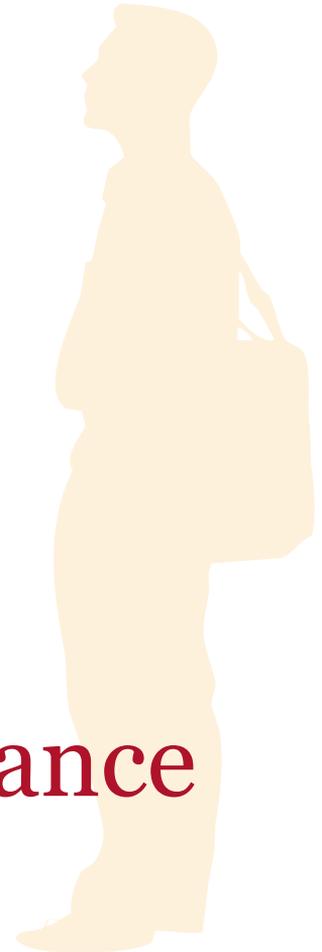


# 02

## 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 2016–17 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, this annual performance statement is based on properly maintained records, accurately reflects the performance of the entity, and complies with subsection 39(2) of the PGPA Act.

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Finn Pratt AO PSM  
Secretary  
September 2017

Our 2016–17 annual performance statement provides a comprehensive overview of how we have performed throughout the past year. This is the second year we have prepared this statement as part of our compliance with the PGPA Act.

The annual performance statement comprises performance chapters for each of our purposes, which are similar to our Outcome Statements.

Each chapter begins with a summary and analysis of performance, followed by a table listing the performance criteria and indicators outlined in our 2016–17 Corporate Plan. The final portion of each chapter reports results for each performance criterion from both our Corporate Plan and Portfolio Budget Statements for the 2016–17 financial year.



## Our purposes

Our four purposes reflect the core areas in which we seek to help people to improve their lifetime wellbeing, as outlined in our 2016–17 Corporate Plan.



**Social Security | 01**

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



**Families & Communities | 02**

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



**Disability & Carers | 03**

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



**Housing | 04**

Improved access to affordable housing, improved community housing and assisting individuals experiencing homelessness through targeted support and services

## Our performance

During 2016–17, we continued to respond to social and economic challenges that have an 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:



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- » ongoing and effective targeting of the social welfare system to those least able to fully support themselves
- » the successful settlement of the additional 12,000 Syrian and Iraqi refugees through the Humanitarian Settlement Services Program
- » the launch of the *Third Action Plan 2016–2019* of the *National Plan to Reduce Violence Against Women and their Children 2010–2022*
- » agreement with the former Western Australian Government to transition to the National Disability Insurance Scheme (NDIS) through a state-delivered model and then assisting the current Western Australian Government in its deliberations on its preferred NDIS model
- » together with the Commonwealth Treasury, beginning the reform of the National Affordable Housing Agreement (NAHA) and National Partnership Agreement on Homelessness (NPAH).

## 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.



## Programs

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

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Chapter 2.1  
Purpose 1 — Social Security

We provide information on programs and program component objectives on our website at [dss.gov.au](http://dss.gov.au) under corporate performance measurement detail.

## Activities

We respond to people's needs. By administering a payments and concessions system, we support those most in need and help people become and remain financially self-reliant. We provide a range of payments as well as 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<sup>1</sup> and concession cards.

<sup>1</sup> Performance results for Commonwealth Rent Assistance are reported under Purpose 4 — Housing.

## Summary and analysis of performance

The performance of the welfare system depends on the success of the structural elements in place such as incentives to find a job, to break the cycle of long-term welfare dependence and the capacity of the system to respond to economic and demographic challenges. Improvements in self-reliance are dependent upon available pathways to employment and the development, maintenance and renewal of skills. Performance is also influenced by factors outside the direct influence of our Department such as labour market conditions, the stability of the financial system, availability of education and job opportunities, and the fact that we are living longer. These factors have an 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 our longer-term objectives to provide a sustainable and targeted welfare system including:

- » the changes to the assets test from 1 January 2017, which improved the targeting and long-term sustainability of the pension system, and led to a one-off reduction in the proportion of age pension recipients receiving a part-rate pension
- » producing an estimate of the total future lifetime costs of Australia's social security system and insights on cohorts at risk of long-term welfare dependency through the Australian Priority Investment Approach
- » a continuing decline in numbers of people on the Disability Support Pension (DSP) to less than 760,000 which reflected improved assessments, tightening of eligibility criteria, as well as other program changes, such as targeted reviews
- » around three-quarters of Austudy and Youth Allowance (student) recipients who exited Student Payments during 2015 were not on income support 12 months after their exit.

## Performance criteria

The following table outlines our Corporate Plan performance criteria and indicators, which show how we intend to measure what we achieved, how well we did and how much we did.

Our performance is reported in the Results section. Not all programs report against every performance criterion. We do not have set targets as payments are demand driven.

**Table 2.1.1: Performance criteria for Purpose 1 Social Security**

	<b>Performance criteria</b>	<b>Indicator/Output</b>
<b>Outcome — What did we achieve?</b>	<b>Sustainability of the payments system</b>	Average future lifetime cost (in current year dollars) of total welfare payments to individuals
	<b>Extent to which payment recipients have improved financial self-reliance</b>	Expected average proportion of future years not receiving income support payments
		Percentage of recipients who are not receiving income support within 3/6/12 months after exiting student payments
		Percentage of recipients who exit income support within 3/6/12 months
		Percentage of recipients reporting employment income
Percentage of recipients receiving a part-rate of payment due to the income or assets test		
<b>Intermediate Outcome — How well did we do?</b>	<b>Extent to which payments are targeted to people unable to fully support themselves</b>	Percentage of targeted populations supported financially because they are unable to fully support themselves or require assistance with the direct costs of raising children
		Percentage of recipients aligned to specific policy objectives or payment conditions
	<b>Extent to which delivery meets program objective</b>	Program performance criteria and associated milestone/standard (PBS)
		Payment accuracy (PBS)
		Percentage of recipients with debts by type and status
Percentage of recipients receiving Family Tax Benefit by payment method		
<b>Output — How much did we do?</b>	<b>Delivery measures</b>	Number of recipients (PBS)
		Number of children (PBS)
		Administered outlays

Sources: Corporate Plan 2016–17, page 13. Portfolio Budget Statements 2016–17, pages 45–58.



# Results

## Sustainability of the payments system

This performance criterion measures the sustainability of the payment system by estimating the expected average future welfare payments to be made over the remaining future lifetimes of the Australian resident population. This data is taken from the Australian Priority Investment Approach to welfare actuarial model. This data can also be used to contribute to the longer-term thinking about costs and sustainability of the welfare system. The assessment of projected future lifetime costs will help identify where interventions may improve sustainability outcomes.

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Chapter 2.1  
Purpose 1 — Social Security

### Average future lifetime cost (in current year dollars) of total welfare payments to individuals

In the actuarial model, welfare recipients are assigned to a unique welfare class grouping that reflects their life situation and welfare usage. Classes are defined by the payment types currently being received. Further detail about this is provided in the 30 June 2015 Baseline Valuation Report. Table 4 of the Report shows individual payment types mapped to the broader categories.

The total future lifetime cost for the Australian resident population is estimated to be \$4.8 trillion as at 30 June 2015. The tables below show the contribution of each welfare class and population group to the total future lifetime cost and the average future lifetime cost for each group.

**Table 2.1.2a: Total future lifetime cost (in current year dollars) by current welfare class, June 2015**

Outcome performance measure	Total future lifetime cost <sup>a</sup>
<b>Cross program</b>	
Current welfare recipients	
• Studying Payment recipients	\$97b
• Working Age Payment recipients	\$410b
• Parenting Payment recipients	\$191b
• Carer Payment recipients	\$109b
• Disability Support Pension recipients	\$338b
• Age Pension recipients	\$507b
• Recipients of non-Income Support Family Payments	\$342b
• Recipients of non-Income Support Carer Payments	\$42b
• Recipients of other non-Income Support Payments	\$87b
Previous welfare recipients	\$680b
Rest of Australian resident population	\$1,961b
<b>Total — Australian resident population</b>	<b>\$4,764b</b>

a Future lifetime cost is defined at the valuation date as the net present value of future in-scope payments made to people over the remainder of their natural lifetimes.

Table 2.1.2b: Average future lifetime cost (in current year dollars) by current welfare class, June 2015

Outcome performance measure	Average future lifetime cost <sup>a</sup>
<b>Cross program</b>	
Current welfare recipients	
• Studying Payment recipients	\$247,000
• Working Age Payment recipients	\$315,000
• Parenting Payment recipients	\$441,000
• Carer Payment recipients	\$411,000
• Disability Support Pension recipients	\$416,000
• Age Pension recipients	\$203,000
• Recipients of non-Income Support Family Payments	\$221,000
• Recipients of non-income Support Carer Payments	\$213,000
• Recipients of other non-income support payments	\$155,000
Previous welfare recipients	\$174,000
Rest of Australian resident population	\$164,000
Total — Australian resident population	\$200,000

a Future lifetime cost is defined at the valuation date as the net present value of future in-scope payments made to people over the remainder of their natural lifetimes. Average future lifetime cost refers to the per person lifetime cost for a group of people.

## Extent to which payment recipients have improved financial self-reliance

This performance criterion comprises a number of proxy indicators for financial self-reliance that measure contact with the social security payment system. These indicators are designed to capture the extent to which people that have the capacity to do so can access financial resources beyond the payment they are receiving. These indicators are:

- » Expected average proportion of future years not receiving income support payments
- » Percentage of recipients who are not receiving income support within 3/6/12 months after exiting student payments
- » Percentage of recipients who exit income support within 3/6/12 months
- » Percentage of recipients reporting employment income
- » Percentage of recipients receiving a part-rate of payment due to the income or assets test.

The five indicators apply differently across payments, based on payment objectives and the extent of financial independence and duration on payment expected for different groups of people. More measures apply to activity-tested programs as these are explicitly trying to improve self-reliance and exit from the income support system.

## Expected average proportion of future years not receiving income support payments

This indicator measures the expected average proportion of future years that an individual does not receive income support payments over their expected future lifetime as simulated by the Australian Priority Investment Approach to welfare actuarial model. This helps us understand expected future reliance on the social security system for Australian residents.

**Table 2.1.3: Expected average proportion of future lifetime years not receiving income support payments, June 2015**

Outcome performance measure	Expected proportion of future lifetime years not receiving income support payments <sup>a</sup>
<b>Cross program</b>	
• Studying Payment recipients	52%
• Working Age Payment recipients	34%
• Parenting Payment recipients	37%
• Carer Payment recipients	18%
• Disability Support Pension recipients	7%
• Age Pension recipients	6%
• Recipients of non-Income Support Family Payments	55%
• Recipients of non-Income Support Carer Payments	54%
• Recipients of other non-Income Support Payments	55%
Previous welfare recipients	55%
Rest of Australian resident population	61%
Total — Australian resident population	54%

a This measure captures information on an annual basis, that is, the number future years for which no Income Support Payment would be made to the individual (expressed as a percentage of their expected future lifetime). It is not a measure of the number of fortnightly payment periods in which individuals do not receive payment.

## Percentage of recipients who are not receiving income support within 3/6/12 months after exiting student payments

This indicator measures the reliance of former recipients of student payments on income support three, six and 12 months after leaving student payments. It is a proxy indicator for sustained self-reliance.

Former Youth Allowance (student) recipients showed the best outcomes. Three months after exiting payment, almost three-quarters of these recipients were not receiving income support. Twelve months after exiting, 80.2 per cent of the group were not receiving income support. A similar pattern is evident for former Austudy recipients.

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 Purpose 1 — Social Security

Former ABSTUDY Living Allowance recipients were more reliant on income support after leaving ABSTUDY Living Allowance. Three, six and 12 months after exiting ABSTUDY Living Allowance, around half 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 2.1.4: Percentage of recipients who are not receiving income support within 3/6/12 months after exiting Student Payments**

Outcome performance measure	2016–17	2015–16
<b>Student Payments<sup>a</sup></b>		
<b>Austudy</b>		
Percentage of Austudy recipients who are not receiving income support 3/6/12 months after exiting Student Payments: <sup>a</sup>		
• within 3 months	63.7%	62.6%
• within 6 months	66.4%	65.6%
• within 12 months	70.9%	70.2%
<b>Youth Allowance (student)</b>		
Percentage of Youth Allowance (student) recipients who are not receiving income support 3/6/12 months after exiting Student Payments: <sup>b</sup>		
• within 3 months	70.8%	68.4%
• within 6 months	74.5%	72.5%
• within 12 months	80.2%	78.2%
<b>ABSTUDY (Secondary and Tertiary)</b>		
Percentage of ABSTUDY recipients who were not receiving income support 3/6/12 months after exiting Student Payments: <sup>c</sup>		
• within 3 months	52.1%	51.3%
• within 6 months	51.5%	50.0%
• within 12 months	51.3%	50.2%

a Group comprises recipients who exited from Student Payments in calendar year 2015.

b Includes Australian apprentices.

c ABSTUDY Living Allowance only.

