Standards basis.

Department o

Australian Institute of Family Studies

Entity resources and planned performance

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# Australian Institute of Family Studies

## **Section 1****: Entity overview and resources**

### 1.1 Strategic direction statement

#### The Australian Institute of Family Studies (AIFS) creates and communicates knowledge for policy-makers, service providers and the broader community to improve the wellbeing of families and communities.

#### As a result of AIFS’ actions, policy-makers use AIFS’ insights to enact systemic change via policy and resource allocation. Service providers also use AIFS’ insights to develop their people, deliver direct action and enhance their programs and practices.

#### The outcome is more effective legislation, programs and practices. The impact is better outcomes for Australian families.

**Key priorities for 2021-­22**

AIFS is closing off its Strategic plan for the period 2016-2021 and work is underway on developing its new strategy for 2021-2026. The focus of the new strategy is to achieve better outcomes through more effective management of the research program. It will also focus on translating and communicating research findings for policy-makers, service providers and families, to help them make decisions that are informed by evidence. AIFS’ performance targets will be published in its forthcoming Corporate Plan.

AIFS is implementing a range of initiatives such as the redevelopment of its website, leadership development for managers, investment in an electronic workflow system, the development of a pricing and costing tool that integrates with a new budget framework and a finance capability framework to lift the finance and budgeting skills across key areas of the organisation. This investment in technology, people and processes is critical to delivering on the new strategy.

**Major research activities to be undertaken in 2021-22**

A major activity in AIFS’ new strategy is developing a research funding model to plan for future sustainability. This will help manage the risk of unpredictable funding and market fluctuations. To complement this work, AIFS is developing a research agenda with key themes and priorities to guide its efforts for the next five years.

AIFS will also publish insights and analysis from the Australian Government’s longitudinal studies including: Ten to Men: the Australian Longitudinal Study into Men’s Health and Growing up in Australia: the Longitudinal Study of Australian Children. A paper scoping the future of the Ten to Men study is also planned for this year.

AIFS will collect data for, and publish insights and analysis from, the Families in Australia Survey, which touches on areas of everyday life including family relationships, work, finances and caring responsibilities, and impacts of the COVID‑19 pandemic.

One of AIFS’ responsibilities is fulfilling the research functions of Australian Gambling Research Centre, established by the Commonwealth *Gambling Measures Act 2012.* AIFS is developing a pilot study for a National Gambling Reporting System. The purpose of the National Gambling Reporting System is to identify emerging trends and changes in the gambling environment and gambling-related harm that are likely to have implications for gambling policy and practical responses.

AIFS is also researching compliance with, and enforcement of, family law parenting orders from family law courts. This research has been commissioned by Australia’s National Research Organisation for Women’s Safety.

AIFS is continuing work on two evaluations commissioned by the Attorney‑General’s Department. AIFS is evaluating the program where Legal Aid Commissions will provide lawyer-assisted mediation services in small value property matters up to $500,000 and also evaluating the trial of a simpler and faster court-based process for dividing property under $500,000 between separated couples. AIFS is more than halfway through the two-year evaluation period of both projects.

#### Major knowledge translation activities to be undertaken in 2021-22

AIFS is participating in the delivery of the Emerging Minds program, funded by the Department of Health, which equips professionals with resources to identify, assess and better support the mental health needs of children aged 0-12 years.

AIFS is also continuing to provide evidence-based web resources, practice guides and webinars for the child, family and community welfare sector through the Child Family Community Australia Information Exchange, funded by DSS.

Another priority is delivering AIFS’ biennial AIFS Conference in June 2022. The conference brings together the collective expertise of policy-makers, researchers, and service providers from different sectors to access the latest evidence about a range of topics affecting family wellbeing. The conference contributes to efforts to ensure that policies and services are informed by evidence for the benefit of families and their children.

#### Major capacity building activities to be delivered in 2021-22

AIFS is delivering a professional development program to lift its knowledge translation capability internally, and to organisations who require additional support. The aim is to ensure a greater uptake of evidence in policy making that affects families and delivery of services to families.

AIFS is working with Families and Children activity service providers (funded by DSS) to help build their capacity to plan, implement and evaluate programs for families and children, and to incorporate evidence-based approaches into practice.

Another key project will focus on supporting genuine partnerships between Aboriginal and Torres Strait Islander organisations and non-Indigenous service providers funded through the Families and Children activity. AIFS is delivering this project in partnership with Secretariat of National Aboriginal and Islander Child Care – National Voice for our Children.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing.*

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses for Outcome 1’ table in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: Australian Institute of Family Studies resource statement – Budget estimates for 2021­22 as at Budget May 2021

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Annual appropriations – ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *6,607* | 4,801 |
| Departmental appropriation (c) | *4,466* | 4,469 |
| s74 External Revenue (d) | *11,145* | 12,060 |
| Departmental Capital Budget (e) | *190* | 190 |
| Total departmental annual appropriations | *22,408* | 21,520 |
| ***Total departmental resourcing*** | ***22,408*** | ***21,520*** |
| **Total resourcing for the Australian Institute of Family Studies** | ***22,408*** | **21,520** |
|  |  |  |
|  | *2020­21* | 2021­22 |
| **Average staffing level (number)** | *82* | 82 |

All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

Prepared on a resourcing (that is, appropriations available) basis.

1. Appropriation Bill (No. 1) 2021­22.
2. Estimated adjusted balance carried forward from previous year for annual appropriations.
3. Excludes Departmental Capital Budget.
4. Estimated External Revenue receipts under section 74 of the PGPA Act.
5. Departmental capital budgets are not separately identified in Appropriation Bill (No.1) and form part of ordinary annual services items. Please refer to Table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.

### 1.3 Budget measures

There are no new Budget measures relating to AIFS.

## **Section 2: Outcomes and planned performance**

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports – to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for AIFS can be found at: www.aifs.gov.au.

**Revisions to outcome statements and programs**

**Table 2: Changes to outcomes and program structure since last portfolio statements: Outcome statement changes**

|  |  |
| --- | --- |
| **Outcome 1 Statement** | *The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities.* |
| Old Statement: | Increased understanding of factors affecting how families function by conducting research and communicating findings to policy‑makers, service providers and the broader community. |

### 2.1 Budgeted expenses and performance for Outcome 1

| **Outcome 1:**  **The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities.** |
| --- |

##### Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.1.1: Budgeted expenses for Outcome 1**

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 – Australian Institute of Family Studies** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 4,466 | 4,469 | 4,492 | 4,509 | 4,526 |
| s74 External Revenue (a) | 12,414 | 12,176 | 12,558 | 12,943 | 13,337 |
| Expenses not requiring  appropriation in the  Budget year (b) | 986 | 1,170 | 1,189 | 1,215 | 1,097 |
| **Departmental Total** | **17,866** | **17,815** | **18,239** | **18,667** | **18,960** |
| **Total expenses for Program 1.1** | **17,866** | **17,815** | **18,239** | **18,667** | **18,960** |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 4,466 | 4,469 | 4,492 | 4,509 | 4,526 |
| s74 External Revenue (a) | 12,414 | 12,176 | 12,558 | 12,943 | 13,337 |
| Expenses not requiring  appropriation in the  Budget year (b) | 986 | 1,170 | 1,189 | 1,215 | 1,097 |
| **Departmental Total** | **17,866** | **17,815** | **18,239** | **18,667** | **18,960** |
| **Total expenses for Outcome 1** | **17,866** | **17,815** | **18,239** | **18,667** | **18,960** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation expenses, amortisation expenses, make good expenses and audit fees.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2021­22 Budget measures have created new programs or materially changed existing programs.

| Outcome 1 – The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities. | | |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities. To deliver on this outcome, AIFS will manage our resources and capabilities to:   * undertake high-quality, impactful research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Delivery** | AIFS will focus its work across three strategic areas:   * **Creation and dissemination of research**: identifying emerging research trends and questions; designing and undertaking high-quality research studies, including program evaluation, longitudinal research, data linkage and analysis; and disseminating our research through publications, webinars, and other products. * **Knowledge translation:** integrating knowledge translation practices into the design and development of our website, resources, publications, webinars to ensure research uptake; and production and delivery of knowledge translation activities, including the AIFS conference. * **Capacity building**: building internal capabilities in knowledge translation methods and practice; and building capacity of organisations to access and use research evidence in the design and delivery of programs and in undertaking their own evaluations. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | **Outcomes criteria** |  |
| **End users seek out AIFS research, resources and expertise** |  |
| Number of e-News subscribers | *Year-end forecast: 40,000* |
| Accessing publications (number of page views) | *Year-end forecast:*  *4,500,000* |
| Number of webinar attendees | *Year-end forecast: 13,000* |
| Number media citations | *Year-end forecast: 3,600* |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities. To deliver on this outcome, AIFS will manage our resources and capabilities to:   * undertake high-quality, impactful research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Number of media comment | *Year-end forecast: 50* |
| Stakeholder survey – Frequency of engagement – minimum monthly | *Year-end forecast: 70 per cent* |
| **End users find AIFS research and resources relevant to their work** |  |
| AIFS resources are easy to find | *Year-end forecast: 70 per cent* |
| AIFS resources are accessible and easy to understand | *Year-end forecast: 80 per cent* |
| End users used AIFS resources | *Year-end forecast: 80 per cent* |
| **Organisational capability enables AIFS to achieve impact** |  |
| Australian Public Service employee census scores |  |
| Staff engagement | *Year-end forecast: 77 per cent* |
| Staff wellbeing | *Year-end forecast: 76 per cent* |
| Innovation | *Year-end forecast: 70 per cent* |
| **Impact criteria (stakeholder survey results)** |  |
| AIFS resources expand stakeholders’ knowledge about issues affecting families | *Year-end forecast: 80 per cent* |
| AIFS resources are incorporated into work practice | *Year-end forecast: 75 per cent* |
| AIFS resources are used to make evidence‑based decisions | *Year-end forecast: 75 per cent* |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities. To deliver on this outcome, AIFS will manage our resources and capabilities to:   * undertake high-quality, impactful research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | AIFS resources are used to debate and discuss different options for action | *Year-end forecast: 70 per cent* |
| 2021­22 | **Outcomes criteria** |  |
| **End users seek out AIFS research, resources and expertise** |  |
| Number of e-News subscribers | *Greater than or equal to 2020‑21* |
| Accessing publications (number of page views) | *Greater than or equal to 2020‑21* |
| Number of webinar attendees | *Greater than or equal to 2020‑21* |
| Number media citations | *Greater than or equal to 2020‑21* |
| Number of media comment | *Greater than or equal to 2020‑21* |
| Stakeholder survey – Frequency of engagement – minimum monthly | *Greater than or equal to 2020‑21* |
| **End users find AIFS research and resources relevant to their work** |  |
| AIFS resources are easy to find | *Greater than or equal to 2020‑21* |
| AIFS resources are accessible and easy to understand | *Greater than or equal to 2020‑21* |
| End users used AIFS resources | *Greater than or equal to 2020‑21* |
| **Organisational capability enables AIFS to achieve impact** |  |
| Australian Public Service employee census scores |  |
| Staff engagement | *Greater than or equal to 2020‑21* |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 – Australian Institute of Family Studies** – The creation and communication of knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities. To deliver on this outcome, AIFS will manage our resources and capabilities to:   * undertake high-quality, impactful research relating to the wellbeing of families in Australia; * disseminate findings through multiple channels to identified target audiences; * connect and collaborate with organisations that have a stake in research, policy and practice influencing the wellbeing of families; and * build and maintain a successful organisational culture that ensures high standards of performance, underpinned by ethical behaviour, sound risk and resource management, effective governance, and rigorous accountability procedures, as expected of an Australian Government agency. | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2021­22 | Staff wellbeing | *Greater than or equal to 2020‑21* |
| Innovation | *Greater than or equal to 2020‑21* |
| **Impact criteria (stakeholder survey results)** |  |
| AIFS resources expand stakeholders’ knowledge about issues affecting families | *Greater than or equal to 2020‑21* |
| AIFS resources are incorporated into work practice | *Greater than or equal to 2020‑21* |
| AIFS resources are used to make evidence-based decisions | *Greater than or equal to 2020‑21* |
| AIFS resources are used to debate and discuss different options for action | *Greater than or equal to 2020‑21* |
| 2022­23 and beyond | As per 2021­22 | Target increases of outcome and impact measures will be based on the averages of year to year changes from 2019‑20 to 2021‑22. |
| **Purpose** | To create and communicate knowledge for policy-makers, service providers and the broader community to improve the wellbeing of children, families and communities. | |
| **Material changes to Program 1.1 resulting from 2021-22 Budget measures:** Nil. | | |

## **Section 3****: Budgeted financial statements**

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2021­22 Budget year, including the impact of Budget measures and resourcing on financial statements.

**3.1 Budgeted financial statements**

#### 3.1.1 Differences between entity resourcing and financial statements

The financial statements in Section 3 recognise revenue on an accrual basis and the entity resourcing is based on available appropriation and cash receipts.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

**Departmental**

Income and Expenses

AIFS is budgeting for a break-even position in 2021­22 and the forward years after adjusting for depreciation and amortisation expenses.

Total own-sourced revenue for 2021­22 is expected to be $12.1 million and revenue from government is expected to be $4.5 million.

Balance Sheet

AIFS has a budgeted net liability position of $0.3 million at 30 June 2022.

Total assets at 30 June 2022 are estimated to be $13.5 million, comprising $7.2 million of financial assets and $6.3 million in non-financial assets.

Total liabilities at 30 June 2022 are estimated to be $13.8 million, with the primary liabilities being accrued employee entitlements, which total $2.7 million, supplier payables $0.4 million and unearned revenue $6.7 million.

**3.2 Budgeted financial statements tables**

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 10,934 | 11,489 | 11,765 | 12,051 | 12,344 |
| Suppliers | 5,865 | 5,085 | 5,225 | 5,352 | 5,481 |
| Depreciation and amortisation (a) | 986 | 1,170 | 1,189 | 1,215 | 1,097 |
| Finance costs | 81 | 71 | 60 | 49 | 38 |
| **Total expenses** | **17,866** | **17,815** | **18,239** | **18,667** | **18,960** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Sale of goods and rendering  of services | 12,323 | 11,400 | 12,487 | 12,167 | 13,266 |
| Other revenue | 58 | 743 | 38 | 743 | 38 |
| **Total own-source revenue** | **12,381** | **12,143** | **12,525** | **12,910** | **13,304** |
| **Gains** |  |  |  |  |  |
| Other gains | 33 | 33 | 33 | 33 | 33 |
| **Total gains** | **33** | **33** | **33** | **33** | **33** |
| **Total own-source income** | **12,414** | **12,176** | **12,558** | **12,943** | **13,337** |
| **Net (cost of)/contribution**  **by services** | **(5,452)** | **(5,639)** | **(5,681)** | **(5,724)** | **(5,623)** |
| Revenue from Government | 4,466 | 4,469 | 4,492 | 4,509 | 4,526 |
| **Surplus/(deficit) attributable to**  **the Australian Government** | **(986)** | **(1,170)** | **(1,189)** | **(1,215)** | **(1,097)** |
| **Total comprehensive**  **income/(loss) attributable**  **to the Australian Government** | **(986)** | **(1,170)** | **(1,189)** | **(1,215)** | **(1,097)** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive income/(loss)**  **– as per the statement of**  **comprehensive income** | **(986)** | **(1,170)** | **(1,189)** | **(1,215)** | **(1,097)** |
| plus: depreciation/amortisation  expenses previously funded  through revenue appropriations (a) | 438 | 622 | 641 | 667 | 549 |
| plus: depreciation/amortisation  expenses for ROU assets (b) | 548 | 548 | 548 | 548 | 548 |
| less: principal repayments on  leased assets | 448 | 480 | 514 | 549 | 585 |
| **Net cash operating surplus/(deficit)** | **(448)** | **(480)** | **(514)** | **(549)** | **(585)** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget, or DCB) provided through Bill 1 equity appropriations. For information regarding DCBs, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 360 | 378 | 367 | 393 | 395 |
| Trade and other receivables | 6,482 | 6,220 | 6,041 | 5,984 | 5,946 |
| Other financial assets | 642 | 630 | 650 | 670 | 690 |
| ***Total financial assets*** | ***7,484*** | ***7,228*** | ***7,058*** | ***7,047*** | ***7,031*** |
| **Non-financial assets** |  |  |  |  |  |
| Property, plant and equipment | 6,024 | 5,121 | 4,410 | 3,527 | 2,713 |
| Intangibles | 973 | 764 | 569 | 378 | 181 |
| Other non-financial assets | 496 | 426 | 435 | 444 | 454 |
| ***Total non-financial assets*** | ***7,493*** | ***6,311*** | ***5,414*** | ***4,349*** | ***3,348*** |
| **Total assets** | **14,977** | **13,539** | **12,472** | **11,396** | **10,379** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 471 | 399 | 408 | 418 | 428 |
| Other payables | 6,975 | 6,899 | 7,157 | 7,458 | 7,728 |
| ***Total payables*** | ***7,446*** | ***7,298*** | ***7,565*** | ***7,876*** | ***8,156*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 3,979 | 3,499 | 2,985 | 2,436 | 1,851 |
| ***Total interest bearing***  ***liabilities*** | ***3,979*** | ***3,499*** | ***2,985*** | ***2,436*** | ***1,851*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 2,512 | 2,682 | 2,859 | 3,044 | 3,236 |
| Other provisions | 350 | 350 | 350 | 350 | 350 |
| ***Total provisions*** | ***2,862*** | ***3,032*** | ***3,209*** | ***3,394*** | ***3,586*** |
| **Total liabilities** | **14,287** | **13,829** | **13,759** | **13,706** | **13,593** |
| **Net assets** | **690** | **(290)** | **(1,287)** | **(2,310)** | **(3,214)** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 4,742 | 4,932 | 5,124 | 5,316 | 5,509 |
| Reserves | 296 | 296 | 296 | 296 | 296 |
| Retained surplus/  (accumulated deficit) | (4,348) | (5,518) | (6,707) | (7,922) | (9,019) |
| ***Total parent entity***  ***interest*** | ***690*** | ***(290)*** | ***(1,287)*** | ***(2,310)*** | ***(3,214)*** |
| **Total equity** | **690** | **(290)** | **(1,287)** | **(2,310)** | **(3,214)** |

Prepared on Australian Accounting Standards basis.

\*Equity is the residual interest in assets after deduction of liabilities.

