

05

Appendixes



Appendix A	Changes in our Department during 2015–16	206
Appendix B	Resource statements	208
Appendix C	Family Tax Benefit reconciliation data	222
Appendix D	Changes to disability reporting	227
Appendix E	Compliance with the Carer Recognition Act	228
Appendix F	Fraud Control Certificate	230
Appendix G	Staffing statistics	231
Appendix H	Work Health and Safety	236
Appendix I	Advertising and market research	237
Appendix J	Ecologically sustainable development and environmental performance	240
Appendix K	Glossary of abbreviations and acronyms	244

Appendix A

Changes in our Department during 2015–16

Figure A–1: Changes in ministerial responsibilities for our Department during 2015–16

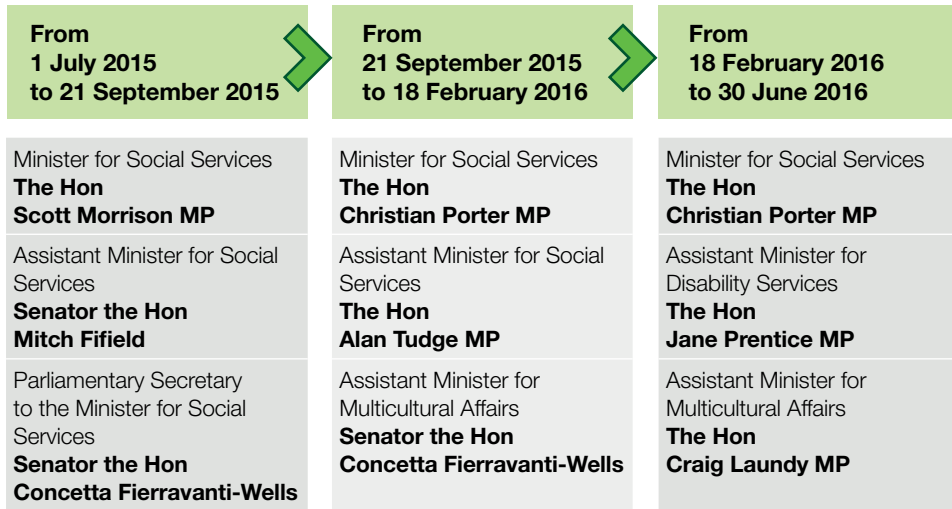


Figure A–2: Changes in the Department’s programs during 2015–16

The AAO of 21 September 2015 resulted in the transfer of the following programs

From the Department of Social Services	To the Department of Education and Training
Program 2.4 Support for the Child Care System	Program 1.7 Support for the Child Care System
Program 2.5 Child Care Benefit	Program 1.8 Child Care Benefit
Program 2.6 Child Care Rebate	Program 1.9 Child Care Rebate
Program 2.7 Child Care Subsidy	Program 1.10 Child Care Subsidy

The AAO of 30 September 2015 resulted in the transfer of the following programs

From the Department of Social Services	To the Department of Health
Program 3.1 Access and Information	Program 11.1 Access and Information
Program 3.2 Home Support	Program 11.2 Home Support
Program 3.3 Home Care	Program 11.3 Home Care
Program 3.4 Residential and Flexible Care	Program 11.4 Residential and Flexible Care
Program 3.5 Workforce and Quality	Program 11.5 Workforce and Quality
Program 3.6 Ageing and Service Improvement	Program 11.6 Ageing and Service Improvement
Program 3.7 Program Support for Outcome 3	(Departmental resourcing estimates are across programs)

Appendix B

Resource statements

Table B–1: Agency resource statement 2015–16

	Actual available appropriation for 2015–16 \$'000	Payments made 2015–16 \$'000	Balance remaining 2015–16 \$'000
	(a)	(b)	(a)-(b)
Ordinary Annual Services¹			
Departmental appropriation ²	774,215	619,872	154,343
Total	774,215	619,872	154,343
<i>Administered expenses</i>			
Outcome 1	13,564	10,633	
Outcome 2	781,564	681,736	
Outcome 3	674,361	674,355	
Outcome 4	73,571	1,299	
Outcome 5	1,768,466	1,471,549	
Payments to corporate Commonwealth entities ³	565,896	581,070	
Total	3,877,422	3,420,642	
Total ordinary annual services	A 4,651,637	4,040,514	
Other services⁴			
Departmental non-operating			
Equity injections	50,853	41,636	9,217
Total	50,853	41,636	9,217

		Actual available appropriation for 2015–16 \$'000 (a)	Payments made 2015–16 \$'000 (b)	Balance remaining 2015–16 \$'000 (a)-(b)
Administered non-operating				
Administered Assets and Liabilities				
Payments to corporate Commonwealth entities – non-operating		57,756	57,756	
Total		57,756	57,756	
Total other services	B	108,609	99,392	
Total available annual appropriations and payments		4,760,246	4,139,906	
Special appropriations				
<i>Paid Parental Leave Act 2010</i>			2,073,896	
<i>Social Security (Administration) Act 1999</i>			89,855,449	
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>			23,462,615	
<i>Aged Care Act 1997, Administered</i>			2,946,851	
<i>Student Assistance Act 1973 – Section 55A (Administered)</i>			339,093	
<i>Social and Community Services Pay Equity Special Account Act 2012</i>			261,600	
<i>National Health Act 1953, Administered</i>			63,494	
<i>Aged Care (Bond Security) Act 2006, Administered</i>			–	
<i>Early Years Quality Fund Special Account Act 2013</i>			–	
<i>Public Governance, Performance and Accountability Act 2013 – Section 77, Administered</i>			181	
<i>Business Services Wage Assessment Tool Payment Scheme Act 2015 – Section 99, Administered</i>			860	
Total special appropriations	C		119,004,039	

	Actual available appropriation for 2015–16 \$'000	Payments made 2015–16 \$'000	Balance remaining 2015–16 \$'000
	(a)	(b)	(a)-(b)
Special Accounts			
Opening balance	309,787		
Appropriation receipts ⁵	266,928		
Non-appropriation receipts to Special Accounts	9,079		
Payments made ⁶		241,051	
Balance transferred to the Department of Education and Training		102,048	
Total special accounts	D 585,794	343,099	242,695
Total resourcing and payments A+B+C+D	5,346,040	123,487,044	
Less appropriations drawn from annual or special appropriations above and credited to special accounts and/or corporate Commonwealth entities through annual appropriations	890,580	900,426	
Total net resourcing and payments for DSS	4,455,460	122,586,618	

- 1 *Appropriation Act (No.1) 2015–16 and Appropriation Act (No.3) 2015–16.* This may also include prior year departmental appropriation, section 74 retained revenue receipts and section 75 transfers.
- 2 This item includes an amount of \$40.133 million in 2015–16 for the departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.
- 3 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the *Public Governance, Performance and Accountability Act 2013*.
- 4 *Appropriation Act (No.2) 2015–16 and Appropriation Act (No.4) 2015–16.*
- 5 Appropriation receipts from DSS's annual and special appropriations for 2015–16 included above.
- 6 This item does not include 'special public money' held in accounts like 'services for other entities and trust monies' special accounts.

Table B–2: Expenses and resources for Outcome 1: Social Security

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 1.1: Family Tax Benefit			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	20,890,607	20,989,405	(98,798)
Total for Program 1.1	20,890,607	20,989,405	(98,798)
Program 1.2: Child Payments			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	126,178	126,626	(448)
Total for Program 1.2	126,178	126,626	(448)
Program 1.3: Income Support for Vulnerable People			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	65,838	64,745	1,093
Total for Program 1.3	65,838	64,745	1,093
Program 1.4: Income Support for People in Special Circumstances			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	1,369	595	774
Special Appropriations	4,798	4,389	409
Total for Program 1.4	6,167	4,984	1,183
Program 1.5: Supplementary Payments and Support for Income Support Recipients			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	8,997	8,997	–
Special Appropriations	36,561	34,823	1,738
Total for Program 1.5	45,558	43,820	1,738

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 1.6: Income Support for Seniors			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	43,243,256	43,331,157	(87,901)
Total for Program 1.6	43,243,256	43,331,157	(87,901)
Program 1.7: Allowances and Concessions for Seniors			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	94,426	81,488	12,938
Total for Program 1.7	94,426	81,488	12,938
Program 1.8: Income Support for People with Disability			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	16,606,273	16,576,232	30,041
Total for Program 1.8	16,606,273	16,576,232	30,041
Program 1.9: Income Support for Carers			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	2,800	1,883	917
Special Appropriations	7,839,384	7,800,950	38,434
Total for Program 1.9	7,842,184	7,802,833	39,351
Program 1.10: Working Age Payments			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	398	35	363
Special Appropriations	17,030,348	17,142,101	(111,753)
Total for Program 1.10	17,030,746	17,142,136	(111,390)

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 1.11: Student Payments			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	3,405,456	3,357,782	47,674
Total for Program 1.11	3,405,456	3,357,782	47,674
Cross-Program: Rent Assistance			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	–	–	–
Special Appropriations	–	–	–
Total for Cross-Program: Rent Assistance	–	–	–
Program 1.12: Program Support for Outcome 1			
<i>Departmental expenses</i>			
Departmental appropriation	126,999	124,035	2,964
Expenses not requiring appropriation in the Budget year	13,467	12,552	915
Total for Program 1.12	140,466	136,587	3,879
Outcome 1 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	13,564	11,510	2,054
Special Appropriations	109,343,125	109,509,698	(166,573)
<i>Departmental expenses</i>			
Departmental appropriation	126,999	124,035	2,964
Expenses not requiring appropriation in the Budget year	13,467	12,552	915
Total expenses for Outcome 1	109,497,155	109,657,795	(160,640)
		2015–16	2014–15
Staffing resources (number)		507	600

a Represents estimated actual expenses for the 2015–16 financial year recognised in the 2016–17 Portfolio Budget Statements.

Table B–3: Expenses and resources for Outcome 2: Families and Communities

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 2.1: Families and Communities			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and 3)	588,217	571,795	16,422
Special Appropriations	8	74	(66)
Special Accounts	10,080	16,639	(6,559)
Total for Program 2.1	598,305	588,508	9,797
Program 2.2: Paid Parental Leave			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and 3)	–	–	–
Special Appropriations	2,043,299	2,066,332	(23,033)
Total for Program 2.2	2,043,299	2,066,332	(23,033)
Program 2.3: Social and Community Services			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and 3)	–	–	–
Special Appropriations	–	–	–
Special Account	261,563	236,124	25,439
Total for Program 2.3	261,563	236,124	25,439
Program 2.4: Support for the Child Care System			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and 3)	132,751	132,750	1
Special Appropriations	–	–	–
Special Account	3,342	3,381	(39)
Total for Program 2.4	136,093	136,131	(38)
Program 2.5: Child Care Benefit			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and 3)	–	–	–
Special Appropriations	1,051,279	1,051,279	–
Total for Program 2.5	1,051,279	1,051,279	–

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 2.6: Child Care Rebate			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and 3)	–	–	–
Special Appropriations	910,862	910,862	–
Total for Program 2.6	910,862	910,862	–
Program 2.7: Child Care Subsidy			
<i>Administered expenses</i>			
	–	–	–
Total for Program 2.7	–	–	–
Program 2.8: Program Support for Outcome 2			
<i>Departmental expenses</i>			
Departmental appropriation	246,843	180,907	65,936
Expenses not requiring appropriation in the Budget year	26,176	18,026	8,150
Total for Program 2.8	273,019	198,933	74,086
Outcome 2 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and 3)	720,968	704,545	16,423
Special Appropriations	4,005,448	4,028,547	(23,099)
Special Accounts	274,985	256,144	18,841
<i>Departmental expenses</i>			
Departmental appropriation	246,843	180,907	65,936
Expenses not requiring appropriation in the Budget year	26,176	18,026	8,150
Total expenses for Outcome 2	5,274,420	5,188,169	86,251
		2015–16	2014–15
Staffing resources (number)		1030	1,011

a Represents estimated actual expenses for the 2015–16 financial year recognised in the 2016–17 Portfolio Budget Statements.

