

02

Annual performance statement



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Department of Social Services

Introductory Statement

I, Finn Pratt, as the accountable authority of the Department of Social Services, present the 2015–16 annual performance statement of the Department of Social Services, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, these annual performance statements are based on properly maintained records, accurately reflect the performance of the entity, and comply with subsection 39(2) of the PGPA Act.

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Finn Pratt AO PSM
Secretary
September 2016

Our 2015–16 annual performance statement provides a comprehensive overview of how we have performed throughout the past year and replaces the ‘performance report’ in previous Annual Reports. This is the first year we have prepared an annual performance statement as part of the requirements for compliance with the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

Our purposes

Our four purposes reflect the core areas in which we seek to assist people¹.

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Financial support for individuals and families who are unable to fully support themselves by providing a sustainable payments and concessions system.



Stronger families and more resilient communities by developing civil society and by providing family and community services.



Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.



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

¹ The former Purpose 3 was included in the first edition of the DSS Corporate Plan 2015–16 published in August 2015. This purpose related to ageing and aged care policy and programs. These functions were transferred to the Department of Health as a result of the Administrative Arrangements Order (AAO) of 30 September 2015. Further information on the impact of AAOs during 2015–16 is provided at Appendix A.

Our performance

Over the past year, we continued to respond to social and economic challenges that impact on opportunities for people and families to improve their wellbeing. Our focus has been ensuring the sustainability and responsiveness of the social welfare system, and working with states and territories to develop and implement strategies that improve long term outcomes for the most vulnerable. Our results include:

- » ongoing and effective targeting of the social welfare system to those most unable to fully support themselves
- » the release in December 2015 of the *Third Action Plan 2015–18* for protecting Australia’s children
- » agreements under the National Disability Insurance Scheme (NDIS) either to transition to full scheme, or to expand and extend trial sites
- » together with the Commonwealth Treasury, establishing a Commonwealth State Working Group to examine innovative financing mechanisms to improve the availability of affordable housing.

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How to read the annual performance statement

The annual performance statement comprises performance chapters for each of our purposes. These are the same as the Outcome statements in the 2015–16 Portfolio Budget Statements (PBS).

Each chapter begins with a summary and analysis of performance. Following is a table listing the programs that report against each performance criteria.

The final portion of each chapter reports results for each program. Program key performance indicators (KPIs) and outputs/deliverables are reported under each performance criteria relevant to that program.

Chapter 2.1

Purpose 1 — Social Security

Financial support for individuals and families who are unable to fully support themselves by providing a sustainable payments and concessions system.

- Program 1.1 Family Tax Benefit
- Program 1.2 Child Payments
- Program 1.3 Income Support for Vulnerable People
- Program 1.4 Income Support for People in Special Circumstances
- Program 1.5 Supplementary Payments and Support for Income Support Recipients
- Program 1.6 Income Support for Seniors
- Program 1.7 Allowances and Concessions for Seniors
- Program 1.8 Income Support for People with Disability
- Program 1.9 Income Support for Carers
- Program 1.10 Working Age Payments
- Program 1.11 Student Payments
- Cross-Program Rent Assistance
- Program 1.12 Program Support for Outcome 1

We respond to need across people's lives. We administer a payments and concessions system to support those most in need and to assist people to become and remain financially self-reliant over the course of their life. We provide a range of payments and access to concessions including family payments, student payments, income support payments for people of workforce age, people with disability and carers, and for seniors. Additional payments and non-cash benefits include Commonwealth Rent Assistance and concession cards.

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Chapter 2.1
Purpose 1 — Social Security

Summary and analysis of performance

The performance of the welfare system depends on structural elements such as incentives to find a job, breaking the cycle of long-term welfare dependence and the capacity of the system to respond to economic and demographic challenges. Performance is also influenced by factors outside the direct influence of our Department such as labour market conditions, financial system stability, availability of education and job opportunities, and the fact we are living longer – these all impact on people's capacity to support themselves financially, both in the short and longer term.

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Chapter 2.1 Purpose 1 — Social Security

Key Results

Results over the past year are consistent with longer-term objectives to provide a sustainable and targeted welfare system with:

- » increasing proportions of age pensioners on the part rate (now 42 per cent) as compulsory superannuation has increased the level of income and assets for new retirees
- » a continuing decline in numbers of people on the Disability Support Pension to less than 800,000 reflecting improved assessments, tightening of eligibility criteria and other program changes, such as targeted reviews
- » around three-quarters of Austudy and Youth Allowance (student) recipients who exited student payments during 2014 were not on income support 12 months after their exit.



2/3

of activity tested
Special Benefit recipients
exited income support within
12 months of receiving their first payment

Proportion of **Rent Assistance recipients** paying more than **30 per cent** of their income in rent **decreased to 41 per cent** after receiving **Rent Assistance**



Performance Criteria

Programs that report key performance indicators (KPIs) against the performance criteria in the Results section are listed in the following table. Not all programs report KPIs against every performance criterion.

Table 2.1.1: Performance Criteria for Purpose 1 Social Security and programs that report KPIs^a

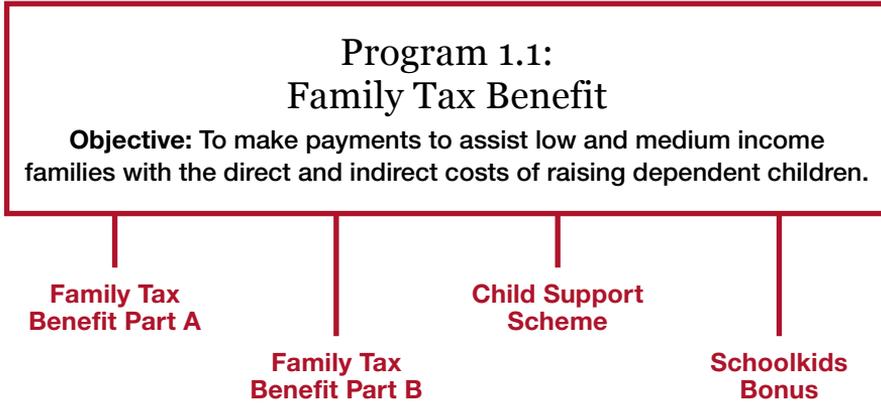
| Performance criteria | Program that reports KPIs | | | | | | | | | | | |
|---|---------------------------|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-----------------------|
| | 1.1 | 1.2 | 1.3 | 1.4 | 1.5 | 1.6 | 1.7 | 1.8 | 1.9 | 1.10 | 1.11 | Cross-Program 1.12 |
| Outcomes — What did we achieve? | | | | | | | | | | | | |
| Extent payment/concession recipients have improved self-reliance or improved circumstances | | | ● | | | | | ● | ● | ● | ● | ● |
| Reduction in time period where individuals and families are unable to fully support themselves | | | ● | | | | | ● | | ● | | |
| Intermediate outcomes — How well did we do? | | | | | | | | | | | | |
| Percentage of payment recipients on part rate due to means test | ● | | ● | | | ● | | ● | ● | ● | ● | |
| Percentage of Australians who receive the payment/concession by priority groups | ● | | | | | ● | | ● | ● | | | |
| Percentage of payment/concession recipients aligned to specific policy objectives or payment conditions | ● | | | | | ● | | | | | | ● |
| Payment accuracy | ● | | ● | | | ● | | ● | ● | ● | ● | |
| Number of debts – by type and status | ● | | | | | | | | | | | |
| Outputs — How much did we do? | | | | | | | | | | | | |
| Outputs/deliverables | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |

a Sources – DSS Portfolio Budget Statements 2015–16, pages 47-84; DSS Corporate Plan 2015–16, Appendix B.



Results

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Chapter 2.1
 Purpose 1 — Social Security



Family Tax Benefit results

Percentage of payment recipients on part rate due to means test²

The amount of Family Tax Benefit Part A people receive takes into account the amount of any child support payments (maintenance income) they receive. In the 2013–14 entitlement year (the most recent complete data available),³ the amount of child support received has reduced the amount of Family Tax Benefit Part A paid by \$740 million, an increase on the \$600 million reduction in the 2011–12 entitlement year.

Table 2.1.2: Family Tax Benefit — Part rate of payment

| Key performance indicator | Entitlement year | | |
|--|------------------|---------|---------|
| | 2013–14 | 2012–13 | 2011–12 |
| Family Tax Benefit Part A and Child Support Scheme | | | |
| Reduction of Family Tax Benefit Part A as a result of maintenance income test ^a | \$740m | \$700m | \$600m |

a The Child Support Scheme contributes to this indicator through assessment, collection and transfer of child support between separated parents.

2 In this context, means test is referring to the maintenance income test as it relates to child support payments. Further information about families in receipt of Family Tax Benefit Part A by means test categories can be found in *Table 2.1.4 Family Tax Benefit – Specific policy objectives/payment condition*.

3 The Family Tax Benefit reconciliation process can take up to two years to be finalised.

Percentage of Australians who receive the payment/concession by priority groups

There has been a downward trend in the Family Tax Benefit instalment population since its peak in 2004–05. The downward trend is primarily seen in the Family Tax Benefit Part A population, particularly due to measures introduced over a number of Federal Budgets from 2008–09, which have targeted Family Tax Benefit to low and middle income families. Measures include:

- » the indexation pause of the Family Tax Benefit Part A higher income free area
- » pausing indexation of the Family Tax Benefit supplements
- » changing indexation of Family Tax Benefit Part A from Male Total Average Weekly Earnings to the Consumer Price Index.

The downward trend for the Family Tax Benefit Part B population is a result of the introduction of the primary income limit where the primary income earner in a family must have earned an adjusted taxable income of \$150,000 or less from 1 July 2008.

Table 2.1.3: Family Tax Benefit — Receipt of payment by priority groups

| Key performance indicator | Entitlement year | |
|---|-----------------------|-----------------------|
| | 2013–14 | 2012–13 |
| Family Tax Benefit Part A^a | | |
| Percentage and number of families with children under 16 years of age receiving Family Tax Benefit Part A | 60.4% 1.62 million | 62.7% 1.64 million |
| Family Tax Benefit Part B | | |
| Percentage and number of families with children under 16 years of age receiving Family Tax Benefit Part B | 51.1% 1.37 million | 52.5% 1.37 million |

a Families are only able to receive Family Tax Benefit Part A for children aged 16 and over if they are in full-time study towards Year 12 or equivalent. Children aged 16 and 17 who have completed Year 12 are not eligible for Family Tax Benefit Part A. For this reason, comparison against the total population is limited to families with children under 16 years of age.

Percentage of payment/concession recipients aligned to specific policy objectives or payment conditions

For the 2013–14 entitlement year (the most recent year in which complete data is available), people could only receive the Family Tax Benefit Part A end of year supplement if they reconciled their entitlement within twelve months of the entitlement year, were up to date with immunisations as specified in the child vaccination schedule, or they had a medical exemption⁴. If a person received Family Tax Benefit and an income support payment, and their child turned four during the entitlement year, their child needed to undergo a health check for the supplement to be paid.

4 In 2013–14 objection to vaccination was a valid exemption. From 1 January 2016 the Family Tax Benefit Part A immunisation requirement applies to all children aged from 12 months up to 20 years for the Family Tax Benefit Part A supplement. Objection to vaccination is no longer a valid exemption.

Overall, there is a high level of compliance with the immunisation conditions. There is a small downward trend in compliance with the health check requirements.

Table 2.1.4: Family Tax Benefit — Specific policy objectives/payment conditions

| Key performance indicator | Entitlement year | |
|---|------------------|---------|
| | 2013–14 | 2012–13 |
| Family Tax Benefit Part A | | |
| Percentage and number of families in receipt of Family Tax Benefit Part A within income test categories: ^a | | |
| • Families on Income Support | | |
| – Maximum rate | 28.8% | 28.6% |
| | 436,754 | 439,149 |
| – Maintenance reduced rate | 13.3% | 13.4% |
| | 201,677 | 206,628 |
| – Base rate | 2.5% | 2.3% |
| | 37,373 | 35,051 |
| – Regular care rate | 0.3% | 0.3% |
| | 4,598 | 4,679 |
| • Families not on Income Support | | |
| – Maximum rate | 10.1% | 9.7% |
| | 153,054 | 149,525 |
| – Maintenance reduced rate | 3.1% | 3.0% |
| | 47,491 | 45,976 |
| – Broken rate below high income free area | 19.9% | 20.8% |
| | 302,591 | 319,341 |
| – Broken rate above high income free area | 6.0% | 3.5% |
| | 91,131 | 53,616 |
| – Base rate | 11.2% | 13.1% |
| | 170,236 | 201,053 |
| – Tapered base rate | 4.4% | 4.9% |
| | 66,459 | 74,782 |
| – Regular care rate | 0.5% | 0.5% |
| | 6,892 | 6,932 |
| Percentage and number of children who meet the Family Tax Benefit immunisation requirement by age check point: | | |
| • Children aged one in entitlement year | 97.7% | 97.0% |
| | 199,668 | 199,877 |
| • Children aged two in entitlement year | 97.6% | 97.0% |
| | 197,580 | 197,735 |
| • Children aged five in entitlement year | 97.9% | 97.1% |
| | 201,162 | 203,615 |
| Percentage and number of children who meet the Family Tax Benefit health check requirement | 90.3% | 91.2% |
| | 85,872 | 87,700 |

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Chapter 2.1
Purpose 1 — Social Security

| Key performance indicator | Entitlement year | |
|---|------------------|------------------|
| | 2013–14 | 2012–13 |
| Family Tax Benefit Part B | | |
| Percentage and number of families in receipt of Family Tax Benefit Part B within income test categories: ^b | | |
| • Families on Income Support | | |
| – Maximum rate single families | 37.1% 463,727 | 34.2% 458,051 |
| – Maximum rate couple families | 2.1% 26,163 | 2.0% 27,163 |
| – Broken rate couple families | 12.8% 159,498 | 12.6% 169,439 |
| • Families not on Income Support | | |
| – Maximum rate single families | 15.8% 198,047 | 14.9% 199,373 |
| – Maximum rate couple families | 16.9% 211,708 | 19.6% 262,426 |
| – Broken rate couple families | 15.2% 190,421 | 16.7% 224,510 |

a Of all Family Tax Benefit Part A instalment recipients.

b Of all Family Tax Benefit Part B instalment recipients.

Payment accuracy

Table 2.1.5: Family Tax Benefit — Payment accuracy

| Payment | 2015–16 | 2014–15 | 2013–14 |
|--------------------|---------|---------|---------|
| Family Tax Benefit | 96.97% | 97.00% | 97.41% |

Number of debts – by type and status

We monitor the number and types of debts to assess the efficiency and responsiveness of the social security payment system design. The Department of Human Services (DHS) manages debt identification and recovery on behalf of DSS. From 2012–13, the lodgment period for Family Tax Benefit payment recipients was changed from two years to one year. The impact of this change has meant that where a recipient has lodged their income tax return or lump sum claim after the lodgment period, they are not entitled to their top-up payments or supplements. As these components of a recipient’s Family Tax Benefit entitlement are not available to offset debts, they have a debt they must repay.

Table 2.1.6: Family Tax Benefit — Debts

| Key performance indicator | Entitlement year | |
|---|------------------------------------|------------------------------------|
| | 2013–14 | 2012–13 |
| Family Tax Benefit Part A | | |
| Percentage of all customers who had a qualification debt raised ^a | 6.6% 113,549 (of 1,720,081) | 4.1% 62,257 (of 1,754,221) |
| Percentage of all customers whose qualification debt remains outstanding ^a | 0.6% 10,233 (of 1,720,081) | 0.3% 4,270 (of 1,754,221) |
| Percentage of all customers who had a debt raised following reconciliation ^b | 12.8% 241,691 (of 1,884,628) | 13.5% 260,166 (of 1,922,047) |
| Percentage of all customers whose reconciliation debt remains outstanding ^b | 2.2% 41,939 (of 1,884,628) | 2.5% 48,779 (of 1,922,047) |
| Percentage of all customers who had a non-lodger debt raised ^b | 1.2% 23,253 (of 1,884,628) | 1.3% 25,626 (of 1,922,047) |
| Percentage of all customers whose non-lodger debt remains outstanding ^b | 1.1% 21,663 (of 1,884,628) | 1.3% 23,262 (of 1,922,047) |
| Family Tax Benefit Part B | | |
| Percentage of all customers who had a qualification debt raised ^c | 7.4% 113,549 (of 1,542,780) | 4.6% 62,257 (of 1,541,589) |
| Percentage of all customers whose qualification debt remains outstanding ^c | 0.7% 10,233 (of 1,542,780) | 0.3% 4,270 (of 1,541,589) |
| Percentage of all customers who had a debt raised following reconciliation ^d | 14.1% 241,691 (of 1,711,792) | 15.2% 260,166 (of 1,709,890) |
| Percentage of all customers whose reconciliation debt remains outstanding ^d | 2.5% 41,939 (of 1,711,792) | 2.9% 48,779 (of 1,709,890) |
| Percentage of all customers who had a non-lodger debt raised ^d | 1.4% 23,253 (of 1,711,792) | 1.5% 25,626 (of 1,709,890) |
| Percentage of all customers whose non-lodger debt remains outstanding ^d | 1.3% 21,663 (of 1,711,792) | 1.4% 23,262 (of 1,709,890) |

a Of all Family Tax Benefit Part A instalment recipients.

b Of the Family Tax Benefit Part A population, that is recipients who are reconciled as entitled or not entitled, or have not yet been reconciled.

c Of all Family Tax Benefit Part B instalment recipients.

d Of the Family Tax Benefit Part B population, that is recipients who are reconciled as entitled or not entitled, or have not yet been reconciled.

