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Annual performance statement

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Department of Social Services

Introductory statement

I, Kathryn Campbell, as the accountable authority of the Department of Social Services, present the 2017–18 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*. 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 *Public Governance, Performance and Accountability Act 2013*.



Kathryn Campbell
Secretary

25 September 2018

Our 2017–18 annual performance statement provides a comprehensive overview of how the department has performed throughout the past year.

Each section begins with a summary and analysis of performance, followed by a table listing the performance criteria and indicators outlined in our 2017–18 Corporate Plan. The end of each section provides results for each performance criterion from both our Corporate Plan and Portfolio Budget Statements (PBS) for the 2017–18 financial year.

We provide information on programs and program component objectives on our website at www.dss.gov.au under corporate performance measurement detail.

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 2017–18 Corporate Plan.



1

Social Security

Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.



2

Families and Communities

Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.



3

Disability and Carers

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



4

Housing

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

Our performance

During 2017–18, our focus was to ensure the sustainability and responsiveness of the social security system, and to work with states and territories to develop and implement strategies that improve long-term outcomes for the most vulnerable. Our results include:

- » a sustainable social security system designed to encourage independence and participation in employment
- » implementation of the National Disability Insurance Scheme with a focus on building a capable workforce
- » roll out of the National Redress Scheme
- » implementation of the Cashless Debit Card trial in the Goldfields, Western Australia
- » continued implementation of the *Third Action Plan 2016–2019 of the National Plan to Reduce Violence against Women and their Children 2010–2022* and the *Third Action Plan (2015–2018) of the National Framework for Protecting Australia's Children 2009–2020*
- » expansion of the Community Grants Hub, which offers end-to-end grants administration services to eight client agencies, including our department.

Chapter 2.1

Purpose 1 — Social Security

Encourage self-reliance and support people who cannot fully support themselves by providing sustainable social security payments and assistance.

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

Activities

We support those most in need and help people become and remain financially self-reliant. We provide a range of payments through the administration of a social security system, 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 Assistance¹ and concession cards.

¹ 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. These include incentives to find a job, breaking the cycle of long-term welfare dependence, and the capacity of the system to respond to economic and demographic challenges. Improvements in self-reliance are dependent on 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, availability of education and job opportunities, and the fact we are living longer. These factors have an impact on people's capacity to support themselves financially, both in the short and longer-term.

Key results

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

- » 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
- » the first tranche of projects under the Try, Test and Learn Fund, which aims to trial innovative and new ways of reducing long term welfare dependency among at-risk cohorts
- » a continued decline in numbers of people on the Disability Support Pension to less than 760,000, which reflects previous policy changes to the assessment process and eligibility criteria
- » the Age Pension qualification age changed to 65.5 years from 1 July 2017. The number of Age Pension recipients has remained steady.

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.

Table 2.1.1: Performance criteria for Purpose 1 Social Security

	Performance criteria	Indicator/Output
Outcome — What did we achieve?	Sustainability of the payments system	Average future lifetime cost (in current year dollars) of total welfare payments to individuals
	Extent to which payment recipients have improved financial self-reliance	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
Intermediate Outcome — How well did we do?	Extent to which payments are made to, or with respect to, people unable to fully support themselves	Percentage of targeted population who receive payment
		Percentage of recipients aligned to specific policy objectives or payment conditions
	Extent to which delivery meets program objective	Program performance criteria and associated milestones/standards (PBS)
		Payment accuracy (PBS)
Output — How much did we do?	Delivery measures	Number of recipients (PBS)
		Number of children (PBS)
		Administered outlays (PBS)

Sources: Corporate Plan 2017–18, page 14. Portfolio Budget Statements 2017–18, pages 49–61.

Results

Sustainability of the payments system

This 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. The analysis is taken from the Australian Priority Investment Approach to Welfare actuarial model. This model can also be used to contribute to 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.

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 2017 Valuation Report.

The total future lifetime cost for the Australian resident population is estimated to be \$4.7 trillion as at 30 June 2017. This is an increase from the valuation at 30 June 2016 (total lifetime cost of \$4.5 trillion) and a decrease since the baseline valuation at 30 June 2015 (total lifetime cost of \$4.8 trillion). 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 2017

Outcome performance measure	Total future lifetime cost ^a
Cross program	
Current welfare recipients	
• Studying Payment recipients	\$79b
• Working Age Payment recipients	\$411b
• Parenting Payment recipients	\$210b
• Carer Payment recipients	\$125b
• Disability Support Pension recipients	\$351b
• Age Pension recipients	\$542b
• Recipients of non-Income Support Family Payments	\$303b
• Recipients of non-Income Support Carer Payments	\$42b
• Recipients of other non-Income Support Payments	\$72b
Previous welfare recipients	\$735b
Rest of Australian resident population	\$1,812b
Total — Australian resident population	\$4,681b

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. Due to rounding, numbers may not add up precisely to the total provided.

Table 2.1.2b: Average future lifetime cost (in current year dollars) by current welfare class, June 2017

Outcome performance measure	Average future lifetime cost ^a
Cross program	
Current welfare recipients	
• Studying Payment recipients	\$212,000
• Working Age Payment recipients	\$316,000
• Parenting Payment recipients	\$485,000
• Carer Payment recipients	\$449,000
• Disability Support Pension recipients	\$462,000
• Age Pension recipients	\$209,000
• Recipients of non-Income Support Family Payments	\$197,000
• Recipients of non-Income Support Carer Payments	\$207,000
• Recipients of other non-Income Support Payments	\$129,000
Previous welfare recipients	\$164,000
Rest of Australian resident population	\$150,000
Total — Australian resident population	\$190,000

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 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 three, six and 12 months after exiting student payments
- » percentage of recipients who exit income support within three, six and 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 2017

Outcome performance measure	Expected average proportion of future lifetime years not receiving income support payments ^a
Cross program	
• Studying Payment recipients	60%
• Working Age Payment recipients	38%
• Parenting Payment recipients	36%
• Carer Payment recipients	16%
• Disability Support Pension recipients	6%
• Age Pension recipients	6%
• Recipients of non-Income Support Family Payments	62%
• Recipients of non-Income Support Carer Payments	57%
• Recipients of other non-Income Support Payments	63%
Previous welfare recipients	59%
Rest of Australian resident population	66%
Total — Australian resident population	59%

a This measure captures information on an annual basis; that is, the number of future years for which no income support payment would be made to the individual (expressed as a percentage of their expected future lifetime years). 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.

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	2017–18	2016–17	2015–16
Student Payments^a			
Austudy			
Percentage of Austudy recipients who are not receiving income support 3/6/12 months after exiting Student Payments: ^a			
• within 3 months	63.2%	63.7%	62.6%
• within 6 months	65.7%	66.4%	65.6%
• within 12 months	70.5%	70.9%	70.2%
Youth Allowance (student)			
Percentage of Youth Allowance (student) recipients who are not receiving income support 3/6/12 months after exiting Student Payments: ^b			
• within 3 months	71.5%	70.8%	68.4%
• within 6 months	75.4%	74.5%	72.5%
• within 12 months	80.4%	80.2%	78.2%
ABSTUDY (Secondary and Tertiary)			
Percentage of ABSTUDY recipients who were not receiving income support 3/6/12 months after exiting Student Payments: ^c			
• within 3 months	53.1%	52.1%	51.3%
• within 6 months	52.2%	51.5%	50.0%
• within 12 months	54.4%	51.3%	50.2%

a Group comprises recipients who exited from Student Payments in calendar year 2016.

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.

The proportion of people exiting Newstart Allowance, Youth Allowance (other) and Special Benefit within 12 months has remained broadly consistent. The number of people exiting Special Benefit within three and six months has increased significantly. This is mainly due to an increase in the proportion of working age people claiming Special Benefit, who are more likely to exit payment earlier than people on non-working age payments.

Recipients 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	2017–18	2016–17	2015–16
Income Support for Vulnerable People			
Special Benefit			
Percentage of Special Benefit activity tested recipients who exit income support:			
• within 3 months	23.7%	15.6%	18.2%
• within 6 months	40.8%	34.7%	38.3%
• within 12 months	60.6%	62.1%	66.1%
Working Age Payments			
Newstart Allowance			
Percentage of Newstart Allowance recipients who exit income support:			
• within 3 months	24.0%	22.9%	22.7%
• within 6 months	41.7%	41.6%	42.2%
• within 12 months	63.0%	64.1%	63.0%
Youth Allowance (other)			
Percentage of Youth Allowance (other) recipients who exit income support:			
• within 3 months	22.9%	21.2%	22.7%
• within 6 months	42.5%	41.1%	43.3%
• within 12 months	62.1%	63.8%	61.2%

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. Students are provided with additional incentives to work through a higher personal income-free area and income bank. This is consistent with the Government's objectives of increasing financial self reliance.

Only 1.5 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 decreased slightly over the last three years, from 4.4 per cent in 2015–16 to 4.2 per cent in 2017–18 (reported end June of each financial year). The decline in the number and proportion of new entrants to Age Pension with employment income as at June 2017 continued during 2017–18.

Disability Support Pension recipients reporting employment income declined slightly to 8.0 per cent in 2017–18 compared to 8.2 per cent for the previous two financial years. Australian Disability Enterprises 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 and 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 payment recipients reporting employment income has remained steady, influenced by labour market conditions and payment design.

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.