Table B–4: Expenses and resources for Outcome 3: Ageing and Aged Care

	Estimated actual^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 3.1: Access and Information			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	42,474	42,474	
Special Appropriations	–	–	–
Total for Program 3.1	42,474	42,474	–
Program 3.2: Home Support			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	538,009	534,506	3,503
Total for Program 3.2	538,009	534,506	3,503
Program 3.3: Home Care			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	147	147	–
Special Appropriations	349,497	352,030	(2,533)
Total for Program 3.3	349,644	352,177	(2,533)
Program 3.4: Residential and Flexible Care			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	31,655	17,033	14,622
Special Appropriations	2,596,031	2,593,499	2,532
Total for Program 3.4	2,627,686	2,610,532	17,154
Program 3.5: Workforce and Quality			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	39,830	42,378	(2,548)
Special Appropriations	–	–	–
Total for Program 3.5	39,830	42,378	(2,548)

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 3.6: Ageing and Service Improvement			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	27,263	27,263	–
Special Appropriations	63,623	63,623	–
Special Accounts	–	–	–
Total for Program 3.6	90,886	90,886	–
Program 3.7: Program Support for Outcome 3			
<i>Departmental expenses</i>			
Departmental appropriation	42,468	84,542	(42,074)
Expenses not requiring appropriation in the Budget year	4,504	8,521	(4,017)
Total for Program 3.7	46,972	93,063	(46,091)
Outcome 3 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	679,378	663,801	15,577
Special Appropriations	3,009,151	3,009,152	(1)
Special Accounts	–	–	–
<i>Departmental expenses</i>			
Departmental appropriation	42,468	84,542	(42,074)
Expenses not requiring appropriation in the Budget year	4,504	8,521	(4,017)
Total expenses for Outcome 3	3,735,501	3,766,016	(30,515)
		2015–16	2014–15
Staffing resources (number)		192	1,036

a Represents estimated actual expenses for the 2015–16 financial year recognised in the 2016–17 Portfolio Budget Statements.

Table B–5: Expenses and resources for Outcome 4: Housing

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 4.1: Housing and Homelessness			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	1,339	1,334	5
Special Appropriations	–	–	–
Total for Program 4.1	1,339	1,334	5
Program 4.2: Affordable Housing			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	71,965	71,965	–
Special Appropriations	–	–	–
Total for Program 4.2	71,965	71,965	–
Program 4.3: Program Support for Outcome 4			
<i>Departmental expenses</i>			
Departmental appropriation	29,640	53,344	(23,704)
Expenses not requiring appropriation in the Budget year	3,143	5,307	(2,164)
Total for Program 4.3	32,783	58,651	(25,868)
Outcome 4 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	73,304	73,299	5
Special Appropriations	–	–	–
<i>Departmental expenses</i>			
Departmental appropriation	29,640	53,344	(23,704)
Expenses not requiring appropriation in the Budget year	3,143	5,307	(2,164)
Total expenses for Outcome 4	106,087	131,950	(25,863)
		2015–16	2014–15
Staffing resources (number)		133	108

a Represents estimated actual expenses for the 2015–16 financial year recognised in the 2016–17 Portfolio Budget Statements.

Table B–6: Expenses and resources for Outcome 5: Disability and Carers

	Estimated actual ^a 2015–16 \$'000 (a)	Actual Expenses 2015–16 \$'000 (b)	Variation 2015–16 \$'000 (a)–(b)
Program 5.1: Disability, Mental Health and Carers Program			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	999,806	959,406	40,400
Special Account	1,815	1,379	436
Total for Program 5.1	1,001,621	960,785	40,836
Program 5.2: National Disability Insurance Scheme			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	591,185	588,899	2,286
Special Appropriations	–	–	–
Total for Program 5.2	591,185	588,899	2,286
Program 5.3: Program Support for Outcome 5			
<i>Departmental expenses</i>			
Departmental appropriation	113,372	123,273	(9,901)
Expenses not requiring appropriation in the Budget year	12,023	11,709	314
Total for Program 5.3	125,395	134,982	(9,587)
Outcome 5 Totals by appropriation type			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1)	1,590,991	1,548,305	42,686
Special Accounts	1,815	1,379	436
<i>Departmental expenses</i>			
Departmental appropriation	113,372	123,273	(9,901)
Expenses not requiring appropriation in the Budget year	12,023	11,709	314
Total expenses for Outcome 5	1,718,201	1,684,666	33,535
		2015–16	2014–15
Staffing resources (number)		507	381

a Represents estimated actual expenses for the 2015–16 financial year recognised in the 2016–17 Portfolio Budget Statements.

Appendix C

Family Tax Benefit reconciliation data

The purpose of Family Tax Benefit (FTB) reconciliation is to determine whether a family was eligible to receive payment and, if so, whether they received their correct entitlement. Following each entitlement year, actual family income is reconciled with the amount of FTB paid in instalments throughout the previous year. Reconciliation also determines if a family is eligible for the end of year FTB supplements. This may result in a family receiving a top-up payment, a debt being raised or no change.

Table C–1 shows reconciliation outcomes for FTB customers for the 2013–14 and 2014–15 entitlement years.

- » The 2014–15 entitlement year outcomes are not final.
- » The majority of nil change instalment customers were ineligible for the end of year supplement because they were late meeting the reconciliation conditions, or chose to defer receipt of instalment payments (zero rate customers) and were found to be ineligible on reconciliation, or were eligible for Rent Assistance only.

Table C-1: Reconciliation outcomes, as at 30 June 2016

	Entitlement year	
	2014-15	2013-14
Top-ups		
Number of customers	1,530,530	1,576,964
Per cent of total customer number	78.40%	79.80%
Total amount	\$3,900m	\$4,003m
Average amount	\$2,548	\$2,538
Overpayments		
Number of customers	169,761	189,868
Per cent of total customer number	8.70%	9.60%
Total amount	\$292m	\$327m
Average amount	\$1,719	\$1,724
Nil changes (instalment)		
Number of customers	30,073	69,104
Per cent of total customer number	1.50%	3.40%
Nil changes (lump sum customer)		
Number of customers	44,673	69,210
Per cent of total customer number	2.30%	3.50%
Grant		
Number of customers	61,353	42,410
Per cent of total customer number	3.10%	2.10%
Non-lodgers^a		
Number of customers	na	27,898
Per cent of total customer number	na	1.40%
Pending		
Number of customers	113,496	99
Per cent of total customer number	5.80%	< 0.1%
Late Lodger		
Number of customers	na	5
Per cent of total customer number	na	<0.1%
Total		
Number of customers	1,949,886	1,975,558

a Non-lodgers are customers who have not reconciled their entitlement to FTB by 30 June 2016.

Table C–2 shows outstanding reconciliation debt by state for FTB families for the 2010–11 to 2014–15 entitlement years.

Table C–2: Outstanding reconciliation debt, as at 30 June 2016

State/territory ^a	Entitlement year				
	2014–15	2013–14	2012–13	2011–12	2010–11
Australian Capital Territory					
Number of customers	873	450	319	132	60
Total outstanding debt	\$1,653,033	\$957,082	\$670,066	\$279,829	\$139,392
New South Wales					
Number of customers	23,129	12,645	7,706	3,127	1,658
Total outstanding debt	\$45,685,312	\$29,499,682	\$18,747,002	\$8,362,425	\$4,300,503
Northern Territory					
Number of customers	980	508	287	102	55
Total outstanding debt	\$1,707,692	\$1,287,936	\$680,400	\$252,781	\$155,595
Queensland					
Number of customers	17,410	10,261	6,305	2,656	1,301
Total outstanding debt	\$32,884,172	\$23,583,419	\$15,451,532	\$6,798,589	\$3,447,293
South Australia					
Number of customers	4,938	2,510	1,499	604	295
Total outstanding debt	\$8,656,507	\$5,273,544	\$3,367,310	\$1,532,351	\$795,232
Tasmania					
Number of customers	1,419	733	475	177	82
Total outstanding debt	\$2,371,056	\$1,623,332	\$1,057,652	\$368,843	\$218,698
Victoria					
Number of customers	18,891	9,932	6,030	2,474	1,304
Total outstanding debt	\$36,708,492	\$23,145,555	\$14,773,692	\$6,634,561	\$3,421,257
Western Australia					
Number of customers	8,626	4,931	3,146	1,342	708
Total outstanding debt	\$17,550,501	\$11,581,236	\$7,616,976	\$3,590,409	\$1,850,335
Not recorded^b					
Number of customers	260	220	233	224	244
Total outstanding debt	\$514,954	\$528,170	\$598,823	\$512,005	\$542,414
Total					
Number of customers	76,526	42,190	26,000	10,838	5,707
Outstanding debt	\$147,731,720	\$97,479,956	\$62,963,453	\$28,331,793	\$14,870,719

a The state or territory is from the customer's address as at 30 June 2016, which may differ from their address when the debt was incurred.

b 'Not recorded' includes customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (e.g. for people who are no longer customers).

Table C–3 shows FTB families by state who had part or all of their tax refund withheld to offset a reconciliation debt for the 2010–11 to 2014–15 entitlement years. Offsets applied to non-lodger, qualification and prior year reconciliation debt are not included.

Table C–3: Customers with tax refund reconciliation offset, as at 30 June 2016

State/territory ^a	Entitlement year				
	2014–15	2013–14	2012–13	2011–12	2010–11
Australian Capital Territory	1,047	1,156	1,019	1,043	1,180
New South Wales	19,072	19,901	18,998	21,993	23,469
Northern Territory	571	656	677	771	797
Queensland	13,200	15,487	14,572	15,063	15,698
South Australia	4,302	4,804	4,591	5,125	5,305
Tasmania	1,204	1,307	1,302	1,381	1,425
Victoria	15,694	16,353	15,837	18,576	20,181
Western Australia	7,034	8,213	7,684	7,782	7,986
Not recorded ^b	472	369	265	255	183
Total	62,596	68,246	64,945	71,989	76,224

- a The state or territory is from the customer's address as at 30 June 2016, which may differ from their address when the debt was incurred.
- b 'Not recorded' includes customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (e.g. for people who are no longer customers).

Table C–4 shows the average adjusted taxable income by state for FTB families who incurred a reconciliation debt, for the 2010–11 to 2014–15 entitlement years, including customers who were found to be ineligible on reconciliation.

Table C–4: Average adjusted taxable income for reconciliation debtors, as at 30 June 2016

State/territory ^a	Entitlement year				
	2014–15	2013–14	2012–13	2011–12	2010–11
Australian Capital Territory	\$114,662	\$107,158	\$104,415	\$105,675	\$108,102
New South Wales	\$104,375	\$100,502	\$96,683	\$98,730	\$100,651
Northern Territory	\$107,665	\$104,203	\$98,329	\$97,555	\$96,136
Queensland	\$103,349	\$100,957	\$97,364	\$98,913	\$97,598
South Australia	\$98,690	\$96,851	\$93,785	\$95,542	\$98,528
Tasmania	\$94,228	\$92,730	\$88,381	\$89,983	\$94,451
Victoria	\$101,998	\$98,563	\$96,101	\$98,531	\$101,077
Western Australia	\$113,084	\$109,617	\$107,754	\$108,910	\$109,163
Not recorded ^b	\$105,518	\$98,607	\$96,847	\$97,129	\$99,727
Total	\$104,137	\$100,911	\$97,848	\$99,719	\$100,929

Note: Only customers whose debt was incurred for payments made during the entitlement year were previously included in this table. All customers who incurred a reconciliation debt are now included to better align with Tables C–2 and C–3.