Outputs/deliverables

Table 2.1.7: Family Tax Benefit — Outputs/deliverables

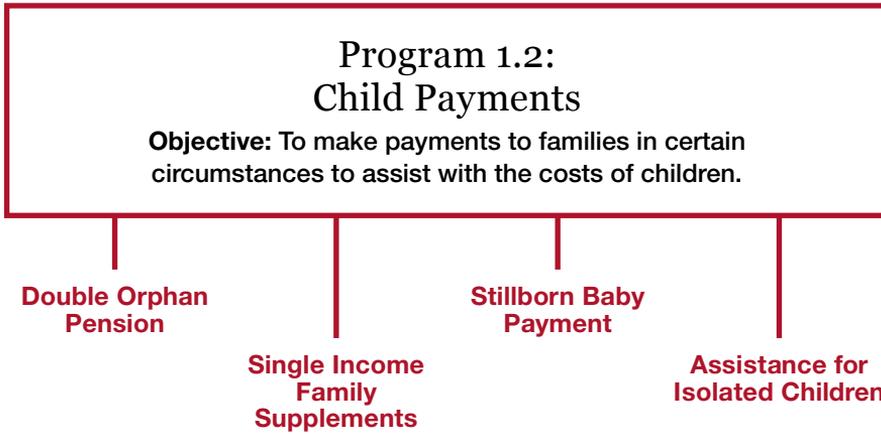
| Output/deliverable | 2015–16 |
|--|---------------------------------------|
| Agreement is in place with the Department of Human Services (DHS) for delivery of the below payments | An agreement is in place with DHS |
| Payments are made through DHS to eligible claimants under the provisions of family assistance law | Payments were made as described |
| The Child Support Scheme is delivered by DHS under the provisions of the child support legislation | The scheme was delivered as described |
| Administered outlays: | |
| • Family Tax Benefit Part A | \$15.52b |
| • Family Tax Benefit Part B | \$4.31b |

| Output/deliverable | Entitlement year |
|--|------------------|
| | 2013–14 |
| Family Tax Benefit Part A | |
| Total number of eligible customers | 1,791,006 |
| Proportion of all customers paid by instalment | 93.7% |
| | 1,678,711 |
| Proportion of all customers paid by lump sum | 6.3% |
| | 112,295 |
| Proportion of instalment and lump sum entitlement: | |
| • Instalment entitlement | 97.0% |
| | \$14.49b |
| • Lump sum entitlement | 3.0% |
| | \$0.45b |
| Family Tax Benefit Part B | |
| Total number of eligible customers | 1,589,454 |
| Proportion of all customers paid by instalment | 94.8% |
| | 1,506,098 |
| Proportion of all customers paid by lump sum | 5.2% |
| | 83,356 |
| Proportion of instalment and lump sum entitlement: | |
| • Instalment entitlement | 96.2% |
| | \$4.17b |
| • Lump sum entitlement | 3.8% |
| | \$0.17b |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|--|---------|---------|---------|
| Child Support Scheme^a | | | |
| Number of cases | 783,078 | 789,500 | 795,000 |
| Total value of annual assessments | \$3.34b | \$3.36b | \$3.38b |
| Total value of child support assessments raised using Child Support Collect in the past financial year and percentage collected: | | | |
| • Total value of assessments raised for collection by DHS | \$1.54b | \$1.54b | \$1.52b |
| • Total value of child support collected by DHS ^b | \$1.48b | \$1.47b | \$1.45b |

- a Data for number of cases and total value of annual assessments is point-in-time as at 30 June of the relevant financial year.
- b This figure includes child support received by DHS in the financial year for liabilities raised in previous years. The percentage collected for assessments raised in the financial year is not able to be calculated based on current available data.

| Output/deliverable | 2015–16 |
|-------------------------|---------|
| Schoolkids Bonus | |
| Number of recipients | 1.07m |
| Administered outlays | \$1.16b |



Child Payments results

Outputs/deliverables

Table 2.1.8: Child Payments — Outputs/deliverables

| Output/deliverable | 2015–16 |
|--|-----------------------------------|
| Agreement is in place with the Department of Human Services (DHS) for delivery of the below payments | An agreement is in place with DHS |
| Double Orphan Pension is paid through DHS to eligible families under the provisions of the social security law | Payments were made as described |
| Single Income Family Supplement is paid through DHS to eligible families under the provision of the family assistance law | Payments were made as described |
| Stillborn Baby Payment is paid through DHS to eligible claimants under the provisions of the family assistance law | Payments were made as described |
| Assistance for Isolated Children is paid through DHS to eligible families. The appropriation for payments is in the <i>Student Assistance Act 1973</i> | Payments were made as described |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|------------------------------|---------|---------|---------|
| Double Orphan Pension | | | |
| Number of recipients | 1,122 | 1,227 | 1,317 |
| Number of children | 1,635 | 1,808 | 1,907 |
| Administered outlays | \$3.30m | \$3.47m | \$3.55m |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---|-----------------|----------|----------|
| Single Income Family Supplement | | | |
| Number of recipients | na ^a | 236,521 | 254,393 |
| Administered outlays | \$50.46m | \$52.70m | \$56.93m |
| Stillborn Baby Payment | | | |
| Number of recipients | 1,010 | 983 | |
| Administered outlays | \$2.14m | \$2.10m | |
| Assistance for Isolated Children | | | |
| Number of recipients ^b | 10,958 | 10,167 | 9,859 |
| Administered outlays | \$70.72m | \$66.70m | |

- a 2015–16 entitlement year data is not available as the reconciliation process for Family Tax Benefit has not been finalised. This is because all recipients of Family Tax Benefit are automatically assessed for Single Income Family Supplement after reconciliation occurs.
- b These figures are for the month of December each year due to the nature of the payment.

Program 1.3:
Income Support for Vulnerable People
Objective: To make payments to financially assist eligible people in severe financial hardship who do not have any other means of support.

Special Benefit

Income Support for Vulnerable People results

Extent payment/concession recipients have improved self-reliance or improved circumstances

In the past year, two-thirds of activity tested Special Benefit recipients exited income support within 12 months of receiving their first payment, mainly due to commencing employment.

Special Benefit recipients of working age with no disability or caring responsibilities are required to undertake activities, such as job search and/or an approved training program, as a condition of payment. Recipients may be temporarily exempt from this requirement due to being incapacitated or in circumstances, such as a major personal crisis, which make it unreasonable for them to undertake such activities.

Only one per cent of all Special Benefit recipients report employment income due to most recipients not being of working age.

Table 2.1.9: Income Support for Vulnerable People — Improved self-reliance or circumstances

| Key performance indicator | | 2015–16 | | |
|--|----------------------|----------------------|-----------------------|--|
| Special Benefit | | | | |
| Percentage of activity tested recipients undertaking activities as a condition of receiving payment ^a | | 81% | | |
| Percentage and number of recipients reporting employment income ^a | | 1% 61 | | |
| Percentage of activity tested recipients who exit income support within 3/6/12 months ^a | Exit within 3 months | Exit within 6 months | Exit within 12 months | |
| | 18% | 38% | 66% | |

a New key performance indicator for 2015–16.

Reduction in time period where individuals and families are unable to fully support themselves

The average duration on Special Benefit has continued to decline due mainly to a change in the composition of the Special Benefit population. The percentage of recipients of working age is gradually increasing due to more Temporary Protection Visa holders and Safe Haven Visa holders being granted Special Benefit. As working age recipients tend to exit income support earlier than recipients of age pension age, the average duration on payment has been declining accordingly.

Table 2.1.10: Income Support for Vulnerable People — Duration on payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|-----------|-----------|-----------|
| Special Benefit | | | |
| Average (mean) duration on payment | 121 weeks | 122 weeks | 125 weeks |
| Average (mean) duration on income support | 138 weeks | 138 weeks | 140 weeks |

Percentage of payment recipients on part rate due to means test

The high proportion of Special Benefit recipients receiving a part rate is due to the strict Special Benefit income test whereby all income and the value of in kind support, such as free board and lodgings, reduces the Special Benefit rate by that amount. There is no allowable income free area.

Table 2.1.11: Income Support for Vulnerable People — Part rate of payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|--------------|--------------|--------------|
| Special Benefit | | | |
| Percentage and number of recipients on part rate due to the means test – by means test type ^a | 81% 4,313 | 81% 4,260 | 79% 4,239 |

a Only includes recipients on part rate due to the income test. This is because Special Benefit is not payable at a part rate under the assets test.

Payment accuracy

Table 2.1.12: Income Support for Vulnerable People — Payment accuracy

| Payment | 2015–16 | 2014–15 | 2013–14 |
|-----------------|---------|---------|---------|
| Special Benefit | 96.6% | 97.9% | 96.6% |

Outputs/deliverables

Table 2.1.13: Income Support for Vulnerable People — Outputs/deliverables

| Output/deliverable | 2015–16 |
|---|-----------------------------------|
| Agreement is in place with the Department of Human Services (DHS) for delivery of the below payment | An agreement is in place with DHS |
| Special Benefit payments are made through DHS to eligible claimants under the provisions of social security law | Payments were made as described |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|------------------------|----------|----------|----------|
| Special Benefit | | | |
| Number of recipients | 5,335 | 5,246 | 5,366 |
| Administered outlays | \$64.75m | \$64.74m | \$65.33m |

**Program 1.4:
Income Support for People in
Special Circumstances**

Objective: 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.

**Bereavement
Allowance**

**Payments under
Special Circumstances**

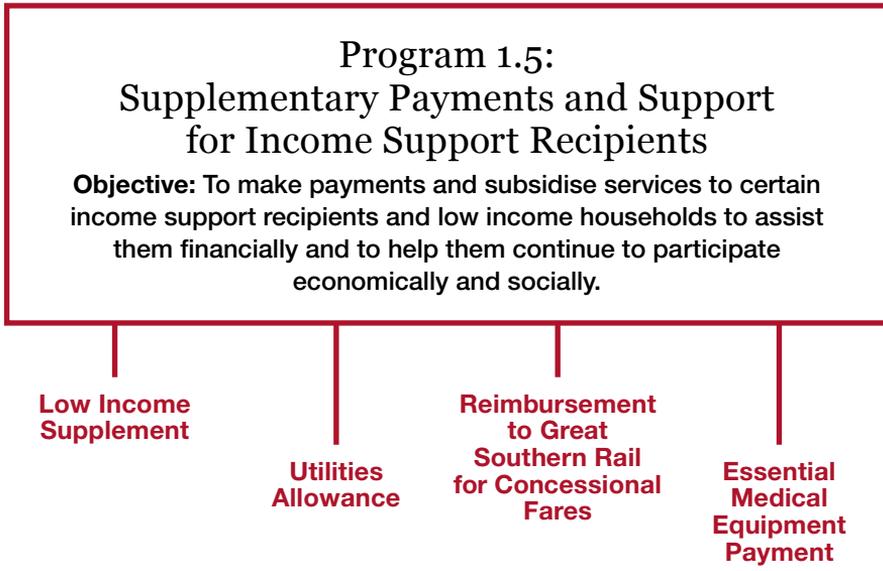
Income Support for People in Special Circumstances results

Outputs/deliverables

Table 2.1.14: Income Support for People in Special Circumstances — Outputs/deliverables

| Output/deliverable | 2015–16 |
|--|-----------------------------------|
| Agreement is in place with the Department of Human Services (DHS) for the delivery of the below payments | An agreement is in place with DHS |
| Bereavement Allowance payments are made through DHS to eligible claimants under the provisions of social security law | Payments were made as described |
| Payments under Special Circumstances are made through DHS to eligible claimants under the provisions of social security law and the PGPA Act | Payments were made as described |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---|----------------|----------------|----------------|
| Bereavement Allowance | | | |
| Number of recipients | 936 | 979 | 908 |
| Administered outlays | \$4.39m | \$4.54m | \$3.73m |
| Payments under Special Circumstances | | | |
| Number of recipients | 28 | 33 | 29 |
| Administered outlays | \$0.59m | \$0.64m | \$0.47m |



Supplementary Payments and Support for Income Support Recipients results

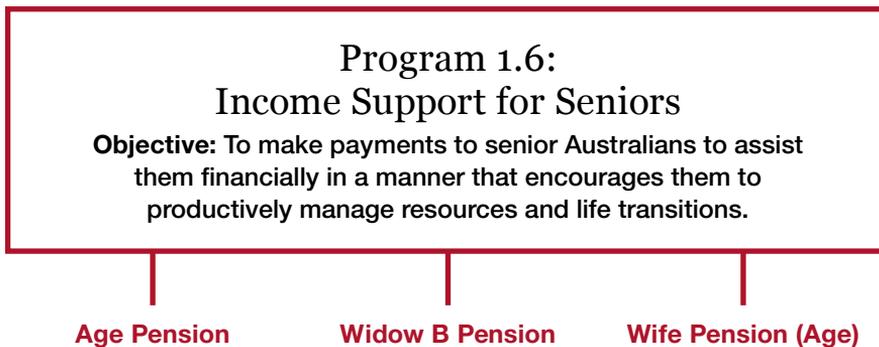
Outputs/deliverables

Table 2.1.15: Supplementary Payments — Outputs/deliverables

| Output/deliverable | 2015–16 |
|---|--|
| Low Income Supplement payments are made through the Department of Human Services (DHS) to eligible claimants under the provision of social security law | Payments were made as described |
| Utilities Allowance payments are made through the Department of Human Services (DHS) to eligible claimants under the provision of social security law | Payments were made as described |
| Agreement is in place with Great Southern Rail | An agreement was in place with Great Southern Rail |
| Great Southern Rail is under agreement to provide concessional fares on its services for eligible passengers | Concessional fares were reimbursed as described |
| Essential Medical Equipment payments are made through DHS to eligible claimants under the provisions of social security law | Payments were made as described |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|--|----------|----------|-----------------|
| Low Income Supplement | | | |
| Number of recipients | 6,778 | 6,427 | 6,284 |
| Administered outlays | \$2.01m | \$1.93m | \$1.88m |
| Utilities Allowance | | | |
| Number of recipients | 54,250 | 63,683 | 69,969 |
| Administered outlays | \$26.69m | \$26.54m | \$37.56m |
| Reimbursement to Great Southern Rail for Concessional Fares | | | |
| Number of recipients | 36,337 | 37,910 | 37,907 |
| Number of journeys | 52,178 | 53,204 | 58,086 |
| Administered outlays | \$9.00m | \$8.84m | \$8.61m |
| Essential Medical Equipment Payment | | | |
| Number of payments | 39,601 | 36,513 | na ^a |
| Administered outlays | \$6.12m | \$5.44m | \$4.81m |

a In the 2013–14 Annual Report, the key performance indicator was reported as the number of recipients (26,134), rather than payments.



Income Support for Seniors results

Percentage of payment recipients on part rate due to means test

The proportion of people on part rate due to the means test increased from 41.7 per cent (1,036,452) in 2014–15 to 42.0 per cent (1,067,054) in 2015–16. This represents a 3 per cent increase in the number of age pensioners on part rate. The total number of Age Pension recipients grew at a slower rate of 2.1 per cent over the same period.

The number of age pensioners on the part rate is increasing at a faster rate than the total number of Age Pension recipients because the current generation of new retirees have higher levels of income and assets. This higher level of income and assets largely reflects the fact that newer retirees are more likely to have accumulated superannuation savings as a result of the introduction of compulsory superannuation in 1992 with higher contribution rates progressively taking effect over the following years.

Table 2.1.16: Income Support for Seniors — Part rate of payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|--------------------|--------------------|------------------|
| Age Pension | | | |
| Percentage and number of recipients on part rate due to the means test – by means test type: ^a | 42.0% 1,067,054 | 41.7% 1,036,452 | 41.1% 989,211 |
| • Income test | 24.1% 613,371 | | |
| • Assets test | 17.8% 453,683 | | |
| Widow B Pension | | | |
| Percentage and number of recipients on part rate due to the means test – by means test type: ^a | 41.0% 159 | 41.6% 177 | 41.7% 192 |
| • Income test | 40.7% | | |
| • Assets test | 0.3% | | |
| Wife Pension (Age) | | | |
| Percentage and number of recipients on part rate due to the means test – by means test type: ^a | 20.0% 1,167 | 20.0% 1,328 | 20.7% 1,561 |
| • Income test | 16.7% 977 | | |
| • Assets test | 3.2% 190 | | |

a Disaggregated results reported for the first time in 2015–16.

2

Chapter 2.1
Purpose 1 — Social Security

Percentage of Australians who receive the payment/concession by priority groups

The proportion of senior Australians receiving the Age Pension has remained relatively steady since 2013–14.