Table 2.1.6: Percentage of recipients reporting employment income

Outcome performance measure	2017–18	2016–17	2015–16
Income Support for Vulnerable People			
Special Benefit	1.5%	1.7%	1.1%
Income Support for Seniors			
Age Pension (new entrants)	9.4%	10.5%	10.7%
Age Pension (all recipients)	4.2%	4.3%	4.4%
Income Support for People with Disability			
Disability Support Pension	8.0%	8.2%	8.2%
Income Support for Carers			
Carer Payment	9.1%	9.3%	9.6%
Wife Pension (Disability Support Pension)	21.7%	22.2%	22.8%
Working Age Payments			
Newstart Allowance	20.3%	21.0%	21.3%
Parenting Payment (Partnered)	10.0%	9.9%	9.9%
Parenting Payment (Single)	26.9%	26.2%	25.5%
Partner Allowance	6.1%	5.8%	5.9%
Sickness Allowance	8.8%	8.3%	8.1%
Widow Allowance	5.9%	6.4%	7.2%
Youth Allowance (other)	19.3%	19.5%	19.1%
Student Payments			
Austudy	33.1%	32.1%	31.1%
Youth Allowance (student) ^a	37.7%	36.7%	36.1%
ABSTUDY (Secondary and Tertiary) ^b	17.4%	16.1%	15.0%

a Includes Australian apprentices.

b 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 due to income earned by the recipient or their partner or, for Youth Allowance only, parental income.

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 remained steady from 2016–17 to 2017–18 at 38.2 per cent.

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

The downward trend of Disability Support Pension recipients on part-rate is partially influenced by improved assessments and tightened eligibility for recipients.

There has been a slight reduction in the percentage of Carer Payment recipients receiving a part-rate of pension due to the means test over the past three years, from 24.4 per cent in 2015–16 to 22.5 per cent in 2017–18.

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 and where applicable, a maintenance income test where child support is being received in respect of the young person and that amount is above the maintenance income-free area. The proportion of working age payment recipients receiving a part-rate has remained steady across most payment types.

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 ^a		
	June 2016	June 2015	June 2014
Percentage of recipients receiving a part-rate of payment due to the income or assets test ^b			
Family Tax Benefit			
Family Tax Benefit Part A^c			
• Income test ^d	40.9%	41.6%	42.9%
• Maintenance income test ^e	20.3%	20.4%	20.6%
Family Tax Benefit Part B			
• Income test	28.0%	28.2%	28.9%

a Family Tax Benefit instalment population as at 30 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 who did not meet the Family Tax Benefit Maintenance Action Test

Intermediate outcome performance measure ^{ab}	As at		
	June 2016	June 2015	June 2014
Percentage of children who did not meet the Family Tax Benefit Maintenance Action Test ^c	10.8%	10.2%	9.6%
Percentage of families who did not meet the Family Tax Benefit Maintenance Action Test ^d	14.2%	13.4%	12.6%

a This is a new measure for 2017–18.

b The Family Tax Benefit maintenance action test requires a child's primary carer to seek financial support from the other parent when parents separate. If a parent does not take action they are limited to the base rate of Family Tax Benefit Part A for that child. In certain circumstances, parents may be exempt from the Maintenance Action Test.

c Denominator includes all Family Tax Benefit Part A Children who are required to go through Maintenance Action Test.

d Denominator includes all Family Tax Benefit Part A families who are required to take reasonable action to obtain maintenance.

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

Outcome performance measure	2017–18	2016–17	2015–16
Income Support for Vulnerable People			
Special Benefit ^a	77.7%	79.1%	80.8%
Income Support for Seniors			
Age Pension	38.2%	38.2%	42.0%
• Income test	25.4%	25.3%	24.1%
• Assets test	12.8%	12.8%	17.8%
Widow B Pension	39.0%	41.6%	41.0%
• Income test	39.0%	41.6%	40.7%
• Assets test	0.0%	0.0%	0.3%
Wife Pension (Disability Support Pension)	18.7%	19.3%	20.0%
• Income test	17.0%	17.5%	16.7%
• Assets test	1.7%	1.8%	3.2%
Income Support for People with Disability			
Disability Support Pension	14.4%	14.7%	15.4%
• Income test	13.5%	13.7%	13.7%
• Assets test	1.0%	1.0%	1.6%

Outcome performance measure	2017–18	2016–17	2015–16
Income Support for Carers			
Carer Payment	22.5%	23.0%	24.4%
• Income test	20.0%	20.4%	20.2%
• Assets test	2.5%	2.6%	4.2%
Wife Pension (DSP)	27.8%	27.8%	29.5%
• Income test	26.2%	26.4%	26.8%
• Assets test	1.6%	1.4%	2.7%
Working Age Payments			
Newstart Allowance ^b	23.2%	23.6%	23.8%
Parenting Payment (Partnered) ^b	26.7%	27.6%	28.1%
Parenting Payment (Single) ^b	24.7%	24.2%	23.2%
Partner Allowance ^b	14.9%	14.9%	14.7%
Sickness Allowance ^b	16.1%	16.5%	15.7%
Widow Allowance ^b	21.4%	21.1%	20.8%
Youth Allowance (other) ^b	16.3%	16.8%	14.5%
Student Payments			
Austudy	15.4%	14.9%	14.5%
Youth Allowance (student) ^c	26.4%	25.6%	23.3%
ABSTUDY (Secondary) ^d	13.7%	13.5%	4.4%
ABSTUDY (Tertiary) ^e	16.2%	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 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.

c Excludes Australian apprentices.

d ABSTUDY Living Allowance only.

e This indicator takes into account higher education and vocational education and training students.

Extent to which payments are made to, or with respect to, people unable to fully support themselves

This criterion shows the reach of the major components of the payments system, expressed as a proportion of a particular population that receives 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 who receive payment

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. In the Family Tax Benefit Part A population, this is due to indexation pauses and policy changes. For the Family Tax Benefit Part B population, the downward trend is primarily due to reducing the income threshold of the primary income earner to \$150,000 from 2008–09 and then to \$100,000 in 2015–16.

The long-term trend of a gradual reduction in the proportion of senior Australians receiving the Age Pension resumed in 2017–18. There was a higher than normal one-off reduction in this proportion in 2016–17 due to the changes to the assets test from 1 January 2017.

There has been a slight decrease in the percentage of people with disability who receive Disability Support Pension payments, down from 17.7 per cent in 2016–17 to 17.6 per cent in 2017–18. Similarly, the ratio of Disability Support Pension recipients to the total Australian working age population has also fallen slightly from 4.3 per cent in 2016–17 to 4.2 per cent in 2017–18. The continued decrease in Disability Support Pension recipients can primarily be attributed to previous policy changes associated with improved assessments and tightened eligibility.

Table 2.1.8a: Percentage of the targeted population who receive payment — Family Tax Benefit

Intermediate outcome performance measure	Entitlement year ^a		
	2015–16	2014–15	2013–14
Family Tax Benefit			
Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part A ^b	58.8%	61.5%	62.9%
Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part B ^b	49.6%	55.0%	56.2%

a Reconciliation data reported at June 2018 for 2015–16, June 2017 for 2014–15 and June 2016 for 2013–14.

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. Updated Australian Bureau of Statistics survey data was used to calculate data for 2015–16. For consistency, the 2013–14 and 2014–15 data have been revised using the same data.

Table 2.1.8b: Percentage of the targeted population who receive payment — welfare payments (excluding Family Tax Benefit)

Outcome performance measure	2017–18	2016–17	2015–16
Income Support for Seniors			
Percentage of estimated population of senior Australians over 65 years who receive Age Pension ^a	65.3%	65.8%	69.0%
Income Support for People with Disability			
Percentage of estimated population of people with disability who receive Disability Support Pension ^b	17.6%	17.7%	18.5%
Percentage of estimated Australian working age population who receive Disability Support Pension ^c	4.2%	4.3%	4.6%
Income Support for Carers			
Percentage of primary carers who are receiving Carer Payment ^d	32.1%	30.8%	33.9%
Percentage of primary carers who are receiving Carer Allowance (Adult) and (Child) ^e	72.7%	71.3%	78.7%

- 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 65.5 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 Disability Support Pension. Results from 2017–18 and 2016–17 are based on 2015 Australian Bureau of Statistics Survey of Disability, Ageing and Carers report, while 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 Disability Support Pension recipients of working age and the Australian Bureau of Statistics (cat. no. 3222.0 Population Projections, Australia, 2012 (base) to 2101) data on the working-age population aged 15–64 years.
- 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 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 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 and 2017–18 are 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.

From 1 January 2016, families could only receive the Family Tax Benefit Part A end of year supplement for their child 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.² 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.

In the 2015–16 entitlement year, the amount of child support received has reduced the amount of Family Tax Benefit Part A paid by \$739 million, a small decrease on the \$743 million reduction in the 2014–15 entitlement year.

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

Intermediate outcome performance measure	As at ^a		
	June 2016	June 2015	June 2014
Family Tax Benefit			
Percentage of families in receipt of Family Tax Benefit Part A within income test categories			
• Families on Income Support			
– Maximum rate	28.8%	28.6%	27.9%
– Maintenance reduced rate	13.3%	13.4%	13.6%
– Base rate	2.5%	2.3%	2.0%
– Regular care rate	0.3%	0.3%	0.3%
• Families not on Income Support			
– Maximum rate	10.1%	9.7%	9.4%
– Maintenance reduced rate	3.1%	3.0%	2.9%
– Broken rate below high income free area	19.9%	20.8%	20.6%
– Broken rate above high income free area	6.0%	3.5%	2.6%
– Base rate	11.2%	13.1%	14.7%
– Tapered base rate	4.4%	4.9%	5.5%
– Regular care rate	0.5%	0.5%	0.5%

² 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 not a valid exemption.