## Percentage of recipients who exit income support within 3/6/12 months

This indicator demonstrates how quickly activity tested recipients have been able to exit from income support and is a proxy measure of self-reliance. Activity tested recipients are those who have mutual obligation requirements to look for work or undertake other activities and who are normally expected to have a short duration on payment.

In the past year, the proportion of people exiting Newstart Allowance and Youth Allowance (other) within 12 months has remained broadly consistent with previous financial years while the number of activity tested Special Benefit recipients exiting payment within 12 months has decreased by five percentage points this financial year.

Recipients may exit income support for a variety of reasons, including employment, personal income from other sources, partner income, parental income (for Youth Allowance (other) recipients only), or assets.

**Table 2.1.5: Percentage of recipients who exit income support within 3/6/12 months**

Outcome performance measure	2016–17	2015–16	2014–15
<b>Income Support for Vulnerable People</b>			
<b>Special Benefit</b>			
Percentage of Special Benefit activity tested recipients who exit income support: <sup>a</sup>			
• within 3 months	15.6%	18.2%	
• within 6 months	34.7%	38.3%	
• within 12 months	62.1%	66.1%	
<b>Working Age Payments</b>			
<b>Newstart Allowance</b>			
Percentage of Newstart Allowance recipients who exit income support:			
• within 3 months	22.9%	22.7%	24.3%
• within 6 months <sup>b</sup>	41.6%	42.2%	
• within 12 months	64.1%	63.0%	62.8%
<b>Youth Allowance (other)</b>			
Percentage of Youth Allowance (other) recipients who exit income support:			
• within 3 months	21.2%	22.7%	22.3%
• within 6 months <sup>b</sup>	41.1%	43.3%	
• within 12 months	63.8%	61.2%	62.2%

a Performance measure introduced for Special Benefit in 2015–16.

b Reporting on exiting income support within 6 months was introduced in 2015–16.

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## Percentage of recipients reporting employment income

This indicator uses receipt of employment income to demonstrate a person's connection to the workforce. Reporting income from employment is a proxy for improved financial self-reliance.

The results for this measure will vary by payment. For some groups, such as secondary students, principal carers of children under school age, carers, people with disability and seniors, it is recognised there is a reduced capacity to undertake paid work.

Only 1.7 per cent of all Special Benefit recipients report employment income as most recipients are over age pension age.

Age Pension recipients reporting employment income has been steady at approximately 4.4 per cent over the last four years (reported end June of each financial year). The small decline in the number and proportion of new entrants to Age Pension with employment income as at June 2016 continued during 2016–17.

DSP recipients reporting employment income has remained steady since 2014–15 at 8.2 per cent. Australian Disability Enterprises (ADEs) are the source of income for a significant proportion of recipients. They are generally not for profit organisations providing supported employment to people with disability who are able to work at least eight hours per week.

The low percentage of Carer Payment recipients reporting employment income (between nine to 10 per cent over the past three financial years) reflects the targeting of the payment to carers, who have limited capacity to engage in employment.

The proportion of working age income support recipients reporting employment income has remained steady in the past three reporting periods. This is influenced by a number of factors, including labour market conditions and payment design. Recipients of Newstart Allowance, Youth Allowance (other) and Parenting Payment Single (with a youngest child aged six years or older) are more likely to report earnings compared to other Working Age Payments. This reflects that these recipients have mutual obligation requirements to look for work or undertake 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 the payment.

Parenting Payment Partnered, Sickness Allowance, Partner Allowance and Widow Allowance recipients are less likely to have employment income as these recipients are not subject to mutual obligation requirements.

As at the end of June 2017, around a third of Youth Allowance (student) and Austudy recipients reported earnings from employment. This is consistent with the Government's objectives of increasing financial self-reliance.

**Table 2.1.6: Percentage of recipients reporting employment income**

Outcome performance measure	2016–17	2015–16	2014–15
Percentage of recipients reporting employment income <sup>a</sup>			
<b>Income Support for Vulnerable People</b>			
Special Benefit	1.7%	1.1%	
<b>Income Support for Seniors</b>			
Age Pension (new entrants)	10.5%	10.7%	12.0%
Age Pension (all recipients)	4.3%	4.4%	4.4%
<b>Income Support for People with Disability</b>			
Disability Support Pension	8.2%	8.2%	8.2%
<b>Income Support for Carers</b>			
Carer Payment	9.3%	9.6%	9.8%
Wife Pension (DSP)	22.2%	22.8%	23.0%
<b>Working Age Payments</b>			
Newstart Allowance	21.0%	21.3%	20.6%
Parenting Payment Partnered	9.9%	9.9%	9.4%
Parenting Payment Single	26.2%	25.5%	25.0%
Partner Allowance	5.8%	5.9%	6.0%
Sickness Allowance	8.3%	8.1%	8.1%
Widow Allowance	6.4%	7.2%	7.9%
Youth Allowance (other)	19.5%	19.1%	18.4%
<b>Student Payments</b>			
Austudy	32.1%	31.1%	
Youth Allowance (student) <sup>b</sup>	36.7%	36.1%	
ABSTUDY (Secondary and Tertiary) <sup>c</sup>	16.1%	15.0%	

a Performance measure extended to Special Benefit, Austudy, Youth Allowance (student) and ABSTUDY in 2015–16.

b Includes Australian apprentices.

c ABSTUDY Living Allowance only.

### Percentage of recipients receiving a part-rate of payment due to the income or assets test

This indicator shows the proportion of payment recipients with additional means (income or assets over free areas in the means test) who need less support from the payments system. A higher proportion of the population in receipt of a part-rate of payment indicates a higher financial capacity to provide some level of self-support. Some payments only apply income tests.

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

The downward trend in the number of Family Tax Benefit recipients on a part-rate of payment is due primarily to the introduction of the indexation pause to the higher income free area and Family Tax Benefit Part B primary earner income limit.

The amount of Family Tax Benefit Part A a recipient receives also takes into account the amount of any Child Support Payments (maintenance income) they receive. The maintenance income test reduced the Family Tax Benefit Part A entitlement of 20.4 per cent of recipients in June 2015 (the most recent year complete data is available).

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.

The proportion of Age Pension recipients on part-rate due to the means test fell from 42.0 per cent in 2015–16 to 38.2 per cent in the past year. This reduction in the number of Age Pension recipients on part-rate is due to the one-off impact of the changes to the assets test from 1 January 2017.

Over the longer-term, the number of Age Pension recipients on the part-rate has been increasing at a faster rate than the total number of Age Pension recipients because newer retirees are more likely to have accumulated superannuation savings due to the introduction of compulsory superannuation in 1992.

The one-off reduction of the percentage of part-rate assets tested age pensioners (from 17.8 per cent in 2015–16 to 12.8 per cent in 2016–17) is due to the changes to the assets test. Some Age Pension recipients with lower levels of assets now receive a full pension because of these changes, while those with higher levels of assets have had payments cancelled.

The downward trend of DSP recipients on part-rate is partially influenced by improved assessments, tightened eligibility and the targeted reviews of DSP recipients.

The percentage of Carer Payment recipients receiving a part-rate of pension due to the means test has remained fairly steady between 23 to 25 per cent. The caring roles performed by people receiving Carer Payment may restrict their ability to increase employment income and reduce their rate of pension.

The percentage of Wife Pension 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.

This indicator captures recipients on a part-rate due to the income test only for working age payments. This is because these payments are not payable at a part-rate under the assets test. These payments are subject to personal and partner income tests, and for dependent Youth Allowance (other) recipients, a parental income test. The proportion of Working Age Payment recipients receiving a part-rate due to the income test has remained steady over the past three financial years across most payment types. The proportion of Parenting Payment Partnered and Youth Allowance (other) recipients receiving a part-rate has increased over 2016–17. This likely reflects an increased proportion of recipients impacted by the partner or parental income tests, given the proportion of recipients reporting employment has remained steady over this period (see table 2.1.6).

As at June 2016, around a quarter of recipients of student payments were receiving a part-rate of payment. Student Payments have an income free area and bank, designed to allow 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 with the results from the employment income indicator.

**Table 2.1.7a: Percentage of recipients receiving a part-rate of payment due to the income or assets test — Family Tax Benefit**

Intermediate outcome performance measure	As at <sup>a</sup>		
	June 2015	June 2014	June 2013
Percentage of recipients receiving a part-rate of payment due to the income or assets test <sup>b</sup>			
<b>Family Tax Benefit</b>			
<b>Family Tax Benefit Part A<sup>c</sup></b>			
• Income test <sup>d</sup>	41.6%	42.9%	44.7%
• Maintenance income test <sup>e</sup>	20.4%	20.6%	20.7%
<b>Family Tax Benefit Part B</b>			
• Income test	28.2%	28.9%	29.8%

- a Family Tax Benefit instalment population as at June each year.
- b Family Tax Benefit recipients are not subject to an assets test.
- c In this measure, a recipient may be captured in more than one category, that is, both income test and maintenance income test for Family Tax Benefit Part A. In Table 2.1.9a, recipients are captured in one category only.
- d This measure captures any recipient whose entitlement is reduced by an income test.
- e This measure captures any recipient whose entitlement is reduced by the maintenance income test.

**Table 2.1.7b: Percentage of recipients receiving part-rate payment due to income or assets test — welfare payments (excluding Family Tax Benefit)**

Outcome performance measure	2016–17	2015–16	2014–15
Percentage of recipients receiving a part-rate payment due to income or assets test			
<b>Income Support for Vulnerable People</b>			
Special Benefit <sup>a</sup>	79.1%	80.8%	81.2%
<b>Income Support for Seniors</b>			
Age Pension <sup>b</sup>	38.2%	42.0%	41.7%
• Income test	25.3%	24.1%	
• Assets test	12.8%	17.8%	
Widow B Pension <sup>b</sup>	41.6%	41.0%	41.6%
• Income test	41.6%	40.7%	

Outcome performance measure	2016–17	2015–16	2014–15
Percentage of recipients receiving a part-rate payment due to income or assets test			
• Assets test	0.0%	0.3%	
Wife Pension (Age) <sup>b</sup>	19.3%	20.0%	20.0%
• Income test	17.5%	16.7%	
• Assets test	1.8%	3.2%	

#### Income Support for People with Disability

Disability Support Pension <sup>b</sup>	14.7%	15.4%	17.5%
• Income test	13.7%	13.7%	
• Assets test	1.0%	1.6%	

#### Income Support for Carers

Carer Payment <sup>b</sup>	23.0%	24.4%	24.6%
• Income test	20.4%	20.2%	
• Assets test	2.6%	4.2%	
Wife Pension (DSP) <sup>b</sup>	27.8%	29.5%	30.0%
• Income test	26.4%	26.8%	
• Assets test	1.4%	2.7%	

#### Working Age Payments

Newstart Allowance <sup>c</sup>	23.6%	23.8%	23.3%
Parenting Payment Partnered <sup>c</sup>	27.6%	28.1%	28.3%
Parenting Payment Single <sup>c</sup>	24.2%	23.2%	23.0%
Partner Allowance <sup>c</sup>	14.9%	14.7%	15.9%
Sickness Allowance <sup>c</sup>	16.5%	15.7%	16.0%
Widow Allowance <sup>c</sup>	21.1%	20.8%	20.9%
Youth Allowance (other) <sup>c</sup>	16.8%	14.5%	14.4%

#### Student Payments<sup>d</sup>

Austudy	14.9%	14.5%	
Youth Allowance (student) <sup>e</sup>	25.6%	23.3%	
ABSTUDY (Secondary) <sup>f</sup>	13.5%	4.4%	
ABSTUDY (Tertiary) <sup>g</sup>	15.8%	13.3%	

a Recipients on a part-rate due to the income test only. This is because Special Benefit is not payable at a part-rate under the assets test.

b Reporting of disaggregated results was introduced in 2015–16.

c 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.



- d Performance measure was extended to Student Payments in 2015–16.
- e Excludes Australian apprentices.
- f ABSTUDY Living Allowance only.
- g This indicator takes into account higher education and vocational education and training students.

## **Extent to which payments are targeted to people unable to fully support themselves**

This performance criterion shows the reach of the major components of the payments system, expressed as a proportion of a particular population that receive payment. Trends in reach demonstrate the effectiveness of policy measures in increasing or restricting eligibility to payments, as well as changes in the characteristics of the populations of interest.

### **Percentage of the targeted population supported financially because they are unable to fully support themselves or require assistance with the direct costs of raising children**

These measures provide a comparison of the number of people receiving particular welfare payments with the estimated population relevant to the payment type. They provide useful information on the coverage of particular payments in the population, such as families with children, senior Australians and carers.