Table 2.1.17: Income Support for Seniors — Receipt of payment by priority groups

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|-----------------------|-----------------------|-----------------------|
| Age Pension | | | |
| Percentage and number of senior Australians who receive payment | 69.0% 2.54 million | 69.8% 2.49 million | 69.8% 2.41 million |

Percentage of payment/concession recipients aligned to specific policy objectives or payment conditions

The number and proportion of Age Pension recipients reporting employment income has been steady at approximately 4.4 per cent over the last three reporting periods (June of each financial year). There was a small decline in the number and proportion of new entrants to Age Pension with employment income as at June 2016. The decline was less pronounced earlier in the 2015–16 financial year and there has been no decline in employment among 65–69 year olds according to Australian Bureau of Statistics data (*Labour Force Australia Survey*, June 2016, requested data). We will continue to monitor this indicator to establish whether a sustained change has occurred and to further explore employment patterns amongst age pensioners.

The ratio of age pensioners’ income derived from sources other than the pension has increased from \$23.15 to \$23.98 for every \$100 of income. This is due to the current generation of new retirees having higher levels of income and assets.

Table 2.1.18: Income Support for Seniors — Specific policy objectives/payment conditions

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|-----------------|-----------------|-----------------|
| Age Pension | | | |
| Percentage and number of new entrants with employment income | 10.7% 17,075 | 12.0% 22,165 | 12.4% 18,235 |
| Percentage and number of recipients with employment income | 4.4% 112,353 | 4.4% 110,249 | 4.3% 103,511 |
| Ratio of assessed income of pensioners to their total income | \$23.98:\$100 | \$23.42:\$100 | \$23.15:\$100 |



Payment accuracy

Table 2.1.19: Income Support for Seniors — Payment accuracy

| Payment | 2015–16 | 2014–15 | 2013–14 |
|-------------|---------|---------|---------|
| Age Pension | 98.12% | 98.01% | 97.59% |

Outputs/deliverables

Table 2.1.20: Income Support for Seniors — Outputs/deliverables

| Output/deliverable | 2015–16 |
|--|-----------------------------------|
| Agreement is in place with the Department of Human Services (DHS) for the delivery of the below payments | An agreement is in place with DHS |
| Payments are made through DHS to eligible claimants under social security law | Payments were made as described |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---------------------------|--------------|--------------|--------------|
| Age Pension | | | |
| Number of recipients | 2.54 million | 2.49 million | 2.41 million |
| Administered outlays | \$43.23b | \$41.37b | \$39.39b |
| Widow B Pension | | | |
| Number of recipients | 388 | 425 | 460 |
| Administered outlays | \$6.44m | \$6.98m | \$7.03m |
| Wife Pension (Age) | | | |
| Number of recipients | 5,849 | 6,634 | 7,555 |
| Administered outlays | \$102.02m | \$113.33m | \$121.99m |

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Chapter 2.1
 Purpose 1 — Social Security

**Program 1.7:
Allowances and Concessions for Seniors**

Objective: To make payments and provide services to senior Australians to assist with household expenses, enabling them to maintain their standard of living.

Energy Supplement for holders of the Commonwealth Seniors Health Card

Allowances and Concessions for Seniors results

Outputs/deliverables

Table 2.1.21: Allowances and Concessions for Seniors — Outputs/deliverables

| Output/deliverable | 2015–16 | | |
|---|---------------------------------|-----------|----------|
| Payments are made through the Department of Human Services (DHS) to eligible claimants under the provision of social security law | Payments were made as described | | |
| Output/deliverable | 2015–16 ^a | 2014–15 | 2013–14 |
| Energy Supplement for holders of the Commonwealth Seniors Health Card | | | |
| Number of recipients | 270,979 | 279,571 | 280,160 |
| Administered outlays | \$81.49m | \$284.14m | \$279.3m |

a Previous years reported Seniors Supplement. This ceased in June 2015 and only the Energy Supplement continues to be paid.

Program 1.8:
Income Support for People with Disability
Objective: To make payments to eligible people with disability who are unable to support themselves to achieve financial independence.

Disability Support Pension

Mobility Allowance

2
Chapter 2.1
 Purpose 1 — Social Security

Income Support for People with Disability results

Extent payment/concession recipients have improved self-reliance or improved circumstances

The proportion of Disability Support Pension recipients reporting employment income in the past year compared to 2014–15 is steady at 8.2 per cent. Australian Disability Enterprises are the source of income for a significant proportion of recipients. These enterprises are generally not for profit organisations providing supported employment opportunities to people with disability who are able to work at least eight hours per week. The Australian Government’s Disability Employment Services providers play a specialist role in helping people with disability, injury or a health condition to get ready to look for, find, and keep a job in the open market.

Table 2.1.22: Income Support for People with Disability — Improved self-reliance or circumstances

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|----------------|----------------|----------------|
| Disability Support Pension | | | |
| Percentage and number of recipients reporting employment income | 8.2% 64,100 | 8.2% 66,506 | 8.2% 67,684 |

Reduction in time period where individuals and families are unable to fully support themselves

In the past year, the average duration for a person on Disability Support Pension was 753 weeks (more than 13 years). This is up from 715 weeks in 2014–15. The likely cause of the increase is improved targeting of the Disability Support Pension to people who are unable to support themselves to achieve financial independence.

Table 2.1.23: Income Support for People with Disability — Duration on payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|-----------------------------------|-----------|-----------|-----------|
| Disability Support Pension | | | |
| Duration on payment ^a | 753 weeks | 715 weeks | 691 weeks |

a This indicator measures average duration of income support for current Disability Support Pension recipients. It includes duration on other income support payments prior to claiming Disability Support Pension where there has been no break.

Percentage of payment recipients on part rate due to means test

The proportion of Disability Support Pension recipients on part rate has decreased over the last three reporting periods. This downward trend is partially influenced by improved assessments, tightened eligibility and the targeted reviews of Disability Support Pension recipients.

Table 2.1.24: Income Support for People with Disability — Part rate of payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|---------|---------|---------|
| Disability Support Pension | | | |
| Percentage and number of recipients on part rate due to the means test – by means test type: ^a | 15.4% | 17.5% | 17.9% |
| • Income test | 107,598 | 142,654 | 148,362 |
| • Assets test | 12,715 | | |

a Disaggregated results reported for the first time in 2015–16.

Percentage of Australians who receive the payment/concession by priority groups

There has been a decrease in the percentage of people with disability who are receiving Disability Support Pension payments – down from 19.2 per cent (814,391) in 2014–15 to 18.5 per cent (782,891) in 2015–16. Similarly, the ratio of Disability Support Pension recipients to the total Australian working age population has also fallen slightly from 4.9 per cent in 2014–15 to 4.6 per cent in the past year. The continual decrease in Disability Support Pension recipients can mostly be attributed to improved assessments and tightened eligibility, while other program changes such as targeted reviews have also had an impact on the overall population.

Table 2.1.25: Income Support for People with Disability — Receipt of payment by priority groups

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|--------------------------------|--------------------------------|--------------------------------|
| Disability Support Pension | | | |
| Percentage and number of estimated population of people with disability who receive payment ^a | 18.5% 782,891/ 4,234,200 | 19.2% 814,391/ 4,234,200 | 19.6% 830,454/ 4,234,200 |
| Percentage and number of Disability Support Pension population as a proportion of the total Australian working age population ^b | 4.6% 736,242/ 16,062,963 | 4.9% 773,218/ 15,845,156 | 5.1% 794,257/ 15,641,287 |

- a These results are derived from the 2012 *Australian Bureau of Statistics Survey of Disability, Ageing, and Carers* (cat. no. 4430.0) and report the number of people with disability. Not all people with disability have a work limitation or rely on the Disability Support Pension.
- b These results are point-in-time counts of Disability Support Pension recipients of working age and the Australian Bureau of Statistics (cat. no. 3222.0 Population Projections, Australia, 2012 (base) to 2101) data on the working age population aged 15–64 years.

Payment accuracy

Table 2.1.26: Income Support for People with Disability — Payment accuracy

| Payment | 2015–16 | 2014–15 | 2013–14 |
|----------------------------|---------------------|---------|---------|
| Disability Support Pension | 91.55% ^a | 95.31% | 96.05% |

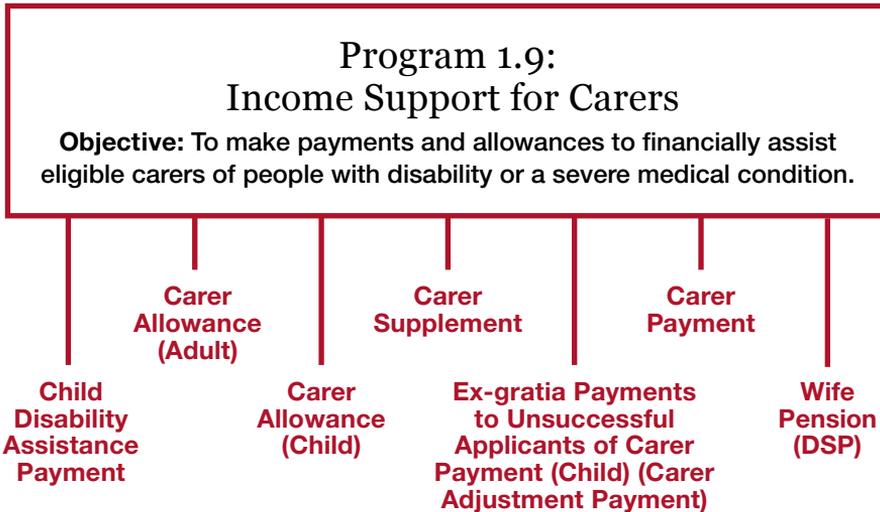
- a The DSP results include recipients (around 6%) whose medical conditions no longer satisfied current medical eligibility criteria. DHS assesses medical eligibility on the basis of evidence available at the time of claim and, once assessed, a recipient can remain eligible until a review. The results in these cases do not necessarily represent an error on the part of DHS or the recipient. From July 2016 an additional 30,000 medical reviews per year over the next three years will be undertaken to re-assess eligibility.

Outputs/deliverables

Table 2.1.27: Income Support for People with Disability — Outputs/deliverables

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|--|-----------------------------------|----------|----------|
| Agreement is in place with the Department of Human Services (DHS) for the delivery of the below payments | An agreement is in place with DHS | | |
| Payments are made through DHS to eligible claimants under the provisions of social security law | Payments were made as described | | |
| Disability Support Pension | | | |
| Number of recipients | 782,891 | 814,391 | 830,454 |
| Administered outlays | \$16.42b | \$16.54b | \$16.11b |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---------------------------|-----------|-----------|-----------|
| Mobility Allowance | | | |
| Number of recipients | 59,971 | 61,975 | 63,712 |
| Administered outlays | \$151.37m | \$155.37m | \$155.58m |



2

Income Support for Carers results

Extent payment/concession recipients have improved self-reliance or improved circumstances

The low percentage of Carer Payment recipients reporting employment income (around 10.0 per cent over the past three financial years) reflects the targeting of the payment to carers with limited capacity to engage in employment.

Table 2.1.28: Income Support for Carers — Improved self-reliance or circumstances

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|----------------|----------------|-----------------|
| Carer Payment | | | |
| Percentage and number of recipients reporting employment income | 9.6% 25,110 | 9.8% 24,938 | 10.0% 24,345 |
| Wife Pension (DSP) | | | |
| Percentage and number of recipients reporting employment income | 22.8% 1,299 | 23.0% 1,522 | 23.5% 1,802 |

Percentage of payment recipients on part rate due to means test

The percentage of Carer Payment recipients receiving a part rate of pension due to the means test has remained fairly steady at just over 24.0 per cent for the past three financial years. Carer Payment recipients by definition are unable to engage in substantial paid work and hence have a limited capacity to increase their employment income and reduce pension income. As a result, there is little change over time in the percentage of people receiving a part rate of pension.

Table 2.1.29: Income Support for Carers — Part rate of payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|---------------------------|---------------------------|---------------------------|
| Carer Payment | | | |
| Percentage and number of recipients on part rate due to the means test ^a | 24.4% 63,523 | 24.6% 62,766 | 24.7% 60,287 |
| • Income test | 20.2% 52,598 | | |
| • Assets test | 4.2% 10,925 | | |
| Wife Pension (DSP) | | | |
| Percentage and number of recipients on part rate due to the means test ^b | 29.5% 1,682 | 30.0% 1,981 | 30.4% 2,332 |
| • Income test | 26.8% 1,526 | | |
| • Assets test | 2.7% 156 | | |
| Ratio of current number of Wife Pension (DSP) recipients to the number of Wife Pension (DSP) recipients at 1 July 1995 | 5,697/ 121,839 4.7% | 6,612/ 121,839 5.4% | 7,683/ 121,839 6.3% |

a Results disaggregated for the first time in 2015–16.

b The decrease in numbers is due to the payment being closed to new applications since July 1995. Results disaggregated for the first time in 2015–16.

Percentage of Australians who receive the payment/concession by priority groups

The percentage of primary carers receiving Carer Payment and the proportion receiving Carer Allowance has increased over the last three reporting periods. These proportions are increasing because the total number of primary carers is sourced from the triennial 2012 ABS Survey of Disability, Ageing and Carers and this number has not been updated in non-survey years. Next year we will be able to report updated survey results to compare longer-term trends.

Table 2.1.30: Income Support for Carers — Receipt of payment by priority groups

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|------------------------------|------------------------------|------------------------------|
| Carer Payment | | | |
| Percentage and number of primary carers who are receiving payment ^a | 33.9% 260,592/ 769,800 | 33.1% 255,542/ 769,800 | 31.7% 243,856/ 769,800 |
| Carer Allowance (Adult and Child) | | | |
| Percentage and number of primary carers who are receiving payment ^a | 78.7% 605,773/ 769,800 | 78.1% 601,364/ 769,800 | 76.7% 590,181/ 769,800 |

a The result of this indicator relies on the definition of primary carer used by the ABS Survey of Disability, Ageing and Carers (cat. no. 4430.0), and is the number of people who provided the most informal help needed by a person with disability. Eligibility for Carer Payment and Carer Allowance is not determined by the ABS definition of primary carer.

The number of primary carers in 2013–14 and 2014–15 and 2015–16 is sourced from the 2012 ABS Survey of Disability, Ageing and Carers (cat. no. 4430.0). This survey is run by the ABS triennially.

Payment accuracy

Table 2.1.31: Income Support for Carers — Payment accuracy

| Payment | 2015–16 | 2014–15 | 2013–14 |
|-----------------------------------|---------|---------|---------|
| Carer Payment | 95.9% | 96.1% | 96.4% |
| Carer Allowance (Adult and Child) | 96.4% | 97.4% | 97.1% |

Outputs/deliverables

Table 2.1.32: Income Support for Carers — Outputs/deliverables

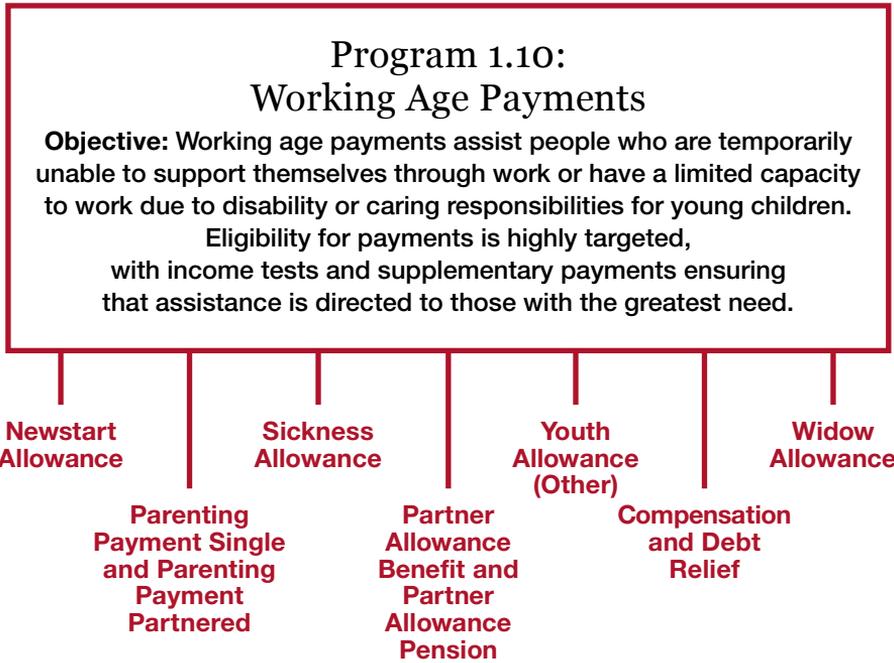
| Output/deliverable | 2015–16 |
|---|-----------------------------------|
| Agreement is in place with the Department of Human Services (DHS) for the delivery of the below payments | An agreement is in place with DHS |
| Payments are made through DHS to eligible claimants under the provisions of social security law | Payments were made as described |
| Ex-gratia payments to unsuccessful applicants of Carer Payment (Child) (Carer Adjustment Payment) are paid under the provisions of the PGPA Act | Payments were made as described |



| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|--|----------|----------|----------|
| Carer Payment | | | |
| Number of recipients | 260,592 | 255,542 | 243,856 |
| Administered outlays | \$4.8b | \$4.6b | \$4.2b |
| Carer Allowance (Adult and Child) | | | |
| Number of recipients ^a | 605,773 | 601,364 | 590,181 |
| Administered outlays: | | | |
| • Carer Allowance (Adult) | \$1.57b | \$1.51b | \$1.44b |
| • Carer Allowance (Child) | \$563.0m | \$538.7m | \$521.1m |
| Carer Supplement | | | |
| Number of recipients | 629,005 | 614,815 | 597,697 |
| Administered outlays | \$567.2m | \$551.7m | \$532.7m |
| Child Disability Assistance Payment | | | |
| Number of recipients | 154,420 | 150,757 | 147,670 |
| Administered outlays | \$175.3m | \$171.0m | \$169.0m |
| Wife Pension (DSP) | | | |
| Number of recipients ^b | 5,697 | 6,612 | 7,683 |
| Administered outlays | \$94.15m | \$107.6m | \$120.7m |

a Excludes carers whose care receiver qualified for a Health Care Card only.

b The decrease in numbers is due to the payment being closed to new applications since July 1995.