- a The state or territory is from the customer’s address as at 30 June 2016, which may differ from their address when the debt was incurred.
- b ‘Not recorded’ includes customers with overseas addresses, addresses that are post office boxes (rather than street addresses), and invalid addresses (e.g. for people who are no longer customers).

Table C–5 shows the average adjusted taxable income by claim type for FTB families for the 2013–14 and 2014–15 entitlement years. Families who were found to be ineligible upon reconciliation are not included.

Table C–5: Average adjusted taxable income by claim type, as at 30 June 2016

Claim type	Entitlement year	
	2014–15	2013–14
Lump sum	\$80,775	\$83,418
Instalment	\$57,093	\$56,933

Table C–6 shows the income distribution of adjusted taxable income for FTB families for the 2013–14 and 2014–15 entitlement years. Families who were found to be ineligible upon reconciliation are not included.

Table C–6: Adjusted taxable income across ranges, as at 30 June 2016

Adjusted taxable income (\$)	Entitlement year			
	2014–15		2013–14	
	FTB Part A customers	FTB Part B customers	FTB Part A customers	FTB Part B customers
0 to less than 20,000	305,945	303,144	327,361	323,684
20,000 to less than 40,000	418,670	414,114	443,883	438,886
40,000 to less than 60,000	321,917	303,922	337,019	314,117
60,000 to less than 80,000	264,104	203,290	281,144	210,835
80,000 to less than 100,000	243,394	142,078	257,380	147,120
100,000 to less than 150,000	136,494	135,137	137,962	145,572
150,000 to less than 200,000	5,474	7,595	5,142	8,246
200,000 to less than 250,000	643	499	693	620
250,000 to less than 300,000	172	133	196	181
300,000 or more	266	226	226	193
Total	1,697,079	1,510,138	1,791,006	1,589,454

Some families with higher incomes are eligible to receive FTB. They include:

- » customers with large families
- » customers who were entitled to an income support payment for part of the year
- » customers whose personal circumstances change during the year (e.g. customers with new partners who were eligible for FTB as a single person but are ineligible when partnered due to increased income)
- » certain groups of customers who are free of the FTB Part A or FTB Part B income tests
- » Child Disability Allowance (CDA) recipients eligible for FTB Part A due to CDA savings provisions originally introduced in 1993 (CDA was not asset or income-tested, and CDA qualification entitled families to a minimum amount of Family Allowance free of any means test prior to January 1993).

Customers who are entitled to an income support payment are not subject to the FTB Part A income test or the FTB Part B primary earner income test. Certain payments, such as superannuation lump sums, are included in adjusted taxable income but these do not necessarily preclude customers from receiving income support.

Table C–7 shows the percentage of customers who incurred an FTB debt by debt and payment type for the 2012–13 and 2013–14 entitlement years, including customers who were found to be ineligible on reconciliation.

Table C–7: Percentage of customers incurring an FTB debt, as at 30 June 2016

Debt type	Entitlement year			
	2013–14 ^a		2012–13 ^b	
	FTB Part A customers (%)	FTB Part B customers (%)	FTB Part A customers (%)	FTB Part B customers (%)
Qualification debt	6.6	7.4	4.1	4.6
Reconciliation debt	12.8	14.1	13.5	15.2
Non-lodger debt	1.2	1.4	1.3	1.5

a Measured at 30 June 2015.

b Measured at 30 June 2016.

Appendix D

Changes to disability reporting

Since 1994, Commonwealth departments and agencies have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. In 2007–08, reporting on the employer role was transferred to the Australian Public Service Commission's *State of the Service Report* and the *APS Statistical Bulletin*. These reports are available at www.apsc.gov.au. From 2010–11, departments and agencies have no longer been required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by the National Disability Strategy 2010–2020 (the Strategy), which sets out a 10-year national policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. A high-level two-yearly report will track progress against each of the six outcome areas of the Strategy and present a picture of how people with disability are faring. The first of these reports is available at dss.gov.au/nds.

Appendix E

Compliance with the Carer Recognition Act

Through the *Carer Recognition Act 2010* (CR Act), the Australian Government recognises the exceptional contribution made by unpaid carers.

The CR Act stipulates that carers should have the same rights, choices and opportunities as other Australians. To help achieve this, the CR Act sets out reporting and consultation obligations for Australian Public Service agencies with responsibilities towards carers.

Subsection 7(1) — Each public service agency is to take all practicable measures to ensure that its employees and agents have an awareness and understanding of the Statement for Australia’s Carers.

We promote staff awareness and understanding of the CR Act and the Statement for Australia’s Carers (the Statement) through our intranet and other departmental resources. Posters promoting understanding of the role of carers and the Statement are displayed in all our workplaces.

We inform the general public about the Statement on our website at dss.gov.au. We also fund Carers Australia to coordinate and manage National Carers Week activities each October. These activities raise the general public’s awareness of carers and their role, and inform carers about available services and assistance.

Subsection 7(2) — Each public service agency’s internal human resources policies, so far as they may significantly affect an employee’s caring role, are to be developed having due regard to the Statement for Australia’s Carers.

Our human resources policies comply with the principles contained in the Statement.

Our enterprise agreements include special carers leave entitlements and ensure staff can access health and diversity rooms when they are required to deal with unforeseen caring responsibilities.

Staff can access free counselling arranged through the Employee Assistance Program (EAP).

Our intranet also provides employees and managers with information about carers’ entitlements and internal and external resources, including links to fact sheets and articles.

Subsection 8(1) — Each public service care agency is to take all practicable measures to ensure that it, and its employees and agents, take action to reflect the principles of the Statement for Australia’s Carers in developing, implementing, providing or evaluating care supports.

Our standard funding agreement terms and conditions oblige funding recipients to comply with relevant laws, Australian Government policies, codes of ethics, regulations or industry standards relevant to the activity.

Subsection 8(2) — Each public service care agency is to consult carers, or bodies that represent carers, when developing or evaluating care supports.

In the past year, individual carers and representatives of carer organisations participated in consultations about a review of the assessment process that determines qualification for Carer Payment and Carer Allowance.

We continue to fund advocacy agencies and peak bodies to represent carers’ issues to the Government and the Department.

The Carer Gateway Advisory Group (CGAG) was established in mid-2015 to provide advice to our Department through a co-design process on the development of an Integrated Plan for Carer Support Services (the Plan). CGAG consists of key leaders and representatives from peak bodies with specific expertise and interest in carers, as well as consumer advocates.

A sub-group of CGAG was also established in August 2015 as a Subject Matter Expert Working Group to inform the design of the Plan. Membership consists of representatives that have operational level expertise and knowledge of working with carers and carers themselves.

These groups meet regularly and are central to the development of a future carer support model.

Appendix F

Fraud control certificate



Australian Government
Department of Social Services

CERTIFICATION OF DEPARTMENTAL FRAUD CONTROL ARRANGEMENTS

I certify that the Department of Social Services, in accordance with section 10 of the Public Governance, Performance and Accountability Rule 2014 and the Commonwealth Fraud Control Policy, has taken all reasonable measures to prevent, detect and deal with fraud relating to the department, including by:

- a) Conducting fraud risk assessments regularly;
- b) Developing and implementing a fraud control plan;
- c) Having an appropriate mechanism for preventing fraud, including that:
 - i. officials are made aware of what constitutes fraud; and
 - ii. the risk of fraud is taken into account in planning and conducting activities;
- d) Having an appropriate mechanism for detecting incidents of fraud or suspected fraud, including a process to report confidentially;
- e) Having an appropriate mechanism for investigating or otherwise dealing with fraud or suspected fraud; and
- f) Having an appropriate mechanism for recording and reporting incidents of fraud or suspected fraud.

A handwritten signature in black ink, appearing to read 'Finn Pratt'.

Finn Pratt AO PSM

Secretary

June 2016

Appendix G

Staffing statistics

Tables G–1 and G–2 provide statistics on ongoing and non-ongoing staff, as at 30 June 2016 by location, actual classification (including backfilling for leave) and gender; figures for the previous year are shown in parentheses. Table G–3 gives details on salary ranges, as at 30 June 2016.

Table G–1: Ongoing staff employed, by actual classification, gender and location, as at 30 June 2016

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
Australian Capital Territory	285 (396)	889 (1,278)	45 (52)	613 (820)	1,832 (2,546)
APS Level 1	2 (3)	0 (0)	3 (3)	0 (0)	5 (6)
APS Level 2	2 (1)	5 (7)	3 (5)	3 (12)	13 (25)
APS Level 3	5 (2)	46 (41)	1 (2)	36 (26)	88 (71)
APS Level 4	8 (19)	68 (70)	2 (0)	26 (29)	104 (118)
APS Level 5	33 (46)	98 (166)	3 (6)	51 (75)	185 (293)
APS Level 6	89 (136)	235 (354)	12 (12)	147 (191)	483 (693)
Legal Officer	1 (1)	6 (8)	0 (0)	2 (4)	9 (13)
Senior Legal Officer	2 (5)	5 (5)	1 (0)	1 (2)	9 (12)
Principal Legal Officer	3 (5)	3 (3)	1 (0)	2 (5)	9 (13)
Legal Special Counsel	0 (0)	0 (1)	0 (0)	0 (0)	0 (1)
Public Affairs Officer Grade 1	0 (0)	1 (0)	0 (0)	0 (0)	1 (0)
Public Affairs Officer Grade 2	1 (0)	6 (7)	0 (1)	1 (1)	8 (9)
Public Affairs Officer Grade 3	7 (4)	4 (8)	0 (0)	1 (2)	12 (14)
Senior Public Affairs Officer	3 (0)	4 (3)	0 (0)	0 (2)	7 (5)
EL 1	106 (145)	246 (368)	16 (18)	197 (274)	565 (805)
EL 2	21 (27)	120 (171)	3 (4)	110 (148)	254 (350)
SES Band 1	2 (2)	33 (51)	0 (1)	25 (33)	60 (87)
SES Band 2	0 (0)	6 (10)	0 (0)	9 (13)	15 (23) ^a
SES Band 3	0 (0)	3 (5)	0 (0)	1 (2)	4 (7)
Secretary	0 (0)	0 (0)	0 (0)	1 (1)	1 (1)