There has been a downward trend in the Family Tax Benefit instalment population since its peak in 2004–05. This is primarily seen in the Family Tax Benefit Part A population, particularly due to indexation pauses and changes introduced since 2008–09. The downward trend for the Family Tax Benefit Part B population is primarily due to reducing the income of the primary income earner to \$150,000 from 2008–09.

There was a one-off reduction in the proportion of senior Australians receiving the Age Pension in 2016–17. This was due to the changes to the assets test from 1 January 2017.

There has been a decrease in the percentage of people with disability who are receiving DSP Payments — down from 18.5 per cent in 2015–16 to 17.7 per cent in 2016–17. Similarly, the ratio of DSP recipients to the total Australian working age population has also fallen slightly from 4.6 per cent in 2015–16 to 4.3 per cent in 2016–17. The continual decrease in DSP 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.

2

Chapter 2.1  
Purpose 1 — Social Security

**Table 2.1.8a: Percentage of the targeted population supported financially because they are unable to fully support themselves or require assistance with the direct costs of raising children — Family Tax Benefit**

Intermediate outcome performance measure	Entitlement year <sup>a</sup>		
	2014–15	2013–14	2012–13
<b>Family Tax Benefit</b>			
Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part A <sup>b</sup>	59.6%	60.4%	62.7%
Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part B <sup>c</sup>	53.3%	54.0%	55.6%

a Reconciliation data reported at June 2017 for 2014–15, June 2016 for 2013–14 and June 2015 for 2012–13.

b 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. For this reason, comparison against the total population is limited to families with children under 16 years of age.

c A correction has been made in the way the population coverage is calculated for Family Tax Benefit Part B. This correction has been applied to the previous years presented in the table, 2012–13 and 2013–14, to ensure consistency in the data presented.

**Table 2.1.8b: Percentage of the targeted population supported financially because they are unable to fully support themselves or require assistance with the direct costs of raising children — welfare payments (excluding Family Tax Benefit)**

Outcome performance measure	2016–17	2015–16	2014–15
<b>Income Support for Seniors</b>			
Percentage of estimated population of senior Australians over 65 years who receive Age Pension <sup>a</sup>	65.8%	69.0%	69.8%
<b>Income Support for People with Disability</b>			
Percentage of estimated population of people with disability who receive Disability Support Pension <sup>b</sup>	17.7%	18.5%	19.2%
Percentage of estimated Australian working age population who receive Disability Support Pension <sup>c</sup>	4.3%	4.6%	4.9%
<b>Income Support for Carers</b>			
Percentage of primary carers who are receiving Carer Payment <sup>d</sup>	30.8%	33.9%	33.1%
Percentage of primary carers who are receiving Carer Allowance (Adult) and (Child) <sup>e</sup>	71.3%	78.7%	78.1%



- a These results are point-in-time counts of Age Pension recipients and the Australian Bureau of Statistics (cat. no. 3222.0 Population Projections, Australia, 2012 (base) to 2101) data on the seniors population aged 65 years and over.
- b These results are derived from the 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 DSP. 2016–17 results are based on 2015 Australian Bureau of Statistics Survey of Disability, Ageing, and Carers report, while 2014–15 and 2015–16 results are based on 2012 Australian Bureau of Statistics Survey of Disability, Ageing, and Carers report.
- c These results are point-in-time counts of DSP 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.
- d The result of this performance measure relies on the definition of primary carer used by the Australian Bureau of Statistics 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 Australian Bureau of Statistics definition of primary carer.  
 The number of primary carers in 2014–15 and 2015–16 is sourced from the 2012 Australian Bureau of Statistics Survey of Disability, Ageing and Carers (cat. no. 4430.0) while the 2016–17 is sourced from the 2015 edition of the Australian Bureau of Statistics Survey of Disability, Ageing and Carers (cat. no. 4430.0). This survey is run by the Australian Bureau of Statistics triennially.
- e Excludes carers whose care receiver qualified for a Health Care Card only.

### Percentage of recipients aligned to specific policy objectives or payment conditions

This indicator explores a range of payment-specific policy requirements or parameters, such as immunisation and health checks. These provide insight into the characteristics of the payment populations and the effectiveness of policy conditions in influencing recipient behaviour.

For the 2014–15 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 12 months of the entitlement year, were up to date with immunisations as specified in the child vaccination schedule, or they had a medical exemption<sup>2</sup>. 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.

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

In the 2014–15 entitlement year, the amount of child support received has reduced the amount of Family Tax Benefit Part A paid by \$743 million, a small increase on the \$740 million reduction in the 2013–14 entitlement year.

The ratio of Age Pension recipients' income derived from sources other than the pension decreased from \$23.98 to \$22.36 for every \$100 of income. This was due to the impact of the change to the assets test from 1 January 2017 to improve the targeting and long-term sustainability of the pension system. The reduction in the ratio reflects that pension recipients who had their payments cancelled due to the assets test changes had higher levels of income.

<sup>2</sup> In 2014–15 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.

Table 2.1.9a: Percentage of recipients aligned to specific policy objectives or payment conditions — Family Tax Benefit income test categories

Intermediate outcome performance measure	As at <sup>a</sup>		
	June 2015	June 2014	June 2013
<b>Family Tax Benefit</b>			
Percentage of families in receipt of Family Tax Benefit Part A within income test categories <sup>b</sup>			
• Families on Income Support			
– Maximum rate	28.6%	27.9%	26.6%
– Maintenance reduced rate	13.4%	13.6%	13.4%
– Base rate	2.3%	2.0%	1.7%
– Regular care rate	0.3%	0.3%	0.3%
• Families not on Income Support			
– Maximum rate	9.7%	9.4%	9.3%
– Maintenance reduced rate	3.0%	2.9%	3.0%
– Broken rate below high income free area	20.8%	20.6%	20.8%
– Broken rate above high income free area	3.5%	2.6%	1.9%
– Base rate	13.1%	14.7%	16.5%
– Tapered base rate	4.9%	5.5%	6.0%
– Regular care rate	0.5%	0.5%	0.5%
Percentage of families in receipt of Family Tax Benefit Part B within income test categories <sup>b</sup>			
• Families on Income Support			
– Maximum rate single families	34.6%	34.1%	32.9%
– Maximum rate couple families	2.1%	2.0%	1.9%
– Broken rate couple families	12.1%	12.3%	12.0%
• Families not on Income Support			
– Maximum rate single families	15.0%	14.6%	14.6%
– Maximum rate couple families	20.1%	20.4%	20.9%
– Broken rate couple families	16.1%	16.7%	17.8%

a Instalment population as at June each year. Totals may not add to 100 per cent due to rounding.

b An adjustment has been made to the reporting dates for Family Tax Benefit income test category data (for both Family Tax Benefit Part A and Family Tax Benefit Part B) to better align with their corresponding Entitlement Years. This adjustment has been applied to the previous years presented in the table (June 2013 and June 2014), to ensure consistency in the data presented.

**Table 2.1.9b: Percentage of recipients aligned to specific policy objectives or payment conditions — Family Tax Benefit immunisation and maintenance income reduction**

Intermediate outcome performance measure	Entitlement year <sup>a</sup>		
	2014–15	2013–14	2012–13
Percentage of children who meet the Family Tax Benefit immunisation requirement by age check point			
• Children aged one in entitlement year	97.7%	97.7%	97.0%
• Children aged two in entitlement year	97.9%	97.6%	97.0%
• Children aged five in entitlement year	98.3%	97.9%	97.1%
Percentage of children who meet the Family Tax Benefit health check requirement	90.2%	90.3%	91.2%
Reduction of Family Tax Benefit as a result of maintenance income test <sup>b</sup>	\$743m	\$740m	\$700m

a Reconciliation data reported at June 2017 for 2014–15, June 2016 for 2013–14 and June 2015 for 2012–13.

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

**Table 2.1.9c: Percentage of recipients aligned to specific policy objectives or payment conditions — Income Support for Seniors**

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Income Support for Seniors</b>			
Age Pension			
Ratio of assessed income of pensioners to their total income	\$22.36:\$100	\$23.98:\$100	\$23.42:\$100

## Extent to which delivery meets program objective

This performance criterion assesses whether funds have been spent consistent with the program objective, with a focus on appropriate delivery of payments.

## Program performance criteria and associated milestone/standard

**Table 2.1.10: Program performance criteria and associated milestone/standard**

Intermediate outcome performance measure PBS performance criteria	2016–17
<b>Family Tax Benefit</b>	
Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments/programs below are made in accordance with relevant legislation, policy and guidelines:	Milestone/standard Agreement is in place Result: met
<ul style="list-style-type: none"> <li>• Family Tax Benefit Part A</li> <li>• Family Tax Benefit Part B</li> <li>• Child Support Scheme</li> </ul>	

**Intermediate outcome performance measure  
PBS performance criteria**

2016–17

**Child Payments**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Double Orphan Pension
- Single Income Family Supplement
- Stillborn Baby Payment
- Assistance for Isolated Children

Milestone/standard  
Agreement is in place  
Result: met

**Income Support for Vulnerable People**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Special Benefit

Milestone/standard  
Agreement is in place  
Result: met

**Income Support for People in Special Circumstances**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Bereavement Allowance
- Payments under Special Circumstances

Milestone/standard  
Agreement is in place  
Result: met

**Supplementary Payments and Support for Income Support Recipients**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Low Income Supplement
- Utilities Allowance
- Essential Medical Equipment Payment

Milestone/standard  
Agreement is in place  
Result: met

**Income Support for Seniors**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Age Pension
- Widow B Pension
- Wife Pension (Age)

Milestone/standard  
Agreement is in place  
Result: met

**Allowances and Concessions for Seniors**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Allowances and Concessions for Seniors

Milestone/standard  
Agreement is in place  
Result: met

**Income Support for People with Disability**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Disability Support Pension
- Mobility Allowance

Milestone/standard  
Agreement is in place  
Result: met



<b>Intermediate outcome performance measure</b>	<b>2016–17</b>
<b>PBS performance criteria</b>	

**Income Support for Carers**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>Carer Payment</li> <li>Carer Allowance (Adult) and (Child)</li> <li>Carer Supplement</li> <li>Child Disability Assistance Payment</li> <li>Wife Pension (DSP)</li> </ul>	Milestone/standard Agreement is in place Result: met
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**Working Age Payments**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>Newstart Allowance</li> <li>Youth Allowance (other)</li> <li>Sickness Allowance</li> <li>Parenting Payment</li> <li>Partner Allowance</li> <li>Widow Allowance</li> </ul>	Milestone/standard Agreement is in place Result: met
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**Student Payments**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>Austudy</li> <li>ABSTUDY</li> <li>Youth Allowance (student)</li> <li>Student Start-up Loan</li> </ul>	Milestone/standard Agreement is in place Result: met
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**Program Support for Outcome 1**

Total departmental funding for Outcome 1	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$120.61m
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**Payment accuracy**

**Table 2.1.11: Payment accuracy**

<b>Intermediate outcome performance measure</b>	<b>2016–17</b>
Payment Accuracy	Results reported in Part 3, Chapter 3.1 of this Report

### Percentage of recipients with debts by type and status

This performance indicator monitors the number and types of debts to assess the efficiency and responsiveness of the social security payments system design. DHS manages debt identification and recovery on behalf of our Department.

From 2012–13, the lodgement 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 lodgement period, they are not entitled to their top-up payments or supplements.

**Table 2.1.12: Percentage of recipients with debts by type and status**

Intermediate outcome performance measure	Entitlement Year <sup>a</sup>		
	2014–15	2013–14	2012–13
<b>Family Tax Benefit</b>			
Percentage of all recipients who had a qualification debt raised	9.1%	5.7%	3.1%
Percentage of all recipients whose qualification debt remains outstanding	0.9%	0.5%	0.2%
Percentage of all recipients who had a debt raised following reconciliation	12.6%	12.2%	12.9%
Percentage of all recipients whose reconciliation debt remains outstanding	2.1%	2.1%	2.4%
Percentage of all recipients who had a non-lodger debt raised	1.3%	1.2%	1.3%
Percentage of all recipients whose non-lodger debt remains outstanding	1.2%	1.1%	1.1%

a Reconciliation data reported at June 2017 for 2014–15, June 2016 for 2013–14 and June 2015 for 2012–13.

b From 2016–17, Table 2.1.12 reports Family Tax Benefit debts against the Family Tax Benefit population (1,957,699 in 2014–15, 1,975,558 in 2013–14 and 2,017,314 in 2012–13). This recognises that Family Tax Benefit debts raised for a recipient may result from their entitlement (or non-entitlement) to Family Tax Benefit Part A and/or Part B.

c This table includes any recipient that has had a debt raised in relation to an entitlement year. It is a different population than that presented in the reconciliation outcome table, Appendix J, Table J–1, which looks at current reconciliation outcomes as at June.