Working Age Payments results

Extent payment/concession recipients have improved self-reliance or improved circumstances

In the past year, the proportion of people exiting Newstart Allowance and Youth Allowance (other) within 12 months remains consistent with previous financial years. Recipients may exit income support for a variety of reasons, including employment, personal income from other sources, partner income, parental income, or assets.

Table 2.1.33: Working Age Payments — Improved self-reliance or circumstances — exiting income support

| Key performance indicator | 2015–16 | | 2014–15 | | 2013–14 | | |
|--|---------|----------------|---------|-----|---------|-----|-----|
| | 3 | 6 ^a | 12 | 3 | 12 | 3 | 12 |
| Percentage of recipients who exit income support within 3/6/12 months of grant | | | | | | | |
| • Newstart Allowance | 23% | 42% | 63% | 24% | 63% | 24% | 65% |
| • Youth Allowance (other) | 23% | 43% | 61% | 22% | 62% | 24% | 66% |

a Exiting income support within 6 months is a new key performance indicator for 2015–16.

Recipients of Newstart Allowance and Youth Allowance (other) are required to meet mutual obligation requirements by entering into a Job Plan, actively seeking work and undertaking activities to help them into work. Recipients must meet these requirements in order to receive payment, unless they are exempt. Recipients may be temporarily exempt from mutual obligation requirements due to being incapacitated or circumstances such as a major personal crisis or unexpected caring responsibilities. Recipients with an exemption are not required to undertake activities.

Activities included in this key performance indicator aim to improve a person's self-reliance. Activities include job search, voluntary/part-time work, training/education, and other activities without job search that aim to improve a person's employment prospects.

2

Table 2.1.34: Working Age Payments — Improved self-reliance or circumstances — undertaking activities

| Key performance indicator | 2015–16 |
|--|---------|
| Percentage of income support recipients who are undertaking activities as a condition of receiving a payment: ^a | |
| <ul style="list-style-type: none"> • Newstart Allowance | 80% |
| <ul style="list-style-type: none"> • Youth Allowance (other) | 87% |

a New key performance indicator for 2015–16.

The proportion of working age income support recipients reporting employment income has remained steady in the past three reporting periods. This indicator is influenced by a number of factors, including labour market conditions, as well as payment requirements and design. Recipients of Newstart Allowance, Youth Allowance (other) and Parenting Payment Single (with a youngest child aged six years or older) are subject to mutual obligation requirements. Recipients can satisfy their requirements by looking for work and undertaking other approved activities, such as part-time employment. Parenting Payment Single has a higher income limit than other working age payments, which allows recipients with higher levels of earnings to remain entitled to payment. Parenting Payment Partnered, Sickness Allowance, Partner Allowance (Benefit and Pension) and Widow Allowance recipients are less likely to have employment income. Consistent with the purposes of the payments, these recipients are not subject to mutual obligation requirements.

Chapter 2.1
Purpose 1 — Social Security

Table 2.1.35: Working Age Payments — Improved self-reliance or circumstances — reporting employment income

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|----------------|----------------|----------------|
| Percentage and number of recipients reporting employment income by payment type: | | | |
| • Newstart Allowance | 21% 155,792 | 21% 154,017 | 21% 149,131 |
| • Parenting Payment Partnered | 10% 9,936 | 9% 9,530 | 9% 9,500 |
| • Parenting Payment Single | 26% 66,202 | 25% 65,419 | 25% 64,849 |
| • Partner Allowance (Benefit and Pension) | 6% 235 | 6% 346 | 6% 517 |
| • Sickness Allowance | 8% 627 | 8% 644 | 8% 631 |
| • Widow Allowance | 7% 1,315 | 8% 1,724 | 8% 2,101 |
| • Youth Allowance (other) | 19% 18,701 | 18% 20,718 | 19% 21,136 |

Reduction in time period where individuals and families are unable to fully support themselves

Average duration on payment and income support reflects the design and intent of each payment. Newstart Allowance is paid to a range of recipients, some who are able to move off payment within a relatively short period of time, and others who may be less able to fully support themselves and may require longer-term support. This includes those who are the principal carers of a dependent child or children or those with a partial capacity to work due to a medical condition or disability. Principal carer parents and those with a partial capacity to work make up an increasing proportion of the Newstart Allowance population, largely due to eligibility changes to Parenting Payment and Disability Support Pension over the past few years. This has contributed to the increase in the average duration on payment and income support for Newstart Allowance recipients.

The average durations for Youth Allowance (other) and Sickness Allowance reflect the short term nature of these payments. Sickness Allowance is intended to provide support for people temporarily incapacitated for work or study, while Youth Allowance (other) is limited to young people aged under 22 years (recipients may transition to Newstart Allowance if they continue to require support beyond this age).

As both Parenting Payment Partnered and Parenting Payment Single are paid to the principal carers of young children, the average duration reflects the longer term nature of these payments. Single principal carers have a higher average duration as they can stay on Parenting Payment Single until their youngest child turns eight years old, compared to six years old for partnered principal carers.



The average durations for Partner Allowance (Benefit and Pension) and Widow Allowance recipients reflect that people receiving these payments have no mutual obligation requirements and they must be born on, or before, 1 July 1955 and have no recent workforce experience.

Table 2.1.36: Working Age Payments — Duration on payment — by payment type

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|---------|---------|---------|
| Average (mean) duration on payment by payment type (weeks): ^a | | | |
| • Newstart Allowance | 129 | 118 | 108 |
| • Parenting Payment Partnered | 129 | 128 | 127 |
| • Parenting Payment Single | 184 | 182 | 181 |
| • Partner Allowance (Benefit and Pension) | 845 | 794 | 742 |
| • Sickness Allowance | 45 | 43 | 37 |
| • Widow Allowance | 272 | 267 | 265 |
| • Youth Allowance (other) | 79 | 84 | 84 |

a Duration on current payment only. Does not reflect time spent on previous payments.

Table 2.1.37: Working Age Payments — Duration on payment — by current income support payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|---------|---------|---------|
| Average (mean) duration on income support by current income support payment (weeks): ^a | | | |
| • Newstart Allowance | 253 | 239 | 230 |
| • Parenting Payment Partnered | 222 | 218 | 215 |
| • Parenting Payment Single | 297 | 292 | 287 |
| • Partner Allowance (Benefit and Pension) | 932 | 874 | 817 |
| • Sickness Allowance | 53 | 49 | 44 |
| • Widow Allowance | 480 | 475 | 475 |
| • Youth Allowance (other) | 87 | 93 | 94 |

a Duration on income support by current payment type includes time spent on previous payments where there has been no break.

Percentage of payment recipients on part rate due to means test

The percentage of recipients receiving a part rate of payment due to the means test has remained steady over the reporting period. This is consistent with results reported for employment income.

Payment rates may be reduced under the income test for a number of reasons including personal income from employment or other sources, partner income or, for Youth Allowance (other) only, parental income.

Newstart Allowance, Youth Allowance (other), Parenting Payment (Single and Partnered), Partner Allowance (Benefit and Pension), Sickness Allowance and Widow Allowance payments are not payable at a part rate under the assets test. These payments are not payable if a person's assets exceed the relevant assets threshold.

Table 2.1.38: Working Age Payments — Part rate of payment

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|----------------|----------------|----------------|
| Percentage and number of recipients on part rate due to means tests – by payment type; by means test type: ^a | | | |
| • Newstart Allowance | 24% 174,106 | 23% 174,375 | 24% 168,771 |
| • Parenting Payment Partnered | 28% 28,147 | 28% 28,802 | 28% 28,646 |
| • Parenting Payment Single | 23% 60,257 | 23% 60,346 | 23% 59,788 |
| • Partner Allowance (Benefit and Pension) | 15% 582 | 16% 910 | 17% 1,361 |
| • Sickness Allowance | 16% 1,214 | 16% 1,273 | 16% 1,244 |
| • Widow Allowance | 21% 3,787 | 21% 4,588 | 20% 5,188 |
| • Youth Allowance (other) | 14% 14,176 | 14% 16,225 | 14% 16,329 |

a Recipients on a part rate due to the income test only. This is because working age payments are not payable at a part rate under the assets test.

Payment accuracy

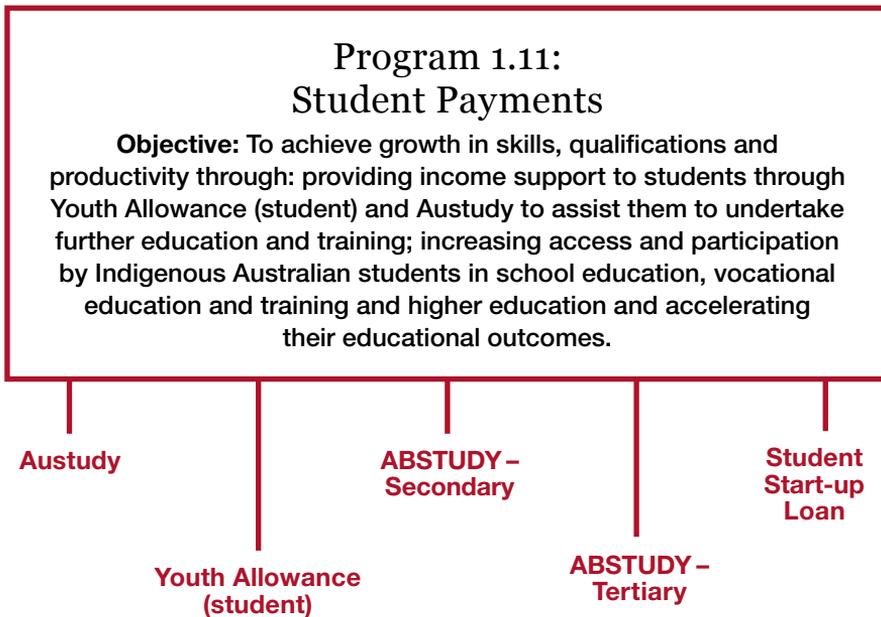
Table 2.1.39: Working Age Payments — Payment accuracy

| Payment | 2015–16 | 2014–15 | 2013–14 |
|---|---------|---------|---------|
| Newstart Allowance | 92.93% | 93.84% | 93.85% |
| Parenting Payment Partnered | 83.47% | 82.79% | 82.52% |
| Parenting Payment Single | 94.58% | 96.21% | 96.00% |
| Partner Allowance (Benefit and Pension) | 98.69% | 99.09% | 97.54% |
| Sickness Allowance | 67.75% | 71.52% | 77.42% |
| Widow Allowance | 97.10% | 98.06% | 96.47% |
| Youth Allowance (other) | 87.21% | 90.01% | 91.05% |

Outputs/deliverables

Table 2.1.40: Working Age Payments — Outputs/deliverables

| Output/deliverable | 2015–16 | | |
|--|-----------------------------------|-----------|-----------|
| Agreement is in place with the Department of Human Services (DHS) for the delivery of the below payments | An agreement is in place with DHS | | |
| Payments are made through DHS to eligible claimants under the provisions of social security law | Payments were made as described | | |
| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
| Newstart Allowance | | | |
| Number of recipients | 732,100 | 748,719 | 705,814 |
| Administered outlays | \$9.91b | \$9.54b | \$8.81b |
| Parenting Payment Partnered | | | |
| Number of recipients | 100,210 | 101,696 | 104,028 |
| Administered outlays | \$1.01b | \$1.02b | \$1.03b |
| Parenting Payment Single | | | |
| Number of recipients | 259,434 | 262,108 | 260,632 |
| Administered outlays | \$4.64b | \$4.58b | \$4.36b |
| Partner Allowance (Benefit and Pension) | | | |
| Number of recipients | 3,952 | 5,732 | 8,191 |
| Administered outlays: | | | |
| • Partner Allowance (Benefit) | \$3.98m | \$6.04m | \$8.72m |
| • Partner Allowance (Pension) | \$54.57m | \$76.95m | \$100.06m |
| Pensioner Education Supplement | | | |
| Number of recipients | 35,521 | 40,985 | 46,885 |
| Administered outlays | \$66.50m | \$77.26m | \$79.13m |
| Sickness Allowance | | | |
| Number of recipients | 7,708 | 7,937 | 7,807 |
| Administered outlays | \$107.71m | \$105.93m | \$106.20m |
| Widow Allowance | | | |
| Number of recipients | 18,245 | 21,905 | 25,384 |
| Administered outlays | \$307.39m | \$352.85m | \$374.30m |
| Youth Allowance (other) | | | |
| Number of recipients | 98,100 | 112,620 | 113,998 |
| Administered outlays | \$1.04b | \$1.09b | \$1.09b |



Student Payments results

Extent payment/concession recipients have improved self-reliance or improved circumstances

This indicator presents a measure of whether former recipients of student payments are relying on income support three, six and 12 months after leaving student payments. The indicator examines the group of students who exited Austudy, Youth Allowance (student) or ABSTUDY Living Allowance for any reason at any time during 2014, and did not return to one of these payments during the 12 months after their exit.

Former Youth Allowance (student) recipients showed the best outcomes against this measure. Three months after exiting payment, more than two-thirds of the former Youth Allowance (student) recipients were not receiving any income support. Twelve months after exiting, more than three-quarters of the group were not receiving income support. A similar pattern and proportions are evident for the group of former Austudy recipients. Three months after exiting Austudy, 63.0 per cent of the group were not receiving any income support. At 12 months, 70.0 per cent were not receiving income support.

Former ABSTUDY Living Allowance recipients were more reliant on income support during the year after leaving ABSTUDY Living Allowance. Three, six and 12 months after exiting ABSTUDY Living Allowance, around half the group were receiving an income support payment. The lower ABSTUDY Living Allowance percentage is likely to be the result of a number of intertwined factors, such as:

- » the total number of ABSTUDY Living Allowance recipients is much lower than for Austudy and Youth Allowance (student)
- » school students make up a much higher proportion of ABSTUDY recipients compared with Youth Allowance (student) recipients
- » a higher proportion of ABSTUDY recipients are from outer regional, remote or very remote areas.

Table 2.1.41: Student Payments — Improved self-reliance or circumstances — not receiving income support after payment exit

| Key performance indicator | 2015–16 | | |
|---|---------------------|---------------------|----------------------|
| | 3 months after exit | 6 months after exit | 12 months after exit |
| Percentage of recipients who were not receiving income support 3/6/12 months after exiting student payments: ^a | | | |
| • Austudy | 63% | 66% | 70% |
| • Youth Allowance (student) ^b | 68% | 73% | 78% |
| • ABSTUDY (Secondary and Tertiary) ^c | 51% | 50% | 50% |

- a New key performance indicator for 2015–16. Group comprises recipients who exited from student payments in calendar year 2014.
- b Excludes Australian Apprentices.
- c ABSTUDY Living Allowance only.

As at the end of June 2016, more than a third of Youth Allowance (student) recipients reported earnings from employment. Apprentices represent only 2.0 per cent of Youth Allowance (student) recipients, and the majority of them reported earnings. The rate of earnings from employment was much higher among the Youth Allowance (student) group than among ABSTUDY Living Allowance recipients (15.0 per cent reported earnings at the end of June 2016).

Table 2.1.42: Student Payments — Improved self-reliance or circumstances — reporting employment income

| Key performance indicator | 2015–16 |
|---|---------------|
| Percentage and number of recipients reporting employment income by payment type: ^a | |
| • Austudy | 31% 15,202 |
| • Youth Allowance (student) ^b | 36% 81,812 |
| • ABSTUDY (Secondary and Tertiary) ^c | 15% 1,330 |

- a New key performance indicator for 2015–16.
- b Includes Australian Apprentices.
- c ABSTUDY Living Allowance only.

Percentage of payment recipients on part rate due to means test

As at June 2016, less than a quarter of recipients of student payments were receiving a part rate of payment. Student payments have a relatively high income free area and income bank, which allows many students to work part time or on a casual basis and still receive the full rate of payment. This is evident from a comparison of Table 2.1.42 Percentage and number of recipients reporting employment income with Table 2.1.43.

Table 2.1.43: Student Payments — Part rate of payment

| Key performance indicator | 2015–16 |
|---|---------|
| Percentage and number of recipients on part rate due to means tests by payment type: ^a | |
| • Austudy | 14% |
| • Youth Allowance (student) ^b | 23% |
| • ABSTUDY – Secondary ^c | 4% |
| • ABSTUDY – Tertiary ^d | 13% |

a New key performance indicator for 2015–16.

b Excludes Australian Apprentices.

c ABSTUDY Living Allowance only.

d This indicator takes into account higher education and vocational education and training students receiving ABSTUDY Living Allowance only.