Intermediate outcome performance measure	As at ^a		
	June 2016	June 2015	June 2014
Family Tax Benefit			
Percentage of families in receipt of Family Tax Benefit Part B within income test categories			
• Families on Income Support			
– Maximum rate single families	37.1%	34.6%	34.1%
– Maximum rate couple families	2.1%	2.1%	2.0%
– Broken rate couple families	12.8%	12.1%	12.3%
• Families not on Income Support			
– Maximum rate single families	15.8%	15.0%	14.6%
– Maximum rate couple families	16.9%	20.1%	20.4%
– Broken rate couple families	15.2%	16.1%	16.7%

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

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 ^a		
	2015–16	2014–15	2013–14
Percentage of children who meet the Family Tax Benefit immunisation requirement by age check point:			
• Children aged one in entitlement year	97.3%	97.7%	97.7%
• Children aged two in entitlement year	97.9%	97.9%	97.6%
• Children aged five in entitlement year	98.5%	98.3%	97.9%
Percentage of children who meet the Family Tax Benefit health check requirement	87.9%	90.2%	90.3%
Reduction of Family Tax Benefit as a result of maintenance income test ^b	\$739m	\$743m	\$740m

a Reconciliation data reported at June 2018 for 2015–16, June 2017 for 2014–15 and June 2016 for 2013–14.

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	2017–18	2016–17	2015–16
Income Support for Seniors			
Age Pension			
Ratio of assessed income of pensioners to their total income	\$22.18:\$100	\$22.36:\$100	\$23.98:\$100

Extent to which delivery meets program objective

This 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 milestones/standards

Table 2.1.10: Program performance criteria and associated milestones/standards

Intermediate outcome performance measure PBS performance criteria	2017–18	2016–17
Family Tax Benefit		
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: <ul style="list-style-type: none"> • Family Tax Benefit Part A • Family Tax Benefit Part B • Child Support Scheme 	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
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: <ul style="list-style-type: none"> • Double Orphan Pension • Single Income Family Supplement • Stillborn Baby Payment • Assistance for Isolated Children 	Milestone/ standard: Agreement is in place Result: met	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: <ul style="list-style-type: none"> • Special Benefit 	Milestone/ standard: Agreement is in place Result: met	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: <ul style="list-style-type: none"> • Bereavement Allowance • Payments under Special Circumstances 	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met

Intermediate outcome performance measure PBS performance criteria

2017–18

2016–17

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:	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Low Income Supplement • Utilities Allowance • Essential Medical Equipment Payment 		

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:	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Age Pension • Widow B Pension • Wife Pension (Age) 		

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:	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Allowances and Concessions for Seniors 		

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:	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Disability Support Pension • Mobility Allowance 		

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:	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Carer Payment • Carer Allowance (Adult) and (Child) • Carer Supplement • Child Disability Assistance Payment • Wife Pension (Disability Support Pension) 		

Intermediate outcome performance measure PBS performance criteria

2017–18

2016–17

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:	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Newstart Allowance • Youth Allowance (other) • Sickness Allowance • Parenting Payment • Partner Allowance • Widow Allowance 		

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:	Milestone/ standard: Agreement is in place Result: met	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Austudy • ABSTUDY • Youth Allowance (student) • Student Start-up Loan 		

Program Support for Outcome 1

Total departmental funding for Outcome 1	Milestone/ standard: Departmental funding is expended to achieve agency outcomes \$101.997m	Milestone/ standard: Departmental funding is expended to achieve agency outcomes \$118.370m
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Payment accuracy

The Random Sample Survey provides assurance over the accuracy of social security payments. Reviews are conducted by the Department of Human Services using a random sample of the population for the major payment types provided by our department.

The survey provides a point-in-time assessment of recipient circumstances to establish the accurately-paid value of total outlays and provides reasons for any debt, error or change in payment rate. It provides benchmark data on the level of inaccurate payments.

In 2017–18, 20,674 recipients were surveyed.

The survey is one of the methods we use to measure social security service delivery performance. The target performance level is 95 per cent or greater accuracy across all payments, with individual targets set for each payment. In 2017–18 the overall accuracy result was 95.14 per cent (see Table 2.1.11).

Table 2.1.11: Payment accuracy

Intermediate outcome performance measure	2017–18		
	Number of recipients surveyed	Accuracy	Confidence interval +/-
ABSTUDY	500	74.88%	4.06%
Austudy	700	84.66%	2.75%
Newstart Allowance	4,986	91.71%	0.85%
Parenting Payment (Partnered)	1,101	83.60%	2.70%
Parenting Payment (Single)	2,097	93.98%	1.10%
Partner Allowance	120	99.62%	0.34%
Sickness Allowance	400	63.78%	5.32%
Widow Allowance	200	96.21%	2.20%
Youth Allowance (other)	822	87.12%	2.50%
Youth Allowance (student)	1,300	87.07%	1.97%
Age Pension	3,471	97.53%	0.40%
Disability Support Pension	1,050	95.52%	1.17%
Carer Payment	175	95.31%	3.42%
Carer Allowance	1,902	91.81%	1.32%
Family Tax Benefit	1,500	97.34%	1.42%
Special Benefit	350	95.65%	2.44%
Overall rate of accuracy	20,674	95.14%	0.37%

Percentage of recipients with debts by type and status

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

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

Intermediate outcome performance measure ^a	Entitlement Year ^b		
	2015–16	2014–15	2013–14
Family Tax Benefit			
Percentage of all recipients who had a qualification debt raised	10.2%	9.1%	5.7%
Percentage of all recipients whose qualification debt remains outstanding	1.2%	0.9%	0.5%
Percentage of all recipients who had a debt raised following reconciliation	14.9%	12.6%	12.2%
Percentage of all recipients whose reconciliation debt remains outstanding	2.9%	2.1%	2.1%
Percentage of all recipients who had a non-lodger debt raised	1.5%	1.3%	1.2%
Percentage of all recipients whose non-lodger debt remains outstanding	1.4%	1.2%	1.1%

a This table includes any recipient that has had a debt raised in relation to an entitlement year.

b Reconciliation data reported at June 2018 for 2015–16, June 2017 for 2014–15 and June 2016 for 2013–14. From 2016–17, Table 2.1.12 reports Family Tax Benefit debts against the Family Tax Benefit population (1,859,774 in 2015–16, 1,957,699 in 2014–15, 1,975,558 in 2013–14). 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.

Delivery measures

Number of recipients

Table 2.1.13a: Number of recipients — Family Tax Benefit Part A and B

Output performance measure	Entitlement Year ^a		
	2015–16	2014–15	2013–14
Family Tax Benefit			
Family Tax Benefit A	1,723,741	1,778,408	1,791,006
Family Tax Benefit B	1,449,237	1,581,164	1,589,454

a Reconciliation data reported at June 2018 for 2015–16, June 2017 for 2014–15 and June 2016 for 2013–14.

Table 2.1.13b: Number of recipients — welfare payments (excluding Family Tax Benefit Part A and B)

Output performance measure	2017–18	2016–17	2015–16
Child Payments			
Child Support Scheme (number of cases) ^a	777,884	778,687	783,078
Double Orphan Pension ^b	1,036	1,107	1,122
Single Income Family Supplement	n/a ^c	208,151 ^d	207,495 ^d
Stillborn Baby Payment	886	1,005	1,010
Assistance for Isolated Children ^e	11,330	11,032	10,958
Income Support for Vulnerable People			
Special Benefit	6,823	6,966	5,335
Income Support for People in Special Circumstances			
Bereavement Allowance ^f	872	875	936
Payments under Special Circumstances	36	40	28
Supplementary Payments and Support for Income Support Recipients			
Low Income Supplement	n/a ^g	6,275	6,778
Utilities Allowance	40,753	45,854	54,250
Essential Medical Equipment Payment (number of payments)	43,220	42,556	39,601
Income Support for Seniors			
Age Pension	2.48m	2.50m	2.54m
Widow B Pension	328	361	388
Wife Pension (Age)	4,715	5,175	5,849
Allowances and Concessions for Seniors			
Energy Supplement for holders of the Commonwealth Seniors Health Card	327,309	351,354	270,979
Income Support for People with Disability			
Disability Support Pension	756,960	758,911	782,891
Mobility Allowance	32,799	45,236	59,971
Income Support for Carers			
Carer Payment	274,414	263,874	260,592
Carer Allowance (Adult and Child) ^h	622,423	610,068	605,773
Carer Supplement	642,537	639,986	629,005
Child Disability Assistance Payment	159,065	158,648	154,420
Wife Pension (Disability Support Pension)	4,541	4,937	5,697

Output performance measure	2017–18	2016–17	2015–16
Working Age Payments			
Newstart Allowance	727,533	733,088	732,100
Parenting Payment (Partnered)	82,541	94,198	100,210
Parenting Payment (Single)	244,296	255,801	259,434
Partner Allowance	1,956	2,528	3,952
Pensioner Education Supplement	24,315	26,542	35,521
Sickness Allowance	6,101	6,336	7,708
Widow Allowance	12,802	14,548	18,245
Youth Allowance (other)	94,009	101,045	98,100
Student Payments			
Austudy ⁱ	39,170	43,837	45,656
ABSTUDY — Secondary ⁱ	18,984	19,332	20,526
ABSTUDY — Tertiary ⁱ	9,702	9,958	10,316
Youth Allowance (student) ⁱⁱ	187,114	200,808	211,082
Student Start-up Loan ^{kl}	104,248	48,344	–
Student Start-up Loan — ABSTUDY ^k	1,948	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 Number has been revised due to the further reconciliation.

e These figures are for the month of December each year due to the nature of the payment.

f This is the number of grants for each financial year.

g The Low Income Supplement ceased on 30 June 2017.

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

i These figures are monthly averages due to the seasonal nature of Student Payments.

j Includes Australian apprentices.

k This is a new performance measure 1 January 2016. These figures are unique counts of recipients across the calendar year due to the nature of the payment.

l Youth Allowance and Austudy recipients only.

Number of children

Table 2.1.14a: Number of children — Family Tax Benefit

Output performance measure	Entitlement Year	
	2015–16	2014–15
Number of children ^a		
Family Tax Benefit		
Number of eligible Family Tax Benefit Part A children	3,403,411	3,504,693
Number of children in eligible Family Tax Benefit Part B families ^b	2,811,937	3,075,799

a Reconciliation data reported at June 2018 for 2015–16 and June 2017 for 2014–15.

b Family Tax Benefit Part B is a per family payment.