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
New South Wales	28 (59)	50 (141)	2 (7)	30 (85)	110 (292)
APS Level 2	0 (1)	0 (0)	0 (0)	0 (1)	0 (2)
APS Level 3	0 (0)	2 (5)	0 (0)	0 (1)	2 (6)
APS Level 4	1 (2)	3 (8)	0 (0)	2 (7)	6 (17)
APS Level 5	4 (16)	18 (39)	1 (1)	5 (18)	28 (74)
APS Level 6	17 (29)	16 (58)	0 (4)	16 (41)	49 (132)
EL 1	5 (8)	7 (23)	1 (2)	6 (13)	19 (46)
EL 2	1 (2)	4 (5)	0 (0)	1 (4)	6 (11)
Senior Legal Officer	0 (0)	0 (1)	0 (0)	0 (0)	0 (1)
SES Band 1	0 (1)	0 (1)	0 (0)	0 (0)	0 (2)
Public Office Holder	0 (0)	0 (1)	0 (0)	0 (0)	0 (1)
Northern Territory	2 (7)	15 (29)	0 (0)	5 (3)	22 (39)
APS Level 4	0 (1)	0 (1)	0 (0)	0 (0)	0 (2)
APS Level 5	1 (2)	3 (4)	0 (0)	0 (2)	4 (8)
APS Level 6	0 (2)	8 (15)	0 (0)	4 (1)	12 (18)
EL 1	1 (2)	3 (6)	0 (0)	1 (0)	5 (8)
EL 2	0 (0)	1 (3)	0 (0)	0 (0)	1 (3)
Queensland	14 (37)	42 (104)	1 (3)	24 (36)	81 (180)
APS Level 2	0 (0)	0 (2)	0 (0)	0 (0)	0 (2)
APS Level 3	0 (1)	2 (5)	0 (0)	0 (0)	2 (6)
APS Level 4	0 (7)	8 (11)	0 (0)	2 (5)	10 (23)
APS Level 5	3 (9)	6 (23)	0 (0)	2 (4)	11 (36)
APS Level 6	9 (15)	11 (41)	1 (3)	11 (15)	32 (74)
EL 1	2 (5)	10 (16)	0 (0)	5 (6)	17 (27)
EL 2	0 (0)	5 (6)	0 (0)	4 (6)	9 (12)
South Australia	11 (21)	26 (62)	1 (4)	10 (20)	48 (107)
APS Level 2	0 (0)	1 (1)	0 (0)	0 (0)	1 (1)
APS Level 3	0 (0)	2 (0)	0 (1)	1 (0)	3 (1)
APS Level 4	0 (2)	2 (5)	0 (0)	1 (0)	3 (7)
APS Level 5	5 (7)	7 (19)	0 (1)	2 (3)	14 (30)
APS Level 6	6 (11)	9 (27)	1 (1)	3 (9)	19 (48)
EL 1	0 (1)	4 (6)	0 (1)	3 (3)	7 (11)
EL 2	0 (0)	1 (4)	0 (0)	0 (5)	1 (9)

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
Tasmania	11 (16)	13 (29)	3 (3)	5 (9)	32 (57)
APS Level 3	0 (0)	2 (2)	0 (0)	0 (0)	2 (2)
APS Level 4	1 (1)	3 (2)	0 (0)	0 (0)	4 (3)
APS Level 5	5 (10)	2 (11)	1 (1)	1 (2)	9 (24)
APS Level 6	4 (3)	5 (12)	1 (1)	2 (4)	12 (20)
EL 1	1 (2)	0 (2)	1 (1)	2 (3)	4 (8)
EL 2	0 (0)	1 (0)	0 (0)	0 (0)	1 (0)
Victoria	24 (60)	37 (102)	1 (4)	30 (65)	92 (231)
APS Level 1	1 (1)	0 (0)	0 (0)	0 (0)	1 (1)
APS Level 2	0 (0)	0 (0)	0 (0)	0 (1)	0 (1)
APS Level 3	0 (0)	1 (1)	0 (0)	0 (0)	1 (1)
APS Level 4	1 (4)	3 (11)	0 (1)	0 (4)	4 (20)
APS Level 5	1 (10)	8 (27)	0 (1)	4 (13)	13 (51)
APS Level 6	21 (40)	16 (38)	1 (2)	18 (31)	56 (111)
EL 1	0 (4)	5 (16)	0 (0)	7 (13)	12 (33)
EL 2	0 (1)	4 (7)	0 (0)	1 (3)	5 (11)
SES Band 1	0 (0)	0 (2)	0 (0)	0 (0)	0 (2)
Western Australia	13 (22)	22 (56)	0 (1)	11 (23)	46 (102)
APS Level 4	1 (2)	3 (6)	0 (0)	0 (1)	4 (9)
APS Level 5	5 (7)	6 (16)	0 (1)	3 (8)	14 (32)
APS Level 6	5 (11)	5 (20)	0 (0)	4 (10)	14 (41)
EL 1	2 (2)	5 (10)	0 (0)	1 (3)	8 (15)
EL 2	0 (0)	3 (3)	0 (0)	2 (1)	5 (4)
SES Band 1	0 (0)	0 (1)	0 (0)	1 (0)	1 (1)
Total					
DSS total	388 (618)	1,094 (1,801)	53 (74)	728 (1,061)	2,263 (3,554)

Notes: Numbers in parentheses are for the preceding year.

APS equivalents for DSS classifications:

Senior Public Affairs Officer = EL 2

Public Affairs Officer 3 = EL 1

Public Affairs Officer 2 = APS Level 6

Public Affairs Officer 1 = APS Level 4–5

Special Counsel/Deputy Branch Manager = EL 2 (top salary point)

Principal Legal Officer = EL 2

Senior Legal Officer = EL 1

Legal Officer = APS Level 3–6

a Numbers include 2 Canberra based staff backfilling at the SES Band 2 level.

Table G–2: Non ongoing staff employed, by actual classification, gender and location, as at 30 June 2016

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
Australian Capital Territory	18 (14)	51 (56)	7 (4)	34 (18)	110 (92)
APS Level 2	3 (3)	0 (1)	3 (1)	2 (0)	8 (5)
APS Level 3	0 (0)	4 (0)	2 (1)	4 (1)	10 (2)
APS Level 4	3 (1)	14 (30)	1 (0)	8 (7)	26 (38)
APS Level 5	2 (1)	9 (7)	0 (0)	5 (3)	16 (11)
APS Level 6	5 (1)	11 (5)	0 (0)	7 (3)	23 (9)
Legal Officer	0 (0)	1 (0)	0 (0)	0 (0)	1 (0)
Public Affairs Officer Grade 1	0 (0)	1 (0)	0 (0)	0 (0)	1 (0)
Public Affairs Officer Grade 2	1 (0)	0 (3)	0 (0)	1 (1)	2 (4)
Public Affairs Officer Grade 3	0 (1)	0 (3)	0 (0)	0 (1)	0 (5)
Senior Public Affairs Officer	0 (1)	0 (0)	0 (0)	0 (1)	0 (2)
EL 1	1 (2)	7 (7)	1 (1)	6 (1)	15 (11)
EL 2	3 (4)	4 (0)	0 (1)	1 (0)	8 (5)
New South Wales	4 (2)	1 (1)	1 (0)	2 (0)	8 (3)
APS Level 2	4 (2)	0 (0)	1 (0)	0 (0)	5 (2)
APS Level 3	0 (0)	0 (0)	0 (0)	1 (0)	1 (0)
APS Level 4	0 (0)	0 (1)	0 (0)	0 (0)	0 (1)
APS Level 5	0 (0)	1 (0)	0 (0)	1 (0)	2 (0)
Northern Territory	2 (2)	0 (0)	0 (0)	0 (1)	2 (3)
APS Level 2	2 (1)	0 (0)	0 (0)	0 (0)	2 (1)
APS Level 5	0 (1)	0 (0)	0 (0)	0 (0)	0 (1)
APS Level 6	0 (0)	0 (0)	0 (0)	0 (1)	0 (1)
Queensland	2 (2)	0 (1)	2 (1)	0 (1)	4 (5)
APS Level 2	2 (2)	0 (0)	2 (1)	0 (0)	4 (3)
APS Level 4	0 (0)	0 (1)	0 (0)	0 (0)	0 (1)
APS Level 6	0 (0)	0 (0)	0 (0)	0 (1)	0 (1)
South Australia	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
Tasmania	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
Victoria	1 (0)	1 (2)	0 (0)	0 (0)	2 (2)
APS Level 3	1 (0)	0 (0)	0 (0)	0 (0)	1 (0)
APS Level 4	0 (0)	1 (0)	0 (0)	0 (0)	1 (0)
APS Level 5	0 (0)	0 (1)	0 (0)	0 (0)	0 (1)
Public Office Holder	0 (0)	0 (1)	0 (0)	0 (0)	0 (1)
Western Australia	2 (0)	2 (0)	1 (0)	2 (0)	7 (0)
APS Level 3	0 (0)	1 (0)	0 (0)	0 (0)	1 (0)
APS Level 4	0 (0)	0 (0)	0 (0)	1 (0)	1 (0)
APS Level 5	2 (0)	1 (0)	1 (0)	1 (0)	5 (0)
DSS total	29 (20)	55 (60)	11 (5)	38 (20)	133 (105)

Table G–3: Salary ranges by APS classification level, as at 30 June 2016

Classification	Range of Salaries
APS Level 1	\$42,855–\$47,956
APS Level 2	\$50,086–\$55,734
APS Level 3	\$57,882–\$62,804
APS Level 4	\$65,578–\$70,488
APS Level 5	\$72,021–\$76,913
APS Level 6	\$78,885–\$89,866
EL 1	\$98,288–\$119,656
EL 2	\$115,847–\$142,437
SES Band 1	\$165,120–\$202,272
SES Band 2/ Band 3	\$226,525–\$306,300

Appendix H

Work Health and Safety

Initiatives and health and safety outcomes

Initiatives taken during the past year to ensure the health, safety and welfare of workers included:

- » partnering with Comcare to ensure actions and activities were coordinated across the rehabilitation and liability spectrums and trust was fostered amongst injury management employees in both DSS and Comcare
- » actively participating with other APS agencies on working groups to identify and share common practice, fostering a culture that helped achieve:
 - alignment with the whole-of-government agenda to have consistent and common practices across the APS
 - provision of a seamless service to injured or ill employees transferring across agencies
- » working closely with the Australian Public Service Commission (APSC) on evaluating the success of the Early Intervention strategies that have been implemented in our Department.

Notifiable incidents

In 2015–16 there were three notifiable incidents. These were in relation to serious personal injuries.

No investigations were carried out under Part 10 of the *Work Health and Safety Act 2011*.

Other matters

There were no other matters that met the reporting thresholds contained in the guidelines approved by the Joint Committee of Public Accounts and Audit for the Australian Parliament (JCPAA).

Appendix I

Advertising and market research

During 2015–16, the Department of Social Services conducted the following advertising campaigns:

- » Stop it at the start
- » No jab, no pay
- » Aged care reform
- » Jobs for families
- » National Disability Insurance Scheme

Further information on those advertising campaigns is available at dss.gov.au and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website, finance.gov.au.

The organisations listed below provided advertising and market research activities that supported advertising campaigns and social policy design.

Table I–1: Payments to creative advertising agencies in 2015–16

Provider	Service provided	Amount paid \$ (incl GST)
The Trustee for the BMF Unit Trust t/a BMF Advertising	Creative design and editorial services	238,516
Couch Creative Pty Ltd	Creative design and editorial services	12,925
26 Letters Communications and Public Relations	Creative design and editorial services	19,294
26 Letters Communications and Public Relations	Creative design and editorial services	15,620
Total		286,355

Table I-2: Payments to market research and polling organisations in 2015–16

Provider	Service provided	Amount paid \$ (GST)
Colmar Brunton Pty Limited	Social policy research	277,066
Colmar Brunton Pty Limited	Social policy research	27,740
Colmar Brunton Pty Limited	Contractors	43,269
Colmar Brunton Pty Limited	Market research	347,270
Colmar Brunton Pty Limited	Longitudinal Study of Indigenous Children computer assisted personal interview and data production services	206,040
Hall & Partners Open Mind Pty Ltd	Market research	100,759
Orima Research Pty Ltd	Corporate objectives services	292,025
Orima Research Pty Ltd	Market research	21,175
Orima Research Pty Ltd	Social policy research	56,753
Orima Research Pty Ltd	Market research	223,517
Orima Research Pty Ltd	Compliance services	15,989
Taylor Nelson Sofres Australia Pty Limited	Market research	1,118,700
Taylor Nelson Sofres Australia Pty Limited	Market research	28,600
Taylor Nelson Sofres Australia Pty Limited	Market research	170,500
Whereto Research Based Consulting Pty Ltd	Market research	254,888
Total		3,184,291

Table I-3: Payments to direct mail organisations in 2015–16

Provider	Service provided	Amount paid \$ (GST)
National Mailing & Marketing Pty Ltd	Distribution of publications and products	38,701
Total		38,701

Table I–4: Payments to media advertising organisations in 2015–16

Provider	Service provided	Amount paid \$ (GST)
Dentsu Mitchell Media Australia Pty Ltd	Recruitment advertising	44,337
Dentsu Mitchell Media Australia Pty Ltd	Advertising	7,765,249
Dentsu Mitchell Media Australia Pty Ltd	Advertising	254,648
Dentsu Mitchell Media Australia Pty Ltd	Advertising	86,226
Dentsu Mitchell Media Australia Pty Ltd	Advertising	31,024
Dentsu Mitchell Media Australia Pty Ltd	Advertising	38,600
Dentsu Mitchell Media Australia Pty Ltd	Advertising	33,115
Total		8,253,199

Appendix J

Ecologically sustainable development and environmental performance

Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) requires Commonwealth agencies to report against two core criteria:

- » how the agency accords with and contributes to the principles of ecologically sustainable development (ESD)
- » the environmental performance of the agency, including the impact of its activities on the natural environment, how these are mitigated and how they will be further mitigated.