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2021­22)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2021** |  |  |  |  |
| Balance carried forward from  previous period | (4,348) | 296 | 4,742 | 690 |
| ***Adjusted opening balance*** | ***(4,348)*** | ***296*** | ***4,742*** | ***690*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | (1,170) | – | – | (1,170) |
| ***Total comprehensive income*** | ***(1,170)*** | ***–*** | ***–*** | ***(1,170)*** |
| **Transactions with owners** |  |  |  |  |
| ***Contributions by owners*** |  |  |  |  |
| Departmental Capital Budget | – | – | 190 | 190 |
| ***Sub-total transactions with owners*** | ***–*** | ***–*** | ***190*** | ***190*** |
| **Estimated closing balance as**  **at 30 June 2022** | **(5,518)** | **296** | **4,932** | **(290)** |
| **Closing balance attributable to**  **the Australian Government** | **(5,518)** | **296** | **4,932** | **(290)** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 6,272 | 4,699 | 4,722 | 4,617 | 4,617 |
| Sale of goods and rendering  of services | 11,445 | 11,305 | 12,643 | 12,320 | 13,427 |
| Net GST received | (139) | 5 | 2 | 3 | 2 |
| Other | (300) | 755 | 18 | 723 | 18 |
| ***Total cash received*** | ***17,278*** | ***16,764*** | ***17,385*** | ***17,663*** | ***18,064*** |
| **Cash used** |  |  |  |  |  |
| Employees | 10,663 | 11,273 | 11,539 | 11,772 | 12,098 |
| Suppliers | 6,078 | 5,054 | 5,192 | 5,318 | 5,448 |
| Interest payments on lease  liability | 81 | 71 | 60 | 49 | 38 |
| Other | 3 | – | – | – | – |
| ***Total cash used*** | ***16,825*** | ***16,398*** | ***16,791*** | ***17,139*** | ***17,584*** |
| **Net cash from/(used by)**  **operating activities** | **453** | **366** | **594** | **524** | **480** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Purchase of property,  plant and equipment | 1,195 | 58 | 283 | 141 | 86 |
| ***Total cash used*** | ***1,195*** | ***58*** | ***283*** | ***141*** | ***86*** |
| **Net cash from/(used by)**  **investing activities** | **(1,195)** | **(58)** | **(283)** | **(141)** | **(86)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Contributed equity | 190 | 190 | 192 | 192 | 193 |
| ***Total cash received*** | ***190*** | ***190*** | ***192*** | ***192*** | ***193*** |
| **Cash used** |  |  |  |  |  |
| Principal payments on  lease liability | 448 | 480 | 514 | 549 | 585 |
| ***Total cash used*** | ***(448)*** | ***(480)*** | ***(514)*** | ***(549)*** | ***(585)*** |
| **Net cash from/(used by)**  **financing activities** | **(258)** | **(290)** | **(322)** | **(357)** | **(392)** |
| **Net increase/(decrease)**  **in cash held** | **(1,000)** | **18** | **(11)** | **26** | **2** |
| Cash and cash equivalents  at the beginning of the  reporting period | 1,360 | 360 | 378 | 367 | 393 |
| **Cash and cash equivalents**  **at the end of the**  **reporting period** | **360** | **378** | **367** | **393** | **395** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget – Bill 1 (DCB) | 190 | 190 | 192 | 192 | 193 |
| **Total new capital appropriations** | **190** | **190** | **192** | **192** | **193** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *190* | *190* | *192* | *192* | *193* |
| ***Total items*** | ***190*** | ***190*** | ***192*** | ***192*** | ***193*** |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded by capital appropriation  – DCB (a) | 190 | 190 | 192 | 192 | 193 |
| **TOTAL** | **190** | **190** | **192** | **192** | **193** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 190 | 190 | 192 | 192 | 193 |
| **Total cash used to acquire assets** | **190** | **190** | **192** | **192** | **193** |

Prepared on Australian Accounting Standards basis.

1. Does not include annual finance lease costs. Includes purchases from current and previous years’ DCBs.

Table 3.6: Statement of departmental asset movements (Budget year 2021­22)

|  | Other | Computer | Total |
| --- | --- | --- | --- |
|  | property, | software |  |
|  | plant and | and |  |
|  | equipment | intangibles |  |
|  | $'000 | $'000 | $'000 |
| **As at 1 July 2021** |  |  |  |
| Gross book value | 3,042 | 1,017 | 4,059 |
| Gross book value – ROU assets | 4,844 | – | 4,844 |
| Accumulated depreciation/amortisation and  impairment | (1,862) | (44) | (1,906) |
| **Opening net book balance** | **6,024** | **973** | **6,997** |
| **Capital asset additions** |  |  |  |
| **Estimated expenditure on**  **new or replacement assets** |  |  |  |
| By purchase – appropriation ordinary annual  services (a) | 58 | – | 58 |
| **Total additions** | **58** | **–** | **58** |
| **Other movements** |  |  |  |
| Depreciation/amortisation expense | (413) | (209) | (622) |
| Depreciation/amortisation expense on ROU assets | (548) | – | (548) |
| **Total other movements** | **(961)** | **(209)** | **(1,170)** |
| **As at 30 June 2022** |  |  |  |
| Gross book value | 3,100 | 1,017 | 4,117 |
| Gross book value – ROU assets | 4,844 | – | 4,844 |
| Accumulated depreciation/amortisation and  impairment | (2,823) | (253) | (3,076) |
| **Closing net book balance** | **5,121** | **764** | **5,885** |

Prepared on Australian Accounting Standards basis.

1. ‘Appropriation ordinary annual services’ refers to funding provided through Appropriation Bill (No. 1) 2021­22 for depreciation/amortisation expenses, DCBs or other operational expenses.

Department o

National Disability Insurance Agency

Entity resources and planned performance

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National Disability Insurance Agency

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# National Disability Insurance Agency

## **Section 1****: Entity overview and resources**

### 1.1 Strategic direction statement

The National Disability Insurance Agency (NDIA) was established under the National Disability Insurance Act 2013 (the Act) and has responsibility for administering the NDIS. The Act (in conjunction with other laws) gives effect to Australia’s obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The NDIS was established in 2013 as a new way of providing support to Australians with significant and permanent disability, their families and carers.

The NDIA is overseen by a Board which has responsibility for ensuring the proper, efficient and effective performance of the NDIA’s functions, and setting the NDIA’s strategic direction. The NDIA’s governance structure also includes an Independent Advisory Council that provides independent advice to the Board, which the Board must consider when performing its duties.

#### Key areas of focus

The NDIA 2021-25 Corporate Plan is focussed on creating a simpler, fairer and faster NDIS.

Building on the Participant Service Charter and the Participant Service Improvement Plan introduced last year, NDIA is extending this work to create a better NDIS. These activities will focus on:

* Developing processes that will be more efficient and make it easier for participants to get the support they need.
* Improving fairness, accuracy and consistency of budgets and plans through the introduction of Independent Assessments, subject to required enabling legislation.
* Providing greater clarity around what is reasonable and necessary.
* Introducing overall personalised budgets with more flexibility so participants can use funds in a way that best suits them.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by program.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses for Outcome 1’ table in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: National Disability Insurance Agency resource statement – Budget estimates for 2021­22 as at Budget May 2021

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Opening balance/cash reserves at 1 July** | *2,497,240* | 3,261,871 |
| **Funds from Government** |  |  |
| Annual appropriations – ordinary annual services (a) |  |  |
| Outcome 1 | *1,208,878* | 1,237,457 |
| Total annual appropriations | *1,208,878* | 1,237,457 |
| Amounts received from related entities |  |  |
| Amounts from portfolio department (b) | *12,930,196* | 15,436,119 |
| Total amounts received from related entities | *12,930,196* | 15,436,119 |
| **Total funds from Government** | ***14,139,074*** | **16,673,576** |
| **Funds from other sources** |  |  |
| Contributions from state and territory governments (c) | *8,991,601* | 9,781,449 |
| Resources received free of charge (d) | *1,540,937* | 1,268,960 |
| Interest | *13,487* | 8,563 |
| **Total funds from other sources** | ***10,546,025*** | **11,058,972** |
| **Total net resourcing for the National Disability Insurance Agency** | ***27,182,339*** | **30,994,419** |
|  |  |  |
|  | *2020­21* | 2021­22 |
| **Average staffing level (number)** | *3,989* | 3,982 |
| **EMPTY** |  |  |
| **Third party payments from and on behalf of other entities** | | |
|  | *2020­21* | 2021­22 |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Payments made to other entities for the provision of services |  |  |
| Services Australia | *75,105* | 75,623 |
| Department of Social Services | *800* | – |
| Department of the Prime Minister and Cabinet | *530* | 546 |
| Australian Taxation Office | *1,773* | 1,826 |

All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

Prepared on a resourcing (that is, appropriations available) basis.

The NDIA is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to DSS, as a responsible non-corporate Commonwealth entity, which are then paid to the NDIA and are considered ‘departmental’ for all purposes.

Appropriation Bill (No. 1) 2021-­22. NDIA appropriation was reduced from $1.214 billion to $1.209 billion during 2020‑21 due to a change in Australian Government policy with responsibility for the Information, Linkages and Capacity Building Program transferring from NDIA to DSS effective 31 January 2021.

1. Community cash contributions for Reasonable and Necessary Support for Participants and Community Inclusion and Capacity Development Grants programs.
2. Cash contributions from state and territory governments.
3. Services provided in-kind to participants on behalf of state and territory governments.

### 1.3 Budget measures

Budget measures relating to NDIA are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: National Disability Insurance Agency 2021­22 Budget measures

**Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO)**

|  |  | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Payment measures** |  |  |  |  |  |  |
| Digital Economy Strategy (a) | 1.3 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | 1,254 | – | – | – |
| **Total** |  | **–** | **1,254** | **–** | **–** | **–** |
| **Total payment measures** |  |  |  |  |  |  |
| Administered |  | – | – | – | – | – |
| Departmental |  | – | 1,254 | – | – | – |
| **Total** |  | **–** | **1,254** | **–** | **–** | **–** |

Prepared on a Government Finance Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

1. The lead entity for measure *Digital Economy Strategy* is the Digital Transformation Agency. The full measure description and details appear in *Budget Paper No. 2* under the Prime Minister and Cabinet Portfolio.

## **Section 2: Outcomes and planned performance**

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports – to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for the NDIA can be found at: www.ndis.gov.au.

### 2.1 Budgeted expenses and performance for Outcome 1

| Outcome 1:  To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities. |
| --- |

#### Linked programs

| **Department of Social Services** |
| --- |
| **Programs**   * Program 1.3 – Financial Support for People with Disability * Program 1.4 – Financial Support for Carers * Program 3.1 – Disability and Carers * Program 3.2 – National Disability Insurance Scheme |
| **Contribution to Outcome 1 made by linked programs**  DSS contributes to improving the wellbeing and social and economic participation of people with disability, their families and carers by developing the policy and legal framework for the NDIS in which the NDIA operates. |
| **Department of Health** |
| **Programs**   * Program 1.2 – Mental Health * Program 2.2 – Hearing Services |
| **Contribution to Outcome 1 made by linked programs**  The Department of Health contributes to improving the wellbeing and social and economic participation of people with disability, their families and carers including through the provision of relevant supports to people with disability and NDIS participants. |

#### Linked programs (continued)

| **Services Australia** |
| --- |
| **Program**   * Program 1.1 – Services to the Community – Social Security and Welfare |
| **Contribution to Outcome 1 made by linked program**  Services Australia contributes to improving the wellbeing and social and economic participation of people with disability, their families and carers by supporting the NDIA with the delivery of shared services arrangements, provision of specialised resources, and the provision of payments on NDIA’s behalf. |
| **NDIS Quality and Safeguards Commission** |
| **Programs**   * Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration * Program 1.2 – Program Support for the NDIS Quality and Safeguards Commission |
| **Contribution to Outcome 1 made by linked programs**  The NDIS Quality and Safeguards Commission contributes to improving the wellbeing and social and economic participation of people with disability, their families and their carers by: regulating NDIS providers; developing a nationally consistent approach to delivering quality and safeguards for people with disability receiving supports; registering providers who provide supports under the NDIS; managing complaints; receiving and acting on reportable incidents; providing leadership in behaviour support; and providing education and training for providers, workers and auditors. |

##### Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by funding sources.

**Table 2.1.1: Budgeted expenses for Outcome 1**

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 – Reasonable and necessary support for participants** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Payment from related entities | 12,764,462 | 15,436,119 | 16,711,526 | 17,322,778 | 19,299,701 |
| Contributions from state and territory  governments | 8,991,601 | 9,781,449 | 10,220,887 | 11,385,169 | 12,343,694 |
| Revenue from other independent  sources (a) | 1,540,937 | 1,268,960 | 1,324,685 | 717,281 | 240,671 |
| **Total expenses for Program 1.1** | **23,297,000** | **26,486,528** | **28,257,098** | **29,425,228** | **31,884,066** |
| **Program 1.2 – Community inclusion and capacity development grants** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Payment from related entities (b) | 25,628 | – | – | – | – |
| **Total expenses for Program 1.2** | **25,628** | **–** | **–** | **–** | **–** |
| **Program 1.3 – Agency costs** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,208,878 | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| Expenses not requiring appropriation  in the Budget year (c) | 294,714 | 235,968 | 82,002 | 4,483 | 4,618 |
| Revenue – other (d) | 13,487 | 8,563 | 7,262 | 6,261 | 48,699 |
| **Total expenses for Program 1.3** | **1,517,079** | **1,481,988** | **1,466,418** | **1,270,481** | **1,369,807** |

**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 1 totals by resource type** | | | | | |
| Revenue from Government |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,208,878 | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| Payment from related entities (b) | 12,790,090 | 15,436,119 | 16,711,526 | 17,322,778 | 19,299,701 |
| Contributions from state and territory  governments | 8,991,601 | 9,781,449 | 10,220,887 | 11,385,169 | 12,343,694 |
| Revenues from other independent  sources (a) | 1,540,937 | 1,268,960 | 1,324,685 | 717,281 | 240,671 |
| Expenses not requiring appropriation  in the Budget year (c) | 294,714 | 235,968 | 82,002 | 4,483 | 4,618 |
| Revenue – other (d) | 13,487 | 8,563 | 7,262 | 6,261 | 48,699 |
| **Total expenses for Outcome 1** | **24,839,707** | **27,968,516** | **29,723,516** | **30,695,709** | **33,253,873** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. ‘Revenues from other independent sources’ relates to services provided in-kind to participants on behalf of state and territory governments.
2. As a result of change in Australian Government policy, responsibility for the Information, Linkages and Capacity Building Program was transferred from NDIA to DSS effective 31 January 2021.
3. ‘Expenses not requiring appropriation in the Budget year’ relates to the Tune Operating Review and AASB 16 Lease accounting treatment in the forward estimates.
4. Interest received.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2021­22 Budget measures have created new programs or materially changed existing programs.

| Outcome 1 – To implement a National Disability Insurance Scheme that provides individual control and choice in the delivery of reasonable and necessary supports to improve the independence, social and economic participation of eligible people with disability, their families and carers, and associated referral services and activities. | | |
| --- | --- | --- |
| **Program 1.1** **–** **Reasonable and necessary support for participants** – The objective of this program is to provide funding for reasonable and necessary supports to eligible people with disability through consistent, high quality plans, and to ensure they are in control and have choices to appropriately support their independence and social and economic participation.  This program contributes to the outcome by the delivery of financially sustainable funding for participants’ reasonable supports, enabling participants to source services in their plans to pursue their goals. | | |
| **Delivery** | The program provides funding for reasonable and necessary supports to eligible participants in the NDIS with an approved plan. Funding arrangements are via cash payments to participants and registered service providers and the allocation of existing Commonwealth and state and territory arrangements. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | * NDIS support costs * Participant satisfaction * Participant Service Guarantee timeframes | * Support costs per participant are within budget. * Participant satisfaction survey results are greater than 80 per cent positive. * Participant Service Guarantee timeframes are met.   *Year-end forecast: On track* |
| 2021­22 | * NDIS support costs * Participant satisfaction * Participant Service Guarantee timeframes | * Support costs per participant are within budget. * Participant satisfaction survey results are greater than 80 per cent positive. * Participant Service Guarantee timeframes are met. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |

**Table 2.1.2: Performance criteria for Outcome 1 (continued)**

| **Program 1.1** **–** **Reasonable and necessary support for participants** – The objective of this program is to provide funding for reasonable and necessary supports to eligible people with disability through consistent, high quality plans, and to ensure they are in control and have choices to appropriately support their independence and social and economic participation.  This program contributes to the outcome by the delivery of financially sustainable funding for participants’ reasonable supports, enabling participants to source services in their plans to achieve their goals. | |
| --- | --- |
| **Purpose** | **Improving outcomes for people with disability**  Supporting people with disability to pursue their goals and maximise their independence and social and economic participation.  Providing reasonable and necessary supports, including early intervention supports, for NDIS participants.  Supporting people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.  Developing the capacity of people with disability to participate in the community and in employment. |
| **Material changes to Program 1.1 resulting from 2021-22 Budget measures:** Nil. | |

**Table 2.1.2: Performance criteria for Outcome 1 (continued)**

| **Program 1.2 – Community inclusion and capacity development grants** – The objective of this program is to provide funding to organisations to assist them to increase social and community participation for people with disability.  By increasing community and social involvement of people with disability, this program directly targets and contributes to those parts of the outcome. This has additional benefits for increasing community awareness of people with disability and their capabilities which will improve economic participation and thus independence. | | |
| --- | --- | --- |
| **Delivery** | The NDIA provided funding to organisations via grants which will allow them to assist all people with disability, not only eligible participants. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Number and nominal value of grants provided. | All grants successfully delivered in accordance with the program agreed with the Commonwealth and state and territory jurisdictions.  *Year-end forecast: On track* *prior to transfer of the Program to DSS on 31 January 2021.* |
| 2021­22 and beyond (a) | Not applicable. | Not applicable. |
| **Purpose** | **Improving outcomes for people with disability**  Supporting people with disability to pursue their goals and maximise their independence and social and economic participation.  Developing the capacity of people with disability to participate in the community and in employment. | |
| **Material changes to Program 1.2 resulting from 2021-22 Budget measures:** Nil. | | |

1. Program 1.2 – Community Inclusion and Capacity Development Grants was transferred to DSS on 31 January 2021.

**Table 2.1.2: Performance criteria for Outcome 1 (continued)**

| **Program 1.3** **– Agency costs** – The Agency costs program ensures efficient and effective use of the NDIA operating resources to implement the outcomes of the NDIA.  This program contributes to the outcome as it is the primary delivery mechanism for the implementation of the NDIS. The NDIA is responsible for assessing applicants to the NDIS and developing plans, for those who are eligible, in a manner which is based on insurance principles, and administering the payments made under Program 1.1 and 1.2. | | |
| --- | --- | --- |
| **Delivery** | The NDIA develops and maintains the strategies and frameworks being used in the transition of the NDIS to a mature scheme. These include the process for assessment and planning, disability services market development and community engagement and communications. The NDIA executes these through a network of service centres throughout Australia and by working together with its community partners to deliver elements of the NDIS to people with a disability and the wider sector. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | NDIA operating costs. | NDIA operating costs are within budget.  *Year-end forecast: On track* |
| 2021­22 | NDIA operating costs. | NDIA operating costs are within budget. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purposes** | Funding the operations of the NDIA and its delivery partners to achieve the following:  **Improving outcomes for people with disability**  Facilitating the development of a nationally consistent approach to the access to, and the planning and funding of, supports for people with disability.  Supporting people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.  **Safeguarding the sustainability of the NDIS**  Building a sustainable scheme based on NDIS insurance principles, including assessing and reporting on whether NDIS investments improve outcomes and minimise lifetime support costs.  **Building stakeholder confidence**  Building trust and confidence amongst stakeholders (participants, carers, the community and the disability services market) through communication and engagement. | |
| **Material changes to Program 1.3 resulting from 2021-22 Budget measures:** Nil. | | |

## **Section 3****: Budgeted financial statements**

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2021­22 Budget year, including the impact of Budget measures and resourcing on financial statements.

**3.1 Budgeted financial statements**

#### 3.1.1 Explanatory notes and analysis of budgeted financial statements

In 2021-22, the NDIS continues to move from transition phase to a mature scheme.   
The large uptake in participants is represented by the increase in participant plan expenses to $26.5 billion in 2021-22. Participant plan expenses continue to increase across the forward estimates as further participants join the NDIS, rising to $31.9 billion in 2024‑25.