Table 2.1.14b: Number of children — Child Payments

Output performance measure	2017–18	2016–17	2015–16
Child Payments			
Double Orphan Pension ^a	1,512	1,635	1,635

a Data as at 30 June 2018 for 2017–18, as at 30 June 2017 for 2016–17 and as at 30 June 2016 for 2015–16.

Administered outlays

Table 2.1.15: Administered outlays

Output performance measure	2017–18	2016–17	2015–16
Family Tax Benefit			
Family Tax Benefit A	\$13.94b	\$14.13b	\$15.52b
Family Tax Benefit B	\$4.08b	\$4.24b	\$4.31b
Child Payments			
Double Orphan Pension	\$3.11m	\$3.23m	\$3.30m
Single Income Family Supplement	\$28.46m	\$30.53m	\$50.46m
Stillborn Baby Payment	\$1.89m	\$1.99m	\$2.14m
Assistance for Isolated Children	\$74.94m	\$70.92m	\$70.72m
Income Support for Vulnerable People			
Special Benefit	\$99.79m	\$80.39m	\$64.75m

Output performance measure	2017–18	2016–17	2015–16
Income Support for People in Special Circumstances			
Bereavement Allowance	\$3.93m	\$3.76m	\$4.39m
Payments under Special Circumstances	\$0.53m	\$0.66m	\$0.59m
Supplementary Payments and Support for Income Support Recipients			
Low Income Supplement	n/a ^a	\$1.88m	\$2.01m
Utilities Allowance	\$21.53m	\$21.06m	\$26.69m
Essential Medical Equipment Payment	\$6.80m	\$6.55m	\$6.12m
Income Support for Seniors			
Age Pension	\$44.80b	\$44.22b	\$43.23b
Widow B Pension	\$5.46m	\$6.17m	\$6.44m
Wife Pension (Age)	\$83.24m	\$91.22m	\$102.02m
Allowances and Concessions for Seniors			
Energy Supplement for holders of the Commonwealth Seniors Health Card ^b	\$98.21m	\$91.40m	\$81.49m
Income Support for People with Disability			
Disability Support Pension	\$16.44b	\$16.25b	\$16.42b
Mobility Allowance	\$103.37m	\$135.50m	\$151.37m
Income Support for Carers			
Carer Payment	\$5.39b	\$5.05b	\$4.83b
Carer Allowance (Adult)	\$1.64b	\$1.61b	\$1.57b
Carer Allowance (Child)	\$605.94m	\$580.85m	\$562.99m
Carer Supplement	\$590.59m	\$578.88m	\$567.17m
Child Disability Assistance Payment	\$182.41m	\$180.50m	\$175.25m
Wife Pension (Disability Support Pension)	\$75.37m	\$82.55m	\$94.15m

Output performance measure	2017–18	2016–17	2015–16
Working Age Payments			
Newstart Allowance	\$10.01b	\$9.99b	\$9.91b
Parenting Payment (Partnered)	\$0.92b	\$0.98b	\$1.01b
Parenting Payment (Single)	\$4.68b	\$4.63b	\$4.64b
Partner Allowance	\$29.35m	\$39.36m	\$58.55m
Pensioner Education Supplement	\$46.56m	\$54.03m	\$66.50m
Sickness Allowance	\$102.79m	\$95.81m	\$107.71m
Widow Allowance	\$221.74m	\$251.25m	\$307.39m
Youth Allowance (other)	\$0.94b	\$0.99b	\$1.04b
Student Payments			
Austudy	\$509.73m	\$583.65m	\$645.44m
Youth Allowance (student)	\$1.85b	\$2.15b	\$2.44b
ABSTUDY — Secondary	\$152.68m	\$151.51m	\$145.25m
ABSTUDY — Tertiary	\$113.77m	\$114.59m	\$114.22m
Student Start-up Loan	\$129.43m	\$81.23m	\$14.44m
Student Start-up Loan — ABSTUDY	\$2.46m	\$1.51m	\$0.34m

a Low Income Supplement ceased on 30 June 2017.

b 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

Contribute to stronger and more resilient individuals, families and communities by providing targeted services and initiatives.

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

Activities

We support families and children, as well as migrants and humanitarian entrants settling in Australia, to 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 support new parents through Paid Parental Leave arrangements. Through this assistance, we help individuals and families, and strengthen community capacity to provide support and meet local needs.

We work across the Australian and state and territory governments to foster inclusive social norms that strengthen social cohesion — such as mutual respect, trust and belonging. We 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. We also established the National Redress Scheme which offers redress and support to people who have experienced institutional child sexual abuse.

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 positive outcomes alongside the significant effort made by state jurisdictions, local communities and other government agencies.

Key results

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

- » worked with Commonwealth agencies, the states and territories and non government institutions to develop and pass legislation to enable the National Redress Scheme to launch on 1 July 2018
- » delivered strong results for the Cashless Debit Card trial in current sites and successfully implemented the initiative in the Goldfields region of Western Australia
- » delivered key activities under the *National Plan to Reduce Violence against Women and their Children 2010–2022* and continued to progress the Council of Australian Governments' Women's Safety agenda to Reduce Violence against Women and their Children with the national campaign, Stop it at the Start
- » delivered key activities under the *Third Action Plan 2015–2018* of the *National Framework for Protecting Australia's Children 2009–2020*
- » delivered families and children services to approximately 2.7 million individuals.
- » launched the Be Connected program
- » implemented the new Humanitarian Settlement Program
- » implemented the new Strong and Resilient Communities Activity grant programs
- » established Armidale as a new regional settlement location for humanitarian entrants affected by the conflicts in Syria and Iraq.

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 of this report. Not all programs report against every performance criterion.

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 individuals/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 milestones/standards (PBS)
		Extent of satisfaction with services
		Extent of community and service system capacity and capability improvement
		Percentage of assisted individuals who are from priority groups or locations
Percentage of new parents supported to take paid parental leave		
Output — How much did we do?	Delivery measures	Number of individuals assisted (PBS)
		Number of organisations contracted or receiving grant funding to deliver services (PBS)
		Administered outlays (PBS)

Sources: Corporate Plan 2017–18 page 16. Portfolio Budget Statements 2017–18, pages 70–72.

Results

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

This criterion captures elements of the outcome purpose: stronger and more resilient individuals, families and communities. 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 main areas where improved circumstances for individuals and families 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 programs for families and children, and financial wellbeing and capability programs.

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

- » delivery of the Home Interaction Program for Parents and Youngsters in 100 communities across Australia, including 50 Indigenous-focused sites
- » delivery of Children and Parenting Support services in 139 locations across Australia and extending service delivery in Western Australia and South Australia to support the Cashless Debit Card trial
- » 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 concerns are present
- » 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
- » community-based support services for children, young people and their family members before, during and after their interaction with the Royal Commission into the Protection and Detention of Children in the Northern Territory
- » delivery of Family and Relationship Services in 530 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
- » delivery of settlement programs to assist newly-arrived humanitarian entrants to participate in the Australian community.

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

Outcome performance measures	2017–18	2016–17	2015–16
Cross program			
Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs ^{abcde}			
• All circumstances ^f	77.9%	76.0%	–
• Age-appropriate development	65.3%	59.1%	–
• Community participation and networks	72.9%	72.7%	–
• Employment, education and training	72.6%	71.3%	–
• Family functioning	65.1%	62.0%	–
• Housing	67.6%	70.9%	–
• Material wellbeing	74.1%	71.6%	–
• Mental health, wellbeing and self-care	65.5%	60.7%	–
• Money management	67.3%	67.3%	–
• Personal health and safety	56.6%	50.5%	–
• Physical health	59.2%	60.7%	–
Families and Children			
Percentage of clients with improved individual and family functioning, including child wellbeing, safety and development ^g	71.8%	68.0%	75.5%
Financial Wellbeing and Capability			
Percentage of clients with improved financial wellbeing, capability and resilience ^h	79.9%	79.2%	78.9%
<p>a Data relating to Family Law Services is excluded as it is funded by, and under the policy responsibility of, the Attorney-General's Department.</p> <p>b The number of activities funded under the Families and Communities Program may vary across financial years.</p> <p>c This is a count of individual clients assisted. Families are not reported in DEX. New performance measure for 2016–17.</p> <p>d Strong and Resilient Communities Activity replaced Strengthening Communities from 1 April 2018. Data is not comparable as a reduced number of organisations were funded to deliver services before the commencement of the Strong and Resilient Communities Activity.</p> <p>e This excludes clients reported as support persons.</p> <p>f Outcome performance measures are collated from programs supporting people in achieving different outcome circumstances.</p> <p>g The submission of outcomes data is voluntary and only a subset of service providers have submitted the additional data. During 2017–18, more service providers have commenced reporting outcomes data which has improved the quality of this measure compared to 2016–17. 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 circumstance outcome type have been included.</p> <p>h Measured as service provider self-reports of clients whose needs were met through Financial Crisis and Material Aid, Commonwealth Financial Counselling and Financial Capability services.</p>			

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

This indicator captures 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. An examination of the program finalised in 2017–18 provided additional evidence it is meeting clients' needs and informed enhancements to the program. The program was renamed Settlement Engagement and Transition Support and an open selection round was conducted.