The following sections specifically address the requirements of section 516A of the EPBC Act.

How DSS accords with and contributes to environmentally sustainable development

We address the ESD principles of inter-generational equity and improved valuation, pricing and incentive mechanisms through our procurement policy and the Green Lease Schedule to property leases. ESD principles relating to scientific certainty and biological diversity are generally of limited application to our activities. We do not administer any legislation that has a direct impact on ecologically sustainable development.

Environmental performance

Our sustainability framework includes an environmental policy, an environmental management system, a register of aspects and impacts on the environment and a plan to address those impacts.

Environmental Management System

Our Environmental Management System is a structured management tool for identifying and minimising the impacts of our activities on the environment. At the core of the system is a corporate environmental policy that accords with the principles of ecologically sustainable development. The environmental policy states:

We at the Department commit to integrating sustainable workplace practices into our activities in order to improve our environmental performance.

The system contains procedures and registers for identifying legal and other obligations; identifying potential and actual risks to the environment from our activities, products or services, and addressing those risks; communicating to staff and stakeholders; and assessing compliance with our plans.

Environmentally Conscious Office Staff

We have established an Environmentally Conscious Office Staff network at our sites across Australia. The network's role is to encourage environmentally sustainable practices in the workplace.

Measures taken to minimise the effect of activities on the environment

The following tables provide quantitative information on the measures taken to minimise the effect of activities on the environment (J-1) and environmental performance data in respect of energy and waste production (J-2).

Table J–1: Energy, waste and water efficiency measures and monitoring mechanisms

Measures taken	Mechanisms for monitoring and review
Energy	
<p>The following sites have Green Lease Schedules (GLS) in place:</p> <ul style="list-style-type: none"> • Centennial Plaza (levels 8 and 9), Sydney • Holwell Street, Greenway • Jacana House (levels 2 and 3), Darwin <p>NABERS (National Australian Built Environment Reporting System) assessments have been undertaken at each of these sites and formal ratings are expected to be received from the NSW Office of Environment and Heritage by end of September 2016</p>	<p>Conduct annual NABERS assessments to ensure energy consumption is minimised.</p>
<p>Building Management Committee meetings are conducted as required under Green Lease Schedules</p>	<p>Continue to conduct Building Management Committee meetings.</p>
<p>DSS participated in Earth Hour 2016</p>	<p>Continue to participate in Earth Hour each year</p>
Waste	
<p>DSS has been a signatory to the ACT Government ACTSmart Office Program since 2010. Participation in the program leads to accreditation as an ACTSmart Office, which recognises offices that actively recycle. Reducing the amount of waste sent to landfill will reduce our impact on the environment</p>	<p>Regularly monitor the amount of waste removed from Canberra based sites. Continue to examine new ways of reducing waste to landfill.</p>
<p>Organic waste from our two Tuggeranong sites in Canberra is separated and sent to a worm farm Batteries, printer cartridges and fluorescent tubes are recycled</p>	
Water	
<p>Fifty one rainwater tanks with a total capacity of 203,020 litres are installed across the grounds of the Tuggeranong Office Park. The water is used to offset the use of potable water for landscape irrigation</p>	<p>Continue to examine new ways of reducing water consumption.</p>

Table J-2: Environmental performance indicators

Performance Measure	Indicator	2015–16	2014–15
Energy efficiency			
Total consumption of energy in buildings	Electricity consumption(kWh) ^a	5,473,633	7,405,269
Total consumption of energy in vehicles ^b	Diesel (L)	12,611	16,097
	E10 (Biofuel) (L)	7,949	12,817
	Unleaded petrol (L)	31,619	43,532
Total vehicle distance travelled	Motor vehicle distance travelled (km)	803,056	969,910
Total air travel distance	Air travel distance (km) ^c	12,459,777	11,403,078
Waste			
Office paper waste production (national)	Waste paper to recycling facilities (tonnes)	170.1	169.35
Commingled Recycling (including cardboard but excluding office paper) (Canberra Sites)	Commingled waste to recycling facilities (tonnes)	33	41
Organic waste (Canberra sites)	Organic waste to worm farms (L)	15,000	16,320
Landfill	Landfill waste to ACT landfill (tonnes)	84	89

a Figures for 2015–2016 are not readily comparable given the effects of Machinery of Government (MoG) changes on the DSS property portfolio.

b Fuel consumption in vehicles data is based on the 2015–16 FBT year. The deviation in data for vehicles is due to changed fleet profile following MoG changes.

c Air travel data is not readily comparable due to MoG changes.

Appendix K

Glossary of abbreviations and acronyms

AAGE	Australian Association of Graduate Employers
AASB	Australian Accounting Standards Board
AAO	Administrative Arrangements Order
AAT	Administrative Appeals Tribunal
ABS	Australian Bureau of Statistics
ADE	Australian Disability Enterprises
AHURI	Australian Housing and Urban Research Institute
AIFS	Australian Institute of Families Studies
ANAO	Australian National Audit Office
ANROWS	Australian National Research Organisation for Women's Safety
AO	Officer of the Order of Australia
APS	Australian Public Service
APSC	Australian Public Service Commission
AWAs	Australian Workplace Agreements
BBF	Budget Based Funded
Better Start	Better Start for Children with Disability
BMA	Bilateral Management Arrangement
BSWAT	Business Services Wage Assessment Tool
CAC Act	<i>Commonwealth Authorities and Companies Act 1997</i>
CALD	Culturally and linguistically diverse
CCS	Complex Case Support
CDC	Consumer directed care
CFC	Commonwealth Financial Counselling
CFC FP	Communities for Children Facilitating Partner
CGAG	Carer Gateway Advisory Group
CHSP	Commonwealth Home Support Program
COAG	Council of Australian Governments
CR Act	<i>Carer Recognition Act 2010</i>
CDA	Child Disability Allowance
CRMP	Commonwealth Risk Management Policy

DAPP	Dad and Partner Pay
DES	Disability Employment Services
DES–DMS	Disability Employment Services – Disability Management Service
DES–ESS	Disability Employment Services – Employment Support Service
DHS	Department of Human Services
DSP	Disability Support Pension
DSS	Department of Social Services
DVO	Domestic Violence Order
EA	Enterprise Agreement
EAP	Employee Assistance Program
EILO	Early Intervention Indigenous Liaison Officer
EL	Executive Level
EMG	Executive Management Group
EPBC Act	<i>Environment Protection and Biodiversity Conversation Act 1999</i>
ER	Emergency Relief
ESD	Ecologically sustainable development
FBT	Fringe Benefits Tax
FC	Financial Capability
FECCA	Federation of Ethnic Communities Councils of Australia Inc.
FOI Act	<i>Freedom of Information Act 1982</i>
FRR	Financial Reporting Rule
FTB	Family Tax Benefit
GLS	Green Lease Schedules
HCWA	Helping Children with Autism
HILDA	Household Income and Labour Dynamics in Australia
HIPPY	Home Interaction Program for Parents and Youngsters
HR	Human Resource
HSS	Humanitarian Settlement Services
ICL	Indigenous Community Links
ICT	Information Communication and Technology
IFA	Individual flexibility arrangements
IPS	Information Publication Scheme
IT	Information technology
JCPAA	Joint Committee of Public Accounts and Audit
KPI	Key performance indicator
LGBTI	Lesbian, gay, bisexual, transgender and intersex people

LSIC	Longitudinal Study of Indigenous Children
MoG	Machinery of Government
MP	Member of Parliament
NAATI	National Accreditation Authority for Translators and Interpreters
NABERS	National Australian Built Environment Reporting System
NAIDOC	National Aboriginal and Islander Day Observance Committee
National Standards	National Standards for Disability Services
NDAP	National Disability Advocacy Program
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NDIS Act	<i>National Disability Insurance Scheme Act 2013</i>
NRAS	National Rental Affordability Scheme
PAES	Portfolio Additional Estimates Statements
PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PID Act	<i>Public Interest Disclosure Act 2013</i>
PLP	Parental Leave Pay
PSM	Public Service Medal
SDF	Sector Development Fund
SES	Senior Executive Service
SME	Small and Medium Enterprise
SGA	Streamlining Grants Administration
SGM	Streamlining Grants Management
SME	Small and Medium Enterprises
SSAT	Social Security Appeals Tribunal
TAFE	Technical and Further Education
TILA	Transition to Independent Living Allowance
VET	Vocational Education and Training
WHS	Work Health and Safety

Abbreviations and conventions

—	Nil
na	Not available
\$m	\$ million
\$b	\$ billion

Note: Figures in tables and generally in text have been rounded. Discrepancies in tables between totals and sums of components are due to rounding.

Indexes

Compliance index	248
Index of figures and tables	253
Alphabetical index	258

Compliance index

List of requirements

Index of information provided in compliance with *2016 Requirements for Annual Reports for Departments, Executive Agencies and other Non-corporate Commonwealth entities*.