### Percentage of recipients receiving Family Tax Benefit by payment method

This performance indicator monitors the proportion of recipients who elect to receive the entitlement to Family Tax Benefit during the year through fortnightly instalment payments, and the number of recipients who elect to claim Family Tax Benefit after an entitlement year by lump sum claim. This performance indicator also monitors the proportion of Family Tax Benefit Part A and Part B entitlement which is paid to fortnightly instalment recipients and to lump sum claimants.

**Table 2.1.13: Percentage of recipients receiving Family Tax Benefit by payment method**

Intermediate outcome performance measure	Entitlement Year <sup>a</sup>	
	2014–15	
<b>Family Tax Benefit Part A</b>		
Percentage of all Family Tax Benefit Part A recipients paid by instalment	93.2%	
Percentage of all Family Tax Benefit Part A recipients paid by lump sum	6.8%	
Percentage of Family Tax Benefit Part A instalment entitlement	96.8%	
Percentage of Family Tax Benefit Part A lump sum entitlement	3.2%	
<b>Family Tax Benefit Part B</b>		
Percentage of all Family Tax Benefit Part B recipients paid by instalment	94.3%	
Percentage of Family Tax Benefit Part B recipients paid by lump sum	5.7%	
Percentage of Family Tax Benefit Part B instalment entitlement	96.0%	
Percentage of Family Tax Benefit Part B lump sum entitlement	4.0%	

a Reconciliation data reported at June 2017 for 2014–15.

## Delivery measures

### Number of recipients

**Table 2.1.14a: Number of recipients — Family Tax Benefit Part A and B**

Output performance measure	Entitlement Year <sup>a</sup>		
	2014–15	2013–14	2012–13
Number of recipients			
<b>Family Tax Benefit</b>			
Family Tax Benefit A	1,778,408	1,791,006	1,808,723
Family Tax Benefit B	1,581,164	1,589,454	1,577,203

a Reconciliation data reported at June 2017 for 2014–15, June 2016 for 2013–14 and June 2015 for 2012–13.

**Table 2.1.14b: Number of recipients — welfare payments (excluding Family Tax Benefit Part A and B)**

Output performance measure	2016–17	2015–16	2014–15
Number of recipients			
<b>Family Tax Benefit</b>			
Child Support Scheme (number of cases) <sup>a</sup>	778,687	783,078	789,500
<b>Child Payments</b>			
Double Orphan Pension <sup>b</sup>	1,107	1,122	1,227
Single Income Family Supplement	na <sup>c</sup>	202,331	236,521

Output performance measure	2016–17	2015–16	2014–15
Number of recipients			
Stillborn Baby Payment	1,005	1,010	983
Assistance for Isolated Children <sup>d</sup>	11,032	10,958	10,167
<b>Income Support for Vulnerable People</b>			
Special Benefit	6,966	5,335	5,246
<b>Income Support for People in Special Circumstances</b>			
Bereavement Allowance <sup>e</sup>	875	936	979
Payments under Special Circumstances	40	28	33
<b>Supplementary Payments and Support for Income Support Recipients</b>			
Low Income Supplement	6,275	6,778	6,427
Utilities Allowance	45,854	54,250	63,683
Essential Medical Equipment Payment (number of payments)	42,556	39,601	36,513
<b>Income Support for Seniors</b>			
Age Pension	2.50 million	2.54 million	2.49 million
Widow B Pension	361	388	425
Wife Pension (Age)	5,175	5,849	6,634
<b>Allowances and Concessions for Seniors</b>			
Energy Supplement for holders of the Commonwealth Seniors Health Card	351,354	270,979	279,571
<b>Income Support for People with Disability</b>			
Disability Support Pension	758,911	782,891	814,391
Mobility Allowance	45,236	59,971	61,975
<b>Income Support for Carers</b>			
Carer Payment	263,874	260,592	255,542
Carer Allowance (Adult and Child) <sup>f</sup>	610,068	605,773	601,364
Carer Supplement	639,986	629,005	614,815
Child Disability Assistance Payment	158,648	154,420	150,757
Wife Pension (DSP)	4,937	5,697	6,612
<b>Working Age Payments</b>			
Newstart Allowance	733,088	732,100	748,719
Parenting Payment (Partnered)	94,198	100,210	101,696
Parenting Payment (Single)	255,801	259,434	262,108
Partner Allowance	2,528	3,952	5,732
Pensioner Education Supplement	26,542	35,521	40,985

Output performance measure	2016–17	2015–16	2014–15
Number of recipients			
Sickness Allowance	6,336	7,708	7,937
Widow Allowance	14,548	18,245	21,905
Youth Allowance (other)	101,045	98,100	112,620

### Student Payments

Austudy <sup>g</sup>	43,837	45,656	45,693
ABSTUDY — Secondary <sup>g</sup>	19,332	20,526	19,063
ABSTUDY — Tertiary <sup>g</sup>	9,958	10,316	9,692
Youth Allowance (student) <sup>gh</sup>	200,808	211,082	221,551
Student Start-up Loan <sup>ij</sup>	48,344		
Student Start-up Loan — ABSTUDY <sup>i</sup>	926		

- a Data for number of cases is point-in-time as at 30 June of the relevant financial year.
- b From 2016–17, the official data source for Double Orphan Pension is the DHS' SAS Visual Analytic. Double Orphan Pension data was previously sourced from DHS' SuperCross. The two data sources produce slightly different population counts.
- c Family Tax Benefit recipients are automatically assessed for Single Income Family Supplement when their Family Tax Benefit entitlement is reconciled. Data for 2016–17 is not available as the reconciliation process for Family Tax Benefit is not yet finalised.
- d These figures are for the month of December each year due to the nature of the payment.
- e This is the number of grants for each financial year.
- f Excludes carers whose care receiver qualified for a Health Care Card only.
- g These figures are monthly averages due to the seasonal nature of Student Payments.
- h Includes Australian apprentices.
- i These figures are unique counts of recipients across the 2016 calendar year due to the nature of the payment.
- j Youth Allowance and Austudy recipients only.

### Number of children

**Table 2.1.15a: Number of children — Family Tax Benefit**

Output performance measure	Entitlement Year
	2014–15
Number of children <sup>a</sup>	
<b>Family Tax Benefit</b>	
Number of eligible Family Tax Benefit Part A children	3,504,693
Number of children in eligible Family Tax Benefit Part B families <sup>b</sup>	3,075,799

- a Reconciliation data reported at June 2017 for 2014–15.
- b Family Tax Benefit Part B is a per family payment.

Table 2.1.15b: Number of children — Child Payments

Output performance measure	2016–17	2015–16	2014–15
Number of children			
<b>Child Payments</b>			
Double Orphan Pension <sup>a</sup>	1,635	1,635	1,808

a From 2016–17 onwards, the official data source for Double Orphan Pension is DHS' SAS Visual Analytic. In the previous years, the Double Orphan Pension data was sourced from DHS' SuperCross. The two data sources produce slightly different population counts.

## Administered outlays

Table 2.1.16: Administered outlays

Output performance measure	2016–17	2015–16	2014–15
Administered outlays			
<b>Family Tax Benefit</b>			
Family Tax Benefit A	\$14.13b	\$15.52b	\$15.18b
Family Tax Benefit B	\$4.24b	\$4.31b	\$4.67b
<b>Child Payments</b>			
Double Orphan Pension	\$3.23m	\$3.30m	\$3.47m
Single Income Family Supplement	\$30.53m	\$50.46m	\$52.70m
Stillborn Baby Payment	\$1.99m	\$2.14m	\$2.10m
Assistance for Isolated Children	\$70.92m	\$70.72m	\$66.70m
<b>Income Support for Vulnerable People</b>			
Special Benefit	\$80.39m	\$64.75m	\$64.74m
<b>Income Support for People in Special Circumstances</b>			
Bereavement Allowance	\$3.76m	\$4.39m	\$4.54m
Payments under Special Circumstances	\$0.66m	\$0.59m	\$0.64m
<b>Supplementary Payments and Support for Income Support Recipients</b>			
Low Income Supplement	\$1.88m	\$2.01m	\$1.93m
Utilities Allowance	\$21.06m	\$26.69m	\$26.54m
Essential Medical Equipment Payment	\$6.55m	\$6.12m	\$5.44m
<b>Income Support for Seniors</b>			
Age Pension	\$44.22b	\$43.23b	\$41.37b
Widow B Pension	\$6.17m	\$6.44m	\$6.98m
Wife Pension (Age)	\$91.22m	\$102.02m	\$113.33m

Output performance measure	2016–17	2015–16	2014–15
Administered outlays			
<b>Allowances and Concessions for Seniors</b>			
Energy Supplement for holders of the Commonwealth Seniors Health Card <sup>a</sup>	\$91.40m	\$81.49m	\$284.14m
<b>Income Support for People with Disability</b>			
Disability Support Pension	\$16.25b	\$16.42b	\$16.54b
Mobility Allowance	\$135.50m	\$151.37m	\$155.37m
<b>Income Support for Carers</b>			
Carer Payment	\$5.05b	\$4.83b	\$4.56b
Carer Allowance (Adult)	\$1.61b	\$1.57b	\$1.51b
Carer Allowance (Child)	\$580.85m	\$562.99m	\$538.74m
Carer Supplement	\$578.88m	\$567.17m	\$551.70m
Child Disability Assistance Payment	\$180.50m	\$175.25m	\$170.99m
Wife Pension (DSP)	\$82.55m	\$94.15m	\$107.63m
<b>Working Age Payments</b>			
Newstart Allowance	\$9.99b	\$9.91b	\$9.54b
Parenting Payment (Partnered)	\$0.98b	\$1.01b	\$1.02b
Parenting Payment (Single)	\$4.63b	\$4.64b	\$4.58b
Partner Allowance	\$39.36m	\$58.55m	\$82.99m
Pensioner Education Supplement	\$54.03m	\$66.50m	\$77.26m
Sickness Allowance	\$95.81m	\$107.71m	\$105.93m
Widow Allowance	\$251.25m	\$307.39m	\$352.85m
Youth Allowance (other)	\$0.99b	\$1.04b	\$1.09b
<b>Student Payments</b>			
Austudy	\$583.65m	\$645.44m	\$650.29m
Youth Allowance (student)	\$2.15b	\$2.44b	\$2.56b
ABSTUDY — Secondary	\$151.51m	\$145.25m	\$134.72m
ABSTUDY — Tertiary	\$114.59m	\$114.22m	\$104.99m
Student Start-up Loan	\$81.23m	\$14.44m	
Student Start-up Loan — ABSTUDY	\$1.51m	\$0.34m	

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

## 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.



## Programs

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

We provide information on programs and program component objectives on our website at [dss.gov.au](http://dss.gov.au) under corporate performance measurement detail.

## Activities

We help families and children, as well as migrants and refugees settling in Australia, improve their lifetime wellbeing by responding to specific needs and encouraging independence and participation in the community. We provide assistance through numerous programs of grants, procurements and subsidies. We also support new parents through Paid Parental Leave arrangements. Through this assistance, we help organisations support families, improve children’s wellbeing, strengthen relationships, build parenting and financial management skills, and help newly arrived migrants transition to life in Australia.

We work across the Australian, state and territory governments to foster inclusive social norms that strengthen social cohesion — such as mutual respect, trust and belonging. We also support family and community harmony by providing support and early intervention to people facing 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.

Our performance contributes to the large effort made by state jurisdictions, local communities and other Australian Government agencies.

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#### Chapter 2.2 Purpose 2 — Families and Communities

### Key results

To contribute to family and community outcomes during the past year we:

- » continued to implement the *National Plan to Reduce Violence against Women and their Children 2010–2022* and significantly progressed the Council of Australian Governments' (COAG) Women's Safety agenda to Reduce Violence against Women and their Children with the National Campaign, Stop it at the Start
- » continued to deliver key activities under the *Third Action Plan 2015–18 of the National Framework for Protecting Australia's Children 2009–2020*
- » settled an additional 12,000 Syrian and Iraqi refugees through the Humanitarian Settlement Services Program, most of whom arrived in 2016–17
- » delivered strong early results and achieved community support in current trial sites for the cashless debit card
- » progressed implementation of the Commonwealth Redress Scheme
- » established the whole-of-government Community Grants Hub, with nearly 300 grants rounds finalised through the Hub this year
- » continued growth of the DSS Data Exchange (DEX), which has supported almost 30 million interactions since July 2016. There are currently six agencies using DEX for reporting on 55 programs, with over 2,300 organisations and 11,000 users registered.

## Performance criteria

The following table outlines our Corporate Plan performance criteria and indicators, which show how we intend to measure what we achieved, how well we did and how much we did.