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

- » delivery of Children and Parenting Support 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
- » delivery of Family and Relationship Services in 530 locations across Australia, providing education and skills sessions to improve relationship skills and to 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	2017–18	2016–17	2015–16
Cross program			
Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections ^{abc}			
• All goals ^d	85.2%	81.7%	–
• Under 15 years	80.5%	78.4%	–
• 15–64 years	84.6%	82.1%	–
• 65 years and over	88.9%	87.1%	–
• Culturally and linguistically diverse	90.6%	90.9%	–
• Not culturally and linguistically diverse	81.4%	78.7%	–
Families and Children			
Percentage of clients with improved knowledge, skills, behaviours and engagement with services ^e			
	79.2%	73.0%	79.3%

Outcome performance measure	2017–18	2016–17	2015–16
Settlement Services			
Percentage of assisted migrants and humanitarian entrants with improved engagement with support services ^f	90.3%	94.1%	–
Financial Wellbeing and Capability			
Percentage of clients achieving individual goals related to financial counselling, capability and resilience ^g	88.8%	91.5%	90.4%

- a Data relating to Family Law Services is excluded as it is funded by, and under the policy responsibility of, the Attorney-General's Department.
- b The number of activities funded under the Families and Communities Program may vary across financial years.
- c This is a count of individual clients assisted. Families are not reported in DEX. New performance measure for 2016–17.
- d Outcome performance measures are collated from programs supporting people in achieving different outcome circumstances.
- e The submission of outcomes data is voluntary and only a subset of service providers have submitted the additional data. During 2017–18, more service providers have commenced reporting outcomes data which has improved the quality of this measure compared to 2016–17. 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 circumstance outcome type have been included.
- f This relates specifically to Grants for Community Settlement outcomes only. The submission of outcomes data is voluntary and only a subset of service providers has submitted the additional data. During 2017–18, more service providers have commenced reporting outcomes data that has improved the quality of this measure compared to 2016–17. 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.
- g 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.

Extent of contribution to implementing national initiatives

This criterion captures the high-level contribution by our department to the larger effort made by state jurisdictions, local communities and other 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 state and territory has primary responsibility for delivering services for women who have experienced violence. We provide funding to:

- » drive long-term attitudinal and behavioural change, by funding organisations like Our Watch 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 base through our research publications and data releases.

We continue to implement the Commonwealth's Women's Safety Package to help keep women and children safe through a range of technology trials and the expansion of 1800RESPECT and DV-alert.

The National Plan targets two main types of violence — domestic and family violence and sexual assault.

Over the last decade, the proportion of women who experienced partner violence has remained relatively stable at around 1.5 to 1.7 per cent.

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	2017–18	2016–17
Cross program		
Extent of progress in implementing the <i>National Plan to Reduce Violence against Women and their Children 2010–2022</i>	Result: met	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* included three strategies focused on national efforts to improve the wellbeing of Australian children:

- » 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 aimed to support full implementation of the Aboriginal and Torres Strait Islander Child Placement Principle.

Three trial activities commenced relating to the National Framework research priorities:

- » community awareness raising activities, including engaging Aboriginal and Torres Strait Islander parents
- » 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: Rockhampton, Ipswich and Toowoomba
- » the Western Australian Towards Independent Adulthood trial, testing a one-on-one mentoring model that aims to assist young people leaving out-of-home care in engaging with training and education, getting a job and securing a place to live, and developing the skills to live independently.

All recommendations of the 2015 Review of the Transition to Independent Living Allowance were implemented.

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

Intermediate outcome performance measure	2017–18	2016–17
Cross program		
Extent of progress in implementing the <i>National Framework for Protecting Australia's Children 2009–2020</i>	Result: met	Result: met

Extent to which payments and service provision meet program objective

This 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 milestones/standards

This 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 milestones/standards

Intermediate performance measure PBS performance criteria	2017–18	2016–17
Families and Communities		
Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and the department. Agreements and contracts require: <ul style="list-style-type: none"> • support and capacity building that contribute to strengthening individual and family functioning and communities, or • national leadership and representation for services to build capacity within the families and communities sector that works to strengthen family and community functioning 	Milestone/standard: Standard of delivery is performed in accordance with the terms and conditions of organisations' contracts and agreements with the department Result: met	Milestone/standard: Standard of delivery is performed in accordance with the terms and conditions of organisations' contracts and agreements with the department Result: met

Intermediate performance measure PBS performance criteria	2017–18	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: <ul style="list-style-type: none"> • Parental Leave Pay • Dad and Partner Pay 	Milestone/standard: Agreement is in place Result: met	Milestone/standard: Agreement is in place Result: met
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	Milestone/standard: Payments were made as described Result: met
Program Support for Outcome 2		
Total departmental funding for Outcome 2	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$236.448m	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$236.739m

Extent of satisfaction with services

Feedback from individuals, service providers or stakeholders on the impacts of services 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	2017–18	2016–17	2015–16
Strengthening Communities and Strong and Resilient Communities^a			
Percentage of individuals satisfied with service provision ^b	92%	94.4%	93%
Families and Communities Service Improvement			
Extent of stakeholders' satisfaction with leadership and representation	81% ^c	90% ^d	90% ^e

a Strong and Resilient Communities Activity replaced Strengthening Communities from 1 April 2018.

b. Data relates to Community Capacity Building from 1 July 2017 to 31 March 2018, Strong and Resilient Communities from 1 April 2018 and Digital Literacy for Older Australians from 1 July 2017.

c Note the data used in the 2017–18 financial year is not comparable to previous years. Data reflects surveys conducted by three of the six funded organisations.

d Estimate based on qualitative data. The majority of stakeholders reported high levels of satisfaction through surveys.

e Includes a combined membership of over 4,000 service providers and organisations across six peaks.

Extent of community and service system capacity and capability improvement

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

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 to meet evidence-based program requirements.

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

Intermediate outcome performance measure	2017–18	2016–17	2015–16
Settlement Services			
National Accreditation Authority for Translators and Interpreters provides a high-quality credentialing service supported by members	Result: met	Result: met	Result: met
Families and Communities Service Improvement			
Extent of national leadership and representation	Result: met	Result: met	Result: met

Percentage of assisted individuals who are from priority groups or locations

This 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 services are sensitive and accessible to anyone who faces 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 Community Controlled Organisations in the communities of Kununurra, Wyndham, Ceduna, Koonibba, Yalata and Oak Valley, as well as providers' access to culturally appropriate activities and supports.

Table 2.2.9: Percentage of assisted individuals who are from priority groups or locations

Intermediate outcome performance measure	2017–18	2016–17	2015–16
Families and Children			
Percentage of individuals from priority groups: ^a	12.6%	14.0%	13.4%
• Indigenous	7.8%	8.6%	8.5%
• Culturally and linguistically diverse	4.8%	5.5%	4.9%
Strengthening Communities and Strong and Resilient Communities^b			
Percentage of individuals assisted from priority groups: ^c	12.8%	15.1%	18%
• Indigenous	1.2%	2.8%	3%
• Culturally and linguistically diverse	11.6%	12.3%	14%
Volunteer Management Activity			
Percentage of individuals assisted from priority groups:	18.2%	17.9%	13.5%
• Indigenous	1.3%	0.8%	1.1%
• Culturally and linguistically diverse	16.9%	17.1%	12.4%
Financial Wellbeing and Capability			
Percentage of clients from priority groups: ^d	24.0%	23.0%	21.6%
• Indigenous	18.5%	17.9%	16.8%
• Culturally and linguistically diverse	5.5%	5.2%	4.7%

a Data across the three years is not comparable due to program changes (for example commencement of new services and cessation of some programs). Individuals identified as Indigenous and culturally and linguistically diverse clients. Disaggregated results were able to be reported for the first time in 2015–16. Data for the Home Interaction Program for Parents and Youngsters is included in the 2017–18 reporting period only.

b Strong and Resilient Communities Activity replaced the Strengthening Communities Activity from 1 April 2018.

c Data relates to Strengthening Communities — Community Capacity Building Program from 1 July 2017 to 31 March 2018, Digital Literacy for Older Australians from 1 July 2017 to 30 June 2018, and Strong and Resilient Communities Activity from 1 April 2018.

d Data for Indigenous and culturally and linguistically diverse clients do not add up to total for priority groups due to rounding, or clients who identify as a member of multiple priority groups.

Percentage of new parents supported to take Paid Parental Leave

This indicator shows the reach of the Paid Parental Leave scheme among new parents, including the proportion of mothers who received 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 based on the rate of the national minimum wage (\$695.00 per week). Dad and Partner Pay provides eligible working fathers and partners two weeks pay based on the rate of national minimum wage.

In 2017–18, a total of 159,372 parents started receiving Parental Leave Pay and a total of 81,882 fathers or partners received the Dad and Partner Pay.

The proportion of mothers receiving Parental Leave Pay has decreased from 52.7 per cent of all mothers with newborns in 2016–17 to 48.5 per cent in 2017–18.

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

Intermediate outcome performance measure	2017–18	2016–17	2015–16
Parental Leave Pay			
Percentage of mothers for whom Parental Leave Pay has been paid as a proportion of all mothers in the same year ^a	48.5%	52.7%	53.3%
Percentage of parents paid government funded Parental Leave Pay by employers	68.5%	68.5%	70.4%
Percentage of families who have taken the full 18 weeks of Parental Leave Pay	96.6%	96.7%	96.8%
Dad and Partner Pay			
Percentage of dads and other partners who have taken the full two weeks of Dad and Partner Pay	95.9%	96.4%	96.1%

^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 2016, 2017 and 2018.