Payment accuracy

Table 2.1.44: Student Payments — Payment accuracy

| Payment | 2015–16 | 2014–15 | 2013–14 |
|----------------------------------|---------|---------|---------|
| Austudy | 85.52% | 88.58% | 90.66% |
| Youth Allowance (student) | 88.57% | 91.90% | 93.17% |
| ABSTUDY (Secondary and Tertiary) | 81.55% | 78.83% | 82.86% |

Outputs/deliverables

Table 2.1.45: Student Payments — Outputs/deliverables

| Output/deliverable | 2015–16 |
|--|-----------------------------------|
| Agreement is in place with the Department of Human Services (DHS) for the delivery of these payments | An agreement is in place with DHS |
| Provision of support through ABSTUDY, Austudy and Youth Allowance (student) | Payments were made as described |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|--|---------|---------|---------|
| Austudy | | | |
| Average number of higher education students in receipt of Austudy during the year | 30,427 | 31,146 | 31,371 |
| Average number of Australian Apprentices and students attending a TAFE or private training institution in receipt of Austudy during the year | 14,917 | 14,240 | 13,484 |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|--|-----------|-----------|-----------|
| Average number of secondary students in receipt of Austudy during the year | 312 | 307 | 497 |
| Average total number of students in receipt of Austudy during the year | 45,656 | 45,693 | 45,352 |
| Administered outlays | \$645.44m | \$650.29m | \$637.19m |
| Youth Allowance (student) | | | |
| Average number of higher education students in receipt of Youth Allowance (student) during the year | 166,254 | 171,531 | 170,389 |
| Average number of Australian Apprentices and students attending a TAFE or private training institution in receipt of Youth Allowance (student) during the year | 33,467 | 37,364 | 38,476 |
| Average number of secondary students in receipt of Youth Allowance (student) during the year | 11,361 | 12,656 | 19,805 |
| Average total number of students in receipt of Youth Allowance (student) during the year | 211,082 | 221,551 | 228,669 |
| Administered outlays | \$2.44b | \$2.56b | \$2.6b |
| ABSTUDY – Secondary | | | |
| Average number of school students receiving ABSTUDY during the year | 20,526 | 19,063 | 21,947 |
| Administered outlays | \$145.25m | \$134.72m | \$129.97m |
| ABSTUDY – Tertiary^a | | | |
| Average number of higher education students receiving ABSTUDY during the year | 5,422 | 4,927 | 4,815 |
| Average number of Australian Apprentices and students attending a TAFE College or private training institution in receipt of ABSTUDY during the year | 4,894 | 4,765 | 5,204 |
| Average number of tertiary and VET students in receipt of ABSTUDY during the year | 10,316 | 9,692 | 10,019 |
| Administered outlays | \$114.22m | \$104.99m | \$92.77m |
| Student Start-up Loan^b | | | |
| Administered outlays | \$14.44m | | |
| Student Start-up Loan – ABSTUDY^b | | | |
| Administered outlays | \$0.34m | | |

a Average of 2,026 ABSTUDY recipients listed as “not specified”. They are not included in these figures.

b Introduced on 1 January 2016.

Cross-Program: Rent Assistance

Objective: To make payments to low and moderate income Australians receiving income support or family payments to assist with the costs of renting private and community housing.

Rent Assistance is an important component of the income support and family payment systems. It contributes to the improvement of rental affordability and complements broader income support objectives by assisting individuals and families with the additional costs associated with renting in the private rental market. Rent Assistance is not separately appropriated, but is paid as a supplement to a primary income support payment or Family Tax Benefit Part A. The amount of Rent Assistance payable is based on the amount of rent paid and the person's family situation (single, couple, number of children, if any, and for single people, whether they are sharing accommodation). The income and asset tests applicable to the primary payment may reduce the amount of Rent Assistance paid.

Cross-Program Rent Assistance results

Extent payment/concession recipients have improved self-reliance or improved circumstances

As at June 2016, Rent Assistance reduced the proportion of Rent Assistance recipients paying more than 30.0 per cent of their income in rent from 68.2 per cent to 41.2 per cent⁵.

Table 2.1.46: Cross-Program — Rent Assistance — Improved self-reliance or circumstances

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|---------|---------|---------|
| Proportion of Rent Assistance recipients in rental stress before and after receiving Rent Assistance: | | | |
| • Before | 68.2% | 68.5% | 67.4% |
| • After | 41.2% | 41.2% | 40.3% |

⁵ For Rent Assistance purposes, the terms 'recipient' and 'individuals and families' refer to an income unit comprising a single person (with or without dependent children) or a couple (with or without dependent children).

Percentage of payment/concession recipients aligned to specific policy objectives or payment conditions

Nationally, as at June 2016, 79.4 per cent of all Rent Assistance recipients were paying enough rent to be eligible to receive the maximum rate of Rent Assistance, an increase of 3.1 percentage points from 76.3 per cent in June 2014. A key driver of this increase was the average rent paid by recipients increasing faster than the Consumer Price Index against which Rent Assistance is indexed. Most of the 3.1 percentage point increase (2.5 percentage points) can be attributed to the single non-sharers (which made up about 40.0 per cent of all recipients).

2

Chapter 2.1
Purpose 1 — Social Security

Table 2.1.47: Cross-Program — Rent Assistance — Receipt of payment by priority groups

| Payment | 2015–16 ^a | 2014–15 ^a | 2013–14 ^a |
|---|----------------------|----------------------|----------------------|
| Rent Assistance | | | |
| Proportion of Rent Assistance recipients paying enough rent to receive the maximum rate of assistance | 79.4% | 77.8% | 76.3% |
| Proportion of clients assisted who identify as Aboriginal or Torres Strait Islander | 5.0% | 4.8% | 4.4% |

a Refers to a fortnight in June during the reporting year.

Outputs/deliverables

During the past year, Rent Assistance assisted 1,345,983 individuals and families⁶ at a cost of \$4.38 billion (5.0 per cent self-identified as Indigenous); this support is expected to increase to \$4.53 billion in 2016–17.

Fortnightly, the average rent paid by Rent Assistance recipients⁷ was \$483 while the average Rent Assistance paid to recipients⁸ was \$114.

6 For Rent Assistance purposes, the terms 'recipient' and 'individuals and families' refer to an income unit comprising a single person (with or without dependent children) or a couple (with or without dependent children).
 7 Average rent paid is estimated based on the recorded rent for a fortnight in June during the financial year.
 8 Average Rent Assistance paid (per fortnight) is based on Rent Assistance daily entitlement as at the last Friday of the financial year.

Table 2.1.48: Cross-Program — Rent Assistance — Outputs/deliverables

| Output/deliverable | 2015–16 |
|---|---|
| Rent Assistance payments are made through DHS to eligible claimants under the provisions of the social security law and family assistance law | Payments were made as described |
| Average rent paid by Rent Assistance recipients by number of recipients, primary payment type and income unit type | Results are provided at Table 2.1.49 and 2.1.50 |
| Average Rent Assistance paid to Rent Assistance recipients by number of recipients, primary payment type and income unit type | Results are provided at Table 2.1.49 and 2.1.50 |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|----------------------|-----------|-----------|-----------|
| Number of recipients | 1,345,983 | 1,343,431 | 1,315,385 |
| Administered outlays | \$4.38b | \$4.18b | \$3.95b |

Table 2.1.49: Cross-Program — Rent Assistance — Fortnightly average rent and Rent Assistance by primary payment type

| Primary payment type | Average rent paid (\$ per fortnight) | | | Average Rent Assistance paid (\$ per fortnight) | | |
|------------------------------|--------------------------------------|---------|---------|---|---------|---------|
| | 2015–16 | 2014–15 | 2013–14 | 2015–16 | 2014–15 | 2013–14 |
| Age Pension | 406 | 395 | 380 | 110 | 107 | 105 |
| Disability Support Pension | 404 | 397 | 386 | 118 | 116 | 114 |
| Carer Payment | 510 | 496 | 481 | 125 | 123 | 120 |
| Newstart Allowance | 448 | 438 | 427 | 112 | 109 | 107 |
| Youth Allowance (other) | 317 | 308 | 301 | 89 | 87 | 85 |
| Youth Allowance (student) | 364 | 354 | 343 | 96 | 95 | 92 |
| Austudy | 440 | 427 | 415 | 105 | 102 | 100 |
| Parenting Payment Single | 564 | 551 | 533 | 131 | 128 | 125 |
| Parenting Payment Partnered | 673 | 658 | 643 | 146 | 143 | 142 |
| Family Tax Benefit only | 720 | 705 | 686 | 105 | 102 | 101 |
| Other | 499 | 485 | 464 | 119 | 117 | 113 |
| All individuals and families | 483 | 470 | 457 | 114 | 111 | 109 |

Table 2.1.50: Cross-Program — Rent Assistance — Fortnightly average rent and Rent Assistance by income unit type

| Income unit type | Average rent paid (\$ per fortnight) | | | Average Rent Assistance paid (\$ per fortnight) | | |
|--|--------------------------------------|---------|---------|---|---------|---------|
| | 2015–16 | 2014–15 | 2013–14 | 2015–16 | 2014–15 | 2013–14 |
| Single, no children | 386 | 373 | 363 | 116 | 113 | 111 |
| Single sharer, no children | 316 | 306 | 301 | 81 | 79 | 78 |
| Couple, no children | 520 | 506 | 493 | 110 | 108 | 105 |
| Single parent, with children | 585 | 568 | 552 | 128 | 125 | 122 |
| Couple, with children | 710 | 693 | 676 | 120 | 118 | 116 |
| Couple, temporarily or illness separated | 583 | 576 | 551 | 129 | 128 | 124 |
| All individuals and families | 483 | 470 | 457 | 114 | 111 | 109 |

Program 1.12:
Program Support for Outcome 1
Objective: To provide departmental funding for the annual operating costs of DSS to achieve agency outcomes.

Program Support for Outcome 1 results

Table 2.1.51: Program Support for Outcome 1 — Departmental funding

| Key performance indicator | 2015–16 |
|--|-----------|
| Total departmental funding for Outcome 1 | \$136.59m |

Table 2.1.52: Program Support for Outcome 1 — Deliverable

| Deliverable | 2015–16 |
|---|----------------------------------|
| Departmental funding is expended to achieve agency outcomes | Funds were expended as described |

Chapter 2.2

Purpose 2 — Families and Communities

Stronger families and more resilient communities by developing civil society and by providing family and community services.

- Program 2.1 Families and Communities
- Program 2.2 Paid Parental Leave
- Program 2.3 Social and Community Services
- Program 2.8 Program Support for Outcome 2

Note: Programs 2.4 – 2.7 were moved to the Department of Education and Training on 21 September 2015

We support families and children, as well as migrants and refugees settling in Australia, to help improve their lifetime wellbeing by responding to specific needs and encouraging independence and participation in the community. Assistance is provided through paid parental leave and a program of grants, procurements and subsidies. This assistance is provided to organisations to support families, improve children’s wellbeing, strengthen relationships, build parenting and financial management skills and help newly arrived migrants in their transition to life in Australia.

We work across the Commonwealth, state and territory governments to foster inclusive social norms that strengthen social cohesion – such as mutual respect, trust and belonging. We also work to address threats to family and community harmony, such as domestic and family violence, child abuse and neglect, sexual assault against women and children, and racism and discrimination.

Summary and analysis of performance

We operate in an environment in which the strength of families and communities is influenced by a complex array of circumstances, social norms and people’s personal aspirations and motivations. Parenting, relationship and financial management skills also contribute to positive outcomes for families and children across their life course. Our performance contributes to the larger effort made by state jurisdictions, local communities and other Commonwealth agencies.

2

Chapter 2.2
Purpose 2 — Families and Communities

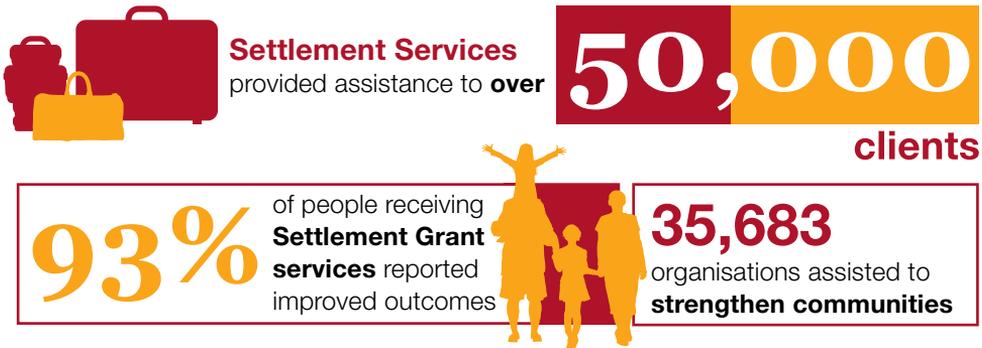
2

Chapter 2.2
Purpose 2 — Families and Communities

Key Results

Our contributions to family and community outcomes during the past year include:

- » the release in December 2015 of the *Third Action Plan 2015–18 under the National Framework for Protecting Australia’s Children 2009–2020*
- » more than 70.0 per cent of Humanitarian Settlement Services clients having sufficient basic life skills to successfully settle in Australia after they have exited the program
- » more than 88.0 per cent of participants of family and children programs, and financial wellbeing and capability programs report they have improved circumstances
- » critical measures implemented under the \$100 million Women’s Safety Package.



Performance Criteria

Programs that report key performance indicators (KPIs) against the performance criteria in the Results section are listed in the following table. Not all programs report KPIs against every performance criterion.

Table 2.2.1: Performance Criteria for Purpose 2 Families and Communities and programs that report KPIs^a

| Performance Criteria | Program that reports KPIs | | | |
|--|---------------------------|-----|-----|-----|
| | 2.1 | 2.2 | 2.3 | 2.8 |
| Outcomes — What did we achieve? | | | | |
| Extent to which individuals and families have improved circumstances (where programs have direct responsibility for outcomes) | ● | | | |
| Extent to which individuals and families make progress achieving their individual/family goals (where programs have direct responsibility for goal setting/attainment) | ● | | | |
| Intermediate outcomes — How well did we do? | | | | |
| Extent to which services are targeted to individuals and families in priority groups | ● | | | |
| Extent of reach of services to Australians in priority groups | ● | ● | | |
| Extent individuals and families are satisfied with services | ● | | | |
| Extent to which community and service system capacity and capability is improved | ● | | | |
| Outputs — How much did we do? | | | | |
| Outputs/deliverables | ● | ● | ● | ● |

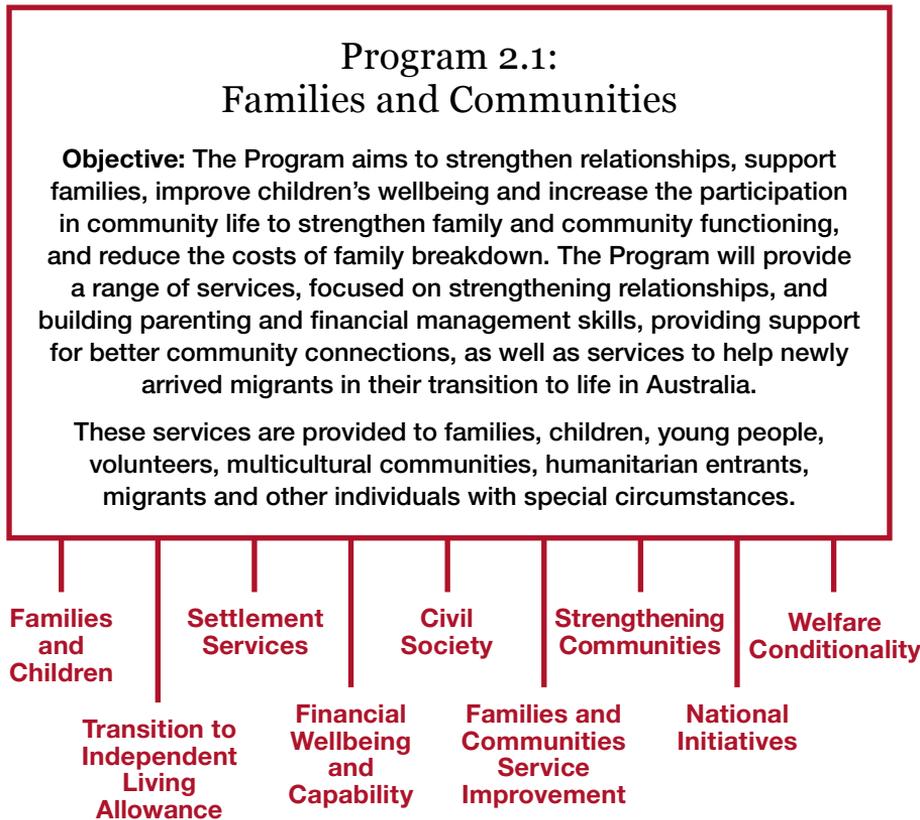
a Sources – DSS Portfolio Budget Statements 2015–16, pages 93-112; DSS Corporate Plan 2015–16, Appendix B.