Supplier expenses are the largest component of the NDIA operating costs at $960.7 million in 2021-22, reducing to $935.5 million in 2022-23. Similarly, employee benefit expenses increase to $446.1 million in 2021-22 and $456.6 million in 2022-23.

Sale of goods and services revenue increases from $25.2 billion in 2021-22 to $31.6 billion by 2024-25. This change is due to the increase in participant numbers as the NDIS continues to transition to a mature scheme.

The NDIA receives services provided in-kind to participants on behalf of state and territory governments, reflected as resources received free of charge. This revenue reduces from $1.5 billion in 2020-21 to $1.3 billion in 2021-22 before reducing further in the forward years.

Commonwealth funding for programs 1.1 and 1.2 has been appropriated to the DSS and paid to the NDIA as required. These amounts are reflected as revenue from the sale of goods and services in these years. Commonwealth funding for the NDIA’s operating costs will continue to be appropriated to the NDIA and is reflected as revenue from Government.

The NDIA received approval for a $600 million operating loss over the forward estimates in 2020-21, relating to Program 1.3. The NDIA is estimating a $140.1 million operating surplus for Program 1.1 and $294.7 million operating loss for Program 1.3 in 2020‑21.

Balance sheet

The NDIA is budgeting for a net asset position of $774.1 million as at 30 June 2022.

Total assets as at 30 June 2022 are forecast to be $3.9 billion, comprised of $3.6 billion in financial assets and $297.1 million in non-financial assets. The most significant asset is cash of $3.1 billion. Total liabilities are expected to be $3.1 billion as at 30 June 2022, comprised primarily of $1.9 billion in participant plan provisions, $771.8 million in other payables, $168.7 million in supplier payables and $80.2 million in unpaid employee entitlements.

Statement of cash flows

The NDIA’s budgeted cash flows largely reflect activity in the income statement, with no significant variations between income and expenses and their associated cash flows. The total cash received from operating activities will increase from $23.8 billion in 2020‑21 to $26.6 billion in 2021‑22, rising to $33.1 billion in 2024‑25. This primarily reflects increased funding from the Commonwealth, and state and territory governments as the NDIS moves towards a mature scheme. This will be offset by increased cash payments for reasonable and necessary support, and employee and supplier expenses as the Scheme grows.

Capital budget statement

The NDIA will invest $22.7 million in the purchase of leasehold improvements and other property, plant and equipment during 2021‑22. Capital funding in the forward years will then be used to maintain and refurbish leasehold improvements and other property, plant and equipment in 2022‑23 and beyond. This will be funded internally through departmental resources.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 411,173 | 446,066 | 456,594 | 396,167 | 404,042 |
| Suppliers | 1,034,805 | 960,735 | 935,453 | 803,017 | 896,504 |
| Grants | 25,628 | – | – | – | – |
| Depreciation and amortisation | 68,135 | 72,322 | 71,426 | 68,835 | 66,725 |
| Finance costs | 2,966 | 2,865 | 2,945 | 2,462 | 2,536 |
| Write-down and impairment of assets | 63,000 | – | – | – | – |
| Participant plan expenses | 23,234,000 | 26,486,528 | 28,257,098 | 29,425,228 | 31,884,066 |
| **Total expenses** | **24,839,707** | **27,968,516** | **29,723,516** | **30,695,709** | **33,253,873** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Sale of goods and rendering  of services | 21,921,797 | 25,217,568 | 27,032,413 | 28,707,947 | 31,643,395 |
| Interest | 13,487 | 8,563 | 7,262 | 6,261 | 48,699 |
| **Total own-source revenue** | **21,935,284** | **25,226,131** | **27,039,675** | **28,714,208** | **31,692,094** |
| **Gains** |  |  |  |  |  |
| Other gains | 1,540,937 | 1,268,960 | 1,224,685 | 717,281 | 240,671 |
| **Total gains** | **1,540,937** | **1,268,960** | **1,224,685** | **717,281** | **240,671** |
| **Total own-source income** | **23,476,221** | **26,495,091** | **28,264,360** | **29,431,489** | **31,932,765** |
| **Net (cost of)/contribution**  **by services** | **(1,363,486)** | **(1,473,425)** | **(1,459,156)** | **(1,264,220)** | **(1,321,108)** |
| Revenue from Government | 1,208,878 | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| **Surplus/(deficit) attributable to**  **the Australian Government** | **(154,608)** | **(235,968)** | **(82,002)** | **(4,483)** | **(4,618)** |
| **Total comprehensive**  **income/(loss) attributable to**  **the Australian Government** | **(154,608)** | **(235,968)** | **(82,002)** | **(4,483)** | **(4,618)** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive income/(loss)**  **– as per the statement of**  **comprehensive income** | **(154,608)** | **(235,968)** | **(82,002)** | **(4,483)** | **(4,618)** |
| plus: depreciation/amortisation  expenses for ROU assets (a) | 43,208 | 44,482 | 45,793 | 47,144 | 48,535 |
| less: principal repayments on  leased assets (a) | 39,105 | 40,255 | 41,439 | 42,661 | 43,917 |
| **Net cash operating surplus/(deficit)** | **(150,505)** | **(231,741)** | **(77,648)** | **–** | **–** |

Prepared on Australian Accounting Standards basis.

1. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 3,261,871 | 3,073,650 | 3,038,549 | 3,028,777 | 3,027,456 |
| Trade and other receivables | 399,227 | 399,374 | 399,589 | 398,851 | 399,119 |
| Other financial assets | 140,000 | 140,000 | 140,000 | 140,000 | 140,000 |
| ***Total financial assets*** | ***3,801,098*** | ***3,613,024*** | ***3,578,138*** | ***3,567,628*** | ***3,566,575*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 281,049 | 276,983 | 277,411 | 283,883 | 289,514 |
| Property, plant and equipment | 11,602 | 12,506 | 11,878 | 9,944 | 11,342 |
| Other non-financial assets | 7,566 | 7,566 | 7,566 | 7,566 | 7,566 |
| ***Total non-financial assets*** | ***300,217*** | ***297,055*** | ***296,855*** | ***301,393*** | ***308,422*** |
| **Total assets** | **4,101,315** | **3,910,079** | **3,874,993** | **3,869,021** | **3,874,997** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 131,936 | 168,708 | 207,507 | 200,001 | 202,726 |
| Other payables | 770,958 | 771,832 | 772,660 | 771,749 | 772,489 |
| ***Total payables*** | ***902,894*** | ***940,540*** | ***980,167*** | ***971,750*** | ***975,215*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 202,029 | 208,267 | 214,695 | 221,314 | 228,132 |
| ***Total interest bearing liabilities*** | ***202,029*** | ***208,267*** | ***214,695*** | ***221,314*** | ***228,132*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 79,921 | 80,226 | 80,533 | 80,842 | 81,153 |
| Grants | 1,898,980 | 1,898,980 | 1,898,980 | 1,898,980 | 1,898,980 |
| Other provisions | 7,437 | 7,980 | 8,534 | 8,534 | 8,534 |
| ***Total provisions*** | ***1,986,338*** | ***1,987,186*** | ***1,988,047*** | ***1,988,356*** | ***1,988,667*** |
| **Total liabilities** | **3,091,261** | **3,135,993** | **3,182,909** | **3,181,420** | **3,192,014** |
| **Net assets** | **1,010,054** | **774,086** | **692,084** | **687,601** | **682,983** |
| **EQUITY\*** |  |  |  |  |  |
| Contributed equity | 205,733 | 205,733 | 205,733 | 205,733 | 205,733 |
| Reserves | 22,137 | 22,137 | 22,137 | 22,137 | 22,137 |
| Retained surplus/  (accumulated deficit) | 782,184 | 546,216 | 464,214 | 459,731 | 455,113 |
| **Total equity** | **1,010,054** | **774,086** | **692,084** | **687,601** | **682,983** |

Prepared on Australian Accounting Standards basis.

\*Equity is the residual interest in assets after deduction of liabilities.

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2021­22)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2021** |  |  |  |  |
| Balance carried forward from  previous period | 782,184 | 22,137 | 205,733 | 1,010,054 |
| ***Adjusted opening balance*** | ***782,184*** | ***22,137*** | ***205,733*** | ***1,010,054*** |
| Surplus/(deficit) for the period | (235,968) | – | – | (235,968) |
| ***Total comprehensive income*** | ***(235,968)*** | ***–*** | ***–*** | ***(235,968)*** |
| **Estimated closing balance as**  **at 30 June 2022** | **546,216** | **22,137** | **205,733** | **774,086** |
| **Closing balance attributable to**  **the Australian Government** | **546,216** | **22,137** | **205,733** | **774,086** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Receipts from Government | 1,208,878 | 1,237,457 | 1,377,154 | 1,259,737 | 1,316,490 |
| Sale of goods and rendering  of services | 22,467,950 | 25,217,568 | 26,932,413 | 28,707,947 | 31,643,395 |
| Interest received | 13,487 | 8,563 | 7,262 | 6,261 | 48,699 |
| Net GST received | 143,173 | 96,083 | 93,937 | 87,296 | 94,572 |
| ***Total cash received*** | ***23,833,488*** | ***26,559,671*** | ***28,410,766*** | ***30,061,241*** | ***33,103,156*** |
| **Cash used** |  |  |  |  |  |
| Employees | 409,984 | 444,964 | 455,571 | 396,383 | 403,131 |
| Suppliers | 1,392,769 | 966,270 | 940,845 | 865,955 | 948,255 |
| Net GST paid | 142,436 | 96,230 | 94,152 | 86,558 | 94,840 |
| Interest payments on  lease liability | 2,254 | 2,322 | 2,391 | 2,462 | 2,536 |
| Participant plan expenses | 21,034,726 | 25,175,184 | 26,888,110 | 28,652,901 | 31,588,779 |
| Grants | 25,628 | – | – | – | – |
| ***Total cash used*** | ***23,007,797*** | ***26,684,970*** | ***28,381,069*** | ***30,004,259*** | ***33,037,541*** |
| **Net cash from/(used by)**  **operating activities** | **825,691** | **(125,299)** | **29,697** | **56,982** | **65,615** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Purchases of non-financial  assets | 21,955 | 22,667 | 23,359 | 24,093 | 23,019 |
| ***Total cash used*** | ***21,955*** | ***22,667*** | ***23,359*** | ***24,093*** | ***23,019*** |
| **Net cash from/(used by)**  **investing activities** | **(21,955)** | **(22,667)** | **(23,359)** | **(24,093)** | **(23,019)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Principal payments on lease  liability | 39,105 | 40,255 | 41,439 | 42,661 | 43,917 |
| ***Total cash used*** | ***39,105*** | ***40,255*** | ***41,439*** | ***42,661*** | ***43,917*** |
| **Net cash from/(used by)**  **financing activities** | **(39,105)** | **(40,255)** | **(41,439)** | **(42,661)** | **(43,917)** |
| **Net increase/(decrease)**  **in cash held** | **764,631** | **(188,221)** | **(35,101)** | **(9,772)** | **(1,321)** |
| Cash and cash equivalents at the  beginning of the reporting period | 2,497,240 | 3,261,871 | 3,073,650 | 3,038,549 | 3,028,777 |
| **Cash and cash equivalents at**  **the end of the reporting period** | **3,261,871** | **3,073,650** | **3,038,549** | **3,028,777** | **3,027,456** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded internally from  departmental resources | 21,955 | 22,667 | 23,359 | 24,093 | 23,019 |
| **TOTAL** | **21,955** | **22,667** | **23,359** | **24,093** | **23,019** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 21,955 | 22,667 | 23,359 | 24,093 | 23,019 |
| **Total cash used to acquire assets** | **21,955** | **22,667** | **23,359** | **24,093** | **23,019** |

Prepared on Australian Accounting Standards basis.

Table 3.6: Statement of departmental asset movements (Budget year 2021­22)

|  | Buildings | Other | Total |
| --- | --- | --- | --- |
|  | property, |  |
|  | plant and |  |
|  | equipment |  |
| $'000 | $'000 | $'000 |
| **As at 1 July 2021** |  |  |  |
| Gross book value | 137,835 | 12,025 | 149,860 |
| Gross book value – ROU assets | 273,037 | 3,743 | 276,780 |
| Accumulated depreciation/  amortisation and impairment | (48,891) | (2,354) | (51,245) |
| Accumulated depreciation/amortisation  and impairment – ROU assets | (80,932) | (1,812) | (82,744) |
| **Opening net book balance** | **281,049** | **11,602** | **292,651** |
| **Capital asset additions** |  |  |  |
| **Estimated expenditure on new or**  **replacement assets** |  |  |  |
| By purchase – other (a) | 18,544 | 4,123 | 22,667 |
| By purchase – other – ROU assets | 45,739 | 754 | 46,493 |
| **Total additions** | **64,283** | **4,877** | **69,160** |
| **Other movements** |  |  |  |
| Depreciation/amortisation expense | (24,627) | (3,213) | (27,840) |
| Depreciation/amortisation on ROU assets | (43,722) | (760) | (44,482) |
| **Total other movements** | **(68,349)** | **(3,973)** | **(72,322)** |
| **As at 30 June 2022** |  |  |  |
| Gross book value | 156,379 | 16,148 | 172,527 |
| Gross book value – ROU assets | 318,776 | 4,497 | 323,273 |
| Accumulated depreciation/amortisation  and impairment | (73,518) | (5,567) | (79,085) |
| Accumulated depreciation/amortisation  and impairment – ROU assets | (124,654) | (2,572) | (127,226) |
| **Closing net book balance** | **276,983** | **12,506** | **289,489** |

Prepared on Australian Accounting Standards basis.

1. Purchase will be funded internally through departmental resources.

NDIS Quality and Safeguards Commission

Entity resources and planned performance

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NDIS Quality and Safeguards Commission

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# NDIS Quality and Safeguards Commission

## **Section 1****: Entity overview and resources**

### Strategic direction statement

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent body that works with people with disability, providers and the community to deliver nationally consistent, responsive and effective regulation of NDIS providers. It was established by the *National Disability Insurance Scheme Act 2013*, as amended by the *National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) Act 2017* and is a non-corporate entity subject to the PGPA Act.

The NDIS Commission is responsible for the following functions:

* to uphold the rights of, and promote the health, safety and wellbeing of, people with disability receiving supports or services, including those received under the NDIS;
* to develop a nationally consistent approach to managing quality and safeguards for people with disability receiving supports or services, including those received under the NDIS;
* to promote the provision of advice, information, education and training to NDIS providers and people with disability;
* to secure compliance through effective enforcement arrangements, including through the monitoring and investigation functions, and analysis of reports from NDIS providers on serious incidents affecting NDIS participants;
* to promote continuous improvement amongst NDIS providers and the delivery of progressively higher standards of supports and services to people with disability in the NDIS;
* to develop and oversee the broad policy design for a nationally consistent framework relating to the screening of workers involved in the provision of supports and services to people with disability;
* to engage in, promote and coordinate the sharing of information;
* to provide NDIS market oversight, including:
* monitoring changes in the NDIS market which may indicate emerging risk; and
* monitoring and mitigating the risks of unplanned service withdrawal;
* to monitor registered NDIS provider compliance with their conditions of registration, including in relation to the screening of workers in accordance with the NDIS practice standards;
* to investigate, manage and resolve complaints conferred to the NDIS Commission, including notification and management of reportable incidents; and
* to provide leadership in relation to behaviour support, and in the reduction and elimination of the use of restrictive practices by NDIS providers*.*

**Key priorities for 2021-22**

The key priorities for the NDIS Commission in 2021-22 will be:

* to engage with NDIS participants, their families, carers and providers to improve the quality and safety of NDIS supports and services;
* to ensure that participants are empowered to exercise their rights to access good quality services, as informed, protected consumers, with participants able to make complaints to the NDIS Commission about services that do not meet the NDIS Code of Conduct and Practice Standards;
* to provide oversight of reportable incidents and complaints relating to abuse and neglect of people with disability who receive NDIS supports and services;
* to help manage the ongoing impact of the COVID-19 pandemic, including by supporting the whole‑of‑government response and providing advice to providers;
* to build intelligence to monitor and forecast changes in the NDIS market, and serious incidents affecting NDIS participants, to develop an informed view of quality and risk in the sector;
* to lead the reduction and elimination of the use of restrictive practices in the NDIS by providing leadership in behaviour support;
* to further develop the NDIS Commission to ensure it has the systems, skills and capabilities to regulate, support and educate the providers and participants to promote continuous improvement, including by finalising all activities required to fully implement the resource uplift announced in the 2020-21 Budget;
* to draw information from across NDIS Commission functions to report on the experience of people with disability who receive NDIS services and develop information and education to build the capability of NDIS providers to deliver safe and quality services; and
* to work with DSS and states and territories to support the ongoing operation of nationally consistent NDIS worker screening.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing.*

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses for Outcome 1’ table in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: NDIS Quality and Safeguards Commission resource statement – Budget estimates for 2021­22 as at Budget May 2021

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Annual appropriations – ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *9,615* | 9,615 |
| Departmental appropriation (c) | *82,428* | 71,161 |
| Departmental Capital Budget (d) | *3,880* | 4,514 |
| s74 External Revenue (e) | *810* | 1,690 |
| Annual appropriations – other services – non-operating (f) |  |  |
| Prior year appropriations available (b) | *692* | 692 |
| Total departmental annual appropriations | *97,425* | 87,672 |
| ***Total departmental resourcing*** (g) | ***97,425*** | ***87,672*** |
| **Administered** |  |  |
| Annual appropriations – ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *–* | 945 |
| Outcome 1 | *4,000* | 4,507 |
| Total administered annual appropriations | *4,000* | 5,452 |
| ***Total administered resourcing*** | ***4,000*** | ***5,452*** |
| **Total resourcing for NDIS Quality and Safeguards Commission** | ***101,425*** | **93,124** |
|  |  |  |
|  | *2020­21* | 2021­22 |
| **Average staffing level (number)** | *350* | 342 |
|  |  |  |
| **Third party payments from and on behalf of other entities** |  |  |
|  | *2020-21 Estimated actual*  *$'000* | 2021-22 Estimate  $'000 |
| Payments made to other entities for the provision of services |  |  |
| Department of Social Services | *674* | 674 |
| Services Australia | *10,593* | 9,726 |
| Receipts received from other entities for the provision of services |  |  |
| Department of Social Services | *810* | 1,690 |

All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

Prepared on a resourcing (that is appropriations available) basis.

1. Appropriation Bill (No. 1) 2021-22.
2. Excludes $3.5 million subject to administrative quarantine by the Department of Finance or withheld under section 51 of the PGPA Act.
3. Excludes Departmental Capital Budget.
4. Departmental capital budgets are not separately identified in Appropriation Bill (No.1) and form part of ordinary annual services items. Please refer to Table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.
5. Estimated External Revenue receipts under section 74 of the PGPA Act.
6. Appropriation Bill (No. 4) 2019-20.
7. Departmental resourcing changes in 2021-22 represent the ending of COVID-19 measures funded in the 2020‑21 Budget, the tapering of spending on system improvements and variation in employee benefits and suppliers across years.