Delivery measures

Number of individuals assisted

Table 2.2.11: Number of individuals assisted

Output performance measure	2017–18	2016–17	2015–16
Families and Children			
Number of individuals assisted ^a	2,697,409	2,101,901	539,240
Transition to Independent Living Allowance			
Number of recipients	1,221	1,260	1,389
Settlement Services			
Number of individuals and families assisted:			
• Humanitarian Settlement Program ^b	15,349	24,376	10,961
• Australian Cultural Orientation ^c	7,971	12,641	7,761
• Grants for Community Settlement ^d	57,078	51,399	40,076
• Free Translating and Interpreting services provided	251,089	261,984	244,167
Financial Wellbeing and Capability			
Number of individuals assisted ^e	669,804	626,104	453,443
Number of individuals engaged with Income Management: ^f	24,800	25,502	25,309
• Vulnerable Welfare Payment Recipient Measure	1,581	1,689	2,303
• Long-term Welfare Payment Recipient Measure ^g	14,944	14,487	12,962
• Disengaged Youth Measure ^g	4,096	4,280	4,149
• Voluntary Income Management	3,857	4,400	5,167
• Child Protection Measure	185	205	342
• Cape York Welfare Reform — Income Management	n/p ^h	166	159
• Supporting People at Risk Measure ⁱ	<5 ^h	275	227
Number of people on the Cashless Debit Card Trial	5,207	2,088	1,945
Strengthening Communities and Strong and Resilient Communities^j			
Number of individuals assisted ^k	57,590	373,474	410,929
Volunteer Management Activity^l			
Number of individuals assisted	112,244	130,247	157,192

Output performance measure	2017–18	2016–17	2015–16
Volunteer Grants^m			
Number of individuals assisted	0	95,920	127,368
National Initiatives			
Number of contacts answered by 1800RESPECT — the National Sexual Assault, Domestic Family Violence Counselling Service (telephone and online) ⁿ	98,466	68,772	59,578
Paid Parental Leave			
Number of individuals assisted: ^o			
• Parental Leave Pay	159,372	170,925	170,501
• Dad and Partner Pay	81,882	83,600	79,126

a This is a count of individual and group clients assisted. Data for the Home Interaction Program for Parents and Youngsters is included in the 2017–18 reporting period only.

Figures reported from 2016–17 onward are not comparable with previous years as organisations have continued to transition to the new way in which information is now reported through DEX, e.g. a shift from reporting primarily on the number of services delivered to also include the number of individuals and families assisted.

b The 2016–17 number includes the number of arrivals under the base Humanitarian Program plus arrivals under the additional 12,000 Syrian and Iraqi intake. The 2017–18 number represents the total number of clients assisted under the Humanitarian Settlement Program and the former Humanitarian Settlement Services and Complex Case Support programs.

c Data represents the total number of clients that attended an AUSCO class as reported by the service provider.

d This is a count of individual clients assisted. Families are not reported in DEX.

e Data are not comparable across years due to the implementation of DEX. Data for 2015–16 excluded data for some organisations not yet reporting through DEX.

f Income Management and Cashless Debit Card data is a point in time snapshot. Income Management and Cashless Debit Card data is at 29 June 2018 for the 2017–18 financial year.

g The Long-term Welfare Payment Recipient and Disengaged Youth Measures were combined and reported as the 'Parenting/Participation measure' in previous annual performance statements.

h Numbers less than five have been withheld for privacy reasons. Numbers have not been provided (n/p) to ensure figures less than five cannot be derived from totals.

i For 2015–16 and 2016–17, participation in the Supporting People at Risk (SPaR) measure was dependent on referrals from the Northern Territory Alcohol Mandatory Management Tribunal. In 2017–18, the Banned Drinker Registrar replaced the tribunal as the SPaR referring body.

j Strong and Resilient Communities Activity replaced Strengthening Communities from 1 April 2018.

k Most Strengthening Communities grants ceased on 30 June 2017. Strong and Resilient Communities Activity began 1 April 2018.

l 2015–16 and 2016–17 data for Volunteer Management was included in the Strengthening Communities data.

m As 2017–18 Volunteer Grants funds were moved forward to support a combined round in 2018–19, there was no selection round in 2017–18.

n Data is not comparable with 2015–16 and previous years due to changes in data protocols and collection.

o 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 to deliver services

Table 2.2.12: Number of organisations contracted or receiving grant funding to deliver services

Output performance measure	2017–18	2016–17
Number of organisations contracted or receiving grant funding to deliver services ^a		
Families and Communities		
Families and Children	410	421
Settlement Services ^b	112	135
Financial Wellbeing and Capability ^c	346	365
Families and Communities Service Improvement	6	6
Strong and Resilient Communities ^d	106	4,256 ^e
Volunteer Management Activity	52	n/a ^e
Volunteer Grants	n/a ^f	n/a ^e
National Initiatives ^g	100	42

a New performance measure for 2016–17.

b This figure includes organisations that deliver Settlement Grants, Youth Transition Support, Career Pathways Pilot for Humanitarian Entrants, National Community Hubs Program, Settlement Peak Bodies, the, Humanitarian Settlement Services (now ceased) and Complex Case Support program (now ceased), Humanitarian Settlement Program and the National Accreditation Authority for Translators and Interpreters.

c Data are not comparable across years due to a small number of organisations altering reporting arrangements for subsidiaries or delivery partners.

d Strong and Resilient Communities Activity replaced Strengthening Communities from 1 April 2018. Data is not comparable as reduced number of organisations were funded to deliver services prior to the commencement of the Strong and Resilient Communities Activity.

e In 2016–17 Volunteer Management Activity and Volunteer Grants were included in the number of organisations reported under Strengthening Communities.

f As 2017–18 Volunteer Grants funds were moved forward to support a combined round in 2018–19, there was no selection round in 2017–18.

g 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	2017–18	2016–17	2015–16
Families and Communities^a			
Families and Children	\$258.27m	\$249.93m	–
Transition to Independent Living Allowance	\$1.65m	\$1.63m	–
Settlement Services	\$163.68m	\$230.56m	–
Financial Wellbeing and Capability	\$99.97m	\$102.92m	–
Families and Communities Service Improvement	\$2.60m	\$2.70m	–
Strong and Resilient Communities ^b	\$36.76m	\$31.32m ^c	–
Volunteer Management Activity	\$2.92m	n/a ^c	–
Volunteer Grants	n/a ^d	n/a ^c	–
National Initiatives	\$72.48m	\$53.44m	–
Paid Parental Leave			
Parental Leave Pay	\$2.08b	\$2.03b	\$1.97b
Dad and Partner Pay	\$111.74m	\$110.17m	\$100.72m
Social and Community Services			
Social and Community Services	\$430.72m	\$145.16m	\$236.12m

a New performance measure for 2016–17.

b Strong and Resilient Communities activity replaced Strengthening Communities from 1 April 2018.

c In 2016–17, Volunteer Management Activity and Volunteer Grants were included in the figure reported under Strengthening Communities.

d As 2017–18 Volunteer Grants funds were moved forward to support a combined round in 2018–19 there was no selection round in 2017–18.

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

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 children and adults 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).

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.

Key results

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

- » collaboration with the NDIA to implement the NDIS across Australia, agreement with Western Australia to join the nationally-delivered NDIS and the full scheme Agreements for the NDIS in New South Wales and South Australia
- » legislation to establish the NDIS Quality and Safeguards Commission (NDIS Commission), which received Royal Assent on Wednesday 13 December 2017
- » Disability Employment Services reform
- » development of Job Access (jobaccess.gov.au) as the information hub to support people with disability achieve employment in the open labour market
- » development of the *Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability* and the *National Disability Strategy 2010–2020 Australian Government Action Plan*.

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.

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 job seekers in employment three months following participation in 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 milestones/standards (PBS)
		Extent of satisfaction with services
Output — How much did we do?	Delivery measures	Percentage of assisted individuals who are from priority groups
		Number of individuals assisted (PBS)
		Number of organisations contracted or receiving grant funding to deliver services (PBS)
		Value of Commonwealth program funding transitioned to the National Disability Insurance Scheme (PBS)
		Value and number of Sector Development Fund projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme (PBS)
		Administered outlays (PBS)

Sources: Corporate Plan 2017–18, page 18. Portfolio Budget Statements 2017–18, pages 80–82.

Results

Extent of improved independence and participation

This 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 is able to provide an indication of improved independence and participation by people with disability.

Percentage of assisted job seekers in employment three months following participation in Disability Employment Services

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

In the latest Employment Services Outcomes Report, 31.7 per cent of Disability Employment Services 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	2017–18	2016–17	2015–16
Disability Employment Services			
Percentage of jobseekers in employment three months following participation in Employment Services ^a	31.7%	31.5%	30.7%
• Disability Management Service	32.8%	34.2%	33.1%
• Employment Support Services	30.9%	29.1%	28.9%

a The Employment Services Outcomes Report: Disability Employment Services report publishes the key outcomes data for Disability Employment Services every three months. These figures are calculated over a rolling 12-month period. Full reports are available on the Department of Jobs and Small Business website. December 2017 release is the latest available.

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. It provides an indication of the extent of their progress towards greater capability and participation goals.

Table 2.3.3: Percentage of assisted people with disability, mental illness and carers with improved knowledge, skills, behaviours and engagement with services

Outcome performance measure	2017–18	2016–17	2015–16
Disability and Carer Support			
Percentage of assisted carers, with improved knowledge, skills, behaviours and engagement with services ^a	89.2%	85.8%	–
Community Mental Health			
Percentage of assisted people with mental illness with improved knowledge, skills, behaviours and engagement with services ^b	75.3%	84.5%	81.2%

a New performance measure in 2016–17.

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, 2016–17 and 2017–18 are not comparable with previous years.

Extent of contribution to creating and implementing national approaches

This 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 indicator captures high-level progress made in implementing the *National Disability Strategy 2010–2020*. The strategy provides a 10-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' Disability Reform Council members agreed to reinvigorate all governments' efforts to drive progress under the strategy.

The *Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability* (the Plan for Aboriginal and Torres Strait Islander people) and the *National Disability Strategy 2010–2020 Australian Government Action Plan* (the Action Plan) were delivered as actions of the Second Implementation Plan *Driving Action 2015–2018*. The solutions in the Plan for Aboriginal and Torres Strait Islander people complement existing strategies to improve outcomes for Aboriginal and Torres Strait Islander people with disability, while the Action Plan details actions related to disability-specific and mainstream policies and programs that work towards achieving the vision of the *National Disability Strategy 2010–2020*.