Results

2

Chapter 2.2 Purpose 2 — Families and Communities



Families and Communities results

Extent to which individuals and families have improved circumstances (where programs have direct responsibility for outcomes)

Activities that may have contributed to clients reporting improved circumstances include:

- » continued delivery of Children and Parenting Services in 139 locations across Australia and implementing new services in Kununurra and Norfolk Island
- » expansion of the Home Interaction Program for Parents and Youngsters (HIPPY) to operate in 100 sites across Australia. HIPPY provides support to engage parents as their child’s first teacher in the year prior and in the first year of school
- » continued delivery of the Intensive Family Support Service in the Northern Territory and Anangu Pitjantjatjara Yankunytjatjara lands in South Australia. The service provides intensive support to families with children aged 0–12 years of age and where child neglect is identified

- » continued delivery of Family and Relationship Services, targeting critical family transition points including formation, extension and separation
- » continued delivery of settlement programs to assist newly-arrived humanitarian entrants to participate in the Australian community.

An evaluation of the Humanitarian Settlement Services (HSS) and Complex Case Support (CCS) programs released in June 2015 found clients were provided with a foundation for achieving language, education and positive employment outcomes. The majority of HSS clients demonstrate sufficient knowledge on a range of basic life-skill competencies to assist successful settlement in Australia. For example: tenancy issues (85.0 per cent), transport (81.0 per cent), Australian law (72.0 per cent), and employment and education (69.0 per cent). The evaluation also found the CCS program is regarded by services providers and external stakeholders as effective in meeting both the immediate and long-term needs of refugee and humanitarian entrant clients.



Table 2.2.2: Families and Communities — Improved circumstances

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|------------------|---------|---------|
| Families and Children^a | | | |
| Percentage of clients with improved individual and family functioning, including child wellbeing, safety and development ^b | 77% ^c | 80% | 92% |
| Settlement Services | | | |
| Percentage of clients with improved settlement outcomes ^d | 93% | | |
| Financial Wellbeing and Capability | | | |
| Percentage of clients with improved financial wellbeing, capability and resilience ^e | 78% | 83% | |
| Welfare Conditionality | | | |
| Number of individuals with reduced exposure to goods and services associated with social harm ^f | 27,254 | 26,396 | 25,677 |

- a Data are not comparable across the three years – in each year, the data are reporting on different combinations of programs. Communities for Children Direct and Families and Relationship Services for Humanitarian Entrants ceased during 2014–15 and the new Children and Parenting Support component began on 1 March 2015.
- b Measured as percentage of clients with improved family functioning, including child wellbeing, safety and development.
- c Data is for the period 1 July 2015 to 31 December 2015. Data for the Home Interaction Program for Parents and Youngsters is not included in this total.
- d New key performance indicator for 2015–16. Data for 2015–16 is limited to Settlement Grants (which report outcomes through the DSS Data Exchange) and represent clients assisted for the period 1 July 2015 to 31 December 2015.
- e Measured as service provider self-report of clients whose immediate crisis needs were met through Financial Crisis and Material Aid, Commonwealth Financial Counselling and Financial Capability services. Data are not comparable across years due to the implementation of the DSS Data Exchange. 2014–15 data were collected from the DSS Data Exchange and other historical reporting systems decommissioned from 1 July 2015. 2015–16 data represent clients assisted for the period 1 July 2015 to 31 December 2015.
- f Data are not comparable across the three years. From 2015–2016 the data include individuals on Income Management (25,309) and those participating in the Cashless Debit Card Trial (1,945).

Extent to which individuals and families make progress achieving their individual/family goals (where programs have direct responsibility for goal setting/attainment)

Activities that may have contributed to clients reporting improved knowledge, skills, behaviours and engagement with services include:

- » continued delivery of Children and Parenting Services in 139 Priority Service Areas including community playgroups, supported playgroups, parenting courses, school readiness programs, home visiting, web-based services and resources; and peer support groups for parents and carers
- » continued delivery of Family and Relationship Services which provided education and skills sessions to improve relationship skills and assist couples and families, including those with children, to develop skills to foster positive, stable relationships with their partner or family.

Table 2.2.3: Families and Communities — Progress achieving goals

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|------------------|---------------|--------------|
| Families and Children^a | | | |
| Percentage of clients with improved knowledge, skills, behaviours and engagement with services | 80% ^b | 84% | 91% |
| Strengthening Communities | | | |
| Percentage and number of individuals reporting improved skills and confidence: ^c | | | |
| • Improved skills | 93% 466 | 92% 270 | 88% 64 |
| • Improved confidence | 87% 434 | 94% 275 | 92% 67 |
| Percentage and number of individuals participating in education or training activities ^d | 41% 90,327 | 14% 31,766 | 70% 2,474 |
| Financial Wellbeing and Capability | | | |
| Percentage of clients achieving individual goals related to financial counselling, capability and resilience ^e | 86.9% | 97% | |

- a Data are not comparable across the three years – in each year the data is reporting on different combinations of programs. Communities for Children Direct and Families and Relationship Services for Humanitarian Entrants ceased during 2014–15 and the new Children and Parenting Support component began on 1 March 2015.
- b Data is for the period 1 July 2015 to 31 December 2015. Data for the Home Interaction Program for Parents and Youngsters is not included in this total.
- c Data relate to Broadband for Seniors for this criterion and is collected through voluntary participant surveys. It is not comparable to previous years due to a change in service provider from 1 May 2015 and changes in data collection methods. The 2013–14 and 2014–15 data are based on a low but increasing response rate.
- d Data relate to Broadband for Seniors and Volunteer Management for this criterion. Comparable data is not available due to Machinery of Government changes, a change in Broadband for Seniors service provider from 1 May 2015 and changes in data collection methods.
- e Measured as Commonwealth Financial Counselling and Financial Capability service provider self-assessment of the extent to which their clients were assisted to improve their financial capability; and pathways to mainstream financial services. Data are not comparable across years due to the implementation of the DSS Data Exchange 2014–15 data were collected from the DSS Data Exchange and other historical reporting systems decommissioned from 1 July 2015. 2015–16 data represent clients assisted for the period 1 July 2015 to 31 December 2015.

Extent to which services are targeted to individuals and families in priority groups

During the past year, the expansion of the Home Interaction Program for Parents and Youngsters (HIPPY) included an additional 25 Indigenous-focused sites across Australia. HIPPY is now operating in 100 sites across Australia of which 50 are located in communities of high Indigenous populations, and may have contributed to the priority target group result.

Table 2.2.4: Families and Communities — Priority groups

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|----------------|----------------|----------------|
| Families and Children^a | | | |
| Percentage of clients from priority target groups: ^b | 11% | 18% | 20% |
| • Indigenous | 7% | | |
| • Culturally and linguistically diverse ^c | 4% | | |
| Percentage of clients from disadvantaged or targeted communities ^d | na | na | |
| Strengthening Communities | | | |
| Percentage and number of individuals assisted from Indigenous and culturally and linguistically diverse backgrounds: ^e | 18% 50,138 | 12% 31,985 | 30% 21,006 |
| • Indigenous percentage | 3% | 3% | 22% |
| • Indigenous number | 9519 | 10,259 | 15,077 |
| • Culturally and linguistically diverse percentage | 14% | 10% | 9% |
| • Culturally and linguistically diverse number | 40,619 | 28,296 | 5,929 |
| Financial Wellbeing and Capability | | | |
| Percentage of clients from priority target groups: ^f | 22% | 22% | |
| • Indigenous | 17% | 13% | |
| • Culturally and linguistically diverse | 5% | 9% | |
| Percentage of clients from disadvantaged or targeted communities ^g | na | na | |
| Settlement Services | | | |
| Percentage of clients assisted ^h | 100% | | |

- a Data are not comparable across the three years as each year reports on different combinations of programs. Communities for Children Direct and Families and Relationship Services for Humanitarian Entrants ceased during 2014–15 and the new Children and Parenting Support component began on 1 March 2015.
- b Measured as Indigenous and culturally and linguistically diverse clients. Children have been included for 2013–14 only. Disaggregated results are able to be reported for the first time in 2015–16.
- c The culturally and linguistically diverse count for Families and Children was previously self-identified. The count is now standardised across DSS and based on country of birth and main language spoken at home.

- d This was a new key performance indicator in 2014–15. Transitioning to a new data collection system in 2014–15 and 2015–16 meant reliable quantitative data were not available to report the proportion of clients from disadvantaged or targeted communities.
- e Data relate to Community Capacity Building, Broadband for Seniors, Volunteer Management and Diversity and Social Cohesion. Comparable data are not available across the three years due to Machinery of Government changes in 2013 and subsequent streamlining of the Department’s grant programs and improvements to data reporting by service providers.
- f Data are not comparable across years due to the implementation of the DSS Data Exchange 2014–15 data were collected from the DSS Data Exchange and other historical reporting systems decommissioned from 1 July 2015. 2015–16 data represent clients assisted for the period 1 July 2015 to 31 December 2015.
- g Transitioning to a new data collection system in 2014–15 and 2015–16 meant reliable quantitative data were not available to report the proportion of clients from disadvantaged or targeted communities.
- h New key performance indicator for 2015–16. Relates to eligible clients who accessed settlement support, noting that not all migrants who are eligible will require or seek support.

2

Chapter 2.2
Purpose 2 — Families and Communities

Extent individuals and families are satisfied with services

Table 2.2.5: Families and Communities — Client satisfaction

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|---|---------------|---------------|
| Strengthening Communities | | | |
| Percentage and number of individuals satisfied with service provision ^a | 93% 50,241 | 93% 31,120 | 90% 62,568 |
| Key performance indicator | 2015–16 | | |
| Families and Communities Service Improvement | | | |
| Extent of stakeholders’ satisfaction with leadership and representation | The majority of stakeholders reported high levels of satisfaction (90.0%). Includes a combined membership of over 4,000 service providers and organisations across six peak bodies. | | |

a Data relate to Community Capacity Building, Broadband for Seniors and Volunteer Management sub-activities. For 2013–14 and 2014–15 data also include Community Capacity Building. Comparable data are not available due to Machinery of Government changes and subsequent streamlining of our grant programs.

Extent to which community and service system capacity and capability is improved

The recently established Families and Children Expert Panel, comprising experts in research, practice and evaluation, will support Families and Children service providers to deliver robust, evidence based practice, focusing on early intervention and prevention.

An Outcomes Measurement project and a Children and Parenting Support project are currently underway assisting around 70 service providers at an approximate cost of \$0.9 million. These projects are expected to be finalised in late 2016 and learnings from the projects will assist services to improve outcomes for children and families.

Table 2.2.6: Families and Communities — Service and system

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|-----------------|-----------------|---------|
| Settlement Services | | | |
| National Accreditation Authority for Translators and Interpreters (NAATI) provide a high quality credentialing service supported by members | Met | Met | Met |
| Civil Society | | | |
| Extent of expansion of giving, volunteering and corporate social responsibility | na ^a | na ^b | |

| Key performance indicator | 2015–16 |
|---|--------------------------------|
| Families and Communities Service Improvement | |
| Extent of national leadership and representation | All deliverables have been met |

- a Giving Australia 2016 will collect comprehensive information from individuals, charitable organisations, philanthropists and businesses in Australia. Research reports are expected in late 2016 and will provide critical information about giving and volunteering behaviours, attitudes and trends.
- b Civil Society appropriation announced in the 2014–15 Budget. The Prime Minister’s Community Business Partnership was established in October 2014 to advise government on practical strategies to foster a culture of giving, volunteering and investments in Australia. The Partnership has engaged with a broad cross section of stakeholders and experts to discuss ideas and have observed a significant re-energising of interest in philanthropy, volunteering and social impact investment in Australia.

Outputs/deliverables

Table 2.2.7: Families and Communities — Outputs/deliverables

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---|----------------------|---------|---------|
| Families and Children | | | |
| Number of clients assisted | 311,984 ^a | 838,401 | 731,892 |
| Transition to Independent Living Allowance | | | |
| Number of Transition to Independent Living Allowance claims granted ^b | 1,528 | 908 | 1,434 |
| Number of young people supported by the Transition to Independent Living Allowance ^c | 1,389 | 863 | 1,433 |
| Settlement Services | | | |
| Number of clients assisted: | | | |
| • Humanitarian Settlement Services ^d | 10,961 | 11,130 | 14,205 |
| • Complex Case Support ^e | 1,290 | 741 | 425 |
| • Settlement Grants ^f | 22,844 | 42,063 | 42,530 |
| Free Translating and Interpreting services provided | 244,167 | 247,684 | 253,505 |
| Administer the payment for the provision of fee-free language services for eligible clients | Met | Met | Met |

2

 Chapter 2.2
 Purpose 2 — Families and Communities

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---|---------------------|---------------------|---------------------|
| Financial Wellbeing and Capability | | | |
| Number of clients assisted ^f | 301,427 | 907,098 | - |
| Welfare Conditionality | | | |
| Number of people engaged with Income Management: | 25,309 | 26,396 | 25,677 |
| • Vulnerable Welfare Payment | 2,303 | 3,053 | 2,943 |
| • Parenting/Participation measure | 17,111 | 16,837 | 15,909 |
| • Voluntary Income Management | 5,167 | 5,828 | 6,047 |
| • Child Protection measure | 342 | 337 | 435 |
| • Cape York Welfare Reform – Income Management | 159 | 128 | 201 |
| • Supporting People at Risk measure ^g | 227 | 213 | 142 |
| • Number of people on the Cashless Debit Card Trial | 1,945 ^h | - | - |
| Number of individuals engaged with income management and the Cashless Debit Card Trial ⁱ | 27,254 | 26,396 | 25,677 |
| Strengthening Communities | | | |
| Number of individuals assisted ^j | 410,929 | 348,676 | |
| Number of organisations assisted ^k | 35,683 | 48,509 | |
| National Initiatives | | | |
| Number of contacts for 1800RESPECT – the National Sexual Assault, Domestic Family Violence Counselling Service (telephone and online) | 59,578 ^l | 44,914 ^m | 43,677 ⁿ |
| Percentage and number of contacts for 1800RESPECT – the National Sexual Assault, Domestic Family Violence Counselling Service (telephone and online) who are women ^o | 85% 50,641 | 85% 38,180 | 86% 37,560 |

Output/deliverable

2015–16

Civil Society

| | |
|--|------------------------|
| The Prime Minister’s Community Business Partnership provides an annual report to government with evidence-based, robust advice on practical strategies to foster a culture of philanthropic giving, volunteering and investment in Australia | Annual Report provided |
|--|------------------------|

Families and Communities Service Improvement

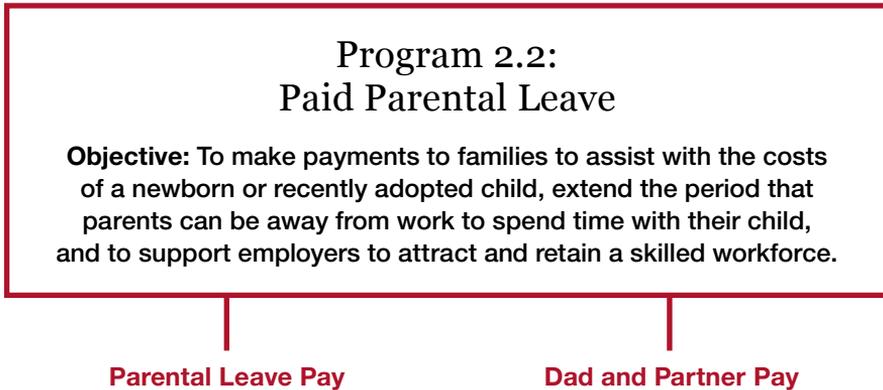
| | |
|--|--|
| Provide national leadership and representation for services to build capacity within the families and community sector that works to strengthen family and community functioning | The organisations funded under this activity have built the capacity of the sector and informed government policy and programs by conducting surveys and evaluations, developing submissions for Senate Inquiries and facilitating webinars, conferences and other training activities with service providers. |
|--|--|

| | |
|---|-----|
| Milestones and timelines specified in funding agreements for grants are met | Met |
|---|-----|

- a Data is for the period 1 July 2015 to 31 December 2015. Data for the Home Interaction Program for Parents and Youngsters is not included in this total. Figures include both individual and group clients.
- b In 2014–15 and 2015–16 the number of claims granted is higher than the number of young people who received Transition to Independent Living Allowance. From 1 January 2014, young people can receive the allowance in instalments, so one young person can have multiple claims granted.
- c There was a narrowing of eligibility and administrative changes from 1 January 2014 which accounts for the decrease in young people who were able to apply for and receive the allowance, especially from January to June 2014. Streamlined administration and improved communication has seen an increase in the number of young people receiving the allowance in 2015–16.
- d Variation is due to a reduction in Australia’s humanitarian intake.
- e Complex Case Support is a fee for service demand driven program.
- f Data are not comparable across years due to the implementation of the DSS Data Exchange. 2014–15 data were collected from the DSS Data Exchange and other historical reporting systems decommissioned from 1 July 2015. 2015–16 data represent clients assisted for the period 1 July 2015 to 31 December 2015. Not all grant programs are reporting through the DSS Data Exchange in 2015–16.
- g Participation in the Supporting People at Risk measure is dependent on referrals from the Northern Territory Alcohol Mandatory Management Tribunal.
- h Includes 739 participants in Ceduna.
- i Data are not comparable across the three years. From 2015–2016, the data include individuals on Income Management (25,309) and those participating in the Cashless Debit Card Trial (1,945).
- j Data relates to Community Capacity Building, Broadband for Seniors, Volunteer Grants, Volunteer Management and Diversity and Social Cohesion.
- k For 2014–15, data relates to Volunteer Management, Broadband for Seniors and some Community Capacity Building activities, and are only relevant for projects providing support to organisations. For 2015–16, data relates to Broadband for Seniors, Volunteer Grants and Volunteer Management.
- l This figure is the annual figure from 1 July 2015 to 30 June 2016.
- m Figures are for the year to March. Annual figure from 1 July to 30 June 2015 was 56,224.
- n Figures are for the year to March. Annual figure from 1 July to 30 June 2014 was 48,660.
- o Data on gender is not captured from all callers and therefore these figures are extrapolated from the available data.