### 1.3 Budget measures

Budget measures relating to the NDIS Commission are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: NDIS Quality and Safeguards Commission 2021­22 Budget measures

Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO)

|  |  | 2020-21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Payment measures** |  |  |  |  |  |  |
| Aligning Provider Regulation Across the  Care and Support Sector (a) | 1.2 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | 596 | – | – | – |
| **Total** |  | – | 596 | – | – | – |
| Aged Care – Government response to  the Royal Commission into Aged  Care Quality and Safety – workforce (b) | 1.2 |  |  |  |  |  |
| Administered payment |  | – | – | – | – | – |
| Departmental payment |  | – | 1,372 | 1,373 | 1,378 | 1,384 |
| **Total** |  | **–** | **1,372** | **1,373** | **1,378** | **1,384** |
| **Total payment measures** |  |  |  |  |  |  |
| Administered |  | – | – | – | – | – |
| Departmental |  | – | 1,968 | 1,373 | 1,378 | 1,384 |
| **Total** |  | **–** | **1,968** | **1,373** | **1,378** | **1,384** |

Prepared on a Government Finance Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

1. The lead entity for measure *Aligning Provider Regulation Across the Care and Support Sector* is DSS.
2. The lead entity for measure *Aged Care – Government response to the Royal Commission into Aged Care Quality and Safety – workforce* is the Department of Health. The full measure description and details appear in *Budget Paper No. 2* under the Health Portfolio.

## **Section 2: Outcomes and planned performance**

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports – to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statements for the NDIS Commission can be found at: www.ndiscommission.gov.au.

### 2.1 Budgeted expenses and performance for Outcome 1

| Outcome 1:  Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. |
| --- |

#### Linked programs

| **National Disability Insurance Agency** |
| --- |
| **Programs**   * Program 1.1 – Reasonable and necessary support to participants * Program 1.2 – Community inclusion and capacity development grants |
| **Department of Social Services** |
| **Program**   * Program 3.2 – National Disability Insurance Scheme |
| **Contribution to Outcome 1 made by linked programs**  The linked programs provide for the delivery of the NDIS. |

##### Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

Table 2.1.1: Budgeted expenses for Outcome 1

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 – Support for National Disability Insurance Scheme providers in relation to registration** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 4,000 | 5,452 | 4,570 | 4,643 | 4,713 |
| **Administered Total** | **4,000** | **5,452** | **4,570** | **4,643** | **4,713** |
| **Total expenses for Program 1.1** | **4,000** | **5,452** | **4,570** | **4,643** | **4,713** |
| **Program 1.2 – Program support for NDIS Quality and Safeguards Commission** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 83,238 | 72,851 | 68,895 | 70,340 | 70,351 |
| Expenses not requiring appropriation  in the Budget year (a) | (339) | 2,864 | 2,908 | 2,552 | 2,423 |
| **Departmental Total** | **82,899** | **75,715** | **71,803** | **72,892** | **72,774** |
| **Total expenses for Program 1.2** | **82,899** | **75,715** | **71,803** | **72,892** | **72,774** |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 4,000 | 5,452 | 4,570 | 4,643 | 4,713 |
| **Administered Total** | **4,000** | **5,452** | **4,570** | **4,643** | **4,713** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 83,238 | 72,851 | 68,895 | 70,340 | 70,351 |
| Expenses not requiring appropriation  in the Budget year (a) | (339) | 2,864 | 2,908 | 2,552 | 2,423 |
| **Departmental Total** | **82,899** | **75,715** | **71,803** | **72,892** | **72,774** |
| **Total expenses for Outcome 1** | **86,899** | **81,167** | **76,373** | **77,535** | **77,487** |

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
| **Movement of administered** | actual |  | estimate | estimate | estimate |
| **funds between years** (b) | $'000 | $'000 | $'000 | $'000 | $'000 |
| Outcome 1: |  |  |  |  |  |
| Program 1.1 – Support for National  Disability Insurance Scheme providers  in relation to registration | (945) | 945 | – | – | – |
| **Total movement of**  **administered funds** | **(945)** | **945** | **–** | **–** | **–** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as Government priorities change.

1. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation expenses.
2. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2021­22 Budget measures have created new programs or materially changed existing programs.

| Outcome 1 – Promote the delivery of quality supports and services to people with disability under the National Disability Insurance Scheme and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. | | |
| --- | --- | --- |
| **Program 1.1** **– Support for National Disability Insurance Scheme providers in relation to registration** – Support for NDIS providers in relation to registration to support service providers with the costs of obtaining NDIS registration and to support the provision of education and training for providers, workers and auditors. | | |
| **Delivery** | Provide support to providers, workers and auditors in relation to transition to the new registration process. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | Provide guidance and support to service providers, workers and auditors. | The program supports provision of guidance, education and training for providers, workers and auditors.  *Year-end forecast: On track* |
| 2021­22 | Provide guidance and support to service providers, workers and auditors. | The program supports provision of guidance, education and training for providers, workers and auditors. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Promote the delivery of quality supports and services to people with disability under the NDIS and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. | |
| **Material changes to Program 1.1 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.2: Performance criteria for Outcome 1 (continued)

| **Program 1.2 – Program Support for the NDIS Quality and Safeguards Commission** – To provide departmental funding for the annual operating costs of the NDIS Commission to enable the NDIS Commission to achieve its outcomes. | | |
| --- | --- | --- |
| **Delivery** | Departmental funding. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| 2020­21 | * Manage complaints about the quality and safety of NDIS services. * Manage reportable incidents with respect to NDIS services. * Increase capability and capacity of behavior support practitioners through leadership and guidance on education. * Manage the registration of NDIS service providers. | * Complaints about the quality and safety of NDIS services managed across Australia. * Reportable incidents effectively managed across Australia. * Leadership and guidance on behavior support provided across Australia. * Service provider registration managed across Australia.   *Year-end forecast: On track* |
| 2021­22 | * Manage complaints about the quality and safety of NDIS services. * Manage reportable incidents with respect to NDIS services. * Increase capability and capacity of behavior support practitioners through leadership and guidance on education * Manage the registration of NDIS service providers. | * Complaints about the quality and safety of NDIS services managed across Australia. * Reportable incidents are effectively managed across Australia. * Leadership and guidance on behavior support is provided across Australia. * Service provider registration is managed across Australia. |
| 2022­23 and beyond | As per 2021­22 | As per 2021­22 |
| **Purpose** | Promote the delivery of quality supports and services to people with disability under the NDIS and other prescribed supports and services, including through nationally consistent and responsive regulation, policy development, advice and education. | |
| **Material changes to Program 1.2 resulting from 2021-22 Budget measures:** Nil. | | |

## **Section 3****: Budgeted financial statements**

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2021­22 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Explanatory notes and analysis of budgeted financial statements

**Departmental**

Income and expenses

The NDIS Commission expanded its operations across all eight states and territories during 2020‑21, with the commencement of Western Australia on 1 December 2020.

In 2021‑22, income from government will change by $11.3 million compared to 2020‑21. This represents ending of COVID‑19 measures funded in the 2020‑21 Budget, the planned tapering of spending on system improvements and the variation in employee benefits and suppliers across years.

Additional support will be provided to the NDIS Commission in 2021‑22 to work with DSS in aligning regulation across the care and support sector as well as working with the Department of Health in establishing national care and support worker regulation.

Expenditure inclusive of unfunded depreciation is estimated to decrease from $82.9 million to $75.7 million.

Balance sheet

Total assets are budgeted to be $38.8 million in 2021‑22 compared to $39.5 million in 2020‑21.

Total liabilities for 2021‑22 are budgeted to be $19.5 million compared to $21.9 million in 2020‑21 due to a decrease in lease liabilities.

The NDIS Commission’s net asset position is budgeted to be $19.2 million for 2021‑22 compared to $17.6 million for 2020‑21 as a result of the decrease in its total liabilities.

**Administered**

Income and expenses

The NDIS Commission is expecting to administer a grants program totalling $5.5 million in 2021‑22 compared to $3.5 million in 2020‑21. In 2020‑21, the NDIS Commission had $0.5 million to assist Western Australian providers with the transition to the new registration process. This occurred by 1 December 2020.

Balance sheet

Total assets administered on behalf of Government for 2021‑22 are expected to be $0.2 million, in line with 2020‑21.

Total liabilities administered on behalf of Government for 2021‑22 are expected to be $0.1 million, in line with 2020‑21.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 44,384 | 43,505 | 44,628 | 45,207 | 45,522 |
| Suppliers | 30,267 | 26,817 | 21,639 | 22,400 | 22,027 |
| Depreciation and amortisation (a) | 4,514 | 5,244 | 5,413 | 5,189 | 5,157 |
| Finance costs | 175 | 149 | 123 | 96 | 68 |
| Other expenses | 3,559 | – | – | – | – |
| **Total expenses** | **82,899** | **75,715** | **71,803** | **72,892** | **72,774** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Sale of goods and rendering of  services | 810 | 1,690 | – | – | – |
| **Total own-source revenue** | **810** | **1,690** | **–** | **–** | **–** |
| **Total own-source income** | **810** | **1,690** | **–** | **–** | **–** |
| **Net (cost of)/contribution by**  **services** | **(82,089)** | **(74,025)** | **(71,803)** | **(72,892)** | **(72,774)** |
| Revenue from Government | 82,428 | 71,161 | 68,895 | 70,340 | 70,351 |
| **Surplus/(deficit) attributable to**  **the Australian Government** | **339** | **(2,864)** | **(2,908)** | **(2,552)** | **(2,423)** |
| **Total comprehensive**  **income/(loss)** | **339** | **(2,864)** | **(2,908)** | **(2,552)** | **(2,423)** |
| **Total comprehensive**  **income/(loss) attributable to**  **the Australian Government** | **339** | **(2,864)** | **(2,908)** | **(2,552)** | **(2,423)** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive income/(loss)**  **– as per the statement of**  **comprehensive income** | **339** | **(2,864)** | **(2,908)** | **(2,552)** | **(2,423)** |
| plus: depreciation/amortisation  expenses previously funded  through revenue appropriations (a) | 1,950 | 2,680 | 2,849 | 2,625 | 2,628 |
| plus: depreciation/amortisation  expenses for ROU assets (b) | 2,564 | 2,564 | 2,564 | 2,564 | 2,529 |
| less: principal repayments on  leased assets (b) | 2,258 | 2,380 | 2,505 | 2,637 | 2,734 |
| **Net cash operating surplus/(deficit)** | **2,595** | **–** | **–** | **–** | **–** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget, or DCB) provided through Bill 1 equity appropriations. For information regarding DCBs, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 2,983 | 2,962 | 2,962 | 2,962 | 2,962 |
| Trade and other receivables | 11,440 | 11,444 | 11,444 | 11,444 | 11,444 |
| ***Total financial assets*** | ***14,423*** | ***14,406*** | ***14,406*** | ***14,406*** | ***14,406*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 23,729 | 23,007 | 18,273 | 13,589 | 9,390 |
| Property, plant and equipment | 1,345 | 1,337 | 1,167 | 1,174 | 732 |
| ***Total non-financial assets*** | ***25,074*** | ***24,344*** | ***19,440*** | ***14,763*** | ***10,122*** |
| **Total assets** | **39,497** | **38,750** | **33,846** | **29,169** | **24,528** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 991 | 970 | 970 | 970 | 970 |
| Other payables | 386 | 386 | 386 | 386 | 386 |
| ***Total payables*** | ***1,377*** | ***1,356*** | ***1,356*** | ***1,356*** | ***1,356*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 14,240 | 11,860 | 9,355 | 6,718 | 3,984 |
| ***Total interest bearing liabilities*** | ***14,240*** | ***11,860*** | ***9,355*** | ***6,718*** | ***3,984*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 5,491 | 5,495 | 5,495 | 5,495 | 5,495 |
| Other provisions | 821 | 821 | 821 | 821 | 821 |
| ***Total provisions*** | ***6,312*** | ***6,316*** | ***6,316*** | ***6,316*** | ***6,316*** |
| **Total liabilities** | **21,929** | **19,532** | **17,027** | **14,390** | **11,656** |
| **Net assets** | **17,568** | **19,218** | **16,819** | **14,779** | **12,872** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 15,548 | 20,062 | 20,571 | 21,083 | 21,599 |
| Reserves | 29 | 29 | 29 | 29 | 29 |
| Retained surplus/  (accumulated deficit) | 1,991 | (873) | (3,781) | (6,333) | (8,756) |
| ***Total parent entity interest*** | ***17,568*** | ***19,218*** | ***16,819*** | ***14,779*** | ***12,872*** |
| **Total equity** | **17,568** | **19,218** | **16,819** | **14,779** | **12,872** |

Prepared on Australian Accounting Standards basis.

\*Equity is the residual interest in assets after deduction of liabilities.

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2021­22)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2021** |  |  |  |  |
| Balance carried forward from  previous period | 1,991 | 29 | 15,548 | 17,568 |
| ***Adjusted opening balance*** | ***1,991*** | ***29*** | ***15,548*** | ***17,568*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | (2,864) | – | – | (2,864) |
| ***Total comprehensive income*** | ***(2,864)*** | ***–*** | ***–*** | ***(2,864)*** |
| **Transactions with owners** |  |  |  |  |
| ***Contributions by owners*** |  |  |  |  |
| Departmental Capital Budget | – | – | 4,514 | 4,514 |
| ***Sub-total transactions with***  ***owners*** | ***–*** | ***–*** | ***4,514*** | ***4,514*** |
| **Estimated closing balance as at**  **30 June 2022** | **(873)** | **29** | **20,062** | **19,218** |
| **Closing balance attributable to**  **the Australian Government** | **(873)** | **29** | **20,062** | **19,218** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 82,410 | 71,157 | 68,895 | 70,340 | 70,351 |
| Sale of goods and rendering of  services | 810 | 1,690 | – | – | – |
| ***Total cash received*** | ***83,220*** | ***72,847*** | ***68,895*** | ***70,340*** | ***70,351*** |
| **Cash used** |  |  |  |  |  |
| Employees | 44,366 | 43,501 | 44,628 | 45,207 | 45,522 |
| Suppliers | 30,208 | 26,838 | 21,639 | 22,400 | 22,027 |
| Interest payments on lease liability | 175 | 149 | 123 | 96 | 68 |
| Other | 3,559 | – | – | – | – |
| ***Total cash used*** | ***78,308*** | ***70,488*** | ***66,390*** | ***67,703*** | ***67,617*** |
| **Net cash from/(used by)**  **operating activities** | **4,912** | **2,359** | **2,505** | **2,637** | **2,734** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant and  equipment and intangibles | 3,880 | 4,514 | 509 | 512 | 516 |
| ***Total cash used*** | ***3,880*** | ***4,514*** | ***509*** | ***512*** | ***516*** |
| **Net cash from/(used by)**  **investing activities** | **(3,880)** | **(4,514)** | **(509)** | **(512)** | **(516)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Contributed equity | 3,880 | 4,514 | 509 | 512 | 516 |
| ***Total cash received*** | ***3,880*** | ***4,514*** | ***509*** | ***512*** | ***516*** |
| **Cash used** |  |  |  |  |  |
| Principal payments on lease liability | 2,258 | 2,380 | 2,505 | 2,637 | 2,734 |
| ***Total cash used*** | ***2,258*** | ***2,380*** | ***2,505*** | ***2,637*** | ***2,734*** |
| **Net cash from/(used by)**  **financing activities** | **1,622** | **2,134** | **(1,996)** | **(2,125)** | **(2,218)** |
| **Net increase/(decrease) in cash**  **held** | **2,654** | **(21)** | **–** | **–** | **–** |
| Cash and cash equivalents at the  beginning of the reporting period | 329 | 2,983 | 2,962 | 2,962 | 2,962 |
| **Cash and cash equivalents at**  **the end of the reporting period** | **2,983** | **2,962** | **2,962** | **2,962** | **2,962** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget – Bill 1 (DCB) | 3,880 | 4,514 | 509 | 512 | 516 |
| **Total new capital appropriations** | **3,880** | **4,514** | **509** | **512** | **516** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *3,880* | *4,514* | *509* | *512* | *516* |
| ***Total items*** | ***3,880*** | ***4,514*** | ***509*** | ***512*** | ***516*** |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded by capital appropriations  – DCB (a) | 3,880 | 4,514 | 509 | 512 | 516 |
| **TOTAL** | **3,880** | **4,514** | **509** | **512** | **516** |
| **RECONCILIATION OF CASH**  **USED TO ACQUIRE ASSETS**  **TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 3,880 | 4,514 | 509 | 512 | 516 |
| **Total cash used to acquire assets** | **3,880** | **4,514** | **509** | **512** | **516** |

Prepared on Australian Accounting Standards basis.

1. Includes purchases from current and previous years’ departmental capital budgets.

Table 3.6: Statement of departmental asset movements (Budget year 2021­22)

|  | Buildings | Other | Total |
| --- | --- | --- | --- |
|  |  | property, |  |
|  |  | plant and |  |
|  |  | equipment |  |
|  | $'000 | $'000 | $'000 |
| **As at 1 July 2021** |  |  |  |
| Gross book value | 13,668 | 2,370 | 16,038 |
| Gross book value – ROU assets | 18,579 | – | 18,579 |
| Accumulated depreciation/amortisation and  impairment | (3,468) | (1,025) | (4,493) |
| Accumulated depreciation/amortisation and  impairment – ROU assets | (5,050) | – | (5,050) |
| **Opening net book balance** | **23,729** | **1,345** | **25,074** |
| **Capital asset additions** |  |  |  |
| **Estimated expenditure on new**  **or replacement assets** |  |  |  |
| By purchase - appropriation  ordinary annual services (a) | 4,012 | 502 | 4,514 |
| **Total additions** | **4,012** | **502** | **4,514** |
| **Other movements** |  |  |  |
| Depreciation/amortisation expense | (2,170) | (510) | (2,680) |
| Depreciation/amortisation on ROU assets | (2,564) | – | (2,564) |
| **Total other movements** | **(4,734)** | **(510)** | **(5,244)** |
| **As at 30 June 2022** |  |  |  |
| Gross book value | 17,680 | 2,872 | 20,552 |
| Gross book value – ROU assets | 18,579 | – | 18,579 |
| Accumulated depreciation/amortisation and  impairment | (5,638) | (1,535) | (7,173) |
| Accumulated depreciation/amortisation and  impairment – ROU assets | (7,614) | – | (7,614) |
| **Closing net book balance** | **23,007** | **1,337** | **24,344** |

Prepared on Australian Accounting Standards basis.

1. 'Appropriation ordinary annual services' refers to funding provided through Appropriation Bill (No.1) 2021-22 for depreciation/amortisation expenses, DCB or other operational expenses.

Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

|  | 2019-20 | 2020­21 | 2021­22 | 2022-23 | 2023-24 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Suppliers | 500 | – | – | – | – |
| Grants | 3,500 | 5,452 | 4,570 | 4,643 | 4,713 |
| **Total expenses administered**  **on behalf of Government** | **4,000** | **5,452** | **4,570** | **4,643** | **4,713** |
| **Net (cost of)/contribution**  **by services** | **4,000** | **5,452** | **4,570** | **4,643** | **4,713** |
| **Surplus/(deficit)** | **(4,000)** | **(5,452)** | **(4,570)** | **(4,643)** | **(4,713)** |
| **Total comprehensive**  **income/(loss)** | **(4,000)** | **(5,452)** | **(4,570)** | **(4,643)** | **(4,713)** |

Prepared on Australian Accounting Standards basis.

Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Trade and other receivables | 211 | 211 | 211 | 211 | 211 |
| ***Total financial assets*** | ***211*** | ***211*** | ***211*** | ***211*** | ***211*** |
| **Total assets administered on**  **behalf of Government** | **211** | **211** | **211** | **211** | **211** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 96 | 96 | 96 | 96 | 96 |
| Grants | 10 | 21 | 21 | 21 | 21 |
| ***Total payables*** | ***106*** | ***117*** | ***117*** | ***117*** | ***117*** |
| **Total liabilities administered on**  **behalf of Government** | **106** | **117** | **117** | **117** | **117** |
| **Net assets/(liabilities)** | **105** | **94** | **94** | **94** | **94** |

Prepared on Australian Accounting Standards basis.

Table 3.9: Schedule of budgeted administered cash flow (for the period ended  
30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Grants | 3,490 | 5,441 | 4,570 | 4,643 | 4,713 |
| Suppliers | 500 | – | – | – | – |
| ***Total cash used*** | ***3,990*** | ***5,441*** | ***4,570*** | ***4,643*** | ***4,713*** |
| **Net cash from/(used by)**  **operating activities** | **(3,990)** | **(5,441)** | **(4,570)** | **(4,643)** | **(4,713)** |
| ***Net increase/(decrease)***  ***in cash held*** | ***(3,990)*** | ***(5,441)*** | ***(4,570)*** | ***(4,643)*** | ***(4,713)*** |
| Cash and cash equivalents at  beginning of reporting period | – | – | – | – | – |
| Cash from the Official  Public Account for: |  |  |  |  |  |
| – Appropriations | 3,990 | 5,441 | 4,570 | 4,643 | 4,713 |
| *Total cash from the Official*  *Public Account* | *3,990* | *5,441* | *4,570* | *4,643* | *4,713* |
| **Cash and cash equivalents at end**  **of reporting period** | **–** | **–** | **–** | **–** | **–** |

Prepared on Australian Accounting Standards basis.

Department o

Services Australia

Entity resources and planned performance

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Services Australia

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# Services Australia

## **Section 1****: Entity overview and resources**

### 1.1 Strategic direction statement

Services Australia’s purpose is to support Australians by delivering high-quality, accessible services and payments on behalf of Government.

Services Australia is committed to making government services simple so people can get on with their lives. To achieve this vision, Services Australia is focusing on transformation and modernisation, building the capacity and structures for sustained change to deliver streamlined customer services seamlessly and efficiently.

Services Australia is making changes across its business, collaborating with policy agencies, the community and third parties to improve the systems that support Australians, while continuing to provide its extensive services and payments to its customers.

Services Australia will continue on its transformation journey in 2021–22 to modernise and grow its capabilities, and accelerate progress made during the COVID‑19 pandemic crisis. Services Australia will continue to support the Australian Government’s response to the COVID-19 pandemic, including the vaccine rollout.

**Key priorities for 2021-22**

**Service Delivery Modernisation**

Services Australia is focused on improving the customer experience and delivering services that are simple, helpful, respectful and transparent. Recognising that customers have preferences for how they access services, Services Australia is transforming its service offer across each of its major service delivery channels: digital, face-to-face and telephony.

**Technology Foundations**

Services Australia is improving technology and systems through transformation projects and investment in core technology enablers. Key transformation programs of work, such as Welfare Payment Infrastructure Transformation, Health Delivery Modernisation, Aged Care and enhanced myGov will assist Services Australia in achieving its vision: to make government services simple so people can get on with their lives. Services Australia will provide common reusable capability across government initiatives.

**Organisational Health**

Strong agency capability is essential in delivering on government commitments, and transforming the organisation. Through focusing on organisational health, Services Australia is working to ensure it can meet future customer needs and continue to deliver essential services that Australians rely on. Services Australia is scaling and growing its surge capacity, building on lessons learned during the COVID-19 pandemic, to better respond to peak workload periods.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing.*

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses for Outcome 1’ table in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

The Average Staffing Level represents the average number of paid staff directly employed by Services Australia (full time, part time and casual). Services Australia’s total workforce is a blended workforce, comprising Average Staffing Level, contracted staff and people employed by outsourced providers, which provides Services Australia flexibility in meeting demand for services.

Table 1.1: Services Australia resource statement – Budget estimates for 2021­22 as at Budget May 2021

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Departmental** |  |  |
| Prior year appropriations available (a) | *1,098,485* | 1,298,228 |
| Annual appropriations – ordinary annual services (b, c) |  |  |
| Departmental appropriation | *5,109,957* | 4,535,555 |
| s74 External Revenue (d) | *271,903* | 256,401 |
| Departmental Capital Budget (e) | *195,567* | 194,711 |
| Annual appropriations – other services – non-operating |  |  |
| Equity injection (f) | *218,985* | 286,005 |
| Total departmental annual appropriations | *5,796,412* | 5,272,672 |
| ***Total departmental resourcing*** | ***6,894,897*** | ***6,570,900*** |
| **Administered** |  |  |
| Annual appropriations – ordinary annual services (b, c) |  |  |
| Prior year appropriations available | *4,699* | 3,329 |
| Outcome 1 | *1,660* | 1,688 |
| s74 retained receipts (g) | *1,660* | 1,688 |
| Total administered annual appropriations | *8,019* | 6,705 |
| Total administered special appropriations | *600* | 600 |
| Special accounts |  |  |
| Opening balance | *159,979* | 159,979 |
| Appropriation receipts (h) | *1,660* | 1,688 |
| Non-appropriation receipts (i) | *1,977,050* | 2,015,478 |
| Adjustments (j) | *47,841* | 48,674 |
| Total special account receipts | *2,186,530* | 2,225,819 |
| *less administered appropriations drawn from annual/special*  *appropriations and credited to special accounts* (h) | *1,660* | *1,688* |
| ***Total administered resourcing*** | ***2,193,489*** | ***2,231,436*** |
| **Total resourcing for Services Australia** | ***9,088,386*** | **8,802,336** |
|  |  |  |
|  | *2020-21* | 2021-22 |
| **Average staffing level (number)** | *27,637* | 26,838 |

All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

Prepared on a resourcing (that is, appropriations available) basis.

1. The prior year appropriations available excludes $175.8 million, related to the quarantine of unspent annual appropriations under *Appropriation Act (No. 5) 2019-2020*.
2. 2020-21 Estimated actual includes *Supply Act (No. 1) 2020-2021, Appropriation Act (No. 1) 2020-2021*, and *Appropriation Act (No. 3) 2020-2021*.
3. 2021-22 Estimate includesAppropriation Bill (No. 1) 2021-2022.
4. Estimated external revenue receipts under section 74 of the PGPA Act.
5. The Departmental Capital Budget (DCB) appropriation is not separately identified in Appropriation Bill (No.1) 2021-22 and forms part of ordinary annual service items.
6. 2021-22 Estimate includes Appropriation Bill (No. 2) 2021-2022.
7. Administered repayments received by Services Australia.
8. Amounts credited to special accounts from annual administered appropriations relating to Child Support.
9. Non-appropriation receipts comprise: receipts from non-custodial parents through the Child Support special account; deposits for recovery of compensation; and Departure Prohibition Order receipts.
10. The available balance of the Child Support special account is adjusted under section 77 of the *Child Support (Registration and Collection) Act 1988* (Child Support Act) for deductions made by employers but not yet received; and under section 78 of the Child Support Act for unexplained remittances not yet credited.

Table 1.1: Services Australia resource statement – Budget estimates for 2021­22 as at Budget May 2021 (continued)

Third-party payments from and on behalf of other entities

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Australian Trade and Investment Commission (Austrade)** |  |  |
| Programs to promote Australia's exports and other international  economic interests – COVID-19 Consumer Travel Support Payment | *257,876* | – |
| **Total** | ***257,876*** | **–** |
| **Department of Agriculture, Water and the Environment** |  |  |
| Special appropriation – *Farm Household Support Act 2014* s105  payments for Farm Household Allowance and Exceptional  circumstances relief payments | *200,775* | 157,716 |
| **Total** | ***200,775*** | **157,716** |
| **Department of Education, Skills and Employment** |  |  |
| Special appropriation – *A New Tax System (Family Assistance)*  *(Administration) Act 1999* |  |  |
| Child Care Subsidy | *8,425,551* | 9,449,007 |
| Additional Child Care Subsidy | *122,852* | – |
| Community Child Care Fund – Special Circumstances | *944,916* | – |
| Annual appropriation |  |  |
| PaTH Internship Supplement | *10,000* | 10,000 |
| **Total** | ***9,503,319*** | **9,459,007** |
| **Department of Foreign Affairs and Trade** |  |  |
| Annual Appropriation |  |  |
| MH17 Family Support Package | *304* | 307 |
| **Total** | ***304*** | **307** |
| **Department of Health** |  |  |
| Special account – Medicare Guarantee Fund |  |  |
| Medical Benefits | *28,276,519* | 28,936,028 |
| Pharmaceutical Benefits | *13,171,997* | 13,582,173 |
| Special appropriation – *Private Health Insurance Act 2007* | *6,404,559* | 6,493,193 |
| Special appropriation – *Dental Benefits Act 2008* | *336,308* | 338,908 |
| Special appropriation – *National Health Act 1953* – Aids and  Appliances | *91,078* | 91,082 |
| Special appropriation – *Medical Indemnity Agreement Act 2002* | *95,491* | 102,327 |
| Special account – Australian Immunisation Register | *9,820* | 9,819 |
| Special appropriation – *Midwife Professional Indemnity*  *(Commonwealth Contribution) Scheme Act 2010* | *3,257* | 3,787 |
| Special appropriation – *Aged Care Act 1997* | *18,113,751* | 19,798,592 |
| Special appropriation – *National Health Act 1953* – Continence Aids  Assistance Scheme | *90,900* | 89,527 |
| Special appropriation – *Public Governance, Performance and*  *Accountability Act 2013* s77 | *2,000* | 2,000 |
| Annual appropriation |  |  |
| Pharmaceutical Benefits | *18,194* | 12,073 |
| Health Workforce | *515,826* | 529,984 |
| Medical Benefits | *89,755* | 86,709 |
| Medical Indemnity | *242* | 242 |
| Primary Care Practice Incentives | *449,398* | 475,431 |
| Primary Health Care Quality and Coordination | *850,444* | 794,084 |

Table 1.1: Services Australia resource statement – Budget estimates for 2021­22 as at Budget May 2021 (continued)

Third-party payments from and on behalf of other entities

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| **Department of Health (continued)** |  |  |
| Preventative Health and Chronic Disease | *500* | 500 |
| Hearing Services | *599,152* | 435,653 |
| **Total** | ***69,119,191*** | **71,782,112** |
| **Department of Home Affairs** |  |  |
| Special appropriation – *Social Security (Administration) Act 1999* |  |  |
| Australian Victim of Terrorism Overseas Payment | *900* | – |
| Disaster Recovery Allowance | *31,812* | – |
| Disaster Recovery Payment | *411,462* | – |
| Annual appropriation |  |  |
| Ex gratia assistance – New Zealand citizens | *3,948* | – |
| Asylum Seeker Support | *35,154* | 33,354 |
| Back to School Payment | *482* | – |
| Pandemic Leave Disaster Payment | *34,346* | – |
| **Total** | ***518,104*** | **33,354** |
| **Department of Infrastructure, Transport, Regional**  **Development and Communications** |  |  |
| Annual appropriation |  |  |
| Bass Strait Passenger Vehicle Equalisation Scheme | *52,254* | 53,195 |
| Tasmanian Freight Equalisation Scheme | *174,759* | 175,847 |
| **Total** | ***227,013*** | **229,042** |
| **Department of Social Services** |  |  |
| Special appropriation – *Social Security (Administration) Act 1999* | *126,963,901* | 106,561,074 |
| Special appropriation – *A New Tax System (Family Assistance)*  *(Administration) Act 1999* | *19,232,159* | 18,549,830 |
| Special appropriation – *Paid Parental Leave Act 2010* | *2,253,512* | 2,285,731 |
| Special appropriation – *Student Assistance Act 1973* | *476,706* | 381,843 |
| Special appropriations – *National Redress Scheme for Institutional*  *Child Sexual Abuse Act 2018* | *318,054* | 361,442 |
| Annual administered appropriation | *7,363* | 7,367 |
| **Total** | ***149,251,695*** | **128,147,287** |
| **Department of Veterans' Affairs** |  |  |
| Special appropriation – *Veterans’ Entitlements Act 1986*  and related acts | *2,923,826* | 2,768,332 |
| Special appropriation – *Military Rehabilitation and Compensation*  *Act 2004* | *143,142* | 164,212 |
| Special appropriation – *Safety, Rehabilitation and Compensation*  *Act 1988* | *8,111* | 7,196 |
| Special appropriation – *Australian Participants in British Nuclear*  *Tests (Treatment) Act 2006* | *11,195* | 11,439 |
| **Total** | ***3,086,274*** | **2,951,179** |
| **Total payments made on behalf of other entities** | ***232,164,551*** | **212,760,148** |

This table has been prepared on a resourcing (i.e. appropriation available) basis.

Table 1.1: Services Australia resource statement – Budget estimates for 2021­22 as at Budget May 2021 (continued)

Payments made to related entities for the provision of services

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
|  |  |  |
| Australian Postal Corporation | *50,144* | 41,323 |
| Comcare | *14,800* | 15,337 |
| Commonwealth Superannuation Corporation | *5,388* | 5,437 |
| Department of Finance | *9,818* | 11,689 |
| Department of Home Affairs | *1,850* | 1,866 |
| Department of Social Services | *751* | 1,479 |
| Digital Transformation Agency | *84,681* | 55,398 |
| Reserve Bank of Australia | *12,550* | 12,663 |
| Other | *–* | 2,913 |
| **Total payments to related entities for the provision of services** | ***179,982*** | **148,105** |

Revenue received from related entities for the provision of services (s74 Revenue)

|  | *2020­21* | 2021­22 |
| --- | --- | --- |
|  | *Estimated* | Estimate |
|  | *actual* |  |
|  | *$'000* | $'000 |
| Australian Bureau of Statistics | *978* | 13,031 |
| Australian Digital Health Agency | *16,500* | 20,700 |
| Australian Electoral Commission | *176* | 6,589 |
| Australian Taxation Office | *10,448* | 10,462 |
| Department of Education, Skills and Employment | *10,826* | 4,723 |
| Department of Foreign Affairs and Trade | *177* | 7,923 |
| Department of Health | *4,268* | 2,190 |
| Department of Home Affairs | *1,202* | 1,634 |
| Department of Social Services | *9,035* | 8,658 |
| Department of Veterans' Affairs | *67,811* | 69,881 |
| National Disability Insurance Agency | *75,105* | 75,623 |
| NDIS Quality and Safeguards Commission | *10,593* | 9,726 |
| Other | *1,594* | 1,562 |
| **Total revenue received from related entities for the provision**  **of services** | ***208,713*** | **232,702** |

### 1.3 Budget measures

Budget measures relating to Services Australia are detailed in Budget Paper No. 2 and are summarised below.

Table 1.2: Services Australia 2021­22 Budget measures (a)  
Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO)

| Program | | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Payment measures** |  |  |  |  |  |  |
| **Services Australia** |  |  |  |  |  |  |
| Provision of Remote Services – continuation | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 24,736 | 24,758 | 24,853 | 24,949 |
| **Cross Portfolio** |  |  |  |  |  |  |
| Commonwealth’s Deregulation Agenda | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 130 | 3,727 | 232 | 191 |
| COVID-19 Response Package – aviation and  tourism support – continued | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 473 | 527 | – | – | – |
| GovERP – Common Corporate Australian  Public Service System (b) | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | nfp | nfp | – | – |
| Women’s Economic Security Package | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 211 | 13,451 | 2,449 | 2,334 | – |
| Women's Safety | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 5,795 | 5,800 | 5,823 | – |
| Digital Economy Strategy | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 92,965 | 80,483 | – | – |
| **Department of Agriculture, Water**  **and the Environment** |  |  |  |  |  |  |
| Drought response, Resilience and  Preparedness Plan – continued  support | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 5,991 | 4,367 | 992 | – |
| **Department of Education, Skills**  **and Employment** |  |  |  |  |  |  |
| New Employment Services Model | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 32,347 | 3,608 | 1,133 | 1,132 |

Table 1.2: Services Australia 2021­22 Budget measures  
Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO) (continued)

| Program | | 2020-21  $'000 | 2021-22  $'000 | 2022-23  $'000 | 2023-24  $'000 | 2024-25  $'000 |
| --- | --- | --- | --- | --- | --- | --- |
| **Department of Health** (c) |  |  |  |  |  |  |
| Guaranteeing Medicare – improving diagnostic  imaging | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | (20) | (33) | (35) | (38) |
| COVID-19 Response Package  – guaranteeing Medicare and access  to medicines – extension | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 2,740 | 3,129 | – | – | – |
| Aged Care – Government response to the  Royal Commission into Aged Care Quality  and Safety – home care | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 19,221 | 18,676 | 17,895 | 17,964 |
| Improving Access to Medicines  – Pharmaceutical Benefits Scheme  new and amended Listings | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 581 | 538 | 492 | 491 | 498 |
| Aged Care – Government response to the  Royal Commission into Aged Care Quality and  Safety – residential aged care services and  sustainability | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 380 | 12,411 | 22,089 | 11,091 | 10,119 |
| Mental Health | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 1,115 | 846 | 316 | 330 |
| Primary Care | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 133 | 367 | 455 | 456 |
| Guaranteeing Medicare – strengthening the  rural health workforce | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 54 | 930 | – | – | – |
| Guaranteeing Medicare – dental  health services | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | – | – | – | – |
| Aged Care – Government response to the  Royal Commission into Aged Care Quality  and Safety – workforce | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 8,840 | 7,299 | 2,109 | 2,117 |

Table 1.2: Services Australia 2021­22 Budget measures  
Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO) (continued)

| Program | | 2020-21  $'000 | 2021-22  $'000 | 2022-23  $'000 | 2023-24  $'000 | 2024-25  $'000 |
| --- | --- | --- | --- | --- | --- | --- |
| **Department of Health (continued)** (c) |  |  |  |  |  |  |
| Guaranteeing Medicare – changes to the  Medicare Benefits Schedule | 1.2 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 401 | 1,321 | (696) | (1,228) |
| Aged Care – Government response to the  Royal Commission into Aged Care Quality  and Safety – residential aged care quality  and safety | 1.2 |  |  |  |  |  |
| Departmental payments |  | – | 3,410 | 2,813 | – | – |
| **Department of Home Affairs** |  |  |  |  |  |  |
| Migration Program – 2021-22 planning levels | 1.1 |  |  |  |  |  |
| Departmental payments |  | – | 9 | 7 | (3) | (8) |
| **Department of Infrastructure, Transport,**  **Regional Development and**  **Communications** |  |  |  |  |  |  |
| Tasmanian Freight Equalisation Scheme  – imports assistance | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 7,056 | 4,683 | 4,757 | 5,061 |
| **Department of Social Services** |  |  |  |  |  |  |
| Enhancing Welfare Integrity Arrangements | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 708 | 8,816 | 7,230 | (2,690) | (2,687) |
| Increasing the Flexibility of the Pension Loans  Scheme | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 9,007 | 4,749 | 3,078 | 2,237 |
| Social Security Agreements – Republic of  Serbia and Bosnia-Herzegovina | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 133 | 8,579 | 832 | 272 |
| Apply a Consistent Four-Year Newly Arrived  Resident's Waiting Period Across Payments | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 775 | 8,509 | 985 | (1,453) | (4,005) |
| Higher Education – additional support for  tertiary and international education providers | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 24 | 507 | – | – | – |
| Cashless Debit Card – Jobs Fund and Income  Management extension (d) | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | nfp | nfp | nfp | nfp |

Table 1.2: Services Australia 2021­22 Budget measures  
Measures announced since the 2020-21 Mid-Year Economic and Fiscal Outlook (MYEFO) (continued)

| Program | | 2020-21  $'000 | 2021-22  $'000 | 2022-23  $'000 | 2023-24  $'000 | 2024-25  $'000 |
| --- | --- | --- | --- | --- | --- | --- |
| Increased support for unemployed Australians | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | 14,139 | 10,315 | 11,215 | 10,110 | 9,753 |
| **Department of Veterans' Affairs** |  |  |  |  |  |  |
| Department of Veterans' Affairs – additional  resourcing | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | – | 20,007 | 4,343 | 559 | 561 |
| **National Indigenous Australians Agency** |  |  |  |  |  |  |
| New Remote Jobs Program | 1.1 |  |  |  |  |  |
| Administered payments |  | – | – | – | – | – |
| Departmental payments |  | (4,629) | 2,842 | (1,338) | 7,747 | (1,455) |
| **Total payment measures** |  |  |  |  |  |  |
| Administered |  | – | – | – | – | – |
| Departmental |  | 15,456 | 293,251 | 219,515 | 89,930 | 66,219 |
| **Total** |  | **15,456** | **293,251** | **219,515** | **89,930** | **66,219** |

Prepared on a Government Finance Statistics (Underlying Cash) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

1. Unless otherwise noted, measures are listed by lead entity and the full measure descriptions appear in *Budget Paper No. 2* under the relevant portfolio.
2. The financial implications for the *GovERP – Common Corporate Australian Public Service System* measure are not for publication due to commercial-in-confidence sensitivities.
3. The *Budget Paper No. 2* includes the *COVID-19 Response Package – vaccine purchases and rollout* measure which does not appear in this table. This measure was previously published in the Portfolio Additional Estimates Statements 2020-21 Social Services Portfolio as *COVID-19 Vaccine Implementation and Rollout* – refer Table 1.2, page 112.
4. The financial implications for the *Cashless Debit Card – Jobs Fund and Income Management extension* measure are not for publication due to commercial-in-confidence sensitivities.