Description	Location/Page	Requirement
Letter of transmittal	iv	Mandatory
Aids to access		
Table of contents	ii	Mandatory
Alphabetical index	258–266	Mandatory
Glossary of abbreviations and acronyms	244–6	Mandatory
List of requirements	248–52	Mandatory
Details of contact officer	inside back cover	Mandatory
Internet home page address	inside back cover	Mandatory
Internet address for report	inside back cover	Mandatory
Review by Departmental Secretary		
Review by the Departmental Secretary	1–5	Mandatory
Overview of the Department		
Role and functions	8	Mandatory
Organisational structure	10–15	Mandatory
Outcomes and program structure	9	Mandatory
Purpose	23	Mandatory
Portfolio structure	18	Portfolio departments – Mandatory
Details of variation and reasons for change to outcomes and program structures from PBS/PAES or other portfolio statements	–	If applicable – Mandatory
Report on the Performance of the Department		
Annual performance statements		
Annual performance statement in accordance with paragraph 39(1)(b) of the PGPA Act and section 16F of the PGPA Rule	21–101	Mandatory

Description	Location/Page	Requirement
Report on Financial Performance		
Discussion and analysis of the Department's financial performance	129–130	Mandatory
Agency resource statement and total payments of the Department	208–19	Mandatory
Significant changes in financial results from previous or current reporting period, discussion and details	–	If applicable – Mandatory
Management and Accountability		
Corporate Governance		
Information on compliance with section 10 of the PGPA Rule (fraud systems)	111	Mandatory
Certification by the Secretary that: <ul style="list-style-type: none"> • fraud risk assessments and fraud control plans have been prepared • appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the Department are in place • all reasonable measures have been taken to deal appropriately with fraud relating to the entity 	230	Mandatory
Outline of structures and processes in place for the Department to implement principles and objectives of corporate governance	104–108	Mandatory
Statement of significant issues reported to the Minister under paragraph 19(1)(e) of the PGPA Act that relates to non-compliance with finance law and action taken to remedy non-compliance	–	If applicable – Mandatory
External Scrutiny		
Significant developments in external scrutiny and the Department's response to the scrutiny	117–22	Mandatory
Judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the Department	117–22	Mandatory
Reports on operations of the Department by the Auditor-General (other than reports under section 43 of the PGPA Act), a Parliamentary Committee, or the Commonwealth Ombudsman	118	Mandatory
Any agency capability review	117	Mandatory

Description	Location/Page	Requirement
Management of Human Resources		
Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	123	Mandatory
Statistics on the department's APS employees on an ongoing and non-ongoing basis; including the following: <ul style="list-style-type: none"> • staffing classification level • full-time employees • part-time employees • gender • staff location • employees who identify as Indigenous. 	231–1	Mandatory
Enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i>	127	Mandatory
Number of SES and non-SES employees covered by arrangements above	127	Mandatory
Salary ranges for APS employees by classification level	235	Mandatory
Non-salary benefits provided to employees	128	Mandatory
Number of employees at each classification level who received performance payments	–	If applicable – Mandatory
Aggregate amounts of performance pay at each classification level	–	If applicable – Mandatory
Average amount of performance payment, and range of such payments, at each classification level	–	If applicable – Mandatory
Aggregate amount of performance payments	–	If applicable – Mandatory
Assets Management		
Assessment of effectiveness of assets management where asset management is a significant part of the Department's activities	131	If applicable – Mandatory
Purchasing		
Assessment of the Department's performance against the <i>Commonwealth Procurement Rules</i>	132	Mandatory

Description	Location/Page	Requirement
Consultants		
Summary statement detailing the number of new contracts engaging consultants entered into during the year; the total actual expenditure on all new consultancy contracts entered into during the year (inclusive of GST); the number of ongoing consultancy contracts that were entered into during prior year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST)	131	Mandatory
Summary statement regarding the engagement of consultants in the format specified at paragraph 17AG (7)(b) of the PGPA Rule	131	Mandatory
Summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged	131	Mandatory
Statement that regarding information about actual expenditure on contracts for consultancies in the format specified at paragraph 17A6 (7) (d) of the PGPA Rule	131	Mandatory
Australian National Audit Office Access Clauses		
Absence of provisions in contracts allowing access by the Auditor-General	132	If applicable – Mandatory
Exempt contracts		
Contracts exempted from publication in AusTender	132	If applicable – Mandatory
Small business		
Summary statement detailing procurement initiatives supporting small business using the text as specified at paragraph 17AG (10)(a) of the PGPA Rule	133	Mandatory
Procurement practices to support small and medium enterprises	133	Mandatory
If the entity is considered by the Minister of Finance as ‘material in nature’ — a statement must be included using the text as specified at paragraph 17AG (7)(c) of the PGPA Rule	–	If applicable – Mandatory

Description	Location/Page	Requirement
Financial statements		
Financial statements	135–202	Mandatory
Other mandatory information		
Statement in relation to advertising campaigns conducted as specified at paragraph 17AH (1)(a)(i) of the PGPA Rule	237–9	If applicable – Mandatory
Statement confirming that no advertising campaigns were conducted for the reporting period, as specified at paragraph 17AH (1)(a)(ii) of the PGPA Rule	–	If applicable – Mandatory
Statement providing information on grants awarded for the reporting period, as specified at paragraph 17AH (1)(b) of the PGPA Rule	114	If applicable – Mandatory
Disability reporting, referencing the Department's website for further information	227	Mandatory
Webpage address where the Department's Information Publication Scheme statement pursuant to Part II of FOI Act can be located	116	Mandatory
Correction of material errors in previous annual report	–	If applicable – Mandatory
Information required by other legislation (various)	iv, 228–9, 236, 240–3	Mandatory

Index of figures and tables

Figures

- Figure 0.1: Department of Social Services Outcome and Program Structure, as at 30 June 2016
- Figure 1.1.1: Our executive and streams of work
- Figure 1.1.2: Our national presence, as at 30 June 2016
- Figure 1.1.3: Organisational structure, as at 30 June 2016
- Figure 1.2.1: Department of Social Services' portfolio
- Figure 3.1.1: Our governance structure, as at 30 June 2016
- Figure 3.1.2: DSS planning
- Figure 3.3.1: Diversity in our people
- Figure A-1: Changes in ministerial responsibilities for our Department during 2015–16
- Figure A-2: Changes in our Department's programs during 2015–16

Tables

- Table 2.1.1: Performance Criteria for Purpose 1 Social Security and programs that report KPIs
- Table 2.1.2: Family Tax Benefit — Part rate of payment
- Table 2.1.3: Family Tax Benefit — Receipt of payment by priority groups
- Table 2.1.4: Family Tax Benefit — Specific policy objectives/payment conditions
- Table 2.1.5: Family Tax Benefit — Payment accuracy
- Table 2.1.6: Family Tax Benefit — Debts
- Table 2.1.7: Family Tax Benefit — Outputs/deliverables
- Table 2.1.8: Child Payments — Outputs/deliverables
- Table 2.1.9: Income Support for Vulnerable People — Improved self-reliance or circumstances
- Table 2.1.10: Income Support for Vulnerable People — Duration on payment
- Table 2.1.11: Income Support for Vulnerable People — Part rate of payment
- Table 2.1.12: Income Support for Vulnerable People — Payment accuracy
- Table 2.1.13: Income Support for Vulnerable People — Outputs/deliverables
- Table 2.1.14: Income Support for People in Special Circumstances — Outputs/deliverables

Table 2.1.15:	Supplementary Payments — Outputs/deliverables
Table 2.1.16:	Income Support for Seniors — Part rate of payment
Table 2.1.17:	Income Support for Seniors — Receipt of payment by priority groups
Table 2.1.18:	Income Support for Seniors — Specific policy objectives/payment conditions
Table 2.1.19:	Income Support for Seniors — Payment accuracy
Table 2.1.20:	Income Support for Seniors — Outputs/deliverables
Table 2.1.21:	Allowances and Concessions for Seniors — Outputs/deliverables
Table 2.1.22:	Income Support for People with Disability — Improved self-reliance or circumstances
Table 2.1.23:	Income Support for People with Disability — Duration on payment
Table 2.1.24:	Income Support for People with Disability — Part rate of payment
Table 2.1.25:	Income Support for People with Disability — Receipt of payment by priority groups
Table 2.1.26:	Income Support for People with Disability — Payment accuracy
Table 2.1.27:	Income Support for People with Disability — Outputs/deliverables
Table 2.1.28:	Income Support for Carers — Improved self-reliance or circumstances
Table 2.1.29:	Income Support for Carers — Part rate of payment
Table 2.1.30:	Income Support for Carers — Receipt of payment by priority groups
Table 2.1.31:	Income Support for Carers — Payment accuracy
Table 2.1.32:	Income Support for Carers — Outputs/deliverables
Table 2.1.33:	Working Age Payments — Improved self-reliance or circumstances — exiting income support
Table 2.1.34:	Working Age Payments — Improved self-reliance or circumstances — undertaking activities
Table 2.1.35:	Working Age Payments — Improved self-reliance or circumstances — reporting employment income
Table 2.1.36:	Working Age Payments — Duration on payment — by payment type
Table 2.1.37:	Working Age Payments — Duration on payment — by current income support payment
Table 2.1.38:	Working Age Payments — Part rate of payment
Table 2.1.39:	Working Age Payments — Payment accuracy
Table 2.1.40:	Working Age Payments — Outputs/deliverables

Table 2.1.41:	Student Payments — Improved self-reliance or circumstances — not receiving income support after payment exit
Table 2.1.42:	Student Payments — Improved self-reliance or circumstances — reporting employment income
Table 2.1.43:	Student Payments — Part rate of payment
Table 2.1.44:	Student Payments — Payment accuracy
Table 2.1.45:	Student Payments — Outputs/deliverables
Table 2.1.46:	Cross-Program — Rent Assistance — Improved self-reliance or circumstances
Table 2.1.47:	Cross-Program — Rent Assistance — Receipt of payment by priority groups
Table 2.1.48:	Cross-Program — Rent Assistance — Outputs/deliverables
Table 2.1.49:	Cross-Program — Rent Assistance — Fortnightly average rent and Rent Assistance by primary payment type
Table 2.1.50:	Cross-Program — Rent Assistance — Fortnightly average rent and Rent Assistance by income unit type
Table 2.1.51:	Program Support for Outcome 1 — Departmental funding
Table 2.1.52:	Program Support for Outcome 1 — Deliverable
Table 2.2.1	Performance Criteria for Purpose 2 Families and Communities and programs that report KPIs
Table 2.2.2:	Families and Communities — Improved circumstances
Table 2.2.3:	Families and Communities — Progress achieving goals
Table 2.2.4:	Families and Communities — Priority groups
Table 2.2.5:	Families and Communities — Client satisfaction
Table 2.2.6:	Families and Communities — Service and system
Table 2.2.7:	Families and Communities — Outputs/deliverables
Table 2.2.8:	Paid Parental Leave — Extent of reach
Table 2.2.9:	Paid Parental Leave — Outputs/deliverables
Table 2.2.10:	Social and Community Services — Outputs/deliverables
Table 2.2.11:	Program Support for Outcome 2 — Departmental funding
Table 2.4.1:	Performance Criteria for Purpose 4 Housing and programs that report KPIs
Table 2.4.2:	Housing and Homelessness — Implementation of initiatives
Table 2.4.3:	Housing and Homelessness — Outputs/deliverables
Table 2.4.4:	Affordable Housing — Implementation of initiatives

Table 2.4.5:	Affordable Housing — Outputs/deliverables
Table 2.4.6:	Program Support for Outcome 4 — Departmental funding
Table 2.4.7:	Program Support for Outcome 4 — Deliverables
Table 2.5.1:	Performance Criteria for Purpose 5 Disability and Carers and programs that report KPIs
Table 2.5.2:	Disability, Mental Health and Carers — Improved circumstances
Table 2.5.3:	Disability, Mental Health and Carers — Progress achieving goals
Table 2.5.4:	Disability, Mental Health and Carers — Priority groups
Table 2.5.5:	Disability, Mental Health and Carers — Client satisfaction
Table 2.5.6:	Disability, Mental Health and Carers — Outputs/deliverables
Table 2.5.7:	National Disability Insurance Scheme — Improved circumstances
Table 2.5.8:	National Disability Insurance Scheme — Progress achieving goals
Table 2.5.9:	National Disability Insurance Scheme — Priority groups
Table 2.5.10:	National Disability Insurance Scheme — Client satisfaction
Table 2.5.11:	National Disability Scheme — Implementation of initiatives
Table 2.5.12:	National Disability Scheme — Outputs/deliverables
Table 2.5.13:	Program Support for Outcome 5 — Departmental funding
Table 2.5.14:	Program Support for Outcome 5 — Deliverables
Table 3.1.1:	Payment accuracy – by payment type, as at 30 June 2016
Table 3.2.1:	Relevant parliamentary committee inquiries in 2015–16
Table 3.4.1:	Trends in departmental finances
Table 3.4.2:	Trends in administered finances
Table 3.4.3:	Consultancies in 2015–16
Table 3.4.4:	Total expenditure on new and ongoing consultancy contracts – 2013–14 to 2015–16
Table B–1:	Agency resource statement 2015–16
Table B–2:	Expenses and resources for Outcome 1: Social Security
Table B–3:	Expenses and resources for Outcome 2: Families and Communities
Table B–4:	Expenses and resources for Outcome 3: Ageing and Aged Care
Table B–5:	Expenses and resources for Outcome 4: Housing
Table B–6:	Expenses and resources for Outcome 5: Disability and Carers
Table C–1:	Reconciliation outcomes, as at 30 June 2016
Table C–2:	Outstanding reconciliation debt, as at 30 June 2016