Our performance is reported in the Results section. Not all programs report against every performance criterion. We do not have set targets as payments and services are demand driven.

**Table 2.2.1: Performance criteria for Purpose 2 Families and Communities**

	Performance criteria	Indicator/Output
Outcome — What did we achieve?	Extent to which assisted individuals and families have improved individual and family functioning	Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs
		Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections
Intermediate Outcome — How well did we do?	Extent of contribution to implementing national initiatives	Extent of progress in implementing the <i>National Plan to Reduce Violence against Women and their Children 2010–2022</i>
		Extent of progress in implementing the <i>National Framework for Protecting Australia’s Children 2009–2020</i>
	Extent to which payments and service provision meet program objective	Program performance criteria and associated milestone/standard (PBS)
		Extent of satisfaction with services
		Extent of community and service system capacity and capability improvement
		Percentage of assisted clients who are from priority groups or disadvantaged communities
Output — How much did we do?	Delivery measures	Number of individuals and families assisted (PBS)
		Number of organisations contracted or receiving grant funding (PBS)
		Administered outlays (PBS)

Sources: Corporate Plan 2016–17, page 15. Portfolio Budget Statements 2016–17, pages 70–75.

# Results

## Extent to which assisted individuals and families have improved individual and family functioning

This performance criterion captures the stronger families and more resilient communities elements of the outcome purpose. It represents the main areas where improved individual and family functioning is an expected outcome of service provision. It is measured through two indicators, which focus on improved circumstances and achievement of, or progress towards, goals.

### Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs

This indicator captures the stronger families and communities elements of the outcome purpose and represents the main areas where improved circumstances are an expected outcome of service provision.

This indicator considers a range of areas (such as family functioning, financial resilience, age-appropriate development and personal safety) to provide a high-level summary on how a family functions. Specific measures track improvements by individuals being assisted through family and children funded programs and financial wellbeing and capability programs.

There are a number of activities that may have contributed to clients reporting improved circumstances, including:

- » continued delivery of Children and Parenting Services in 139 locations across Australia and implementing new services in Kununurra and Norfolk Island
- » continued delivery of Intensive Family Support Services in the Northern Territory and Anangu Pitjantjatjara Yankunytjatjara lands in South Australia, providing intensive support to families with children aged 0–12 years of age and where child neglect is identified
- » continued delivery of the Adult Specialist Support Services — Find and Connect Support Services, Forced Adoption Support Services and Royal Commission Community-Based Support Services to improve outcomes and enhance wellbeing for people adversely affected by past institutional and child-welfare practices and policies
- » funding for services to support children, young people and their families, and anyone else affected by the Royal Commission into the Protection and Detention of Children in the Northern Territory
- » continued delivery of Family and Relationship Services in 474 locations across Australia, including counselling services to families and individuals at critical family transition points such as family formation, extension or family separation, and education and skills training to strengthen family relationships
- » continued delivery of settlement programs to assist newly-arrived humanitarian entrants to participate in the Australian community.

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Chapter 2.2  
Purpose 2 — Families and Communities

In 2016–17, we also began service delivery on Norfolk Island for the first time as part of the Australian Government’s Norfolk Island reforms. We engaged a provider to deliver the Family and Relationships Service and Children and Parenting Support services to Norfolk Island.

**Table 2.2.2: Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs**

Outcome performance measures	2016–17	2015–16	2014–15
<b>Cross program</b>			
Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs <sup>a</sup>			
• All circumstances	76.0%		
• Age-appropriate development	59.1%		
• Community participation and networks	72.7%		
• Employment, education and training	71.3%		
• Family functioning	62.0%		
• Housing	70.9%		
• Material wellbeing	71.6%		
• Mental health, wellbeing and self-care	60.7%		
• Money management	67.3%		
• Personal health and safety	50.5%		
• Physical health	60.7%		
<b>Families and Children</b>			
Percentage of clients with improved individual and family functioning, including child wellbeing, safety and development <sup>b</sup>	68.0%	75.5%	80%
<b>Financial Wellbeing and Capability</b>			
Percentage of clients with improved financial wellbeing, capability and resilience <sup>c</sup>	79.2%	78.9%	83%

a New performance measure for 2016–17.

b Data across the three years is not comparable due to program changes (for example, commencement of new services and cessation of some programs) and changes in reporting systems in 2014–15. The proportion of clients assessed under the DEX Client Circumstances SCORE who achieved a positive change. Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16. Data for the Home Interaction Program for Parents and Youngsters is not included in this total.

c 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 is not comparable across years due to the implementation of the DEX. In 2014–15, data was collected from the DEX and other historical reporting systems decommissioned from 1 July 2015. Data reported in the 2015–16 Annual Report were for the period 1 July 2015 to 31 December 2015. Data have been updated to report on the full financial year for 2015–16. This excludes data for a small number of organisations not yet reporting through the DEX.



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Chapter 2.2  
Purpose 2 — Families and Communities

**Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections**

This indicator captures the stronger families and family and community service elements of the outcome purpose and represents the main areas where goal setting is a function of service provision and reporting is applicable.

Of those clients assessed by service providers, a significant proportion receiving services under Settlement Grants achieved a positive outcome. In addition, the 2016–17 independent evaluation of the Settlement Grants Program found it to be appropriate and effective in meeting client needs.

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 in 474 locations across Australia, providing 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.

**Table 2.2.3: Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections**

Outcome performance measure	2016–17	2015–16	2014–15
<b>Cross program</b>			
Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections <sup>a</sup>			
• All goals	81.7%		
• Under 15 years	78.4%		
• 15-64 years	82.1%		
• 65 years and over	87.1%		
• Culturally and linguistically diverse	90.9%		
• Not culturally and linguistically diverse	78.7%		
<b>Families and Children</b>			
Percentage of clients with improved knowledge, skills, behaviours and engagement with services <sup>b</sup>	73.0%	79.3%	84%
<b>Settlement Services</b>			
Percentage of assisted migrants and humanitarian entrants with improved engagement with support services <sup>c</sup>	94.1%		

Outcome performance measure	2016–17	2015–16	2014–15
<b>Financial Wellbeing and Capability</b>			
Percentage of clients achieving individual goals related to financial counselling, capability and resilience <sup>d</sup>	91.5%	90.4%	97%

- a New performance measure for 2016–17.
- b Data across the three years is not comparable due to program changes (for example commencement of new services and cessation of some programs) and changes in reporting systems in 2014–15. The percentage of clients assessed under the DEX Client Goal SCORE who achieved a positive change. Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16. Data for the Home Interaction Program for Parents and Youngsters is not included in this total.
- c New performance measure for 2016–17. Please note this relates specifically to Settlement Grants outcomes only. The submission of outcomes data is voluntary and only a subset of service providers has submitted the additional data. During 2016–17, more service providers have commenced reporting outcomes data which has improved the quality of this measure compared to 2015–16. To measure outcomes only clients with both a pre- and post-assessment for a domain have been counted. For this measure all domains relating to the goal outcome type have been included.
- d 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 is not comparable across years due to the implementation of the DEX. 2014–15 data were collected from the DEX and other historical reporting systems decommissioned from 1 July 2015. Data reported in the 2015–16 Annual Report were for the period 1 July 2015 to 31 December 2015. Data have been updated to report on the full financial year for 2015–16. This excludes data for a small number of organisations not yet reporting through the DEX.

### Extent of contribution to implementing national initiatives

This performance criterion captures the high level contribution by our Department to the larger effort made by state jurisdictions, local communities and other Australian Government agencies on key national initiatives.

### Extent of progress in implementing the *National Plan to Reduce Violence against Women and their Children 2010–2022*

Under the *National Plan to Reduce Violence against Women and their Children 2010–2022*, each of the states and territories has primary responsibility for delivering services for women who have experienced violence. We help state and territory governments to deliver frontline services that assist women and children escaping violence, with funding to:

- » drive long-term attitudinal and behavioural change, through funding organisations like OurWatch and Australia’s National Research Organisation for Women’s Safety
- » support complementary national support services such as 1800RESPECT and Domestic Violence Response Training (DV-alert)
- » build the evidence through our Department-funded research publications and data releases.



We are also implementing the Commonwealth’s Women’s Safety Package to help keep women and children safe through:

- » trialling the use of innovative technology and supporting women experiencing technology-facilitated abuse
- » keeping women safe in their homes and expanding and enhancing 1800RESPECT
- » increasing funding for Mensline
- » increasing funding for local women’s case workers and expanding the DV-alert training program.

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Chapter 2.2  
Purpose 2 — Families and Communities

**Table 2.2.4: Extent of progress in implementing the *National Plan to Reduce Violence against Women and their Children 2010–2022***

Intermediate outcome performance measure	2016–17
<b>Cross program</b>	
Extent of progress in implementing <i>the National Plan to Reduce Violence against Women and their Children 2010–2022</i>	Result: met

**Extent of progress in implementing the *National Framework for Protecting Australia’s Children 2009–2020***

The *Third Action Plan (2015–2018)* of the *National Framework for Protecting Australia’s Children 2009–2020*, includes three strategies focused on national efforts to improve the wellbeing of Australian children, including:

- » Strategy 1: Early intervention with a focus on the early years, particularly the first 1,000 days for a child
- » Strategy 2: Helping young people in out-of-home care to thrive into adulthood
- » Strategy 3: Organisations responding better to children and young people to keep them safe.

The Aboriginal and Torres Strait Islander Working Group takes the lead in improving outcomes for Aboriginal and Torres Strait Islander children and families, and reducing the numbers of children in out-of-home care.

Our Research Advisory Committee also oversees the development of a priority listing of national research in support of Third Action Plan objectives. Key activities under this plan include:

- » commencing community awareness raising activities, including engaging Aboriginal and Torres Strait Islander parents
- » commencing the Building Capacity in Australian Parents trial, which aims to increase parenting skills and help-seeking behaviour of new and expectant parents in three Queensland sites of Rockhampton, Ipswich and Toowoomba
- » commencing the Western Australian Towards Independent Adulthood trial, testing a one-on-one mentoring model that aims to assist young people in engaging with training and education, getting a job and securing a place to live, and developing the skills to live independently

- » implementing key recommendations of the 2015 Review of the Transition to Independent Living Allowance
- » developing the National Statement of Principles for Child Safe Organisations, to be endorsed by Commonwealth, state and territory governments, to make organisations safe for children and young people
- » consulting with young people on Third Action Plan strategies.

**Table 2.2.5: Extent of progress in implementing the *National Framework for Protecting Australia's Children 2009–2020***

Intermediate outcome performance measure	2016–17
<b>Cross program</b>	
Extent of progress in implementing the <i>National Framework for Protecting Australia's Children 2009–2020</i>	Result: met

### Extent to which payments and service provision meet program objective

This performance criterion explores a range of payment and service provision parameters that indicate progress towards outcomes, rather than impact. These include whether funds have been spent consistent with the program objective, satisfaction with services, community and service system capacity, service usage by priority groups and payment coverage.

### Program performance criteria and associated milestone/standard

This performance indicator assesses whether funds have been spent consistent with the program objective. It focuses on appropriate delivery of grants, procurements and subsidies for which our Department receives appropriations.

**Table 2.2.6: Program performance criteria and associated milestone/standard**

Intermediate performance measure PBS performance criteria	2016–17
<b>Families and Communities</b>	
Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and DSS. Agreements and contracts require: <ul style="list-style-type: none"> <li>• support and capacity building that contribute to strengthening individual and family functioning and communities; or</li> <li>• national leadership and representation for services to build capacity within the families and communities sector that works to strengthen family and community functioning.</li> </ul>	Milestone/standard Standard of delivery is performed in accordance with the terms and conditions of organisations' contracts and agreements with DSS Result: met

**Intermediate performance measure**  
**PBS performance criteria** **2016–17**

**Paid Parental Leave**

Agreement is in place with the Department of Human Services to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:	Milestone/standard Agreement is in place Result: met
<ul style="list-style-type: none"> <li>• Parental Leave Pay</li> <li>• Dad and Partner Pay</li> </ul>	

**Social and Community Services**

Delivery complies with relevant legislation The funds appropriated to the Department are issued to meet the Australian Government’s share of the pay increases	Milestone/standard Payments were made as described Result: met
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**Program Support for Outcome 2**

Total departmental funding for Outcome 2	Milestone/standard Departmental funding is expended to achieve agency outcomes \$241.21m
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**Extent of satisfaction with services**

Feedback from individuals, service providers or stakeholders on the impacts of services provided helps our Department better understand how well funded services meet the needs of individuals and communities.