2

Chapter 2.2
Purpose 2 — Families and Communities



Paid Parental Leave results

Extent of reach of services to Australians in priority groups

Parental Leave Pay, one of the payments under the Paid Parental Leave scheme, provides eligible working parents up to 18 weeks’ pay at the rate of the national minimum wage, which was approximately \$656 a week during the past year.

The proportion of mothers receiving Parental Leave Payment has been increasing over the past three years, from 46.7 per cent of all mothers with newborns in 2013–14, to 53.3 per cent in 2015–16. In 2015–16, a total of 170,501 parents started receiving Parental Leave Payment and a total of 79,126 fathers or partners received the Dad and Partner payment.

Table 2.2.8: Paid Parental Leave — Extent of reach

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|------------------|------------------|------------------|
| Percentage and number of mothers for whom Parental Leave Pay has been paid as a proportion of all mothers in the same year ^a | 53.3% 169,745 | 50.4% 158,145 | 46.7% 144,255 |

^a Annual figures for all mothers in the same year are based on the Australian Bureau of Statistics (ABS) publication ABS report 3222.0 - *Population Projections, Australia, 2012 (base) to 2101*, TABLE B9. Population projections, By age and sex, Australia - Series B estimates of persons aged 0 for June 2013, 2014 and 2015.

Outputs/deliverables

Table 2.2.9: Outputs/deliverables

| Output/deliverable | 2015–16 |
|---|---|
| Agreement is in place for Parental Leave Pay with the Department of Human Services (DHS) | Agreement is in place with DHS |
| Agreement is in place for Dad and Partner Pay with DHS | Agreement is in place with DHS |
| Strategies are in place to ensure that Parental Leave Pay requirements are fulfilled under agreements with DHS | The bilateral management arrangement with DHS requires quarterly reports and information exchanges to ensure all risks are being managed. Strategic business discussions are also held on a quarterly basis with DHS |
| DHS either funds employers to provide Parental Leave Pay to eligible employees, or provides Parental Leave Pay directly to eligible parents and other persons, according to the provisions of the <i>Paid Parental Leave Act 2010</i> . | Payments were made as described |
| Strategies are in place to ensure that Dad and Partner Pay requirements are fulfilled under agreements with DHS | The bilateral management arrangement with DHS requires quarterly reports and information exchanges to ensure that all risks are being managed. Strategic business discussions are also held on a quarterly basis with DHS |
| Dad and Partner Pay is paid by DHS directly to eligible fathers or partners in accordance with the <i>Paid Parental Leave Act 2010</i> | Payments were made as described |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---|------------------|------------------|------------------|
| Parental Leave Pay | | | |
| Percentage and number of parents paid government-funded Parental Leave Pay by employers | 70.4% 150,288 | 69.8% 141,241 | 72.8% 133,274 |
| Percentage and number of families who have taken the full 18 weeks of Parental Leave Pay | 96.8% 163,946 | 97.0% 154,766 | 97.4% 135,846 |
| Administered outlays | \$1.97b | \$1.84b | \$1.60b |
| Dad and Partner Pay | | | |
| Percentage and number of dads and other partners who have taken the full two weeks of Dad and Partner Pay | 96.1% 60,538 | 96.2% 68,063 | 96.4% 72,975 |
| Administered outlays | \$0.10b | \$89.43m | \$92.51m |



Program 2.3:
Social and Community Services

Objective: To set aside funding for the implementation period of Fair Work Australia’s Social, Community and Disability Services Industry Equal Remuneration Order. These funds will be used by the Australian Government to meet its share of the pay increases provided by the pay equity orders, including those funded through the states and territories.

Social and Community Services results

Outputs/deliverables

Table 2.2.10: Social and Community Services — Outputs/deliverables

| Output/deliverable | 2015–16 |
|---|---------------------------------|
| Social and Community Services | |
| Funds are issued to eligible DSS service providers to meet the Australian Government’s share of pay increases | Payments were made as described |
| Funds are issued to other government agencies to meet the Australian Government’s share of the pay increases for their eligible service providers | Payments were made as described |
| The funds appropriated to the Department are issued to meet the Australian Government’s share of the pay increases | \$261.6m |

**Program 2.8:
Program Support for Outcome 2**

Objective: To provide departmental funding for the annual operating costs of DSS to achieve agency outcomes.

Objective: To provide departmental funding for the annual operating costs of DSS to achieve agency outcomes.

Program Support for Outcome 2 results

Table 2.2.11: Program Support for Outcome 2 — Departmental funding

| Key performance indicator | 2015–16 |
|--|----------------|
| Total departmental funding for Outcome 2 | \$198.93m |

Chapter 2.3

Former Purpose 3 — Ageing and Aged Care

2

Chapter 2.3
Former Purpose 3 — Ageing and Aged Care

The former Purpose 3 was included in the first edition of the DSS Corporate Plan 2015–16 published in August 2015. This purpose related to ageing and aged care policy and programs. These functions were transferred to the Department of Health as a result of the Administrative Arrangements Order (AAO) of 30 September 2015. Further information on the impact of AAOs during 2015–16 is provided at Appendix A.

This purpose is not included in the revised DSS Corporate Plan 2015–16.

Chapter 2.4

Purpose 4 — Housing

Increased housing supply, improved community housing and assisting individuals experiencing homelessness through targeted support and services.

Program 4.1 Housing and Homelessness

Program 4.2 Affordable Housing

Program 4.3 Program Support for Outcome 4

We administer Commonwealth Rent Assistance, provide incentives to non-government housing providers to deliver affordable housing to low and moderate income households, and work with other Commonwealth agencies, states and territories to develop policy options to improve the supply of social and affordable housing, and reduce the level of homelessness and housing instability.

Summary and analysis of performance

The main policy levers to improve housing outcomes are under the control of other Commonwealth agencies and tiers of government. These include policy relating to housing markets, financial, regulatory and tax settings, planning and zoning policy, and the availability of stable employment for low and medium income households.

Key Results

Our contribution to improving housing affordability for low to moderate income households includes:

- » establishing, together with Commonwealth Treasury, a Council on Federation Financial Relations Affordable Housing Working Group to examine innovative financing mechanisms to improve the availability of affordable housing
- » delivering the majority of dwellings under the National Rental Affordability Scheme by the target date of June 2016.

1.3 million

people and families
were provided
Rent Assistance



2

Chapter 2.4
Purpose 4 — Housing

Performance Criteria

Programs that report key performance indicators (KPIs) against the performance criteria in the Results section are listed in the following table. Not all programs report KPIs against every performance criterion.

Table 2.4.1: Performance Criteria for Purpose 4 Housing and programs that report KPIs^a

| Performance Criteria | Program that reports KPIs | | |
|---|---------------------------|-----|-----|
| | 4.1 | 4.2 | 4.3 |
| Outcomes — What did we achieve? | | | |
| Contribution of the Commonwealth’s policy role to improving housing opportunities for all Australians | ● | | |
| Intermediate outcomes — How well did we do? | | | |
| Extent of implementation of key policy initiatives to support improved housing opportunities for all Australians | ● | | |
| Extent of implementation of key policy initiatives to improve service capacity, quality and evidence-based practice | | ● | |
| Outputs — How much did we do? | | | |
| Outputs/deliverables | ● | ● | ● |

a Sources – DSS Portfolio Budget Statements 2015–16, pages 139-142; DSS Corporate Plan 2015–16, Appendix B.

Results

Program 4.1: Housing and Homelessness

Objective: To provide support for housing and homelessness research which will build the evidence base for effective policy that addresses homelessness and housing affordability over the long term.

Housing and Homelessness results

Contribution of the Commonwealth's policy role to improving housing opportunities for all Australians

We work closely with other Commonwealth agencies and states to develop policy options to increase housing affordability, increase the supply of social and affordable housing, and reduce the level of homelessness.

Other mechanisms for cross-jurisdictional housing policy and delivery are the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness. Reporting on performance against these agreements is managed by the Department of Prime Minister and Cabinet.

On 7 January 2016, the Australian Government announced the establishment of an Affordable Housing Working Group. The Working Group is focused primarily on investigating ways to boost the supply of affordable rental housing through innovative financing models. We lead the Working Group in conjunction with the Commonwealth Treasury and working with members from the New South Wales, Victorian and Western Australian treasuries.

We also administer policy in relation to Commonwealth Rent Assistance.

Extent of implementation of key policy initiatives to support improved housing opportunities for all Australians

We have continued to support research activities through the Australian Housing and Urban Research Institute (AHURI) to aid the development of cross-jurisdictional housing policy.

The Research Agenda for 2016 focused on providing an evidence base in the following areas:

- » housing aspirations and trade-offs
- » social impact investing and housing policy
- » taxation impacts on the housing market
- » the future of the private rental market
- » housing and residential land supply.

The AHURI contribution to building the evidence base will be reported in the AHURI Annual Report.

Table 2.4.2: Housing and Homelessness — Implementation of initiatives

| Key performance indicator | 2015–16 |
|---|----------|
| Development of an evidence base on housing and homelessness | Achieved |

Outputs/deliverables

Table 2.4.3: Housing and Homelessness — Outputs/deliverables

| Output/deliverable | 2015–16 |
|--|-----------------|
| Research and evidence-based policy advice to the Government on housing and homelessness issues | Advice provided |



Chapter 2.4
Purpose 4 — Housing

**Program 4.2:
Affordable Housing**

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

National Rental Affordability Scheme

Affordable Housing results

Extent of implementation of key policy initiatives to improve service capacity, quality and evidence-based practice

As at June 2016, 31,368 dwellings had been delivered into the National Rental Affordability Scheme (NRAS), an increase from 28,817 in 2014–15. The Scheme commenced in 2008 and the target for the delivery of dwellings is up to 38,000⁹. NRAS had been slow in delivering dwellings and in 2014 regulatory amendments were introduced to spur delivery. This included the introduction of the ‘use it or lose it’ provisions, under which all dwellings need to be delivered into NRAS by June 2016 in order for the dwelling to attract the full 10-year NRAS incentive.

NRAS has increased the availability of affordable rental housing to low and moderate income households and has reduced the rent for dwellings in the Scheme. However, it is not possible to provide an assessment of the extent to which affordable housing supply in the broader housing market is improved through NRAS because NRAS dwellings comprise a relatively small proportion of Australian housing stock.

9 The 2014–15 Budget announced Round 5 of the National Rental Affordability Scheme would not proceed, capping the Scheme to 38,000 incentives.

Table 2.4.4: Affordable Housing — Implementation of initiatives

| Key performance indicator | 2015–16 |
|--|---|
| Timely provision of incentives for eligible NRAS dwellings | 28,675 NRAS incentives issued in the 2015–16 financial year |

Outputs/deliverables

Table 2.4.5: Affordable Housing — Outputs/deliverables

| Output/deliverable | 2015–16 |
|---|---------------------------------------|
| Provide NRAS incentives in accordance with statutory criteria so NRAS dwellings are made available at reduced rents for eligible low and moderate income households | NRAS incentives provided as described |
| Number of services delivered | 31,368 NRAS dwellings delivered |

Program 4.3:
Program Support for Outcome 4
Objective: To provide departmental funding for the annual operating costs of DSS to achieve agency outcomes.

Table 2.4.6: Program Support for Outcome 4 — Departmental funding

| Key performance indicator | 2015–16 |
|--|----------|
| Total departmental funding for Outcome 4 | \$58.65m |

Table 2.4.7: Program Support for Outcome 4 — Deliverables

| Deliverable | 2015–16 |
|---|----------------------------------|
| Departmental funding is expended to achieve agency outcomes | Funds were expended as described |

Chapter 2.5

Purpose 5 — Disability and Carers

2

Chapter 2.5
Purpose 5 — Disability and Carers

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

Program 5.1 Disability, Mental Health and Carers

Program 5.2 National Disability Insurance Scheme

Program 5.3 Program Support for Outcome 5

We deliver a number of targeted programs – and also work across the Commonwealth, with the National Disability Insurance Agency (NDIA), and with state and territory governments and sector stakeholders – to support people with disability, carers and people with or at risk of mental illness.

Summary and analysis of performance

We operate in an environment in which market dynamics, as well as social norms and workplace cultures, impact the range of opportunities available for people with disability to improve their lifetime outcomes. In addition, many mainstream policies and programs are run by state jurisdictions and, within the Commonwealth, by agencies other than our Department. As such, our performance is reliant on influencing other jurisdictions, agencies and employers to reduce barriers to social and economic participation for people with disability, and improve their access to support.

Key Results

Our contribution to improving outcomes for people with disability during the past year include:

- » agreements in place with all Australian states and territories under the National Disability Insurance Scheme (NDIS) either to transition to the full scheme, or to expand and extend trial sites
- » completing the Disability Employment Services (DES) Youth Mental Health Trial, which tested innovative participant-centred approaches to service delivery with 189 participants of a target of 200 participants
- » implementing the Disability Employment – A Better Way to Work measure, a \$25 million package to improve access to employment for people with disability
- » launching a national Carer Gateway to help carers access information and support to maintain their caring role.

We expanded the coverage of the Data Exchange to additional client-based programs in Program 5.1 Disability, Mental Health and Carers. The Data Exchange is a new outcomes-focused approach to program performance reporting. This means performance data for these programs is still developing and is not comparable to previous years. As the Data Exchange matures, it will provide more meaningful information about service delivery outcomes.

13,000

people across Australia have **successfully transitioned** into the **NDIS** during the third year of the **NDIS trials**



30,697

children with a disability received early intervention services under **HCWA and Better Start**

4,489

parents and carers accessed information under **HCWA and Better Start and support services**

Performance Criteria

Programs that report key performance indicators (KPIs) against the performance criteria in the Results section are listed in the following table. Not all programs report KPIs against every performance criterion.

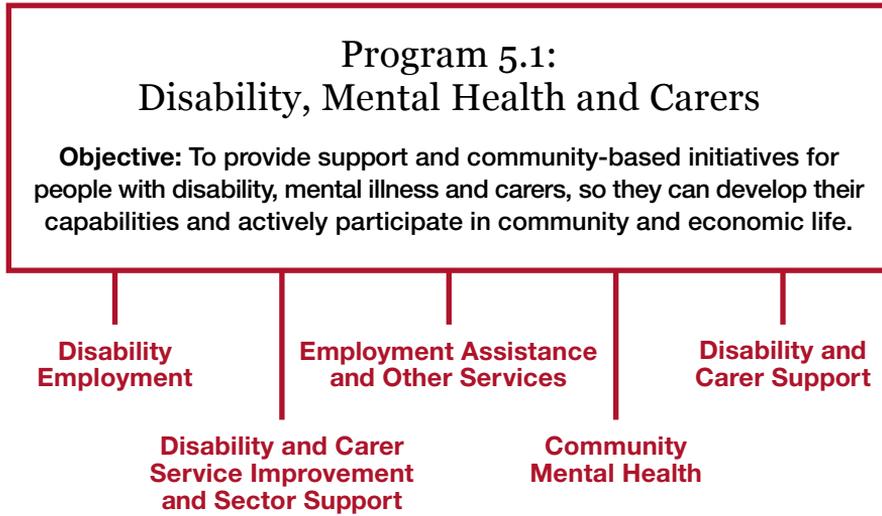
Table 2.5.1: Performance Criteria for Purpose 5 Disability and Carers and programs that report KPIs^a

2
Chapter 2.5
 Purpose 5 — Disability and Carers

| Performance Criteria | Program that reports KPIs | | |
|--|---------------------------|-----|-----|
| | 5.1 | 5.2 | 5.3 |
| Outcomes — What did we achieve? | | | |
| Extent to which clients have improved circumstances (in key outcome domains relevant to their lifetime wellbeing) | ● | ● | |
| Extent to which clients have made progress/achieving their individual/family goals (in goal domains relevant to improving their circumstances) | ● | ● | |
| Intermediate outcomes — How well did we do? | | | |
| Extent to which services are targeted to individuals and families in priority groups | ● | ● | |
| Extent to which clients are satisfied with services | ● | ● | |
| Extent of implementation of key policy initiatives to improve service capacity, quality and evidence-based practice | ● | ● | |
| Outputs — How much did we do? | | | |
| Outputs/deliverables | ● | ● | ● |

^a Sources – DSS Portfolio Budget Statements 2015–16, pages 148-157; DSS Corporate Plan 2015–16, Appendix B.

Results



Disability, Mental Health and Carers results

Extent to which clients have improved circumstances (in key outcome domains relevant to their lifetime wellbeing)

In the year ending 30 June 2016, 30.7 per cent of Disability Employment Services (DES) participants were in employment three months after their participation in the program. This is a modest increase from the 30 March 2016 figure of 30.0 per cent and the first increase following a three-year declining trend since March 2013, when the figure was 38.0 per cent. This is largely consistent with the overall softness in the Australian labour market over the past 24 months. It is not yet known if this will continue to improve, however more recent, modest improvements in the Australian labour market are encouraging.