Table C-3:	Customers with tax refund reconciliation offset, as at 30 June 2016
Table C-4:	Average adjusted taxable income for reconciliation debtors, as at 30 June 2016
Table C-5:	Average adjusted taxable income by claim type, as at 30 June 2016
Table C-6:	Adjusted taxable income across ranges, as at 30 June 2016
Table C-7:	Percentage of customers incurring an FTB debt, as at 30 June 2016
Table G-1:	Ongoing staff employed, by actual classification, gender and location, as at 30 June 2016
Table G-2:	Non ongoing staff employed, by actual classification, gender and location, as at 30 June 2016
Table G-3:	Salary ranges by APS classification level, as at 30 June 2016
Table I-1:	Payments to creative advertising agencies in 2015–16
Table I-2:	Payments to market research and polling organisations in 2015–16
Table I-3:	Payments to direct mail organisations in 2015–16
Table I-4:	Payments to media advertising organisations in 2015–16
Table J-1:	Energy, waste and water efficiency measures and monitoring mechanisms
Table J-2:	Environmental performance indicators

Alphabetical index

A

- A Better Way to Work measure, 89
- Aboriginal and Torres Strait Islander peoples
 - employment (DSS), 124
 - Longitudinal Study of Indigenous Children, 102
- Aboriginal and Torres Strait Islander Workforce Strategy (DSS), 124
- ABS Survey of Disability, Ageing and Carers, 2012, 50
- ABSTUDY
 - Living Allowance, 59, 60
 - Secondary and Tertiary, 60, 61, 62, 113
- achievements, 2–4
- Administration of Income Management for ‘Vulnerable Youth,’ 118
- Administrative Arrangements Order, 82, 129
- administrative tribunals, 118
- Adult Migrant English Program, 20
- advertising, 237
- Affordable Housing (Program 4.2)
 - National Rental Affordability Scheme (NRAS), 83, 86, 87, 117
 - objective, 86
 - results, 86–87
- Affordable Housing Working Group, 83, 85
- Age Pension, 41, 42, 43, 44, 65, 113
- Ageing and Aged Care (Purpose 3)
 - transfer to Department of Health, 82
- Allowances and Concessions for Seniors (Program 1.7), 45
- Annual Audit Work Program 2015, 117
- Annual Performance Statement 2015–16, 22–4
- APS Code of Conduct*, 115
- APS RecruitAbility, 125
- APS Remuneration Survey Report, 127
- APS Statistical Bulletin*, 227
- APS Values*, 16, 115
- asset revaluation, 131
- assets management, 131
- Assistance for isolated children, 36
- Assistant Minister for Disability Services, 18
- Assistant Minister for Multicultural Affairs, 18
- assurance
 - payments and services, 112
 - risk areas, 110
- Audit and Assurance Committee, 12, 105, 110
- Audit Work Program 2015–16, 110, 117
- audits, 110
- AusTender, 131, 132
- Australian Association of Graduate Employers, 126
- Australian Disability Enterprise, 46, 92, 94, 95, 96, 97, 100
- Australian Government Investigation Standards, 111
- Australian Government Remuneration Tribunal, 127
- Australian Government Workplace Bargaining Policy, 127
- Australian Housing and Urban Research Institute (AHURI), 85
- Australian Industry Participation Plans, 133
- Australian Information Commissioner, 116
- Australian Institute of Family Studies (AIFS), 19
- Australian National Audit Office (ANAO), 117, 118, 132
- Australian Network on Disability
 - Stepping Into Internship Program, 125
- Australian Paralympic Committee, 125
- Australian Priority Investment Approach to Welfare, 2
- Australian Public Service Commission
 - Executive Remuneration Management Policy, 127
 - State of the Service Report*, 227
- Austudy, 26, 59, 60, 61, 62, 65, 113

B

Bereavement Allowance, 39
Better Start for Children with Disability programs, 89, 95
bilateral management arrangement, 79, 112
Budget 2015–16, 4, 114, 129
Budget Committee, 107
business planning, 109
business continuity, 110

C

capability development, 126
Carer Adjustment Payment, 49, 51
Carer Allowance, 50, 51, 52, 113, 229
Carer Gateway, 89
Carer Gateway Advisory Group, 229
Carer Payment, 49, 50, 51, 52, 65, 113, 229
Carer Recognition Act 2010, 228–9
Carer Supplement, 52
carers. *see also Statement for Australia's Carers*
 advocacy funding, 229
 income support, 49–52
 information access, 89
Carers Australia, 228
Carers Week, 228
Cashless Debit Card trial, 3, 76, 77
Champions
 of Aboriginal and Torres Strait Islander staff, 12, 124
 of staff with disability, 12, 126
Child Disability Allowance, 225
Child Disability Assistance Payment, 52
Child Payments (Program 1.2)
 objective, 35
 results, 35–6
Child Support Scheme, 28, 33, 34
children
 early intervention services, 89
 HIPPY program, 70, 73
 immunisation, 2

 ‘Logan Together’ initiative, 204
Children and Parenting Services, 70, 72
Children and Parenting Support project, 74
civil society, 67, 75, 77
COAG. *see* Council of Australian Governments (COAG)
code of conduct, 115
Comcare, 128, 236
Comcover Benchmarking Survey, 109
committees, 104–8
common law contracts, 127
Commonwealth Director of Public Prosecutions, 111
Commonwealth Disability Strategy. *see* National Disability Strategy 2010–2020
Commonwealth Grants Rules and Guidelines, 114
Commonwealth Home Support Transition Project, 110
Commonwealth Ombudsman, 118
Commonwealth Procurement Rules, 132
Commonwealth Risk Management Policy, 109
Commonwealth Treasury, 24, 83, 85
Community Grants Hub, 5, 114
Community Mental Health, 92, 93, 94
Community Safety and Wellbeing Research Study, 2011
compensation debts, 113
complaints, 115
complaints management, 115
Complaints Resolution and Referral Service, 4
Complex Case Support, 71, 75
compliance
 Carer Recognition Act 2010, 228–9
 finance law, 111
 framework, 110
consultants, 131–2
Corporate Plan 2015–16, 82, 109
corruption, 111

Council of Australian Governments (COAG),
5. *see also* National Partnership
Agreement on Homelessness
anti-violence initiative, 134
Council on Federation Financial Relations
Affordable Housing Working Group, 83
Cross-Program: Rent Assistance. *see* Rent
Assistance

D

Dad and Partner Pay, 78, 79
Data Exchange, 89, 114
debt
 raising and recovery, 113–14
 waiver on, 114
Department of Education and Training, 117,
124
 Indigenous Australian Government
 Development Program, 124
Department of Health, 82
Department of Human Services, 9, 19
 Bilateral Management Arrangement, 79,
112
 debt identification and recovery, 31
 Indigenous Apprenticeship Program, 124
 payments by, 33, 38, 39, 40, 44, 45, 48,
51, 58, 61, 79
 Shared Service Centre, 128
Department of the Prime Minister and
Cabinet, 85
Deputy Secretaries, 11–12
Disability, Mental Health and Carers
(Program 5.1)
 objective, 91
 results, 91–3
Disability Awareness training, 124
Disability Champion, 12, 126
Disability Confidence training, 124
disability employment, 4, 91, 93
disability employment level (DSS), 125
Disability Employment Services, 4, 91, 97
 A Better Way to Work measure, 89
 Disability Management Service, 91, 92, 93

Employment Support Services, 91, 92,
93, 126
 providers, 46
 Youth Mental Health Trial, 4, 89, 94
Disability Management Service, 91, 92, 93
disability reporting, 227
Disability Support Pension,
46–9, 65, 113
 recipients, 26
Disability Workforce Action Plan (DSS), 124
Disaster Coordination Plan, 110
Double Orphan Pension, 35

E

Early Intervention Indigenous Liaison
Officers, 95
ecologically sustainable development,
240–3
eLearning, 126
Employee Assistance Program (DSS), 128
Employment Support Services, 91, 92, 93,
126
Empowering Women to Lead, 2011
energy measures, 242
Energy Supplement (Commonwealth
Seniors Health Card), 45
Enterprise Agreement 2015–18, 127, 128,
228
*Environment Protection and Biodiversity
Conservation Act 1999*, 240
Environmental Management System, 240–1
environmental performance, 243
Environmentally Conscious Office Staff
network, 241
Essential Medical Equipment Payment, 40,
41
ethical standards, 115
executive, 10–12
 work streams, 13
Executive Management Group, 104, 105,
107, 108, 123, 127
 committees, 106–8
exempt contracts, 132

expenditure, 129
external scrutiny, 117–22

F

Fair Work Act 2009, 127
Fair Work Australia
 Social, Community and Disability
 Services Industry Equal
 Remuneration Order, 80
Families and Children Expert Panel, 74,
 75, 77
families and children functioning, 67,
 71, 72, 73, 75
Families and Communities (Program 2.1)
 activities, 70–1
 national initiatives, 76
 objective, 70
 results, 70–7
 service improvement, 74, 75, 77
Family and Relationship Services, 71,
 72
Family Tax Benefit payments, 65, 113
 debts, 32
 Part A, 28, 29, 30, 32, 33
 Part B, 29, 31, 32, 33
 reconciliation data, 220–6
Family Tax Benefit (Program 1.1)
 objective, 28
 results, 28–34
financial management, 4, 129–33
financial statements (DSS), 135–202
financial wellbeing and capability, 3, 68,
 71, 72, 73, 76
focus 2016–17, 4–5
Footprints in Time (Longitudinal Study
 of Indigenous Children), 102
Foundations in Aboriginal and Torres
 Strait Islander Cultures and Societies
 e-learning program, 124
fraud, 111
Fraud and Corruption Control Plan, 111
Fraud and Public Law Branch, 111
fraud control certificate, 230

freedom of information, 116
Freedom of Information Act 1982, 116
function, 19
funding (DSS), 129

G

gambling, 3
governance structure, 108
graduate program, 126
grants management, 114
Great Southern Rail concessions, 40, 41

H

health and safety. *see* work health and
 safety
Health Safety and Rehabilitation, 128
Helping Children with Autism, 95
Home Interaction Program for Parents
 and Youngsters (HIPPY), 70, 73
homelessness. *see also* Housing and
 Homelessness program
 National Partnership Agreement, 85
House of Representatives Standing
 Committee on Economics
 Home Ownership, 121
House of Representatives Standing
 Committee on Indigenous Affairs
 Inquiry into Educational
 Opportunities for Aboriginal and
 Torres Strait Islander Students, 121
House of Representatives Standing
 Committee on Social Policy and
 Legal Affairs
 Inquiry into Surrogacy Arrangements,
 121
housing. *see* Purpose 4: Housing
housing affordability. *see* Affordable
 Housing (Program 4.2)
Housing and Homelessness (Program 4.1)
 objective, 85
 Research Agenda, 85
 results, 85–86
Humanitarian Settlement Services
 program, 3, 20, 68, 71, 75

I

immunisation rates, national, 2

Income Maintenance Periods and Special Benefit, 118

income management (welfare recipients), 3, 76, 77

Income Support for Carers (Program 1.9)

- objective, 49
- results, 49–52

Income Support for People in Special Circumstances (Program 1.4)

- objective, 39
- results, 39

Income Support for People with Disability (Program 1.8)