Table 2.3.4: Progress in implementing the National Disability Strategy 2010–2020

Intermediate outcome performance measure	2017–18	2016–17
Cross program		
Delivery of the <i>National Disability Strategy 2010–2020 Second Implementation Plan</i> and biennial progress reports in partnership with state and territory governments and other Commonwealth agencies		The Second Implementation Plan was released 1 December 2016
Delivery of the <i>Australian Government Plan to improve Outcomes for Aboriginal and Torres Strait Islander People with Disability</i> as an action of the <i>National Disability Strategy 2010–2020 Second Implementation Plan</i>	Released 16 October 2017	–
Delivery of the <i>National Disability Strategy 2010–2020 Australian Government Action Plan</i> as an action of the <i>National Disability Strategy Second Implementation Plan</i>	Released 20 November 2017	–
Extent of engagement with Commonwealth agencies to drive improvements in access to mainstream services for people with disability	Engagement supported development of the <i>National Disability Strategy 2010–2020 Australian Government Action Plan</i> and the <i>Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability</i> as an action of the <i>National Disability Strategy Second Implementation Plan</i>	Commonwealth agencies have provided ongoing advice on implementation of the strategy and input into the Second Implementation Plan and the 2016 Progress Report

Intermediate outcome performance measure	2017–18	2016–17
Extent of engagement with representative organisations of people with disability to support implementation of the strategy	We engaged with stakeholders to deliver three solutions focused workshops on improving outcomes for Aboriginal and Torres Strait Islander people with disability, disability and the criminal justice system, and on employment for people with disability under the strategy's Second Implementation Plan. Stakeholders contributed to the Australian Government Action Plan and <i>Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability</i>	We engaged with stakeholders to develop the Second Implementation Plan. We engaged with stakeholders to deliver the first solution-focused workshop under the <i>National Disability Strategy</i> Second Implementation Plan on improving outcomes for Aboriginal and Torres Strait Islander people with disability. The National Disability and Carers Advisory Council was established in December 2016 to provide advice on the strategy

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

Table 2.3.5: Extent of contribution to create an effective and sustainable National Disability Insurance Scheme

Intermediate outcome performance measure	2017–18	2016–17
Cross program		
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'	Results reported against performance criterion 'Extent to which service provision meets program objective'

Extent to which service provision meets program objective

This 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 milestones/standards

This 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.

As at 30 June 2018, 176,197 people with disability had an approved NDIS plan with a further 7,768 participants referred to Early Childhood Early Intervention arrangements. A total of 54,802, or approximately 31 per cent, of NDIS participants had not previously been receiving government-funded disability services before they accessed the NDIS.

In December 2017, Western Australia agreed to join the nationally-delivered NDIS, making it a truly national Scheme. From 1 July 2018, the National Disability Insurance Agency (NDIA) took over responsibility for rolling out the NDIS across Western Australia.

The Prime Minister signed bilateral full scheme agreements with the NSW and South Australian premiers in May and June 2018, setting the benchmark for reaching agreements with the other states and territories.

Table 2.3.6: Program performance criteria and associated milestones/standards

Intermediate performance measure PBS performance criteria	2017–18	2016–17
Disability, Mental Health and Carers		
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"> • employment assistance and other services to people with disability • direct advocacy support to people with disability • support to carers • support through community-based initiatives to assist people with, or at risk of, mental illness • national leadership and representation for services to build capacity within the disability, carers or community mental health sectors 	Milestone/standard: Standard of delivery is in accordance with the terms and conditions of organisations' contracts and agreements with the department. Result: All contracts and agreements were delivered in accordance with the terms and conditions specified.	Milestone/standard: Standard of delivery is in accordance with the terms and conditions of organisations' contracts and agreements with the department. Result: All contracts and agreements were delivered in accordance with the terms and conditions specified.

Intermediate performance measure		
PBS performance criteria	2017–18	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	<p>Milestone/standard: timely and effective policy advice.</p> <p>Result: policy settings requiring finalisation before end of transition are being designed and implemented. Reaching agreement with WA to join the nationally-delivered NDIS makes it a truly national scheme. Full scheme agreements with NSW and SA embed enduring arrangements for the NDIS in those states.</p>	<p>Milestone/standard: timely and effective policy advice.</p> <p>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.</p>
Implementing funding mechanisms for transition	<p>Milestone/standard: management of the NDIS cash flow.</p> <p>Result: the funding mechanism is agreed and is in place for all jurisdictions transitioning to full scheme NDIS.</p>	<p>Milestone/standard: Management of the NDIS cash flow.</p> <p>Result: the funding mechanism is agreed and in place for all jurisdictions transitioning to full scheme NDIS.</p>

Intermediate performance measure		
PBS performance criteria	2017–18	2016–17
Negotiating and implementing agreements with states and territories for transition to full scheme	Milestone/standard: negotiations of bilateral agreements are undertaken. Result: bilateral transition agreements are in place for all states and territories including WA, which agreed to join the nationally-delivered scheme in December 2017.	Milestone/standard: negotiations of bilateral agreements are undertaken. Result: bilateral agreements in place for all states and territories, except the Australian Capital Territory which had a whole of jurisdiction trial.
Establishment of the NDIS Quality and Safeguards Commission	The legislation to establish the NDIS Quality and Safeguards Commission (NDIS Commission) received Royal Assent on 13 December 2017.	n/a ^a

Program Support for Outcome 3

Total departmental funding for Outcome 3	Milestone/standard: Departmental funding is expended to achieve agency outcomes. \$106.633m	Milestone/standard: Departmental funding is expended to achieve agency outcomes. \$99.431m
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a New performance measure for 2017–18.

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.

Table 2.3.7: Extent of satisfaction with services

Intermediate outcome performance measure	2017–18	2016–17	2015–16
Disability and Carer Support			
Percentage of individuals and families satisfied with the service provided by Carer Gateway ^a			
• Call satisfaction	93%	92%	–
• Website satisfaction ^b	67%	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 ^a	97.6%	98.4%	–
Community Mental Health			
Percentage of participants who report that they are satisfied that the service they received was appropriate to their needs	96.9%	97.5%	91.9%

a New performance measure for 2016–17, therefore only two years data is available.

b Website satisfaction ratings were changed in late July 2017, therefore only data from August 2017 to June 2018 (11 months) has been reported.

Percentage of assisted individuals who are from priority groups

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

Table 2.3.8: Percentage of assisted individuals who are from priority groups

Intermediate outcome performance measure	2017–18	2016–17	2015–16
Community Mental Health			
Percentage of participants/clients from Indigenous and culturally and linguistically diverse backgrounds:			
• Indigenous	18.4%	15.0%	10.5%
• Culturally and linguistically diverse ^a	3.7%	6.3%	4.6%

a Prior to 2015–16 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, 2016–17 and 2017–18 are not comparable with previous years.

Delivery measures

Number of individuals assisted

Table 2.3.9: Number of individuals assisted

Outcome performance measure	2017–18	2016–17	2015–16
Disability Employment Services			
Number of commencements	90,521	86,764	86,729
Total job placements achieved	49,328	52,219	49,757
Disability Management Service			
Number of commencements	43,082	41,049	41,781
Total job placements achieved	22,412	23,684	22,153
Employment Support Services			
Number of commencements	47,439	45,715	44,948
Total job placements achieved	26,916	28,535	27,604
Disability and Carer Support			
Number of assisted carers ^a	108,192	99,023	–
Number of carers accessing Carer Gateway ^{ab}	441,311	345,004	–
Number of people with disability provided with direct advocacy support	8,867 ^c	12,821	12,928
Community Mental Health			
Number of people whose lives are affected by mental illness accessing support services ^d	66,792	75,827	237,825

a New performance measure for 2016–17, therefore only two years data is available.

b Figure includes calls, web forms, call backs, website visits and Facebook engagements.

c At the beginning of 2017–18, the National Disability Advocacy Program transitioned to a new program performance reporting system, the Data Exchange. The figures in this report are based on data collected using a different methodology to previous, historical reporting systems. As such, this data should be treated as a one-off transition period and not compared to historical or future reporting trends.

d In 2015–16, this measure previously included Personal Helpers and Mentors and Mental Health Respite: Carer Support programs which are now transitioning to the National Disability Insurance Scheme.

Number of organisations contracted or receiving grant funding to deliver services

Table 2.3.10: Number of organisations contracted or receiving grant funding to deliver services

Output performance measure	2017–18	2016–17
Number of organisations contracted or receiving grant funding to deliver services ^a		
Disability, Mental Health and Carers		
Disability Employment Services	117 ^b	118
Employment Assistance and Other Services ^c	147	158
Disability and Carer Support ^d	83	86
Community Mental Health	70	67

a New performance measure for 2016–17.

b As at end June 2018, more than 193,000 participants were being assisted by 117 distinct Disability Employment Services providers.

c Distinct count of entities that have used funding in relation 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 to the National Disability Insurance Scheme

Table 2.3.11: Value of funding transitioned to the National Disability Insurance Scheme

Output performance measure	2017–18	2016–17
National Disability Insurance Scheme		
Value of Commonwealth program funding transitioned into the National Disability Insurance Scheme	\$168.79m	\$77.41m

Value and number of Sector Development Fund projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme

Table 2.3.12: Value and number of Sector Development Fund projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme

Output performance measure	2017–18	2016–17
National Disability Insurance Scheme		
Value ^a and number ^b of Sector Development Fund ^c projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme	\$18.61m 40 projects	\$29.45m 46 projects

a This measure captures actual spending only. The total value of the projects is higher.

b This figure captures all projects that were current as at 30 June including projects that may have been fully funded in previous financial years.

c Includes the Boosting the Local Care Workforce Program (2017–18 Budget measure) as one project.