**Table 2.2.7: Extent of satisfaction with services**

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Strengthening Communities</b>			
Percentage of individuals satisfied with service provision <sup>a</sup>	94.4%	93%	93%
<b>Families and Communities Service Improvement</b>			
Extent of stakeholders’ satisfaction with leadership and representation	90% <sup>b</sup>	90% <sup>c</sup>	— <sup>d</sup>

a Data relate to Community Capacity Building, Broadband for Seniors and Volunteer Management sub-activities.  
 b Estimate based on qualitative data. The majority of stakeholders reported high levels of satisfaction through surveys.  
 c Includes a combined membership of over 4,000 service providers and organisations across six peaks.  
 d Service commenced 1 March 2015 with reporting due on 30 June 2016.

### Extent of community and service system capacity and capability improvement

To improve outcomes for families and children, the Families and Children Expert Panel project helps service providers plan and implement programs, measure outcomes and conduct evaluations.

The panel has included a number of distinct projects. These include:

- » helping providers improve the way they measure outcomes
- » helping Children and Parenting Support providers improve program planning and implementation
- » developing a Family Dispute Resolution outcomes measurement tool
- » helping Communities for Children Facilitating Partners operating in regional and remote areas meet evidence-based program requirements.

**Table 2.2.8: Extent of community and service system capacity and capability improvement**

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Settlement Services</b>			
National Accreditation Authority for Translators and Interpreters provide a high quality credentialing service supported by members	Result: met	Result: met	Result: met
<b>Families and Communities Service Improvement</b>			
Extent of national leadership and representation	Result: met	Result: met	Result: met

### Percentage of assisted clients who are from priority groups or disadvantaged communities

This performance indicator shows the extent to which Indigenous and culturally and linguistically diverse people are accessing services.

Providers of Family and Children activities aim to ensure their service provision is sensitive and accessible to any people who face a real or perceived barrier to receiving assistance. This includes delivery of Children and Parenting Support services as part of the Cashless Debit Card package, through Aboriginal organisations in the Kununurra and Wyndham communities, as well as providers' access to culturally appropriate activities and supports.

**Table 2.2.9: Percentage of assisted clients who are from priority groups or disadvantaged communities**

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Families and Children</b>			
Percentage of clients from priority groups: <sup>a</sup>	14.0%	13.4%	18%
• Indigenous	8.6%	8.5%	
• Culturally and linguistically diverse	5.5%	4.9%	
<b>Strengthening Communities</b>			
Percentage of individuals assisted from priority groups: <sup>b</sup>	15.1%	18%	12%
• Indigenous	2.8%	3%	3%
• Culturally and linguistically diverse	12.3%	14%	10%
<b>Financial Wellbeing and Capability</b>			
Percentage of clients from priority groups: <sup>c</sup>	23.0%	21.6%	22%
• Indigenous	17.9%	16.8%	13%
• Culturally and linguistically diverse	5.2%	4.7%	9%

- a Data across the three years is not comparable due to program changes (for example commencement of new services and cessation of some programs) and changes in reporting systems in 2014–15. Measured as Indigenous and culturally and linguistically diverse clients. Disaggregated results were able to be reported for the first time in 2015–16. Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16.
- b Data relate to Community Capacity Building, Broadband for Seniors, Volunteer Management and Diversity and Social Cohesion sub-activities.
- c Data are not comparable across years due to the implementation of the DSS DEX. 2014–15 data were collected from the DSS DEX and other historical reporting systems decommissioned from 1 July 2015. Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16. This excludes data for a small number of organisations not yet reporting through the DEX. Data for Indigenous and culturally and linguistically diverse clients do not add up to total for priority groups due to rounding.

### Percentage of new parents supported to take Paid Parental Leave

This performance indicator shows the reach of the Paid Parental Leave scheme among new parents, including the proportion of mothers who were paid Parental Leave Pay, how they received their payment, and the proportion of parents paid the full 18 weeks of Parental Leave Pay or two weeks of Dad and Partner Pay.

There are two payments under the Paid Parental Leave scheme, Parental Leave Pay and Dad and Partner Pay. Parental Leave Pay provides eligible working parents up to 18 weeks' pay at the rate of the national minimum wage (approximately \$672.60 per week). Dad and Partner Pay provides eligible working fathers and partners two weeks' pay at the rate of national minimum wage.

In 2016–17, a total of 170,925 parents started receiving Parental Leave Pay and a total of 83,600 fathers or partners received the Dad and Partner Pay.

The proportion of mothers receiving Parental Leave Pay has remained steady over the past three years, from 50.4 per cent of all mothers with newborns in 2014–15, to 52.7 per cent in 2016–17.

**Table 2.2.10: Percentage of new parents supported to take paid parental leave**

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Parental Leave Pay</b>			
Percentage of mothers for whom Parental Leave Pay has been paid as a proportion of all mothers in the same year <sup>a</sup>	52.7%	53.3%	50.4%
Percentage of parents paid government-funded Parental Leave Pay by employers	68.5%	70.4%	69.8%
Percentage of families who have taken the full 18 weeks of Parental Leave Pay	96.7%	96.8%	97.0%
<b>Dad and Partner Pay</b>			
Percentage of dads and other partners who have taken the full two weeks of Dad and Partner Pay	96.4%	96.1%	96.2%

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 2015, 2016 and 2017.

## Delivery measures

### Number of individuals and families assisted

**Table 2.2.11: Number of individuals and families assisted**

Output performance measure	2016–17	2015–16	2014–15
<b>Families and Children</b>			
Number of individuals and families assisted <sup>a</sup>	2,101,901	539,240	838,401
<b>Transition to Independent Living Allowance</b>			
Number of recipients <sup>b</sup>	1,260	1,389	863
<b>Settlement Services</b>			
Number of individuals and families assisted:			
• Humanitarian Settlement Services <sup>c</sup>	24,376	10,961	11,130
• Complex Case Support	2,350	1,290	741
• Grants for Community Settlement <sup>d</sup>	51,399	40,076	42,063

Output performance measure	2016–17	2015–16	2014–15
<b>Financial Wellbeing and Capability</b>			
Number of individuals and families assisted <sup>a</sup>	626,104	453,443	907,098
Number of individuals engaged with Income Management:	25,502	25,309	26,396
• Vulnerable Welfare Payment	1,689	2,303	3,053
• Parenting/Participation measure	18,767	17,111	16,837
• Voluntary Income Management	4,400	5,167	5,828
• Child Protection Measure	205	342	337
• Cape York Welfare Reform — Income Management	166	159	128
• Supporting People at Risk measure <sup>f</sup>	275	227	213
• Number of people on the Cashless Debit Card Trial	2,088	1,945	
Number of individuals engaged with income management and the Cashless Debit Card Trial <sup>g</sup>	27,590	27,254	26,396
<b>Strengthening Communities</b>			
Number of individuals and families assisted <sup>h</sup>	373,474	410,929	348,676
<b>National Initiatives</b>			
Number of contacts answered by 1800RESPECT — the National Sexual Assault, Domestic Family Violence Counselling Service (telephone and online) <sup>i</sup>	68,772	59,578	56,224
<b>Paid Parental Leave</b>			
Number of individuals and families assisted: <sup>j</sup>			
• Parental Leave Pay	170,925	170,501	158,974
• Dad and Partner Pay	83,600	79,126	70,785

a Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16. Figures include both individual and group clients. Data for the Home Interaction Program for Parents and Youngsters is not included in this total. The 2016–17 figures are not comparable with previous years as organisations have continued to transition to the new way in which information is now reported through DEX, example e.g. a shift from reporting primarily on the number of services delivered to also include the number of individuals and families assisted.

b A narrowing of eligibility and administrative changes from 1 January 2014 accounts for the decrease in young people 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. The Department is investigating why there was a downturn in TILA recipients in 2016–17.

c The 2016–17 number includes the base Refugee Program and arrivals under the additional 12,000 Syrian and Iraqi intake.

d This is a count of individual clients assisted. Families are not reported in the DEX. Data reported in the 2015–16 Annual Report were for the period 1 July 2015 to 31 December 2015. Data have been updated to report on the full financial year for 2015–16. This excludes data for a small number of organisations not yet reporting through DEX.

- e Data are not comparable across years due to the implementation of the DEX. 2014–15 data were collected from the DEX and other historical reporting systems decommissioned from 1 July 2015. Data reported in the 2015–16 Annual Report were for the period 1 July 2015 to 31 December 2015. Data have been updated to report on the full financial year for 2015–16. This excludes data for a small number of organisations not yet reporting through DEX.
- f Participation in the Supporting People at Risk measure is dependent on referrals from the Northern Territory Alcohol Mandatory Management Tribunal.
- g Data are not comparable across the three years. From 2015–16 the data include individuals on Income Management and those participating in the Cashless Debit Card Trial.
- h Data relates to Community Capacity Building, Broadband for Seniors, Volunteer Grants, Volunteer Management and Diversity and Social Cohesion sub-activities.
- i Data is not comparable with previous years, due to changes in data protocols and collection.
- j For Parental Leave Pay this is the number of individuals and families who started receiving payment in the financial year. For Dad and Partner Pay this is the number of individuals and families who received payment in the financial year.

### Number of organisations contracted or receiving grant funding

Table 2.2.12: Number of organisations contracted or receiving grant funding

Output performance measure	2016–17
Number of organisations contracted or receiving grant funding <sup>a</sup>	
<b>Families and Communities</b>	
Families and Children	421
Settlement Services <sup>b</sup>	135
Financial Wellbeing and Capability	365
Families and Communities Service Improvement	6
Strengthening Communities	4,256
National Initiatives <sup>c</sup>	42

- a New performance measure for 2016–17.
- b This figure is the count of organisations reporting into the DEX under Settlement Grants, Youth Transition Support and Community Hubs. The figure also includes Humanitarian Settlement Services providers, Complex Case Support providers, Peak Bodies and National Accreditation Authority for Translators and Interpreters.
- c This figure includes organisations contracted or receiving grant funding under both the *National Plan to Reduce Violence against Women and their Children 2010–2022*, and the *National Framework for Protecting Australia's Children 2009–2020*.



## Administered outlays

**Table 2.2.13: Administered outlays**

Output performance measure	2016–17	2015–16	2014–15
Administered outlays			
<b>Families and Communities<sup>a</sup></b>			
Families and Children	\$249.93m		
Transition to Independent Living Allowance	\$1.63m		
Settlement Services	\$230.56m		
Financial Wellbeing and Capability	\$102.92m		
Families and Communities Service Improvement	\$2.70m		
Strengthening Communities	\$31.32m		
National Initiatives	\$53.44m		
<b>Paid Parental Leave</b>			
Parental Leave Pay	\$2.03b	\$1.97b	\$1.84b
Dad and Partner Pay	\$110.17m	\$100.72m	\$89.43m
<b>Social and Community Services</b>			
Social and Community Services	\$145.16m	\$236.12m	\$148.16m

a New performance measure for 2016–17.

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Chapter 2.2  
Purpose 2 — Families and Communities

## Chapter 2.3

# Purpose 3 — Disability and Carers

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



## Programs

- 3.1** | Disability, Mental Health and Carers
- 3.2** | National Disability Insurance Scheme
- 3.3** | Program Support for Outcome 3

We provide information on programs and program component objectives on our website at [dss.gov.au](http://dss.gov.au) under corporate performance measurement detail.

## Activities

We deliver a number of targeted programs and work across the Commonwealth, with the National Disability Insurance Agency (NDIA), and with state and territory governments and sector stakeholders to support the independence and wellbeing of people with disability, carers and people with or at risk of mental illness. We oversee the delivery of the *National Disability Strategy 2010–2020* and the National Disability Insurance Scheme (NDIS).

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Chapter 2.3  
Purpose 3 — Disability and Carers

## 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 wellbeing. Mainstream policies and programs are run by state jurisdictions and, within the Commonwealth, by agencies other than our Department. Our performance is also 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.

We expanded the coverage of our Data Exchange (DEX) to additional client-based programs in Program 3.1 Disability, Mental Health and Carers. The DEX 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 DEX matures, it will provide more meaningful information about service delivery outcomes.

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Chapter 2.3  
Purpose 3 — Disability and Carers

### Key results

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

- » developing reforms to Disability Employment Services
- » working with the NDIA to implement the NDIS across Australia
- » securing a national agreement to the NDIS Quality and Safeguards Framework and introduced the Bill to establish the NDIS Quality and Safeguards Commission
- » progressing the Bill to establish the NDIS Savings Fund
- » the development of Job Access ([jobaccess.gov.au](http://jobaccess.gov.au)) as the information hub to support people with disability achieve employment in the open labour market
- » the development of the *National Disability Strategy 2010–2020: Second Implementation Plan, Driving Action 2015–2018*, released on 1 December 2016

## Performance criteria

The following table outlines our Corporate Plan performance criteria and indicators, which show how we intend to measure what we achieved, how well we did and how much we did. Our performance is reported in the Results section. Not all programs report against every performance criterion. We do not have set targets as services are demand driven.