- objective, 46
- results 46–9

Income Support for Seniors (Program 1.6)

- objective, 41
- results, 41–44

Income Support for Vulnerable People (Program 1.3)

- objective, 36
- results, 36–38

Indigenous Apprenticeship Program, 124

Indigenous Australian Government Development Program, 124

Indigenous Pathways Program (APSC), 124

Indigenous Reform Committee, 105

individual flexibility arrangements (DSS), 127

Information, Linkages and Capacity Building Framework (NDIS), 98

information and communications technology (ICT), 108, 110

Information Publication Scheme, 116

Infrastructure, Communications and Technology Committee, 108

Integrated Plan for Carer Support Services, 5, 229

Intensive Family Support Service (NT), 70

internal audits, 110

International Day of People with Disability, 124

investment approach to welfare, 2

J

JobAccess service, 4, 92

Joint Committee of Public Accounts and Audit, 236

Joint Standing Committee on the National Disability Insurance Scheme, 120

Joint Standing Committee on Treaties Proposed Social Security Agreement between Australia and Estonia, 120

judicial decisions, 118

L

leadership, 126

LearnHub, 126

Learning and Development Partnership Forum, 126

letter of transmittal, vi

locations (offices), 17

‘Logan Together’ initiative, 204

Longitudinal Study of Indigenous Children, 102

Low Income Supplement, 40, 41

M

Market, Sector and Workforce strategy (NDIS), 98

market research, 238–9

mental illness. *see* Disability, Mental Health and Carers (Program 5.1)

Metropolitan Migrant Resource Centre, 20

Minister for Social Services, 18

ministerial responsibilities, 206

ministers, 18

mission, 8, 19

Mobility Allowance, 46, 49

Mosaic Support Services, 6

N

National Aboriginal and Torres Strait Islander Staff National Committee, 124

National Accreditation Authority for Translators and Interpreters (NAATI), 75

National Affordable Housing Agreement, 85

National Disability Abuse and Neglect Hotline, 4

- National Disability Insurance Agency (NDIA), 19, 88, 97
- Management of the Transition of the Disability Services Market, 117
- support from DSS, 128
- National Disability Insurance Scheme (NDIS)
- bilateral agreements for transition, 2, 94
 - market development, 98
 - numbers transitioned, 94
 - personal profile, 6
 - roll-out, 2, 98
 - Sector Development Fund, 94, 97, 98, 101
- National Disability Insurance Scheme (NDIS) (Program 5.2)
- objective, 94
 - results, 94–101
- National Disability Insurance Scheme Act 2013*, 19, 98
- National Disability Recruitment Coordinator, 4
- National Disability Strategy 2010–2020, 5, 227
- Driving Action 2015–18, 5
- National Framework for Protecting Australia's Children 2009–2020, 68
- National Institute of Labour Studies, 99
- National Partnership Agreement on Homelessness, 85
- National Plan to Reduce Violence against Women and their Children 2010–2022, 1, 5, 134
- National Quality and Safeguarding Framework, 2, 98
- National Quality Verification and Certification Scheme, 98
- National Rental Affordability Scheme (NRAS), 83, 86, 87, 117
- National Sexual Assault, Domestic Family Violence Counselling Service, 76
- National Standards for Disability Services, 97
- Newstart Allowance, 53, 54, 55, 56, 57, 58, 65, 113
- No Jab, No Pay measure, 2–3, 119
- non–SES employees, agreements, 127
- notifiable incidents, 236
- O**
- objectives, 26
- occupational health and safety. *see* work health and safety
- 1800RESPECT (telephone and online counselling service), 76
- organisational structure, 14–15
- Outcome 1: Social Security
- expenses and resources, 211–13
 - Program Support, 66
- Outcome 2: Families and Communities
- expenses and resources, 214–15
 - Program Support, 81
- Outcome 3: Ageing and Aged Care
- expenses and resources, 216–17
- Outcome 4: Housing
- expenses and resources, 218
 - Program Support, 87
- Outcome 5: Disability and Carers
- expenses and resources, 219
 - Program Support, 101
- Outcomes Measurement project (Families and Communities), 74
- Outside School Hours Care for Teenagers with Disability program, 96, 97, 100
- P**
- Paid Parental Leave Act 2010*, 79
- Paid Parental Leave (Program 2.2)
- objective, 78
 - results, 78–79
- Paralympic Workplace Diversity Program, 125
- Parental Leave Pay, 78, 79
- Parenting Payment Partnered, 54, 55, 56, 57, 58, 65, 113

- Parenting Payment Single, 54, 55, 56, 57, 58, 65, 113
 - parliamentary committees' reports, 118–22
 - Partner Allowance (Benefit and Pension), 54, 55, 56, 57, 58, 113
 - payment accuracy, 113
 - payments
 - assurance, 112
 - overpaid, 113
 - Pension Education Supplement, 58
 - People and Communications Committee, 106
 - people with disability
 - children and young people, 95
 - employment services, 4, 91, 92, 93, 126
 - improving outcomes, 89
 - income support, 46–9
 - performance management, 123
 - performance pay, 127
 - Personal Safety Survey, 2012
 - Policy and Regulatory Reform Committee, 106
 - portfolio
 - ministers, 18
 - responsibilities, 18, 206
 - structure, 18–19
 - Portfolio Budget Statements (PBS) 2015–16, 24, 107
 - Privacy Act 1988*, 132
 - Privacy Commissioner, 116
 - private rental market, 63, 85
 - procurement, 133
 - Program and Delivery Board, 107
 - Program Delivery Model, 118
 - programs
 - structure, iv–v
 - Disability and Carers (Outcome 5), 88
 - Families and Communities (Outcome 2), 67
 - Housing (Outcome 4), 83
 - Social Security (Outcome 1), 25
 - transferred to other departments, 82, 207
 - Public Governance, Performance and Accountability Act 2013*, 22, 23, 39, 51, 109, 114, 131, 137
 - Public Interest Disclosure Act 2013*, 115
 - Public Service Act 1999*, 127
 - purchasing, 132
 - Purpose 1: Social Security
 - performance criteria, 27
 - programs, 25
 - results, 26, 28–66
 - Purpose 2: Families and Communities
 - performance criteria, 69
 - programs, 67
 - results, 68, 70–81
 - Purpose 3: Ageing and Aged Care
 - transfer to Department of Health, 82
 - Purpose 4: Housing
 - performance criteria, 84
 - programs, 83
 - results, 83, 85–7
 - Purpose 5: Disability and Carers
 - performance criteria, 90
 - programs, 88
 - results, 88, 91–101
 - purposes, summary, 23
- R**
- Random Sample Survey Program, 112
 - Reconciliation Action Plan 2015–17 (DSS), 124
 - refugee settlement, 3, 67, 71. *see also* Humanitarian Settlement Services (HSS) program
 - personal profile, 20
 - regional offices, 17
 - rehabilitation (DSS), 128
 - Reimbursement to Great Southern Rail for Concessional Fares, 40, 41
 - Rent Assistance
 - administration, 82, 83, 85
 - cross-program results, 63
 - income unit type, 66
 - objective, 63
 - payment type, 65
 - priority groups, 64
 - recipients, 26, 83
 - results, 63–65

- research activities, 19, 85
- resource statements 2015–16, 208–19
- 1800RESPECT – National Sexual Assault, Domestic Family Violence Counselling Service, 76
- Respite Support for Carers of Young People with Severe or Profound Disability, 96, 97
- risk management, 109, 118
- Rural and Remote Strategy (NDIS), 98
- S**
- Safety, Rehabilitation and Compensation Act 1988*, 128
- Schoolkids Bonus, 34
- Secretary, 10
 - committees reporting to, 104–5
 - review, 1–5
- Sector Development Fund, 94, 97, 98, 101
- Senate Community Affairs Legislation
 - Social Services Legislation Amendment (Family Payments Structural Reform and Participation Measures) Bill 2015, 120
 - Social Services Legislation Amendment (Family Payments Structural Reform and Participation Measures) Bill (No. 2) 2015, 120
- Senate Community Affairs Legislation Committee, 118
 - Report on the Fairer Paid Parental Leave Amendment Bill 2015, 119
 - Social Services Legislation Amendment (No Jab, No Pay) Bill 2015, 119
 - Social Services Legislation Amendment (Youth Employment and Other Measures) Bill 2015, 119
- Senate Community Affairs References Committee, 120
 - Indefinite detention of people with cognitive and psychiatric impairment in Australia, 122
 - Senate Finance and Public Administration Committee
 - Domestic Violence and Gender Inequality, 122
 - Senate Select Committee on Health
 - Fourth Interim Report on Mental Health: a Consensus for Action, 119
 - Sixth Interim Report on Big health data: Australia's big potential, 121
 - Senior Executive Service (SES)
 - determinations, 127
 - remuneration, 127
 - Senior Management Group, 104
 - Service Charter, 115
 - Settlement Grants, 68, 75
 - settlement services, 3, 73, 75. *see also* Complex Case Support; Humanitarian Settlement Services program; refugee settlement
 - client numbers, 68
 - providers, 68
 - Sickness Allowance, 54, 55, 56, 57, 58, 113
 - Single Income Family Supplement, 36
 - small and medium enterprises (SMEs), 133
 - Social and Community Services (Program 2.3)
 - objective, 80
 - results, 80
 - social harm reduction, 3, 71
 - Special Benefit, 36–8, 113
 - Ombudsman's report, 118
 - recipients, 26, 36
 - Specialist Disability Accommodation Pricing Framework, 2, 98
 - staff
 - 55 and over, 125
 - Aboriginal and Torres Strait Islander, 124, 125
 - capability development, 126
 - delivery network, 16
 - with disability, 125–6
 - non-salary benefits, 128

numbers, 17
 performance management, 123
 salary ranges, 235
 statistics, 231–5
 training and development, 124, 126
 women, 125
 workplace arrangements, 127–8
 standard funding agreement (CR Act), 229
State of the Service Report (APSC), 227
 Statement for Australia’s Carers, 228, 229
 Stillborn Baby Payment, 35
 ‘*Stop it at the start*’ campaign, 134
 Streamlining Grants Administration, 114
 strengthening communities, 72, 73, 74, 76
Student Assistance Act 1973, 35
 Student Payments (Program 1.11)
 objective, 59
 results, 59–62
 Subject Matter Expert Working Group, 229
 Supplementary Payments and Support for Income Support Recipients (Program 1.5)
 objective, 40
 results, 40–1
 Syrian refugees, 20

T

TAFE, 61, 62
Third Action Plan 2015–18, 24, 68
 training institution, private, 61, 62
 Transition to Independent Living Allowance, 75
 Try, Test and Learn Fund, 4

U

Utilities Allowance, 40, 41

V

values, 16, 115
 violence (domestic family)
 campaign, 134
 counselling service, 76
 national plan, 1, 5, 134
 vision, 8

W

water and waste measures, 242
 welfare conditionality, 3, 71, 76
 Widow Allowance, 54, 55, 56, 57, 58, 113
 Widow B Pension, 41, 42, 44
 Wife Pension
 Age, 41, 42, 44
 DSP, 49, 50, 52
 women, violence issues, 1, 5, 134
 Women’s Safety Package, 1, 5, 68
 work health and safety, 128, 236
Work Health and Safety Act 2011, 128, 236
Work Health and Safety Regulations 2011, 128
 workforce planning, 123
 Working Age Payments (Program 1.10)
 objective, 53
 results, 53–8
 workplace diversity, 124–5

Y

Young Carers Respite and Information Services, 96, 97
 Youth Allowance (other), 53, 54, 55, 56, 57, 65
 Youth Allowance (student), 26, 59, 60, 61, 62, 65