## **Section 2: Outcomes and planned performance**

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports – to provide a complete picture of an entity’s planned and actual performance.

The most recent corporate plan and annual performance statement for Services Australia can be found at: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au).

**Revisions to outcome statements and programs**

**Table 2: Changes to outcomes and program structure since last portfolio statements: Outcome statement changes**

| **Outcome 1 Statement** | *Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience.* |
| --- | --- |
| Old Statement: | Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery. |

**Description of change**

Services Australia is transitioning to a new outcome statement and key activity structure for performance reporting, which better reflects its journey to become a leader in government service delivery, focused on customer experience. The key activity structure provides the following benefits:

* it reflects Services Australia as one agency, one workforce;
* it provides stronger alignment of Services Australia’s functions, accountabilities, budget, and performance measures; and
* over time, it will reflect the movement from face-to-face and telephony customer services, to the provision of digital customer services.

Services Australia will report against a new key activity structure and the current program structure and deliverables as reported within Services Australia’s 2020‑21 Budget and Additional Estimates Statements. There is no change to Services Australia’s financial reporting arrangements.

**Summary of Services Australia’s Key Activities**

| **Key Activity** | **Title** | **Description** |
| --- | --- | --- |
| 1 | Strategy and Corporate Enabling | Sets Services Australia’s strategic direction and delivers corporate functions including finance, human resources, audit, legal services, property, procurement and shared services. |
| 2 | Customer Service Delivery | Designs and delivers a range of government services to Australians through a range of service delivery channels including face-to-face, telephony and digital, and protects the integrity of government outlays. |
| 3 | Technology and Transformation | Provision of a robust information and communication technology network and delivers major transformation projects, including ICT shared services. |

### 2.1 Budgeted expenses and performance for Outcome 1

Services Australia has updated its outcome statement for 2021-22 to better represent it as a single, customer-focused service delivery entity. This new outcome supports Services Australia’s purpose statement (as expressed in the Services Australia Corporate Plan) ‘*to support Australians by efficiently delivering high quality, accessible services and payments on behalf of Government*’, with a focus on improving technology and systems through transformation projects and investment in core enablers to support easy to access services for our customers.

| **Outcome 1:**  **Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience.** |
| --- |

Linked programs

| **Australian Digital Health Agency** |
| --- |
| **Program**   * Program 1.1 – Digital Health |
| **Australian Taxation Office** |
| **Programs**   * Program 1.1 – Australian Tax Office * Program 1.12 – Private Health Insurance Rebate |
| **Australian Transaction Reports and Analysis Centre** |
| **Program**   * Program 1.1 – AUSTRAC |
| **Australian Trade and Investment Commission (Austrade)** |
| **Program**   * Program 1.2 – Austrade |
| **Department of Agriculture, Water and the Environment** |
| **Program**   * Program 3.12 – Rural Programmes |

#### Linked programs for Outcome 1 (continued)

| **Department of Education, Skills and Employment** |
| --- |
| **Programs**   * Program 1.1 – Support for the Child Care System * Program 1.2 – Child Care Subsidy * Program 3.1 – Building Skills and Capability * Program 4.1 – Employment Services |
| **Department of Foreign Affairs and Trade** |
| **Programs**   * Program 2.1 – Consular Services * Program 2.2 – Passport Services |
| **Department of Health** |
| **Programs**   * Program 1.1 – Health Research, Coordination and Access * Program 1.3 – Aboriginal and Torres Strait Islander Health * Program 1.4 – Health Workforce * Program 1.5 – Preventive Health and Chronic Disease Support * Program 1.6 – Primary Health Care Quality and Coordination * Program 1.7 – Primary Care Practice Incentives and Medical Indemnity * Program 1.9 – Immunisation * Program 2.1 – Medical Benefits * Program 2.2 – Hearing Services * Program 2.3 – Pharmaceutical Benefits * Program 2.4 – Private Health Insurance * Program 2.5 – Dental Services * Program 2.6 – Health Benefit Compliance * Program 2.7 – Assistance through Aids and Appliances * Program 3.2 – Aged Care Services |

#### Linked programs for Outcome 1 (continued)

| **Department of Home Affairs** |
| --- |
| **Programs**   * Program 1.2 – National Security and Criminal Justice * Program 1.6 – Emergency Management * Program 2.3 – Refugee, Humanitarian, Settlement and Migrant Services * Program 2.5 – Multicultural Affairs and Citizenship * Program 3.5 – Onshore Compliance and Detention |
| **Department of Infrastructure, Transport, Regional Development and Communications** |
| **Program**   * Program 2.1 – Surface Transport |
| **Department of Social Services** |
| **Programs**   * Program 1.1 – Family Assistance * Program 1.2 – Support for Seniors * Program 1.3 – Financial Support for People with Disability * Program 1.4 – Financial Support for Carers * Program 1.5 – Working Age Payments * Program 1.6 – Student Payments * Program 2.1 – Families and Communities * Program 3.1 – Disability and Carers * Program 3.2 – National Disability Insurance Scheme |
| **Department of Veterans’ Affairs** |
| **Programs**   * Program 1.1 – Veterans' Income Support and Allowances * Program 2.1 – General Medical Consultations and Services * Program 2.2 – Veterans' Hospital Services * Program 2.3 – Veterans' Pharmaceuticals Benefits * Program 2.4 – Veterans' Community Care and Support * Program 2.5 – Veterans' Counselling and Other Health Services * Program 2.6 – Military Rehabilitation and Compensation Acts – Health and Other Care Services |

#### Linked programs for Outcome 1 (continued)

| **National Disability Insurance Agency** |
| --- |
| **Programs**   * Program 1.1 – Reasonable and necessary support for participants * Program 1.3 – Agency costs |
| **National Indigenous Australians Agency** |
| **Program**   * Program 1.1 – Indigenous Advancement – Jobs, Land and the Economy |
| **Organ and Tissue Authority** |
| **Program**   * Program 1.1 – A Nationally Coordinated System for Organ and Tissue Donation for Transplantation |
| **Professional Services Review** |
| **Program**   * Program 1.1 – Safeguarding the Integrity of the Medicare Program and Pharmaceutical Benefits Scheme |
| **Contribution made by Outcome 1** Outcome 1 contributes to the linked programs above by the provision of a range of information, services and payments on behalf of the entities listed within Australia and where applicable, overseas*.* |

Budgeted expenses for Outcome 1 – Key Activities

As outlined in Section 2, Services Australia is reporting its budget and performance measures against a new key activity structure (which reflects Services Australia as one agency, one workforce, and provides alignment between functions, accountabilities, budgets, and performance measures), and the current program structure.

Table 2.1.1 below shows Services Australia’s 2021‑22 expenses (on an accrual basis) to achieve its outcome and key activities by Administered and Departmental funding sources.

**Table 2.1.1: Budgeted Expenses for Outcome 1 – Key Activities**

| **Services Australia Outcome Statement** | | |
| --- | --- | --- |
| Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience.  Departmental Expenses: $5,224.9 million  Administered Expenses: $1,767.9 million | | |
| **Key Activity 1** | **Key Activity 2** | **Key Activity 3** |
| **Strategy and Corporate Enabling** | **Customer Service Delivery** | **Technology and Transformation** |
| Departmental Expenses:  $943.3 million | Departmental Expenses:  $2,691.6 million  Administered Expenses:  $1,767.9 million | Departmental Expenses:  $1,590.0 million |
| **Key Activity Purpose** | | |
| Sets Services Australia’s strategic direction and delivers corporate functions including finance, human resources, audit, legal services, property, procurement andshared services. | Designs and delivers a range of government services to Australians through a range of service delivery channels including face-to-face, telephony and digital, and protects the integrity of government outlays. | Provision of a robust information and communication technology network and delivers major transformation projects, including ICT shared services. |

**Performance criteria for Outcome 1 – Key Activities**

Services Australia has prepared seven new performance measures designed to reflect it as an executive agency established to deliver a broad range of services on behalf of Government. They align with the Services Australia focus on customer centricity and one agency, one workforce, and provide an ability to continue to measure performance even as the range of services it delivers, grows and changes.

The new performance measures are designed to be scalable and to demonstrate service delivery performance and customer experience, across the range of payments and services.

To ensure transparency, Services Australia is including and will report performance against all criteria included in the 2021‑22 Social Services Portfolio Budget Statements.

Table 2.1.2 below details the performance criteria for each key activity associated with Outcome 1.

**Table 2.1.2: Performance criteria for Outcome 1 – Key Activities**

| **Outcome 1** – Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience. | | | | |
| --- | --- | --- | --- | --- |
| **Key Activities performance information for 2021-22 and beyond** | | | | |
| **Performance criteria** | **2021-22** | **2022-23** | **2023-24** | **2024-25** |
| **Key Activity 1 – Strategy and Corporate Enabling** | **Targets** | | | |
| Customer Satisfaction | ≥85 out  of 100 | ≥85 out  of 100 | ≥85 out  of 100 | ≥85 out  of 100 |
| Customer Trust | Establish a baseline during 2021‑22 | ≥ previous year result | ≥ previous year result | ≥ previous year result |
| **Key Activity 2 – Customer Service Delivery** | **Targets (per cent)** | | | |
| Payment Quality | ≥98 | ≥98 | ≥98 | ≥98 |
| Customers served within 15 minutes | ≥80 | ≥80 | ≥80 | ≥80 |
| Work processed within timeliness standards | ≥90 | ≥90 | ≥90 | ≥90 |

**Table 2.1.2: Performance criteria for Outcome 1 – Key Activities (continued)**

| **Outcome 1** – Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience. | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Performance criteria** | | **2021-22** | **2022-23** | **2023-24** | **2024-25** |
| **Key Activity 3 – Technology and Transformation** | | **Targets (per cent)** | | | |
| Availability of digital channels | | ≥98 | ≥98.5 | ≥99 | ≥99 |
| Self-managed work completed digitally | | ≥80 | ≥81 | ≥82 | ≥83 |
| **Purpose** | To support Australians by efficiently delivering high-quality, accessible services and payments on behalf of Government. | | | | |
| The Performance criteria outlined above contribute to the delivery of Programs 1.1, 1.2 and 1.3. | | | | | |

Budgeted expenses for Outcome 1 – Programs

Table 2.1.3 below shows how much the entity intends to spend (on an accrual basis) on achieving the outcome by program, as well as by Administered and Departmental funding sources.

Table 2.1.3: Budgeted expenses for Outcome 1 – Programs

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Program 1.1 – Services to the Community – Social Security and Welfare** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 3,745,711 | 3,145,451 | 2,614,475 | 2,379,525 | 2,369,989 |
| s74 External Revenue (a) | 198,927 | 220,920 | 195,782 | 196,200 | 195,702 |
| Expenses not requiring  appropriation in the  Budget year (b) | 596,766 | 617,588 | 549,645 | 525,509 | 481,668 |
| **Departmental Total** | **4,541,404** | **3,983,959** | **3,359,902** | **3,101,234** | **3,047,359** |
| **Total expenses for Program 1.1** | **4,541,404** | **3,983,959** | **3,359,902** | **3,101,234** | **3,047,359** |
| **Program 1.2 – Services to the Community – Health** | | | | | |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 580,582 | 655,651 | 528,587 | 506,703 | 518,902 |
| s74 External Revenue | 30,216 | 32,264 | 34,133 | 10,767 | 9,589 |
| Expenses not requiring  appropriation in the  Budget year (b) | 107,444 | 120,402 | 116,390 | 104,181 | 97,711 |
| **Departmental Total** | **718,242** | **808,317** | **679,110** | **621,651** | **626,202** |
| **Total expenses for Program 1.2** | **718,242** | **808,317** | **679,110** | **621,651** | **626,202** |
| **Program 1.3 – Child Support** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,661 | 1,690 | 1,715 | 1,741 | 1,768 |
| Special accounts |  |  |  |  |  |
| Child Support special account | 1,666,515 | 1,690,999 | 1,716,257 | 1,742,174 | 1,768,534 |
| Expenses not requiring  appropriation in the  Budget year (b) | 73,311 | 75,174 | 75,508 | 75,854 | 76,204 |
| **Administered Total** | **1,741,487** | **1,767,863** | **1,793,480** | **1,819,769** | **1,846,506** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 372,715 | 369,285 | 370,956 | 372,844 | 374,753 |
| s74 External Revenue | 1,700 | 1,700 | 1,700 | 1,700 | 1,700 |
| Expenses not requiring  appropriation in the  Budget year (b) | 65,129 | 61,597 | 59,475 | 56,109 | 51,471 |
| **Departmental Total** | **439,544** | **432,582** | **432,131** | **430,653** | **427,924** |
| **Total expenses for Program 1.3** | **2,181,031** | **2,200,445** | **2,225,611** | **2,250,422** | **2,274,430** |

Table 2.1.3: Budgeted expenses for Outcome 1 – Programs (continued)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 1 Totals by appropriation type** | | | | | |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services  (Appropriation Bill No. 1) | 1,661 | 1,690 | 1,715 | 1,741 | 1,768 |
| Special accounts |  |  |  |  |  |
| Child Support special account | 1,666,515 | 1,690,999 | 1,716,257 | 1,742,174 | 1,768,534 |
| Expenses not requiring  appropriation in the  Budget year (b) | 73,311 | 75,174 | 75,508 | 75,854 | 76,204 |
| **Administered Total** | **1,741,487** | **1,767,863** | **1,793,480** | **1,819,769** | **1,846,506** |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 4,699,008 | 4,170,387 | 3,514,018 | 3,259,072 | 3,263,644 |
| s74 External Revenue (a) | 230,843 | 254,884 | 231,615 | 208,667 | 206,991 |
| Expenses not requiring  appropriation in the  Budget year (b) | 769,339 | 799,587 | 725,510 | 685,799 | 630,850 |
| **Departmental Total** | **5,699,190** | **5,224,858** | **4,471,143** | **4,153,538** | **4,101,485** |
| **Total expenses for Outcome 1** | **7,440,677** | **6,992,721** | **6,264,623** | **5,973,307** | **5,947,991** |

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the Budget year as government priorities change.

1. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act, adjusted for $15.0 million per annum for the purchase of non-financial assets.
2. ‘Expenses not requiring appropriation in the Budget year’ is made up of depreciation, amortisation, resources received free of charge, write‑down and impairment of assets, and non‑cash adjustments to make-good provisions.

Performance criteria for Outcome 1 – Programs

Table 2.1.4 below details the performance criteria for each program associated with Outcome 1. As part of the transition to a new key activity structure for performance reporting, targets are included for the 2020-21 and 2021-22 financial years only.

Table 2.1.4 below sets out measures, some of which are also reflected in aggregate in the performance criteria for key activities (Table 2.1.2). In due course these performance measures may be removed from the Portfolio Budget Statements and instead used internally to monitor performance.