**Table 2.3.1: Performance criteria for Purpose 3 Disability and Carers**

	Performance criteria	Indicator/Output
Outcome — What did we achieve?	Extent of improved independence and participation	Percentage of assisted jobseekers in employment three months following participation in Employment Services
		Extent of employment outcomes for people assisted through Disability Employment Services
		Percentage of assisted people with disability, mental illness and carers with improved knowledge, skills, behaviours and engagement with services
Intermediate Outcome — How well did we do?	Extent of contribution to creating and implementing national approaches	Progress in implementing the <i>National Disability Strategy 2010–2020</i>
		Extent of contribution to create an effective and sustainable National Disability Insurance Scheme
	Extent to which service provision meets program objective	Program performance criteria and associated milestone/standard (PBS)
		Extent of satisfaction with services
Output — How much did we do?	Delivery measures	Percentage of assisted clients who are from priority groups
		Number of clients assisted (PBS)
		Number of organisations contracted or receiving grant funding (PBS)
		Value of Commonwealth program funding transitioned into the National Disability Insurance Scheme (PBS)
		Value and number of Sector Development grants supporting the expansion and diversification of the market sector and workforce (PBS)
		Administered outlays (PBS)

Source: Corporate Plan 2016–17, page 17. Portfolio Budget Statements 2016–17, pages 83–87.



# Results

## Extent of improved independence and participation

This performance criterion is intended to report progress by people with disability towards goals for improved independence and participation, for individuals, families and carers. Collectively the set of indicators are able to provide an indication of improved independence and participation by people with disability.

### Percentage of assisted jobseekers in employment three months following participation in Employment Services

This indicator tracks the proportion of people in employment three months after a period of assistance in Disability Employment Services (DES). Sustaining employment is a proxy measure for improved financial independence and participation. The measure assesses the performance of DES in supporting people with disability to find and maintain employment.

In the March 2017 Employment Services Outcomes Report, 31.5 per cent of DES participants were in employment three months after their participation in the Program.

**Table 2.3.2: Percentage of assisted jobseekers in employment three months following participation in Employment Services**

Outcome performance measure	2016–17	2015–16	2014–15
<b>Disability Employment</b>			
Percentage of jobseekers in employment three months following participation in Employment Services <sup>a</sup>	31.5%	30.7%	31.1%
• Disability Management Service	34.2%	33.1%	31.1%
• Employment Support Services	29.1%	28.9%	31.1%

a The Employment Services Outcomes Report: Disability Employment Services report publishes the key outcomes data for DES every three months. These figures are calculated over a rolling 12-month period. Full reports are available on the Department of Employment website.

## Extent of employment outcomes for people assisted through Disability Employment Services

This indicator shows the number of people who have commenced with DES providers (Disability Management Services or Employment Support Services) and the number of DES clients placed in a job.

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

- » undertaking a re-allocation across DES to end contracts with poorly performing providers and transfer around 9,000 participants to higher performing providers, to achieve better employment outcomes.

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Chapter 2.3  
Purpose 3 — Disability and Carers

**Table 2.3.3: Extent of employment outcomes for people assisted through Disability Employment Services**

Outcome performance measure	2016–17	2015–16	2014–15
<b>Disability Employment</b>			
Number of commencements	86,764	86,729	96,918
Total job placements achieved	52,219	49,757	48,048
<b>Disability Management Service</b>			
Number of commencements	41,049	41,781	46,967
Total job placements achieved	23,684	22,153	20,428
<b>Employment Support Services</b>			
Number of commencements	45,715	44,948	49,951
Total job placements achieved	28,535	27,604	27,620

**Percentage of assisted people with disability, mental illness and carers with improved knowledge, skills, behaviours and engagement with services**

This indicator tracks the extent that carers, people with disability and people with mental illness who access support programs are building their capability through improved knowledge, skills and behaviours and engagement with services and provides an indication of the extent of their progress towards greater capability and participation goals.

**Table 2.3.4: Percentage of assisted people with disability, mental illness and carers with improved knowledge, skills, behaviours and engagement with services**

Outcome performance measure	2016–17	2015–16	2014–15
<b>Disability and Carer Support</b>			
Percentage of assisted carers, with improved knowledge, skills, behaviours and engagement with services <sup>a</sup>	85.8%		
<b>Community Mental Health</b>			
Percentage of assisted people with mental illness with improved knowledge, skills, behaviours and engagement with services <sup>b</sup>	84.5%	81.2%	95%

a New performance measure for 2016–17. This measure relates to carers accessing carer support programs.

b This indicator was previously measured by a survey that providers sent to selected participants. It is now collected from the DEX. Results for 2015–16 and 2016–17 are not comparable with previous years. Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16. Wording of the measure is revised for 2016–17.

## Extent of contribution to creating and implementing national approaches

This performance criterion captures the high level contribution to the larger effort made by state jurisdictions, local communities and other Government agencies.

### Progress in implementing the *National Disability Strategy 2010–2020*

This performance indicator captures high-level progress made in implementing the *National Disability Strategy 2010–2020*. The Strategy provides a ten-year national policy framework for all levels of government to improve the lives of people with disability. On 2 September 2016, the Council of Australian Governments' (COAG) Disability Reform Council members agreed to reinvigorate all governments' efforts to drive progress under the Strategy.

The Strategy's second implementation plan, *Driving Action 2015–2016* was released on 1 December 2016.

**Table 2.3.5: Progress in implementing the *National Disability Strategy 2010–2020***

Intermediate outcome performance measure	2016–17
<b>Cross Program</b>	
Delivery of the <i>National Disability Strategy 2<sup>nd</sup> Implementation Plan</i> and biennial progress reports, in partnership with state and territory governments and other Commonwealth agencies	Released 1 December 2016.
Extent of engagement with Commonwealth agencies to drive improvements in access to mainstream services for people with disability	Commonwealth agencies have provided ongoing advice on implementation of the Strategy and input into the 2 <sup>nd</sup> Implementation Plan and Progress Report.
Extent of engagement with representative organisations of people with disability to support implementation of the Strategy	We engaged with stakeholders to develop the 2 <sup>nd</sup> Implementation Plan and the 2 <sup>nd</sup> Progress Report to COAG. The National Disability and Carers Advisory Council also provides advice on the Strategy.

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Chapter 2.3  
Purpose 3 — Disability and Carers

## Extent of contribution to create an effective and sustainable National Disability Insurance Scheme

**Table 2.3.6: Extent of contribution to create an effective and sustainable National Disability Insurance Scheme**

Intermediate outcome performance measure	2016–17
<b>Cross program</b>	
Policy, financial and partnership arrangements are in place to create an effective and sustainable NDIS	Results reported against performance criterion 'Extent to which service provision meets program objective.'

### Extent to which service provision meets program objective

This performance criterion explores a range of payment and service provision parameters that indicate progress towards outcomes, rather than impact. These include whether funds have been spent consistent with the program objective, satisfaction with services and service usage by priority groups.

### Program performance criteria and associated milestone/standard

This performance indicator assesses whether funds have been spent consistent with the program objective, with a focus on appropriate delivery of grants, procurements and subsidies for which our Department receives appropriations.

The NDIS moved from the trials to the transition to full scheme in all jurisdictions except Western Australia (WA), which will commence transition to full scheme NDIS on 1 July 2017.

As at 30 June 2017, 90,638 people with disability had an approved NDIS plan with a further 6,134 participants referred to Early Childhood Early Intervention arrangements, excluding participants in the WA NDIS trial sites.

**Table 2.3.7: Program performance criteria and associated milestone/standard**

Intermediate performance measure PBS performance criteria	2016–17
<b>Disability, Mental Health and Carers</b>	
Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and DSS. Agreements and contracts require: <ul style="list-style-type: none"> <li>• employment assistance and other services to people with disability</li> <li>• direct advocacy support to people with disability</li> <li>• support to carers</li> <li>• support through community based initiatives to assist people with, or at risk of, mental illness</li> </ul>	Milestone/standard: Standard of delivery is in accordance with the terms and conditions of organisations' contracts and agreements with DSS. Result: All contracts and agreements were delivered in accordance with the terms and conditions specified.

**Intermediate performance measure  
PBS performance criteria**

**2016–17**

**National Disability Insurance Scheme**

Policy, financial and partnership arrangements are in place to create an effective and sustainable NDIS including:

Developing and implementing policy settings for full scheme

Milestone/standard:  
Timely and effective policy advice.  
Result: Policy settings requiring finalisation prior to the end of transition have been identified for development and implementation. Secured national agreement to the NDIS Quality and Safeguards Framework. The *National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) Bill 2017* was introduced in the House of Representatives on 31 May 2017.

Implementing funding mechanisms for transition

Milestone/standard:  
Management of the NDIS cash flow.  
Result: The funding mechanism is agreed and is in place for all jurisdictions transitioning to full scheme NDIS.

Negotiating and implementing agreements with states and territories for transition to full scheme

Milestone/standard:  
Negotiations of bilateral agreements are undertaken.  
Result: Bilateral agreements in place for all states and territories, except the Australian Capital Territory that had a whole of jurisdiction trial.

**Program Support for Outcome 3**

Total departmental funding for Outcome 3

Milestone/standard:  
Departmental funding is expended to achieve agency outcomes.  
\$101.31m

**Extent of satisfaction with services**

This indicator helps us better understand how funded services are meeting the needs of individuals and communities through feedback from individuals, service providers or stakeholders on the impacts of services provided.

It shows that individuals contacting Carer Gateway are satisfied with the service provided by the national contact centre. Nearly three quarters of visitors to the Carer Gateway website are finding the information and resources useful to their caring role.



Table 2.3.8: Extent of satisfaction with services

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Disability and Carer Support</b>			
Percentage of individuals and families satisfied with the service provided by Carer Gateway <sup>a</sup>			
• Call satisfaction <sup>b</sup>	92%		
• Website satisfaction <sup>c</sup>	74%		
Percentage of assisted carers, accessing carer support programs, who report that they are satisfied that the service they received was appropriate to their needs <sup>d</sup>	98.4%		
<b>Community Mental Health</b>			
Percentage of participants who report that they are satisfied that the service they received was appropriate to their needs <sup>e</sup>	97.5%	91.9%	98%

a New performance measure for 2016–17. Results from caller satisfaction survey and online feedback survey.

b The call survey was introduced 16 November 2016 and represents seven months of data (16 November 2016 to 30 June 2017).

c The online survey was introduced 21 July 2016 and represents 11 months of data (21 July 2016 to 30 June 2017).

d New performance measure for 2016–17.

e This indicator was previously measured by a survey that providers sent to selected participants. It is now collected from the DEX. Results for 2015–16 and 2016–17 are not comparable with previous years. Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16.

### Percentage of assisted clients who are from priority groups

This performance indicator shows the extent to which Indigenous and culturally and linguistically diverse people are accessing services.

Table 2.3.9: Percentage of assisted clients who are from priority groups

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Community Mental Health</b>			
Percentage of participants/clients from Indigenous and culturally and linguistically diverse backgrounds:			
• Indigenous	15.0%	10.5%	11%
• Culturally and linguistically diverse <sup>a</sup>	6.3%	4.6%	14%

a Prior to 2015–2016 the culturally and linguistically diverse count for Community Mental Health was self-identified. The count is now standardised across our Department and based on country of birth and main language spoken at home. Results for 2015–16 and 2016–17 are not comparable with previous years. Data reported in the 2015–16 Annual Report was for the period 1 July 2015 to 31 December 2015. Data has been updated to report on the full financial year for 2015–16.

## Delivery measures

### Number of clients assisted

**Table 2.3.10: Number of clients assisted**

Output performance measure	2016–17	2015–16	2014–15
<b>Disability and Carer Support</b>			
Number of assisted carers <sup>a</sup>	99,023		
Number of carers accessing Carer Gateway <sup>bc</sup>	345,004		
Number of people with disability provided with direct advocacy support	12,821	12,928	11,252
<b>Community Mental Health</b>			
Number of people whose lives are affected by mental illness accessing support services <sup>d</sup>	75,827	237,825	284,464

a New performance measure for 2016–17. This measure refers to carers accessing Carer Support programs.

b New performance measure for 2016–17. Figure includes calls, web forms, call backs, website visits and Facebook engagements.

c The Carer Gateway Facebook page was launched on 21 March 2017 and represents three months of data (21 March to 30 June 2017).

d This measure previously included Personal Helpers and Mentors and Mental Health Respite: carer support programs which are now transitioning to NDIS.

### Number of organisations contracted or receiving grant funding

**Table 2.3.11: Number of organisations contracted or receiving grant funding**

Output performance measure	2016–17
Number of organisations contracted or receiving grant funding <sup>a</sup>	
<b>Disability, Mental Health and Carers</b>	
Disability Employment Services	118 <sup>b</sup>
Employment Assistance and Other Services	158 <sup>c</sup>
Disability and Carer Support <sup>d</sup>	86
Community Mental Health	67

a New performance measure for 2016–17.

b As at end June 2017 more than 187,000 participants are being assisted by 118 distinct DES providers.

c Distinct count of entities that have utilised funding in 2016–17 related to employment assistance fund, supported wage system, wage subsidy scheme, ongoing support assessments and jobaccess.

d This measure refers to the number of organisations contracted or receiving carer support grant funding.