Administered outlays

Table 2.3.13: Administered outlays

Output performance measure	2017–18	2016–17
Disability, Mental Health and Carers		
Disability Employment Services	\$765.45m	\$753.59m
Employment Assistance and Other Services	\$31.34m	\$30.88m
Disability and Carer Support	\$127.35m	\$127.19m
Community Mental Health ^a	\$47.36m	\$53.69m
National Disability Insurance Scheme		
National Disability Insurance Scheme Research and Evaluation	\$0.65m	\$0.97m
National Disability Insurance Scheme Transition	\$511.71m	\$521.94m
National Disability Insurance Scheme Participant Plans ^b	\$2,088.86m	n/a
National Disability Insurance Scheme Information, Linkages and Capacity Building ^b	\$70.99m	n/a
Establishment of the NDIS Quality and Safeguards Commission ^b	\$0.82m	n/a
Boosting the Local Care Workforce ^b	\$10.56m	n/a

a Funding for Personal Helpers and Mentors is transitioning to the National Disability Insurance Scheme.

b These programs only became the responsibility of DSS on 1 July 2017.

Chapter 2.4

Purpose 4 — Housing

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

Programs	
	Rent Assistance (cross program) ³
4.1	Housing and Homelessness
4.2	Affordable Housing
4.3	Program Support for Outcome 4

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 government agencies, states and territories to improve the supply of social and affordable housing and reduce the level of homelessness.

³ 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 policy tools to support the availability of affordable and stable housing for low and moderate income households are shared between Australian Government departments and jurisdictions. These tools include financial, regulatory and tax settings, and planning and zoning policy. More broadly, factors such as housing market performance and the labour market conditions are important influences on housing opportunities and outcomes. The department works with the Commonwealth Treasury and state and territory housing departments, including through the National Housing and Homelessness Agreement, to improve housing outcomes.

Key results

Our contribution to improving housing affordability for low to moderate income households in 2017–18 includes:

- » together with the Commonwealth Treasury, supported implementation of the Government's housing affordability plan, which seeks to improve Australians' access to secure and affordable housing
- » together with the Commonwealth Treasury, established the \$1.5 billion *National Housing and Homelessness Agreement* (NHHA), which replaces the *National Affordable Housing Agreement and the transitional National Partnership Agreement on Homelessness*. The NHHA improves accountability and transparency for housing and homelessness outcomes and provides ongoing, indexed funding for homelessness
- » strengthened the regulatory framework for administering the National Rental Affordability Scheme
- » together with states and territories and the Commonwealth Treasury, worked to establish a review of the National Regulatory System for Community Housing to ensure a well governed, well-managed and viable sector that meets the housing needs of tenants and provides assurance for governments and investors.

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.

Table 2.4.1: Performance criteria for Purpose 4 Housing

	Performance criteria	Indicator/Output
Outcome — What did we achieve?	Extent of improvement in rental affordability for low and moderate income households	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
Intermediate Outcome — How well did we do?	Extent of contribution to national initiatives	DSS contribution to Commonwealth/state agreements for housing and homelessness
	Extent to which payments are made to, or with respect to, people unable to fully support themselves	Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance
	Extent to which delivery meets program objective	Program performance criteria and associated milestones/standards (PBS) Percentage of dwellings that were paid an incentive for the relevant NRAS year (PBS)
Output — How much did we do?	Delivery measures	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 2017–18, page 20. Portfolio Budget Statements 2017–18, pages 61, 88–90.

Results

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

This 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 the fortnight ending 29 June 2018, Commonwealth Rent Assistance reduced the proportion of income units⁴ paying more than 30 per cent of their income in rent from 68.3 per cent to 40.3 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	2017–18	2016–17	2015–16
Cross program — Rent Assistance			
Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance ^a			
• Before	68.3%	68.5%	68.2%
• After	40.3%	41.6%	41.2%

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

⁴ An income unit comprises a single person (with or without dependent children) or a couple (with or without dependent children).

Percentage of National Rental Affordability Scheme (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.⁵ 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 2017,⁶ NRAS reduced the proportion of NRAS households in rental stress by over 22 percentage points.

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

Outcome performance measure	2016–17 NRAS year	2015–16 NRAS year
Affordable Housing		
Percentage of NRAS households in rental stress before and after NRAS discounted rent		
• Before	84.2%	86.7%
• After	61.6%	63.5%

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

Extent of contribution to national initiatives

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

DSS contribution to Commonwealth/state agreements for housing and homelessness

We work closely with other government agencies and states and territories 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 in 2017–18 were the *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (NPAH). Reporting on performance against these agreements is managed by the Productivity Commission.

5 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.

6 Results for the 2016–17 NRAS year (1 May 2016 to 30 April 2017) are reported, as full occupancy and payment data for 2017–18 were not available at time of publication.

In 2017–18, the Commonwealth negotiated the \$1.5 billion a year National Housing and Homelessness Agreement (NHHA), which commenced on 1 July 2018. The NHHA replaces the NAHA and Transitional NPAH and provides funding certainty to states and territories as funding is ongoing and indexed.

As part of the 2017–18 Budget, the Government committed to work with state and territory governments to strengthen the national regulation of community housing providers. We are continuing to work with state and territory officials to ensure a well-governed, well managed and viable community housing sector that meets the housing needs of tenants and provides assurance for governments and investors.

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

Intermediate outcome performance measure	2017–18	2016–17
Cross program		
DSS contribution to Commonwealth/state agreements for housing and homelessness	Contributed to development of <i>National Housing and Homelessness Agreement</i> that commenced on 1 July 2018	Commencement of reform of NAHA and NPAH. Agreement to Transitional NPAH

Extent to which payments are made to, or with respect to, people unable to fully support themselves

This 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 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 at the fortnight ending 29 June 2018, 79.9 per cent of Commonwealth Rent Assistance recipients were paying enough rent to be eligible to receive the maximum rate of Commonwealth Rent Assistance. This is in line with the June 2017 result of 79.8 per cent.

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	2017–18	2016–17	2015–16
Cross program — Rent Assistance			
Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance ^a	79.9%	79.8%	79.4%

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

Extent to which delivery meets program objective

This 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 milestones/standards

Table 2.4.6: Program performance criteria and associated milestones/standards

Intermediate outcome performance measure PBS performance criteria	2017–18	2016–17
Cross program — Rent Assistance		
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"> Rent Assistance 	Milestone/standard: Agreement is in place Result: met	Milestone/standard: Agreement is in place Result: met
Housing and Homelessness		
Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and the department ^a	Milestone/standard: Standard of delivery is performed in accordance with the terms and conditions of Homes for Homes' contract and agreement with the department Result: met	Milestone/standard: Standard of delivery is performed in accordance with the terms and conditions of the Australian Housing and Urban Research Institute's contract with the department Result: met

Intermediate outcome performance measure

PBS performance criteria

2017–18

2016–17

Affordable Housing

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: 34,060 incentives were issued to approved participants in accordance with the regulations for the 2016–17 NRAS year

Milestone/standard:
Incentives are only issued when compliance with 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

Program Support for Outcome 4

Total departmental funding for Outcome 4

Milestone/standard:
Departmental funding is expended to achieve agency outcomes
\$18.545m

Milestone/standard:
Departmental funding is expended to achieve agency outcomes
\$18.939m

a New performance measure for 2017–18.

Percentage of dwellings that were paid an incentive for the relevant NRAS year

This indicator measures the compliance outcomes of approved participants to ensure they meet the regulatory requirements of the Scheme.

Table 2.4.7: Percentage of dwellings that were paid an incentive for the relevant NRAS year

Outcome performance measure	2016–17 NRAS year	2015–16 NRAS year
Affordable Housing		
Percentage of dwellings that were paid a full incentive for the relevant NRAS year	95.8%	94.6%
Percentage of dwellings that were paid a partial incentive for the relevant NRAS year ^a	2.8%	–

a New performance measure in 2017–18 for the 2016–17 NRAS year.

Delivery measures

Number of Commonwealth Rent Assistance income units

As at 29 June 2018, Commonwealth Rent Assistance had assisted 1,311,187 income units. This was at a cost of \$4.44 billion in 2017–18.

Table 2.4.8: Number of Commonwealth Rent Assistance income units as at end of June of reporting year

Output performance measure	2017–18	2016–17	2015–16
Cross program — Rent Assistance			
Number of Commonwealth Rent Assistance income units ^a	1,311,187	1,343,432	1,345,983

a Refers to last Friday in June during the reporting year.

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

Outcome performance measure	2016–17 NRAS year	2015–16 NRAS year
Affordable Housing		
Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO))		
• Cash	9,076	8,548
• RTO	24,984	23,436

From darkness to light



After seven years in refugee camps in Syria and Turkey, Khudidah and his family are happily integrating into Australian society.

Khudidah, his wife Kali Suleiman and four children Qasim, Dalya, Jakilan and Diyaree are originally from Iraq. They are Ezidis (Yazidis), a religious minority from the Sinjar mountain region of the country.

"As an Ezidi (Yazidi) person it was hard to get a job because in many places I was not allowed to work. So there was a big discrimination against me. In many cases I had to deny my identity to get a job," said Khudidah.

Since their arrival in Australia, the family has accessed a range of services through the Humanitarian Settlement Program which supports humanitarian entrants to build the skills and knowledge they need to become self-reliant and active members of the Australian community.

"The Humanitarian Settlement Program turned my life upside down from the darkness to the brightness", he said.

"We are all pursuing education, which will improve our future opportunities. My wife and I, who've never been to school, enrolled at TAFE. My four kids also enrolled at schools and we are learning English."

Khudidah says his wife now has her driver's licence and they have been able to buy a car after getting some help and support from the community.

"I feel very happy and most importantly very safe, especially when I look through the window in the morning and see my kids going to school on a school bus, because I know their future will be better than mine."

ABOVE: Humanitarian Settlement Program participant, Khudidah and his family.

See part 2 chapter 2.2 for more information.