Table 2.1.4: Performance criteria for Outcome 1 – Programs

| **Outcome 1** – Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience. | | |
| --- | --- | --- |
| **Program 1.1 – Services to the Community ̶ Social Security and Welfare** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government. | | |
| **Delivery** | Services Australia provides social security and welfare payments and services to the community through service centres located across Australia, online services and smart centres. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customer satisfaction** | | |
| 2020­21 | Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100  *Year-end forecast: Not on track* |
| 2021­22 | Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100 |
| **Correct payments** | | |
| 2020­21 | Achievement of payment quality standards: Centrelink: delivery of correct customer payments. | Greater than or equal to 95 per cent  *Year-end forecast: On track* |
| Internal reviews: percentage of decision reviews requested by Centrelink customers finalised within standard. | Greater than or equal to 70 per cent  *Year-end forecast: On track* |
| Achievement of payment integrity standards: Centrelink: debt under recovery. | Greater than or equal to 60 per cent  *Year-end forecast: On track* |
| 2021­22 | Achievement of payment quality standards: Centrelink: delivery of correct customer payments. | Greater than or equal to 95 per cent |
| Internal reviews: percentage of decision reviews requested by Centrelink customers finalised within standard. | Greater than or equal to 70 per cent |

Table 2.1.4: Performance criteria for Outcome 1 – Programs (continued)

| **Program 1.1 – Services to the Community ̶ Social Security and Welfare** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Correct payments** | | |
| 2021­22 | Achievement of payment integrity standards: Centrelink: debt under recovery. | Greater than or equal to 60 per cent |
| **Ease and timeliness of service** | | |
| 2020­21 | Achievement of face-to-face service level standards: average wait time. | Less than or equal to 15 minutes  *Year-end forecast: On track* |
| Achievement of telephony service level standards: average speed of answer. | Less than or equal to 16 minutes  *Year-end forecast: On track* |
| Achievement of processing service level standards: claims processed within standard. | Greater than or equal to 82 per cent  *Year-end forecast: On track* |
| 2021­22 | Achievement of face-to-face service level standards: average wait time. | Less than or equal to 15 minutes |
| Achievement of telephony service level standards: average speed of answer. | Less than or equal to 16 minutes |
| Achievement of processing service level standards: claims processed within standard. | Greater than or equal to 82 per cent |
| **Customers interacting digitally** | | |
| 2020­21 | Achievement of digital service level standards: interactions completed through digital channels. | Greater than or equal to 5 per cent increase  *Year-end forecast: On track* |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent  *Year-end forecast: On track* |
| 2021­22 | Achievement of digital service level standards: interactions completed through digital channels. | Greater than or equal to 5 per cent increase |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent |
| **Purpose** | To support Australians by efficiently delivering high-quality, accessible services and payments on behalf of government. | |
| **Material changes to Program 1.1 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.4: Performance criteria for Outcome 1 – Programs (continued)

| **Program 1.2 – Services to the Community – Health** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government. | | |
| --- | --- | --- |
| **Delivery** | Services Australia provides health payments and services to the community and systems that support the delivery of services by providers and business through service centres located across Australia, online services and smart centres. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customer satisfaction** | | |
| 2020­21 | Satisfaction with Medicare provider service delivery: practitioners, pharmacists and practice managers. | Greater than or equal to 70 per cent  *Year-end forecast: On track* |
| Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100  *Year-end forecast: On track* |
| 2021­22 | Satisfaction with Medicare provider service delivery: practitioners, pharmacists and practice managers. | Greater than or equal to 70 per cent |
| Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100 |
| **Correct payments** | | |
| 2020­21 | Achievement of payment quality standards: Medicare: delivery of accurate medical benefits and services. | Greater than or equal to 98 per cent  *Year-end forecast: On track* |
| 2021­22 | Achievement of payment quality standards: Medicare: delivery of accurate medical benefits and services. | Greater than or equal to 98 per cent |
| **Ease and timeliness of service** | | |
| 2020­21 | Achievement of face-to-face service level standards: average wait time. | Less than or equal to 15 minutes  *Year-end forecast: On track* |
| Achievement of telephony service level standards: average speed of answer – Pharmaceutical Benefits Scheme authorities. | Less than or equal to 30 seconds  *Year-end forecast: On track* |
| Achievement of telephony service level standards: average speed of answer – providers. | Less than or equal to 2 minutes  *Year-end forecast: On track* |
| Achievement of telephony service level standards: average speed of answer – customers. | Less than or equal to 7 minutes  *Year-end forecast: On track* |
| Achievement of processing service level standards: claims processed within standard. | Greater than or equal to 82 per cent  *Year-end forecast: On track* |

Table 2.1.4: Performance criteria for Outcome 1 – Programs (continued)

| **Program 1.2 – Services to the Community – Health** –Services Australia supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Ease and timeliness of service** | | |
| 2021­22 | Achievement of face-to-face service level standards: average wait time. | Less than or equal to 15 minutes |
| Achievement of telephony service level standards: average speed of answer – Pharmaceutical Benefits Scheme authorities. | Less than or equal to 30 seconds |
| Achievement of telephony service level standards: average speed of answer – providers. | Less than or equal to 2 minutes |
| Achievement of telephony service level standards: average speed of answer – customers. | Less than or equal to 7 minutes |
| Achievement of processing service level standards: claims processed within standard. | Greater than or equal to 82 per cent |
| **Customers interacting digitally** | | |
| 2020­21 | Achievement of digital service level standards: Medicare Benefits Schedule digital claiming rate. | Greater than or equal to 97 per cent  *Year-end forecast: On track* |
| Achievement of digital service level standards: interactions completed via digital channels. | Greater than or equal to 5 per cent increase  *Year-end forecast: On track* |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent  *Year-end forecast: On track* |
| 2021­22 | Achievement of digital service level standards: Medicare Benefits Schedule digital claiming rate. | Greater than or equal to 97 per cent |
| Achievement of digital service level standards: interactions completed via digital channels. | Greater than or equal to 5 per cent increase |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent |
| **Purpose** | To support Australians by efficiently delivering high‑quality, accessible services and payments on behalf of government. | |
| **Material changes to Program 1.2 resulting from 2021-22 Budget measures:** Nil. | | |

Table 2.1.4: Performance criteria for Outcome 1 – Programs (continued)

| **Program 1.3 – Child Support** – The Child Support program is designed to ensure that both parents contribute to the cost of their children, according to their capacity. | | |
| --- | --- | --- |
| **Delivery** | Services Australia assists separated and separating parents by the collection and disbursement of child support payments through online services and smart centres. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customer satisfaction** | | |
| 2020­21 | Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100  *Year-end forecast: On track* |
| 2021­22 | Customer satisfaction: achievement of customer satisfaction standards. | Greater than or equal to 85 out of 100 |
| **Correct payments** | | |
| 2020­21 | Child Support collection: percentage of domestic active paying parents with less than one month Child Support liability outstanding. | Greater than or equal to 63 per cent  *Year-end forecast: On track* |
| Achievement of payment quality standards: Child Support: debt under arrangement. | Greater than or equal to 41 per cent  *Year-end forecast: On track* |
| 2021­22 | Child Support collection: percentage of domestic active paying parents with less than one month Child Support liability outstanding. | Greater than or equal to 63 per cent |
| Achievement of payment quality standards: Child Support: debt under arrangement. | Greater than or equal to 42 per cent |
| **Ease and timeliness of service** | | |
| 2020­21 | Achievement of telephony service level standards: average speed of answer. | Less than or equal to 3 minutes  *Year-end forecast: On track* |
| Achievement of processing service level standards ̶ registrations processed within standard. | Greater than or equal to 82 per cent  *Year-end forecast: Not on track* |
| 2021­22 | Achievement of telephony service level standards: average speed of answer. | Less than or equal to 3 minutes |
| Achievement of processing service level standards ̶ registrations processed within standard. | Greater than or equal to 82 per cent |

Table 2.1.4: Performance criteria for Outcome 1 – Programs (continued)

| **Program 1.3 – Child Support** – The Child Support program is designed to ensure that both parents contribute to the cost of their children, according to their capacity. | | |
| --- | --- | --- |
| **Year** | **Performance criteria** | **Actual Achievement/Targets** |
| **Customers interacting digitally** | | |
| 2020­21 | Achievement of digital service level standards: interactions completed via digital channels. | Greater than or equal to 5 per cent increase  *Year-end forecast: On track* |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent  *Year-end forecast: On track* |
| 2021­22 | Achievement of digital service level standards: interactions completed via digital channels. | Greater than or equal to 5 per cent increase |
| Achievement of digital service level standards: availability of ICT services excluding scheduled maintenance periods that support 24/7 customer access. | Greater than or equal to 98 per cent |
| **Purpose** | To support Australians by efficiently delivering high-quality, accessible services and payments on behalf of government. | |
| **Material changes to Program 1.3 resulting from 2021-22 Budget measures:** Nil. | | |

## **Section 3****: Budgeted financial statements**

Section 3 presents budgeted financial statements, which provide a comprehensive snapshot of entity finances for the 2021­22 Budget year, including the impact of Budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Differences between entity resourcing and financial statements

Table 1.1 (Entity Resource Statement) represents funding available to Services Australia, whereas the financial statements (Tables 3.1 to 3.9) show operations of Services Australia presented under entity level financial reporting requirements.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

**Financial Statements**

Comprehensive income statement (Table 3.1)

Since the 2020‑21 Additional Estimates, Revenue from Government in 2021‑22 has increased by $326 million, to $4,557 million. This is due to Budget measures and other Budget adjustments, including the *Digital Economy Strategy* and the measure for *Cashless Debit Card – Jobs Fund and Income Management extension*.

Balance sheet (Table 3.2)

Since the 2020‑21 Additional Estimates, net assets as at 30 June 2022 has increased by $119 million, to $1,819 million. This is due to Budget measures increasing Services Australia’s investment in capital, including those for the *Digital Economy Strategy* and the *GovERP –* *Common Corporate Australian Public Service System*.

Statement of changes in equity (Table 3.3)

Movements in equity since the 2020-21 Additional Estimates align to the drivers outlined for Balance Sheet above, being investment in capital through contributed equity increases for Budget measures.

Statement of Cash flows (Table 3.4)

Since the 2020‑21 Additional Estimates, cash received and used has been updated for adjustments in appropriation, own-source revenue and the timing of estimated expenditure.

Departmental Capital Budget Statement (Table 3.5)

Movements in total new capital appropriations since 2020‑21 Additional Estimates are primarily due to increased Equity Injections through current Budget measures and previously approved Budget measures including the *Welfare Payment Infrastructure Transformation Programme* and *Residential Aged Care Funding Reform*. The Departmental Capital Budget for asset replacement remains comparable over the forward estimates.

Statement of asset movements (Table 3.6)

During 2021‑22 the net book balance of land, buildings, plant and equipment and software assets will decrease by $96 million, primarily due to the depreciation on these assets exceeding additions, to a closing net book balance of $3,289 million. Compared to the 2020‑21 Additional Estimates, this is an increase of $119 million in the net book balance, due to Budget measures increasing Services Australia’s investment in capital as detailed in Balance Sheet above.

**Administered Schedules**

Income and expenses (Table 3.7)

Since the 2020-21 Additional Estimates, estimated revenue for 2021‑22 has decreased by $12 million, mainly reflecting changes in estimated child support maintenance revenue.

Assets and liabilities (Table 3.8)

Since the 2020‑21 Additional Estimates, the estimated net assets for 2021‑22 have remained unchanged.

Cash flows (Table 3.9)

Since the 2020‑21 Additional Estimates, changes to administered cash flows and balances are primarily due to changes in child support maintenance and health compensation receipts and payments.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 2,849,798 | 2,518,867 | 2,427,144 | 2,386,444 | 2,351,841 |
| Supplier expenses | 1,967,598 | 1,891,483 | 1,303,089 | 1,064,544 | 1,102,374 |
| Depreciation and amortisation | 748,145 | 796,906 | 722,817 | 683,095 | 628,043 |
| Finance costs | 130,457 | 14,351 | 14,783 | 16,084 | 15,894 |
| Other expenses | 3,192 | 3,251 | 3,310 | 3,371 | 3,333 |
| **Total expenses** | **5,699,190** | **5,224,858** | **4,471,143** | **4,153,538** | **4,101,485** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| Rendering of services | 217,009 | 239,921 | 216,437 | 193,267 | 191,394 |
| Rental income | 13,834 | 14,963 | 15,178 | 15,400 | 15,597 |
| Resources received free  of charge | 20,584 | 2,060 | 2,060 | 2,060 | 2,170 |
| **Total own-source revenue** | **251,427** | **256,944** | **233,675** | **210,727** | **209,161** |
| **Total own-source income** | **251,427** | **256,944** | **233,675** | **210,727** | **209,161** |
| **Net (cost of)/contribution by**  **services** | **(5,447,763)** | **(4,967,914)** | **(4,237,468)** | **(3,942,811)** | **(3,892,324)** |
| Revenue from Government | 5,088,304 | 4,557,208 | 3,898,531 | 3,629,806 | 3,614,272 |
| **Surplus/(deficit) attributable to the**  **Australian Government** | **(359,459)** | **(410,706)** | **(338,937)** | **(313,005)** | **(278,052)** |
| **Total comprehensive income/(loss)** | **(359,459)** | **(410,706)** | **(338,937)** | **(313,005)** | **(278,052)** |
| **Total comprehensive income/(loss)**  **attributable to the Australian**  **Government** | **(359,459)** | **(410,706)** | **(338,937)** | **(313,005)** | **(278,052)** |

Prepared on Australian Accounting Standards basis.

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

| **Note: Impact of net cash appropriation arrangements** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive income/(loss)**  **– as per the statement of**  **comprehensive income** | **(359,459)** | **(410,706)** | **(338,937)** | **(313,005)** | **(278,052)** |
| plus: depreciation/amortisation  expenses previously funded  through revenue appropriations (a) | 356,465 | 402,917 | 348,771 | 316,151 | 184,948 |
| plus: depreciation/amortisation  expenses for ROU assets (b) | 391,680 | 393,989 | 374,046 | 366,944 | 443,095 |
| less: principal repayments on  leased assets (b,c) | (366,800) | (371,200) | (368,880) | (355,090) | (334,991) |
| **Net cash operating surplus/(deficit)** | **21,886** | **15,000** | **15,000** | **15,000** | **15,000** |

Prepared on Australian Accounting Standards basis.

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget, or DCB) provided through Bill 1 equity appropriations. For information regarding DCBs, please refer to Table 3.5 Departmental Capital Budget Statement.
2. Applies leases under AASB 16 Leases.
3. Principal repayments on leased assets are funded through revenue appropriations, as such costs are included in the net cash operating surplus.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 20,795 | 20,795 | 20,795 | 20,795 | 20,795 |
| Trade and other receivables | 1,582,213 | 1,363,140 | 1,351,990 | 1,367,184 | 1,382,963 |
| ***Total financial assets*** | ***1,603,008*** | ***1,383,935*** | ***1,372,785*** | ***1,387,979*** | ***1,403,758*** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings (a) | 2,274,957 | 2,044,489 | 2,258,028 | 2,330,051 | 2,328,495 |
| Property, plant and equipment (a) | 476,202 | 431,302 | 470,077 | 472,760 | 520,435 |
| Software | 634,336 | 813,225 | 797,564 | 670,800 | 563,377 |
| Prepayments | 125,617 | 155,417 | 140,106 | 119,532 | 119,532 |
| ***Total non-financial assets*** | ***3,511,112*** | ***3,444,433*** | ***3,665,775*** | ***3,593,143*** | ***3,531,839*** |
| **Total assets** | **5,114,120** | **4,828,368** | **5,038,560** | **4,981,122** | **4,935,597** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 171,262 | 198,965 | 169,397 | 147,914 | 138,013 |
| Employee benefits | 65,582 | 65,541 | 72,287 | 72,457 | 81,276 |
| Other payables | 17,484 | 17,484 | 17,484 | 17,484 | 17,484 |
| ***Total payables*** | ***254,328*** | ***281,990*** | ***259,168*** | ***237,855*** | ***236,773*** |
| **Interest bearing liabilities** |  |  |  |  |  |
| Leases | 2,093,191 | 1,866,622 | 2,125,144 | 2,188,734 | 2,207,441 |
| ***Total interest bearing liabilities*** | ***2,093,191*** | ***1,866,622*** | ***2,125,144*** | ***2,188,734*** | ***2,207,441*** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 868,182 | 823,201 | 819,422 | 835,202 | 852,063 |
| Other provisions | 149,787 | 37,913 | 38,053 | 38,206 | 38,206 |
| ***Total provisions*** | ***1,017,969*** | ***861,114*** | ***857,475*** | ***873,408*** | ***890,269*** |
| **Total liabilities** | **3,365,488** | **3,009,726** | **3,241,787** | **3,299,997** | **3,334,483** |
| **Net assets** | **1,748,632** | **1,818,642** | **1,796,773** | **1,681,125** | **1,601,114** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 3,508,553 | 3,989,269 | 4,306,337 | 4,503,694 | 4,701,735 |
| Reserves | 215,745 | 215,745 | 215,745 | 215,745 | 215,745 |
| Accumulated deficit | (1,975,666) | (2,386,372) | (2,725,309) | (3,038,314) | (3,316,366) |
| ***Total parent entity interest*** | ***1,748,632*** | ***1,818,642*** | ***1,796,773*** | ***1,681,125*** | ***1,601,114*** |
| **Total equity** | **1,748,632** | **1,818,642** | **1,796,773** | **1,681,125** | **1,601,114** |

Prepared on Australian Accounting Standards basis.

\*Equity is the residual interest in assets after deduction of liabilities.

1. Includes ROU assets, in accordance with AASB 16 Leases.

Table 3.3: Departmental statement of changes in equity – summary of movement (Budget year 2021­22)

|  | Retained | Asset | Contributed | Total |
| --- | --- | --- | --- | --- |
|  | earnings | revaluation | equity/ | equity |
|  |  | reserve | capital |  |
|  | $'000 | $'000 | $'000 | $'000 |
| **Opening balance as at 1 July 2021** |  |  |  |  |
| Balance carried forward from  previous period | (1,975,666) | 215,745 | 3,508,553 | 1,748,632 |
| ***Adjusted opening balance*** | ***(1,975,666)*** | ***215,745*** | ***3,508,553*** | ***1,748,632*** |
| **Comprehensive income** |  |  |  |  |
| Surplus/(deficit) for the period | (410,706) | – | – | (410,706) |
| ***Total comprehensive income*** | **(410,706)** | **–** | **–** | **(410,706)** |
| **Transactions with owners** |  |  |  |  |
| ***Distributions to owners*** |  |  |  |  |
| ***Contribution by owners*** |  |  |  |  |
| Equity Injection – Appropriation | – | – | 286,005 | 286,005 |
| Departmental Capital Budget | – | – | 194,711 | 194,711 |
| ***Sub-total transactions with owners*** | **–** | **–** | **480,716** | **480,716** |
| **Closing balance attributable to**  **the Australian Government** | **(2,386,372)** | **215,745** | **3,989,269** | **1,818,642** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 5,500,809 | 5,250,454 | 4,303,606 | 3,977,442 | 3,960,940 |
| Rendering of services (a) | 271,903 | 256,401 | 238,493 | 208,762 | 207,436 |
| Net GST received | 250,300 | 255,910 | 191,633 | 154,107 | 155,140 |
| ***Total cash received*** | ***6,023,012*** | ***5,762,765*** | ***4,733,732*** | ***4,340,311*** | ***4,323,516*** |
| **Cash used** |  |  |  |  |  |
| Employees | 2,825,416 | 2,563,889 | 2,424,177 | 2,370,494 | 2,326,161 |
| Suppliers (b) | 2,255,754 | 2,259,447 | 1,506,919 | 1,218,274 | 1,265,245 |
| Interest payments on lease liability | 17,830 | 13,730 | 14,150 | 15,440 | 15,257 |
| Returns to the Official Public Account | 538,540 | 535,770 | 400,803 | 362,925 | 362,892 |
| Other | 3,672 | 3,729 | 3,803 | 3,088 | 3,970 |
| ***Total cash used*** | ***5,641,212*** | ***5,376,565*** | ***4,349,852*** | ***3,970,221*** | ***3,973,525*** |
| **Net cash from/(used by)**  **operating activities** | **381,800** | **386,200** | **383,880** | **370,090** | **349,991** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant and  equipment and intangibles | 377,497 | 555,796 | 332,068 | 212,357 | 213,041 |
| ***Total cash used*** | ***377,497*** | ***555,796*** | ***332,068*** | ***212,357*** | ***213,041*** |
| **Net cash from/(used by)**  **investing activities** | **(377,497)** | **(555,796)** | **(332,068)** | **(212,357)** | **(213,041)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Contributed equity (c) | 362,497 | 540,796 | 317,068 | 197,357 | 198,041 |
| ***Total cash received*** | ***362,497*** | ***540,796*** | ***317,068*** | ***197,357*** | ***198,041*** |
| **Cash used** |  |  |  |  |  |
| Principal payments on lease liability | 366,800 | 371,200 | 368,880 | 355,090 | 334,991 |
| ***Total cash used*** | ***366,800*** | ***371,200*** | ***368,880*** | ***355,090*** | ***334,991*** |
| **Net cash from/(used by)**  **financing activities** | **(4,303)** | **169,596** | **(51,812)** | **(157,733)** | **(136,950)** |
| **Net increase/(decrease)**  **in cash held** | **–** | **–** | **–** | **–** | **–** |
| Cash and cash equivalents at the  beginning of the reporting period | 20,795 | 20,795 | 20,795 | 20,795 | 20,795 |
| **Cash and cash equivalents at**  **the end of the reporting period** | **20,795** | **20,795** | **20,795** | **20,795** | **20,795** |

Prepared on Australian Accounting Standards basis.