Table 2.5.2: Disability, Mental Health and Carers — Improved circumstances

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|---------|---------|---------|
| Disability Employment | | | |
| Proportion of job seekers in employment three months following participation in Employment Services: ^a | 30.7% | 31.1% | 33.5% |
| • Disability Management Service | 33.1% | 31.1% | 34.9% |
| • Employment Support Services | 28.9% | 31.1% | 31.8% |

^a The *Labour Market Assistance Outcomes: Disability Employment Services* report publishes the key outcomes data for Disability Employment Services every three months. These figures are calculated over a rolling 12-month period. Full reports are available on the Labour Market Information Portal. Aggregated quarterly figures for 2015–16 are: September 2015 – 30.7%, December 2015 – 30.0%, March 2016 – 30.0%, June 2016 – 30.7%.

Extent to which clients have made progress/achieving their individual/family goals (in goal domains relevant to improving their circumstances)

Activities that may have contributed to clients achieving employment goals include:

- » the launch of the new JobAccess Gateway as the central point for DES
- » availability of six months of DES support for young people with disability who are finalising participation in a state or territory funded post-school employment or Transition to Work program
- » concurrent servicing arrangements between DES and Australian Disability Enterprises (ADE) to assist people with disability in supported employment to transition to open employment
- » a new 23-hour employment benchmark for DES to provide incentives for DES providers to place participants in jobs at their assessed work capacity
- » the transition of approximately 7,200 DES participants to higher performing DES providers as a result of the DES-Employment Support Service business reallocation process conducted in 2015.

Table 2.5.3: Disability, Mental Health and Carers — Progress achieving goals

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|------------------|---------|---------|
| Disability Employment | | | |
| Number of commencements | 86,729 | 96,918 | 93,395 |
| Total job placements achieved | 49,757 | 48,048 | 46,574 |
| Disability Management Service | | | |
| Number of commencements | 41,781 | 46,967 | 47,088 |
| Total job placements achieved | 22,153 | 20,428 | 22,197 |
| Employment Support Services | | | |
| Number of commencements | 44,948 | 49,951 | 46,307 |
| Total job placements achieved | 27,604 | 27,620 | 24,377 |
| Community Mental Health | | | |
| Percentage of participants maintaining progress against relevant goals | 92% ^a | 95% | 97% |

a This indicator was previously measured by a survey that providers sent to selected participants. It is now collected from the DSS Data Exchange. Results for 2015–16 are not comparable with previous years.

Extent to which services are targeted to individuals and families in priority groups

Table 2.5.4: Disability, Mental Health and Carers — Priority groups

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|-----------------|---------|---------|
| Community Mental Health | | | |
| Percentage of participants from Indigenous backgrounds | 10% | 11% | 12% |
| Percentage of participants from culturally and linguistically diverse backgrounds | 4% ^a | 14% | 14% |

a The culturally and linguistically diverse count for Community Mental Health was previously self-identified. The count is now standardised across DSS and based on country of birth and main language spoken at home.

Extent to which clients are satisfied with services

Table 2.5.5: Disability, Mental Health and Carers — Client satisfaction

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|--------------------|---------|---------|
| Community Mental Health | | | |
| Percentage of participants who report that they are satisfied that the service they received was appropriate to their needs | 81.5% ^a | 98% | 99% |

a This indicator was previously measured by a survey that providers sent to selected participants. It is now collected from the DSS Data Exchange. Results for 2015–16 are not comparable with previous years.

Outputs/deliverables

Table 2.5.6: Disability, Mental Health and Carers — Outputs/deliverables

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|---|-------------------------|---------|---------|
| Disability Employment | | | |
| Number of commencements | Reported in Table 2.5.3 | | |
| Total job placements achieved | Reported in Table 2.5.3 | | |
| Disability Management Service | | | |
| Number of commencements | Reported in Table 2.5.3 | | |
| Total job placements achieved | Reported in Table 2.5.3 | | |
| Employment Support Services | | | |
| Number of commencements | Reported in Table 2.5.3 | | |
| Total job placements achieved | Reported in Table 2.5.3 | | |
| Employment assistance and other services | 21,781 | 22,131 | 19,119 |
| National Disability Recruitment Coordinator – Number of job vacancies generated | 300 | 304 | 300 |

| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
|--|---------|----------------------|---------|
| Disability and Carer Support | | | |
| Number of people with disability provided with direct advocacy support | 12,928 | 11,252 | 11,700 |
| Community Mental Health | | | |
| Number of people whose lives are affected by mental illness accessing support services | 117,465 | 284,464 ^a | 166,457 |
| Number of participants in youth employment support trials ^b | 189 | | |

- a Figure for 2014–15 includes attendances at the Social and Community support component of the Prime Minister’s Drought Package community events (113,788 participants).
- b There were two components of the Youth Employment Trials planned to commence in 2015–16. This number refers to the Disability Employment Services trial between August 2015 and June 2016. The Individual Placements and Support trial is expected to commence in the 2016–17 reporting period.

Program 5.2:

National Disability Insurance Scheme

Objective: To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a National Disability Insurance Scheme (NDIS) that delivers individualised support through an insurance approach.

This program also includes existing Commonwealth funded supports that are transitioning in to the Scheme in a phased approach and the Sector Development Fund.

National Disability Insurance Scheme results

Extent to which clients have improved circumstances (in key outcome domains relevant to their lifetime wellbeing).

Around 13,000 people across Australia have successfully transitioned into the NDIS during the third year of the NDIS trials, bringing the total number of people with individualised packages of supports in place to over 30,000.

There has been a modest increase in the proportion of Australian Disability Enterprise clients likely to have reduced reliance on income support payments. In the past year, more than half (52.3%) had sufficient income from employment to reduce reliance on income support payments, representing an improvement in financial wellbeing.

Table 2.5.7: National Disability Insurance Scheme — Improved circumstances

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|--|------------------------------|-----------------|-----------------|
| National Disability Insurance Scheme Transition | | | |
| Percentage and number of supported employees/clients likely to have reduced reliance on income support payments (sufficient income to affect the Disability Support Pension) | 52.3% 10,251 ^a | 50.6% 10,442 | 48.9% 10,258 |

a Note that the reduction in absolute numbers reflects that 1,096 clients of Australian Disability Enterprises transitioned to the National Disability Insurance Scheme by 30 June 2016.

Extent to which clients have made progress/achieving their individual/family goals (in goal domains relevant to improving their circumstances)

Table 2.5.8: National Disability Insurance Scheme — Progress achieving goals

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|-----------------|---------------|---------|
| National Disability Insurance Scheme Transition | | | |
| Percentage and number of individuals, parents and carers who report that they were assisted to access choices and options that enabled them to manage their needs | na ^a | 80% 24,295 | na |

a Data were not collected in 2015–16 due to the transition of the programs to the NDIS.

Extent to which services are targeted to individuals and families in priority groups

The NDIS enables individual participants to procure the supports and services they need through an individualised plan. Lessons learned from the NDIS trials have been used to design arrangements for transition to full Scheme. Clients of a range of Commonwealth and state programs will transition to the NDIS by 2019–20. Results from the NDIS trial in the Northern Territory indicate extensive community engagement is providing the best means to tailor services to local needs.

Substantial numbers of eligible people in priority groups access services under the Early Intervention programs, i.e. the Helping Children with Autism (HCWA) and Better Start for Children with Disability (Better Start) programs. Under HCWA and Better Start, 30,697 children with disability receive early intervention services and 4,489 parents/carers accessed information and support services. There has also been a substantial increase in the number of eligible children from Indigenous or culturally and linguistically diverse backgrounds who receive early intervention services. This result can be largely attributed to the introduction (in 2012 for HCWA and 2015 for Better Start) of the Early Intervention Indigenous Liaison Officers (EILIOs), whose role is to increase awareness of disability and early intervention services in Indigenous communities. In general, there is an increasing awareness of the HCWA and Better Start programs, so it is expected that numbers are still increasing overall. However, the slowing of growth in participant numbers reflects the transition of funding and potential participants to the NDIS.

Table 2.5.9: National Disability Insurance Scheme — Priority groups

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|----------------|----------------|----------------|
| National Disability Insurance Scheme Transition | | | |
| Number of eligible children with disability receiving early intervention services | 30,697 | 30,369 | 30,107 |
| Number of parents/carers who access information and support services | 4,489 | 4,229 | 4,729 |
| Number and percentage of eligible children with disability from Indigenous and culturally and linguistically diverse backgrounds receiving early intervention services: | 5,664 18.5% | 5,227 17.1% | 3,835 12.7% |
| • Indigenous | 1,644 5.3% | 1,467 4.8% | 995 3.3% |
| • Culturally and linguistically diverse | 4,020 13% | 3,760 12.3% | 2,840 9.4% |
| Number and percentage of participants from Indigenous backgrounds: | | | |
| • Australian Disability Enterprises | 496 2.5% | 500 2.4% | 496 2.3% |
| • Respite Support for Carers of Young People with Severe or Profound Disability | 275 6.1% | 331 6.2% | 312 5.7% |
| • Outside School Hours Care for Teenagers with Disability | 76 4.4% | 144 7.7% | 159 7.9% |
| • Young Carers Respite and Information Services – respite services | 386 9.9% | 498 10.7% | 422 9.3% |
| Number and percentage of participants from culturally and linguistically diverse backgrounds: | | | |
| • Australian Disability Enterprises | 1,661 8.4% | 1,659 7.9% | 1,658 7.8% |
| • Respite Support for Carers of Young People with Severe or Profound Disability | 870 19.2% | 893 16.7% | 840 15.3% |
| • Outside School Hours Care for Teenagers with Disability | 192 11.3% | 295 15.8% | 271 13.5% |
| • Young Carers Respite and Information Services – respite services | 419 10.7% | 452 9.8% | 525 11.6% |

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 Purpose 5 — Disability and Carers

Extent to which clients are satisfied with services

Table 2.5.10: National Disability Insurance Scheme — Client satisfaction

| Key performance indicator | 2015–16 | 2014–15 | 2013–14 |
|---|--------------|--------------|--------------|
| National Disability Insurance Scheme Transition | | | |
| Percentage and number of clients reporting that the services received were appropriate to their needs as parent/carers: | | | |
| <ul style="list-style-type: none"> Respite Support for Carers of Young People with Severe or Profound Disability | 97% 1,097 | 92% 1,324 | 96% 1,196 |
| <ul style="list-style-type: none"> Outside School Hours Care for Teenagers with Disability | 94% 1,083 | 94% 1,392 | 97% 1,327 |
| Percentage of clients satisfied that the services they received were appropriate to their needs as carers: | | | |
| <ul style="list-style-type: none"> Young Carers Respite and Information Services – respite services | 99% 1,135 | 96% 1,105 | 99% |

| Key performance indicator | 2015–16 |
|---|---|
| Sector Development Fund | |
| Increase the capacity of people with disability and their families to exercise choice and control, both in engaging with the NDIS, and in purchasing supports in an open market in order to realise their aspirations | <p>In 2015–16, projects have:</p> <ul style="list-style-type: none"> delivered best practice in early childhood intervention established new local support groups and communities of practice, consumer and carer networks and champions increased the number of Indigenous organisations working in disability support provided cultural competence services for mainstream service organisations. |

Extent of implementation of key policy initiatives to improve service capacity, quality and evidence-based practice

The NDIS is delivered by the National Disability Insurance Agency (NDIA). The NDIA also provides information and links to existing mainstream and community services. Performance results for the NDIA will be in its Annual Report.

Disability Employment Services providers and Australian Disability Enterprises are audited each year for their adherence to the National Standards for Disability Services (National Standards). The National Standards help to promote and drive a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with disability.

Table 2.5.11: National Disability Scheme — Implementation of initiatives

| Key performance indicator | 2015–16 |
|--|--|
| National Disability Insurance Scheme | |
| Extent of timely and effective policy advice provided on full-scheme roll-out of the NDIS, including on the implications for the workforce | <p>Broad-ranging policy work has been undertaken to:</p> <ul style="list-style-type: none"> • progress a national quality and safeguards framework • develop the Specialist Disability Accommodation Pricing Framework • implement a Market, Sector and Workforce strategy • develop a Rural and Remote Strategy • develop an Information, Linkages and Capacity Building Framework • complete reviews of the <i>National Disability Insurance Scheme Act 2013</i> and the NDIS Intergovernmental Agreement. |
| Extent agreements with states and territories for full-scheme roll-out are in place | <p>Bilateral Agreements for Transition to full NDIS were signed with:</p> <ul style="list-style-type: none"> • New South Wales on 16 September 2015 • Victoria on 16 September 2015 • South Australia on 11 December 2015 • Queensland on 16 March 2016 • Northern Territory on 5 May 2016. <p>Agreement with the Western Australian (WA) Government was reached on 27 April 2016 for the extension and expansion of the WA comparative trials. In the Australian Capital Territory, the agreed eligible population of approximately 5,000 participants will be fully covered by September 2016. Early transition sites commenced in New South Wales, Queensland and South Australia.</p> |
| Sector Development Fund | |
| Develop a market capable of providing the necessary supports required for full scheme | <p>Projects have delivered:</p> <ul style="list-style-type: none"> • financial management and assessment packages for providers • prescription training for rural and remote service providers • Board and management capability and skills development • development of the National Quality Verification and Certification Scheme to reduce the risk of quality and safety failures for new providers. |



| Key performance indicator | 2015–16 |
|--|--|
| Increased mix of support options and innovative approaches to provision of support | Projects have delivered: <ul style="list-style-type: none"> • development of national guidelines on best practice in early childhood intervention and national assistive technologies framework • determination of the effectiveness of trained assistive technology mentors to enable self-prescribing of low risk assistive technology equipment. |
| Increase the disability services workforce, making it more diverse and better equipped to meet the needs of people with disability | Projects have delivered: <ul style="list-style-type: none"> • improvement of cultural competence for organisations working with Indigenous Australians with disability, including increasing the number of Indigenous workers in the disability sector • capability development for the mental health workforce • maintenance of a CareCareers website that communicates work options for NDIS registered service providers and jobseekers. |
| Develop an evidence base to inform an insurance approach to disability support | Project has delivered the first phase of the evaluation of the NDIS being undertaken by the National Institute of Labour Studies, with data collection for phase two underway. |



Outputs/deliverables

Table 2.5.12: National Disability Scheme — Outputs/deliverables

| Output/deliverable | 2015–16 | | |
|--|--|---------|---------|
| National Disability Insurance Scheme | | | |
| Agreements with states and territories for National Disability Insurance Scheme trials, and for transition to full scheme with all states and territories | Ongoing | | |
| Policy developed to respond to evaluation results from the trials sites and for transition to full-scheme roll-out of the National Disability Insurance Scheme | Ongoing | | |
| Amendments to design are made as necessary during the National Disability Insurance Scheme trials | Ongoing | | |
| Evaluation of the National Disability Insurance Scheme trials has commenced to inform full-scheme roll-out | Ongoing | | |
| Support for the Disability Reform Council and related Commonwealth-State forums | Support provided for <ul style="list-style-type: none"> • 3 Ministerial Council Meetings • 15 multilateral meetings • 76 bilateral meetings | | |
| Monitoring and refinements to the National Disability Insurance Scheme design during trial | Ongoing | | |
| Output/deliverable | 2015–16 | 2014–15 | 2013–14 |
| National Disability Insurance Scheme Transition | | | |
| Eligible children with disability have access to early intervention services | 30,697 | 30,369 | 30,107 |
| Parents, carers and families of eligible children have access to information and support | 4,307 | 4,229 | 4,729 |
| Number of carers of people with severe or profound disability assisted with short-term or immediate respite | 4,517 | 5,347 | 5,494 |
| Number of clients receiving Outside School Hours Care for Teenagers with Disability services | 1,693 | 1,864 | 2,010 |
| Number of young carers at risk of not completing secondary education assisted with respite services | 3,914 | 4,633 | 4,520 |
| Number of supported employees assisted by Australian Disability Enterprises | 19,858 | 20,912 | 21,262 |
| Number of people whose lives are affected by mental illness accessing support services | Result included in Table 2.5.6 | | |

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Chapter 2.5
Purpose 5 — Disability and Carers

| Output/deliverable | 2015–16 |
|---|-------------|
| Sector Development Fund | |
| People with disability, the disability services sector and its workforce are assisted with the transition to the NDIS, including through: | |
| • Building community capacity and engagement | 13 projects |
| • Increasing individual support capacity and development of new forms of support to meet the needs of people with disability | 11 projects |
| • Building disability sector capacity and service provider readiness to manage the transition | 19 projects |
| • Assistance with the required expansion and diversification of the workforce | 8 projects |
| • Building the evidence base | 5 projects |



Program 5.3:
Program Support for Outcome 5
Objective: To provide departmental funding for the annual operating costs of DSS to achieve agency outcomes.

Program Support for Outcome 5 results

Table 2.5.13: Program Support for Outcome 5 — Departmental funding

| Key performance indicator | 2015–16 |
|--|-----------|
| Total departmental funding for Outcome 5 | \$134.98m |

Table 2.5.14: Program Support for Outcome 5 — Deliverables

| Deliverable | 2015–16 |
|---|----------------------------------|
| Departmental funding is expended to achieve agency outcomes | Funds were expended as described |