### Value of Commonwealth program funding transitioned into the National Disability Insurance Scheme

Table 2.3.12: Value of funding transitioned to the National Disability Insurance Scheme

Output performance measure	2016–17
<b>National Disability Insurance Scheme</b>	
Value of Commonwealth program funding transitioned into the National Disability Insurance Scheme	\$77.41 million

### Value and number of Sector Development grants supporting the expansion and diversification of the market sector and workforce

Table 2.3.13: Value and number of Sector Development grants supporting the expansion and diversification of the market sector and workforce

Output performance measure	2016–17
<b>National Disability Insurance Scheme</b>	
Value and number of Sector Development grants supporting the expansion and diversification of the market sector and workforce	46 projects \$29.45 million

### Administered outlays

Table 2.3.14: Administered outlays

Output performance measure	2016–17
<b>Administered outlays<sup>a</sup></b>	
<b>Disability, Mental Health and Carers</b>	
Disability Employment	\$753.59m
Employment Assistance and Other Services	\$30.88m
Disability and Carer Support	\$127.19m
Community Mental Health	\$53.69m
<b>National Disability Insurance Scheme</b>	
National Disability Insurance Scheme	\$0.97m
National Disability Insurance Scheme Transition	\$521.94m

a New performance measure for 2016–17.

## Chapter 2.4

# Purpose 4 — Housing

Improved access to affordable housing, improved community housing and assisting individuals experiencing homelessness through targeted support and services.<sup>3</sup>

2

Chapter 2.4  
Purpose 4 — Housing

## Programs

- Rent Assistance (Cross Program)<sup>4</sup>
- 4.1 Housing and Homelessness
- 4.2 Affordable Housing
- 4.3 Program Support for Outcome 4

Information on programs and program component objectives is available at [dss.gov.au](http://dss.gov.au) under corporate performance measurement detail.

## Activities

We administer Commonwealth Rent Assistance, which assists individuals and families with the additional costs associated with renting in the private rental market and community housing.

We also provide incentives to non-government housing providers to deliver affordable housing to low and moderate income households through the National Rental Affordability Scheme (NRAS).

We work with other Australian Government agencies, states and territories to improve the supply of social and affordable housing, and reduce the level of homelessness and housing instability.

<sup>3</sup> 2016–17 Corporate Plan

<sup>4</sup> Cross Program Rent Assistance reports under Outcome 1 in the Portfolio Budget Statements. Results are reported here as it is included under Purpose 4 in the Corporate Plan.

## Summary and analysis of performance

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

### Key results

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

- » together with Commonwealth Treasury, supporting the development of the Government's housing affordability plan, which seeks to improve supply of new housing and improve housing and homelessness outcomes for all Australians across the housing spectrum. Key measures include the development of a new National Housing and Homelessness Agreement (NHHA) and the establishment of a new National Housing Finance and Investment Corporation
- » together with Commonwealth Treasury, establishing an Affordable Housing Implementation Taskforce to progress the recommendations of the Council on Federal Financial Relation's Affordable Housing Working Group with respect to the establishment of a housing bond aggregator, to be operated by the National Housing Finance and Investment Corporation
- » delivering the majority of dwellings under the National Rental Affordability Scheme by June 2017.

### Performance criteria

The following table outlines our Corporate Plan performance criteria and indicators, which show how we intend to measure what we achieved, how well we did and how much we did.

Our performance is reported in the Results section. Not all programs report against every performance criterion. We do not have set targets as payments and services are demand driven.

**Table 2.4.1: Performance criteria for Purpose 4 Housing**

	Performance criteria	Indicator/Output
<b>Outcome — What did we achieve?</b>	<b>Extent of improvement in rental affordability for low and moderate income households</b>	Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance Percentage of National Rental Affordability Scheme (NRAS) households in rental stress before and after NRAS discounted rent
<b>Intermediate Outcome — How well did we do?</b>	<b>Extent of contribution to national initiatives</b>	DSS contribution to Commonwealth/state agreements for housing and homelessness
	<b>Extent to which payments are targeted to people unable to fully support themselves</b>	Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance
	<b>Extent to which delivery meets program objective</b>	Program performance criteria and associated milestone/standard (PBS) Percentage of participant compliance for the relevant NRAS year (PBS)
<b>Output — How much did we do?</b>	<b>Delivery measures</b>	Number of Commonwealth Rent Assistance income units (PBS)
		Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO)) (PBS)

Sources: Corporate Plan 2016–17, page 19. Portfolio Budget Statements 2016–17, pages 59, 93–94

## Results

### Extent of improvement in rental affordability for low and moderate income households

This performance criterion comprises two similar indicators for measuring improved rental affordability for low and moderate income households. The two indicators enable an assessment of whether the receipt of Commonwealth Rent Assistance and provision of discounted rents through the NRAS improves rental affordability for those assisted.

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

This indicator reports on the impact of Commonwealth Rent Assistance payments in helping social security payment or Family Tax Benefit recipients with the cost of private rental housing or community housing. It is a proxy measure, of whether recipients can rent affordably in the private market. For the purposes of this indicator, Commonwealth Rent Assistance recipients are considered to be in rental stress if rent is more than 30 per cent of income.

The amount of Commonwealth 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).

As at June 2017, Commonwealth Rent Assistance reduced the proportion of income units<sup>5</sup> paying more than 30 per cent of their income in rent from 68.5 per cent to 41.6 per cent.

**Table 2.4.2: Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance**

Outcome performance measure	2016–17	2015–16	2014–15
<b>Cross program Rent Assistance</b>			
Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance			
• Before	68.5%	68.2%	68.5%
• After	41.6%	41.2%	41.2%

### Percentage of NRAS households in rental stress before and after NRAS discounted rent

This indicator reports on the impact of providing dwellings under the NRAS at lower than market rents (a rate that is at least 20 per cent less than market rent). For the purposes of this indicator, an NRAS household is considered to be in rental stress when rent is more than 30 per cent of gross income<sup>6</sup>. This may not reflect actual rental stress.

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. As at 30 April 2016<sup>7</sup>, NRAS reduced the proportion of tenants in rental stress by over 23 percentage points.

**Table 2.4.3: Percentage of NRAS households in rental stress before and after NRAS discounted rent**

Outcome performance measure	2015–16 NRAS year
<b>Affordable Housing</b>	
Percentage of NRAS households in rental stress before and after NRAS discounted rent <sup>a</sup>	
• Before	86.7%
• After	63.5%

a New performance measure in 2016–17 for the 2015–16 NRAS year.

5 An income unit comprises a single person (with or without dependent children) or a couple (with or without dependent children).

6 NRAS households may receive Commonwealth Rent Assistance. This is included in gross income as the amount of Commonwealth Rent Assistance received is not separately identified

7 Results for the 2015–16 NRAS year (1 May 2015 to 30 April 2016) are reported, as full occupancy and payment data for 2016–17 were not available at time of publication.

## Extent of contribution to national initiatives

This performance criterion captures the high level contribution to the larger effort made by state jurisdictions, local communities and other Australian Government agencies.

### DSS contribution to Commonwealth/State agreements for housing and homelessness

We work closely with other Australian Government 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 NAHA and the NPAH. Reporting on performance against these agreements is managed by the Productivity Commission.

In 2016–17, the Commonwealth negotiated the \$117.2 million Transitional NPAH, which commenced on 1 July 2017 to fund frontline homelessness services. All states and territories agreed to the Transitional NPAH and to match the Commonwealth funding contribution. The Transitional NPAH gives priority to frontline services focusing on women and children experiencing domestic and family violence, and homeless youth.

In order to efficiently and effectively maximise outcomes, from 1 July 2018 the Government will also provide ongoing indexed funding for a NHHA, which will replace the existing National Affordable Housing Specific Purpose Payment and the NPAH. NPAH funding will be established in perpetuity, and indexed under the NHHA. The NHHA will also support the development of a national approach to addressing homelessness.

On 7 January 2016, the Australian Government announced the establishment of an Affordable Housing Working Group. The Working Group's final report and recommendations were agreed to by Treasurers at the Council of Federal Financial Relations meeting of 2 December 2016.

As part of the 2017–18 Budget, the Government committed to establish a National Housing Finance and Investment Corporation that would operate an affordable housing bond aggregator. Department officials are continuing to work with Treasury officials on the design of this aggregator.

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Chapter 2.4  
Purpose 4 — Housing

**Table 2.4.4: DSS contribution to Commonwealth/State agreements for housing and homelessness**

Intermediate outcome performance measure		2016–17
<b>Cross program</b>		
DSS contribution to Commonwealth/State agreements for housing and homelessness	Commencement of reform of NAHA and NPAH. Agreement to Transitional NPAH.	

### Extent to which payments are targeted to people unable to fully support themselves

This performance criterion uses the maximum rate of assistance as a proxy measure of identifying recipients who are unable to fully support themselves.

### Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance

This indicator is used to assess the extent to which income units are receiving the maximum rate of Commonwealth Rent Assistance. Meeting the rent condition for maximum rate of Commonwealth Rent Assistance is an indication that financial support is being provided to people who are unable to fully support themselves. The indicator also shows whether Commonwealth Rent Assistance is increasing or decreasing relative to private rental market rents between years as a proxy measure to track changes in market rents relative to the Consumer Price Index.

As at June 2017, 79.8 per cent of all Commonwealth Rent Assistance recipients were paying enough rent to be eligible to receive the maximum rate of Commonwealth Rent Assistance up very slightly from 79.4 per cent in June 2016.

**Table 2.4.5: Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance**

Intermediate outcome performance measure	2016–17	2015–16	2014–15
<b>Cross program — Rent Assistance</b>			
Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance <sup>a</sup>	79.8%	79.4%	77.8%

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

## Extent to which delivery meets program objective

This performance criterion assesses whether funds have been spent consistent with the program objective, with a focus on appropriate delivery of the payments.

### Program performance criteria and associated milestone/standard

Table 2.4.6: Program performance criteria and associated milestone/standard

Intermediate outcome performance measure PBS performance criteria		2016–17
<b>Cross program Rent Assistance</b>		
Agreement is in place with the Department of Human Services to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> <li>Rent Assistance</li> </ul>	Milestone/standard Agreement is in place Result: met	
<b>Housing and Homelessness</b>		
Development of an evidence base on housing and homelessness	Target: achieved Result: met. The Australian Housing and Urban Research Institute (AHURI) research agenda for 2017 focused on social housing as infrastructure, housing and family wellbeing, housing aspirations, housing system disruptions and Indigenous housing. AHURI reported to housing and homelessness ministers on research the ministers commissioned into the effectiveness of the homelessness service system.	
<b>Affordable Housing</b>		
Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants who comply with the regulations, so NRAS dwellings are made available at reduced rents for eligible low and moderate income households	Milestone/standard Incentives are only issued when compliance to the regulations has been adhered to. Result: 31,984 incentives were issued to approved participants in accordance with the regulations for the 2015–16 NRAS year.	
<b>Program Support for Outcome 4</b>		
Total departmental funding for Outcome 4	Milestone/standard Departmental funding is expended to achieve agency outcomes \$19.30m	

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Chapter 2.4  
Purpose 4 — Housing

### Percentage of participant compliance for the relevant NRAS year

This indicator measures the compliance outcomes of approved participants to ensure they meet the regulatory requirements of the Scheme. The percentage represents the number of dwellings that were fully compliant for the 2015–16 NRAS year.

**Table 2.4.7: Percentage of participant compliance for the relevant NRAS year**

Intermediate outcome performance measure	2015–16 NRAS year
<b>Affordable Housing</b>	
Percentage of participant compliance for the relevant NRAS year <sup>a</sup>	94.6%

a New performance measure in 2016–17 for the 2015–16 NRAS year.

### Delivery measures

#### Number of Commonwealth Rent Assistance Income units

During the past year, Commonwealth Rent Assistance assisted 1,343,432 income units at a cost of \$4.40 billion. This support is expected to increase to \$4.53 billion in 2017–18.

**Table 2.4.8: Number of Commonwealth Rent Assistance income units**

Output performance measure	2016–17	2015–16	2014–15
<b>Cross program Rent Assistance</b>			
Number of Commonwealth Rent Assistance income units	1,343,432	1,345,983	1,343,431

#### Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO))

A total of 31,984 incentives were issued for the 2015–16 NRAS year.

**Table 2.4.9: Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO))**

Output performance measure	2015–16 NRAS year
<b>Affordable Housing</b>	
Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO)) <sup>a</sup>	
• Cash	8,548
• RTO	23,436

a New performance measure in 2016–17 for the 2015–16 NRAS year.