1. Cash received for rendering of services excludes GST.
2. Receipts for pass-through costs are estimated as net expense payments.
3. Cash received for contributed equity includes $60.0 million relating to movement of funds from 2020‑21 to 2021‑22 and $8.0 million relating to movement of funds from 2019‑20 to 2020‑21.

Table 3.5: Departmental capital budget statement (for the period 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget – Bill 1 (DCB) | 195,567 | 194,711 | 195,715 | 196,537 | 197,813 |
| Equity injections – Bill 2 | 218,985 | 286,005 | 121,354 | 820 | 228 |
| **Total new capital appropriations** | **414,552** | **480,716** | **317,069** | **197,357** | **198,041** |
| ***Provided for:*** |  |  |  |  |  |
| *Purchase of non-financial assets* | *414,552* | *480,716* | *317,069* | *197,357* | *198,041* |
| ***Total items*** | ***414,552*** | ***480,716*** | ***317,069*** | ***197,357*** | ***198,041*** |
| **PURCHASE OF NON-FINANCIAL**  **ASSETS** |  |  |  |  |  |
| Funded by capital appropriations (a, d) | 225,930 | 286,085 | 121,354 | 820 | 228 |
| Funded by capital appropriation  – DCB (b, d) | 136,567 | 254,711 | 195,714 | 196,537 | 197,813 |
| Funded internally from departmental  resources (c) | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 |
| **TOTAL** | **377,497** | **555,796** | **332,068** | **212,357** | **213,041** |
| **RECONCILIATION OF CASH USED**  **TO ACQUIRE ASSETS TO ASSET**  **MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 377,497 | 555,796 | 332,068 | 212,357 | 213,041 |
| **Total cash used to acquire assets** | **377,497** | **555,796** | **332,068** | **212,357** | **213,041** |

Prepared on Australian Accounting Standards basis.

1. Includes both current Bill 2 and prior Act 2/4/6 appropriations.
2. Does not include annual finance lease costs. Includes purchases from current and previous years’ DCBs.
3. Includes funding from section 74 receipts.
4. Purchase of non-financial assets funded by capital appropriations exceeds capital appropriations by $60.0 million in 2021-22. This relates to the movement of funds from 2020-21 to 2021-22.

Table 3.6: Statement of departmental asset movements (Budget year 2021­22)

|  | Land | Buildings | Other | Computer | Total |
| --- | --- | --- | --- | --- | --- |
|  |  |  | property, | software |  |
|  |  |  | plant and | and |  |
|  |  |  | equipment | intangibles |  |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **As at 1 July 2021** |  |  |  |  |  |
| Gross book value | 4,209 | 420,041 | 600,714 | 1,519,045 | 2,544,009 |
| Gross book value – ROU assets | 1,057 | 2,685,612 | 123,064 | – | 2,809,733 |
| Accumulated depreciation/  amortisation and impairment | – | (127,883) | (188,730) | (884,709) | (1,201,322) |
| Accumulated depreciation/  amortisation and impairment  – ROU assets | (67) | (708,012) | (58,846) | – | (766,925) |
| **Opening net book balance** | **5,199** | **2,269,758** | **476,202** | **634,336** | **3,385,495** |
| **Capital asset additions** |  |  |  |  |  |
| **Estimated expenditure on new**  **or replacement assets** |  |  |  |  |  |
| By purchase – appropriation equity (a) | – | – | 19,666 | 266,419 | 286,085 |
| By purchase – appropriation ordinary  annual services (b) | – | 74,785 | 89,510 | 90,416 | 254,711 |
| By purchase – appropriation ordinary  annual services – ROU assets | – | 140,247 | 4,384 | – | 144,631 |
| By purchase – other | – | – | 15,000 | – | 15,000 |
| **Total additions** | **–** | **215,032** | **128,560** | **356,835** | **700,427** |
| **Other movements** |  |  |  |  |  |
| Depreciation/amortisation expense | – | (84,606) | (140,365) | (177,946) | (402,917) |
| Depreciation/amortisation on  ROU assets | (35) | (360,859) | (33,095) | – | (393,989) |
| **Total other movements** | **(35)** | **(445,465)** | **(173,460)** | **(177,946)** | **(796,906)** |
| **As at 30 June 2022** |  |  |  |  |  |
| Gross book value | 4,209 | 494,826 | 724,890 | 1,875,880 | 3,099,805 |
| Gross book value – ROU assets | 1,057 | 2,825,859 | 127,448 | – | 2,954,364 |
| Accumulated depreciation/  amortisation and impairment | – | (212,489) | (329,095) | (1,062,655) | (1,604,239) |
| Accumulated depreciation/amortisation  and impairment – ROU assets | (102) | (1,068,871) | (91,941) | – | (1,160,914) |
| **Closing net book balance** | **5,164** | **2,039,325** | **431,302** | **813,225** | **3,289,016** |

Prepared on Australian Accounting Standards basis.

1. ‘Appropriation equity’ refers to equity injections appropriations provided through Appropriation Bill (No. 2)   
   2021-22.
2. ‘Appropriation ordinary annual services’ refers to funding provided through Appropriation Bill (No. 1) 2021-22.

Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **EXPENSES** |  |  |  |  |  |
| Child support maintenance expense | 1,668,176 | 1,692,689 | 1,717,972 | 1,743,915 | 1,770,302 |
| Write-down and impairment of assets | 73,311 | 75,174 | 75,508 | 75,854 | 76,204 |
| **Total expenses administered**  **on behalf of Government** | **1,741,487** | **1,767,863** | **1,793,480** | **1,819,769** | **1,846,506** |
| **LESS:** |  |  |  |  |  |
| **OWN-SOURCE INCOME** |  |  |  |  |  |
| **Own-source revenue** |  |  |  |  |  |
| **Non-taxation revenue** |  |  |  |  |  |
| Child support maintenance revenue | 1,728,633 | 1,757,856 | 1,783,474 | 1,809,763 | 1,836,500 |
| Compensation recovery for health  care services | 51,587 | 51,587 | 51,587 | 51,587 | 51,587 |
| Fees and fines | 9,047 | 9,202 | 9,337 | 9,477 | 9,468 |
| Other revenue | 330 | 330 | 330 | 330 | 330 |
| ***Total non-taxation revenue*** | ***1,789,597*** | ***1,818,975*** | ***1,844,728*** | ***1,871,157*** | ***1,897,885*** |
| **Total own-source revenue**  **administered on behalf**  **of Government** | **1,789,597** | **1,818,975** | **1,844,728** | **1,871,157** | **1,897,885** |
| **Gains** |  |  |  |  |  |
| Other gains | 12,000 | 10,000 | 10,000 | 10,000 | 10,000 |
| **Total gains administered on**  **behalf of Government** | **12,000** | **10,000** | **10,000** | **10,000** | **10,000** |
| **Total own-sourced income**  **administered on behalf**  **of Government** | **1,801,597** | **1,828,975** | **1,854,728** | **1,881,157** | **1,907,885** |
| **Net (cost of)/contribution by**  **services** | **60,110** | **61,112** | **61,248** | **61,388** | **61,379** |
| **Surplus/(deficit)** | **60,110** | **61,112** | **61,248** | **61,388** | **61,379** |
| **Total comprehensive income/(loss)** | **60,110** | **61,112** | **61,248** | **61,388** | **61,379** |

Prepared on Australian Accounting Standards basis.

Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 159,979 | 159,979 | 159,979 | 159,979 | 159,979 |
| Child support receivables | 1,282,881 | 1,353,105 | 1,424,276 | 1,496,417 | 1,569,544 |
| Trade and other receivables | 16,661 | 16,661 | 16,661 | 16,661 | 16,661 |
| ***Total financial assets*** | ***1,459,521*** | ***1,529,745*** | ***1,600,916*** | ***1,673,057*** | ***1,746,184*** |
| **Total assets administered on**  **behalf of Government** | **1,459,521** | **1,529,745** | **1,600,916** | **1,673,057** | **1,746,184** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Recovery of compensation payable | 8,031 | 8,031 | 8,031 | 8,031 | 8,031 |
| Child support and other payables | 34,309 | 34,309 | 34,309 | 34,309 | 34,309 |
| Child support payments received  in advance | 22,558 | 22,558 | 22,558 | 22,558 | 22,558 |
| ***Total payables*** | ***64,898*** | ***64,898*** | ***64,898*** | ***64,898*** | ***64,898*** |
| **Provisions** |  |  |  |  |  |
| Child support provisions | 1,281,415 | 1,351,640 | 1,422,811 | 1,494,952 | 1,568,079 |
| Recovery of compensation provisions | 90,646 | 90,646 | 90,646 | 90,646 | 90,646 |
| ***Total provisions*** | ***1,372,061*** | ***1,442,286*** | ***1,513,457*** | ***1,585,598*** | ***1,658,725*** |
| **Total liabilities administered on**  **behalf of Government** | **1,436,959** | **1,507,184** | **1,578,355** | **1,650,496** | **1,723,623** |
| **Net assets/(liabilities)** | **22,562** | **22,561** | **22,561** | **22,561** | **22,561** |

Prepared on Australian Accounting Standards basis.

Table 3.9: Schedule of budgeted administered cash flow on behalf of Government (for the period ended 30 June)

|  | 2020­21 | 2021­22 | 2022­23 | 2023­24 | 2024­25 |
| --- | --- | --- | --- | --- | --- |
|  | Estimated | Budget | Forward | Forward | Forward |
|  | actual |  | estimate | estimate | estimate |
|  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Child support | 1,603,600 | 1,631,516 | 1,655,988 | 1,681,101 | 1,706,643 |
| Health compensation | 382,203 | 392,264 | 403,559 | 416,143 | 417,502 |
| Other | 963 | 1,524 | 1,524 | 1,524 | 1,524 |
| ***Total cash received*** | ***1,986,766*** | ***2,025,304*** | ***2,061,071*** | ***2,098,768*** | ***2,125,669*** |
| **Cash used** |  |  |  |  |  |
| Child support | 1,594,379 | 1,622,140 | 1,646,477 | 1,671,450 | 1,696,851 |
| Health compensation | 330,466 | 340,527 | 351,822 | 364,406 | 365,915 |
| Other | 963 | 1,524 | 1,524 | 1,524 | 1,524 |
| ***Total cash used*** | ***1,925,808*** | ***1,964,191*** | ***1,999,823*** | ***2,037,380*** | ***2,064,290*** |
| **Net cash from/(used by)**  **operating activities** | **60,958** | **61,113** | **61,248** | **61,388** | **61,379** |
| ***Net increase/(decrease)***  ***in cash held*** | ***60,958*** | ***61,113*** | ***61,248*** | ***61,388*** | ***61,379*** |
| Cash and cash equivalents at  beginning of reporting period | 159,979 | 159,979 | 159,979 | 159,979 | 159,979 |
| Cash from the Official Public Account  for: |  |  |  |  |  |
| – Appropriations | 50,101 | 50,962 | 51,720 | 52,494 | 53,283 |
| *Total cash from the Official Public*  *Account* | *50,101* | *50,962* | *51,720* | *52,494* | *53,283* |
| Cash to the Official Public Account for: |  |  |  |  |  |
| – Appropriations | 49,502 | 50,364 | 51,119 | 51,894 | 52,683 |
| – Special accounts | 51,587 | 51,587 | 51,587 | 51,587 | 51,587 |
| – Other | 9,970 | 10,124 | 10,262 | 10,401 | 10,392 |
| *Total cash to the Official Public*  *Account* | *111,059* | *112,075* | *112,968* | *113,882* | *114,662* |
| **Cash and cash equivalents at end**  **of reporting period** | **159,979** | **159,979** | **159,979** | **159,979** | **159,979** |

Prepared on Australian Accounting Standards basis.

# Portfolio glossary

| Accrual accounting | System of accounting in which items are brought to account and included in the financial statements as they are earned or incurred, rather than as they are received or paid. |
| --- | --- |
| Additional estimates | Where amounts appropriated at budget time are insufficient, Parliament may appropriate more funds to portfolios through the Additional Estimates Acts. |
| Administered funds | Usually the funds or expenses an entity manages on behalf of the Government. |
| Administered items | Appropriation that consists of funding managed on behalf of the Commonwealth. This funding is not at the discretion of the entity, and any unspent appropriation is returned to the Consolidated Revenue Fund (CRF) at the end of the financial year. An administered item is a component of an administered program. It may be a measure but will not constitute a program in its own right. |
| Annual appropriation | Two appropriation bills are introduced into Parliament in May and comprise the Budget. Further Bills are introduced later in the financial year as part of the additional estimates. Parliamentary departments have their own appropriations. |
| Appropriation | An amount of public money Parliament authorises for spending (i.e. funds to be withdrawn from the CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under special appropriations, with spending restricted to the purposes specified in the Appropriation Acts. |
| Appropriation Bill (No. 1) | The Bill proposes spending from the CRF for the ordinary annual services of Government. Once the Bill is passed by Parliament and given Royal Assent, it becomes the Appropriation Act (No. 1). |

|  |  |
| --- | --- |
| Appropriation Bill (No. 2) | This bill proposes spending from the CRF for purposes other than the ordinary annual services of Government. Under existing arrangements between the two Houses of Parliament (the ‘Compact’), this Bill includes appropriation funding of administered expenses for new outcomes, for payments to the states and territories, and for departmental or administered capital. Funding for extensions to existing programs can be included in Appropriation Bill (No. 1). Once the bill is passed by Parliament and given Royal Assent, it becomes the Appropriation Act (No. 2). |
| Appropriation Bills (No. 3 and No. 4) | If an amount provided in Appropriation Acts (No.1 or No. 2) is not enough to meet approved expenditure to be paid in a financial year, supplementary appropriation may be sought in Appropriation Bills (No. 3 or No. 4). However, they are also commonly referred to as the Additional Estimates Bills. Once these bills are passed by Parliament and given Royal Assent, they become the Appropriation Acts (No. 3 and No. 4). |
| Assets | Future economic benefits controlled by an entity as a result of past transactions or other past events. |
| Average staffing levels | The average number of employees receiving salary/wages (or compensation in lieu of salary/wages) over a financial year, with adjustments for casual and part-time employees to show the full­time equivalent. |
| Consolidated Revenue Fund (CRF) | The principal operating fund from which money is drawn to pay for the activities of the Government. Section 81 of the Australian Constitution provides that all revenue raised or monies received by the Executive Government form one consolidated revenue fund from which appropriations are made for the purposes of the Australian Government. |
| Cross Portfolio measure | A Budget measure that affects programs administered in a number of portfolios. |

|  |  |
| --- | --- |
| Departmental items | Resources (assets, liabilities, revenues and expenses) that entity chief executive officers control directly. This includes outsourced activities funded and controlled by the entity. Examples of departmental items include entity running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program. |
| Depreciation | Apportionment of an asset’s capital value as an expense over its estimated useful life to take account of normal usage, obsolescence or the passage of time. |
| Equity or net assets | Residual interest in the assets of an entity after deduction of its liabilities. |
| Estimates | An entity’s expected revenues, expenses, assets, liabilities and cash flows. They are prepared for each program in the Budget, in consultation with the Department of Finance (see also *forward estimates* and *additional estimates*). |
| Expenses | Total value of all of the resources consumed in producing goods and services or the loss of future economic benefits in the form of reductions in assets or increases in liabilities of an entity. |
| Forward estimates | The financial statement estimate for the three out years after the budget year. |
| Grants | Non-reciprocal transfers of economic resources, in which the payer entity does not receive approximately equal value in return. |
| Key performance indicators | Qualitative and quantitative measures of a program that provide a guide on performance where direct causal links are not obvious and changes in performance are difficult to measure directly. |
| Measure | A new policy or savings decision of the Government with financial impacts on the Government’s underlying cash balance, fiscal balance, operating balance, headline cash balance, net debt or net worth. |

|  |  |
| --- | --- |
| Mid-Year Economic and Fiscal Outlook (MYEFO) | Provides an update of the Government’s budget estimates by examining expenses and revenues year to date, as well as provisions for new decisions that have been taken since the Budget. The report provides updated information to allow assessment of the Government’s fiscal performance against the fiscal strategy set out in its current fiscal strategy statement. |
| Outcome | The intended result, consequence or impact of government actions on the Australian community. |
| Outcome statement | Articulates the intended results, activities and target group of an Australian Government entity. An outcome statement serves three main purposes within the financial framework:   * to explain and control the purposes for which annual appropriations are approved by the Parliament for use by entities; * to provide a basis for annual budgeting, including (financial) reporting against the use of appropriated funds; and * to measure and assess entity and program (non­financial) performance in contributing to government policy objectives. |
| Performance information | Evidence about performance that is collected and used systematically. Evidence may relate to appropriateness, effectiveness and efficiency. It may be about outcomes, factors that affect outcomes, and what can be done to improve them. |
| Portfolio | A minister’s area of responsibility as a member of Cabinet. A portfolio consists of one or more Departments of State (portfolio departments) and entities with similar general objectives and outcomes. |
| Program | An activity that delivers benefits, services or transfer payments to individuals, industry and/or the community as a whole, with the aim of achieving the intended result specified in an outcome statement. |

|  |  |
| --- | --- |
| *Public Governance, Performance and Accountability Act 2013* (PGPA Act) | The primary piece of Commonwealth resource management legislation, establishing a coherent system of governance and accountability for public resources, with an emphasis on planning, performance and reporting. The Act applies to all Commonwealth entities and Commonwealth companies from 1 July 2014. |
| Receipts | The total or gross amount received by the Commonwealth. Each receipt item is either revenue, an offset within outlays, or financing transactions. Receipts include taxes, interest, charges for goods and services, borrowings and government business enterprise dividends received. |
| Revenue | Total value of resources earned or received to cover the production of goods and services, or increases in future economic benefits in the form of increases in assets or reductions in liabilities of an entity. |
| Right of Use (ROU) asset | The right of use asset (under AASB 16 Leases) is the balance sheet representation of the lessee’s right to use an asset over the life of a lease. |
| Special accounts | Balances existing within the CRF that are supported by standing appropriations (PGPA Act, sections 78 and 80). Special accounts allow money in the CRF to be acknowledged as set aside (hypothecated) for a particular purpose. Amounts credited to a special account may only be spent for the purposes of the special account. Special accounts can only be established by a written determination of the Finance Minister (PGPA Act, section 78) or through an Act of Parliament (referred to in section 80 of the PGPA Act). |
| Special appropriation (including standing appropriations) | An amount of money appropriated by a particular Act of Parliament for a specific purpose and number of years. For special appropriations, the authority to withdraw funds from the CRF does not generally cease at the end of the financial year.  Standing appropriations are a subcategory consisting of ongoing special appropriations; the amount appropriated will depend on circumstances specified in the legislation. |

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# Abbreviations

|  |  |
| --- | --- |
| AIFS | Australian Institute of Family Studies |
| DCB | Departmental Capital Budget |
| DSS | Department of Social Services |
| GST | Goods and Services Tax |
| ICT | Information and Communication Technology |
| NDIA | National Disability Insurance Agency |
| NDIS | National Disability Insurance Scheme |
| NDIS Commission | NDIS Quality and Safeguards Commission |
| PGPA Act | *Public Governance, Performance and Accountability  Act 2013* |