

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 2018–19 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 AO CSC
Secretary

30 September 2019

Our annual performance statement for 2018–19 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 Corporate Plan 2018–19. The end of each section provides results for each performance criterion from both our Corporate Plan and Portfolio Budget Statements (PBS) for the 2018–19 financial year.

Our purposes

Our four purposes reflect the core areas in which we seek to help people to improve their wellbeing, as outlined in our Corporate Plan 2018–19.



Our performance

During 2018–19, 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 and targeted 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
- » implementation of the National Redress Scheme for Institutional Child Sexual Abuse
- » implementation of the Cashless Debit Card in the Bundaberg and Hervey Bay region, Queensland
- » announcement of seven demonstration communities that will commence implementation of the Stronger Places, Stronger People initiative in 2019–20
- » delivery of key activities under the *National Plan to Reduce Violence against Women and their Children 2010–2022* and working with states and territories to agree national priorities for the Fourth Action Plan of the National Plan
- » delivery of key activities under the Third Action Plan 2015–2018 of the *National Framework for Protecting Australia's Children 2009–2020* and launch of the Fourth Action Plan 2018–2020
- » delivery of grants administration services to nine client agencies through a shared services arrangement.

A holistic approach to welfare

The Australian Priority Investment Approach to Welfare is a new way of looking at the welfare system.

It uses actuarial data analysis to provide insights into how the system is working and informs innovative ways of helping more Australians to live independently of welfare.

The approach aims to invest early to assist people most at risk of long-term welfare dependency to find work and improve their overall wellbeing. By taking a longer-term view of pathways in and out of the welfare system, support can be targeted and delivered at critical transition points to help people build financial independence and realise their potential.

Part of the approach is the \$96.1 million Try, Test and Learn Fund (TTL). The TTL is trialling new ways to help some of the most vulnerable in society onto a pathway towards education or employment. Fourteen initiatives are being trialled under the first tranche of the TTL focusing on young carers, young parents, students at risk of long-term unemployment and at-risk young people. Further trials assisting working age carers, migrants and refugees, at-risk young people and older unemployed people are also being implemented in tranche 2.

The fund will also give us an understanding of how government can create an innovative, user-centred policy that better achieves objectives.

Some of the day-to-day management of the TTL projects is shared across a number of the department's policy areas. This helps to embed lessons learned from the projects into the relevant areas.

In tranche 1, members of the community were invited to submit ideas through a public online form and the department also organised a policy hack—a workshop to generate ideas—with around 100 participants. Ideas produced from this workshop were considered together with those submitted by the community. Lessons learned from tranche 1 informed the design of the second tranche.

The University of Queensland (UQ), in partnership with the University of Melbourne (UoM), has been engaged to conduct an overall evaluation and will analyse data across:

- the overarching TTL
- cohort-level analyses, and
- project-level analyses.

Projects funded under the TTL report monthly through the department's Data Exchange and report quarterly against their activity work plans, which are managed by the Grant Agreement Managers in the department's Delivery Network. This data is being used by the department to monitor projects' progress and evaluate outcomes and by UQ and UoM in their evaluation work.

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; and income support payments for people of working age, people with disability and carers, and 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 social security system promotes self-reliance and aims to break the cycle of long-term welfare dependence, while providing adequate support for those who need it.

The sustainability of the social security system and the capacity of people to achieve and maintain financial self-reliance over their lifetime relies on many factors, some beyond the direct influence of our department. These factors include labour market conditions, availability and alignment of education and job opportunities, and increasing life expectancy. We work in close partnership with other Australian Government agencies to develop and implement cross-portfolio strategies aimed at influencing these and other factors in order to deliver an efficient and effective social security system.

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 to Welfare
- » the second 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
- » in June 2019, the one-off Energy Assistance Payment was successfully delivered to around 5 million allowance and pension recipients to assist them with their energy costs
- » changes introduced on 1 January 2019 to increase the Newly Arrived Residents Waiting Period for certain welfare payments and concession cards to four years to ensure migrants are able to support themselves financially upon arrival in Australia and help manage the sustainability of the welfare system.

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 2018–19, page 8. Portfolio Budget Statements 2018–19, pages 50–61.

Results

Sustainability of the payments system

This criterion measures the sustainability of the payments 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

Outcome performance measure	Total future lifetime cost ^a		
	June 2017	June 2016	June 2015
Cross program			
Current welfare recipients			
• Studying Payment recipients	\$79b	\$82b	\$97b
• Working Age Payment recipients	\$411b	\$401b	\$410b
• Parenting Payment recipients	\$210b	\$207b	\$191b
• Carer Payment recipients	\$125b	\$119b	\$109b
• Disability Support Pension recipients	\$351b	\$352b	\$338b
• Age Pension recipients	\$542b	\$518b	\$507b
• Recipients of non-Income Support Family Payments	\$303b	\$301b	\$342b
• Recipients of non-Income Support Carer Payments	\$42b	\$41b	\$42b
• Recipients of other non-Income Support Payments	\$72b	\$74b	\$87b
Previous welfare recipients	\$735b	\$653b	\$680b
Rest of Australian resident population	\$1,812b	\$1,766b	\$1,961b
Total—Australian resident population	\$4,681b	\$4,514b	\$4,764b

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

Outcome performance measure	Average future lifetime cost ^a		
	June 2017	June 2016	June 2015
Cross program			
Current welfare recipients			
• Studying Payment recipients	\$212,000	\$210,000	\$247,000
• Working Age Payment recipients	\$316,000	\$304,000	\$315,000
• Parenting Payment recipients	\$485,000	\$475,000	\$441,000
• Carer Payment recipients	\$449,000	\$438,000	\$411,000
• Disability Support Pension recipients	\$462,000	\$450,000	\$416,000
• Age Pension recipients	\$209,000	\$203,000	\$203,000
• Recipients of non-Income Support Family Payments	\$197,000	\$194,000	\$221,000
• Recipients of non-Income Support Carer Payments	\$207,000	\$206,000	\$213,000
• Recipients of other non-Income Support Payments	\$129,000	\$137,000	\$155,000
Previous welfare recipients	\$164,000	\$156,000	\$174,000
Rest of Australian resident population	\$150,000	\$148,000	\$164,000
Total—Australian resident population	\$190,000	\$187,000	\$200,000

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

Extent to which payment recipients have improved financial self-reliance

This 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 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

Outcome performance measure	Expected average proportion of future lifetime years not receiving income support payments ^a		
	June 2017	June 2016	June 2015
Cross program			
• Studying Payment recipients	60%	59%	52%
• Working Age Payment recipients	38%	38%	34%
• Parenting Payment recipients	36%	36%	37%
• Carer Payment recipients	16%	15%	18%
• Disability Support Pension recipients	6%	4%	7%
• Age Pension recipients	6%	4%	6%
• Recipients of non-Income Support Family Payments	62%	60%	55%
• Recipients of non-Income Support Carer Payments	57%	56%	54%
• Recipients of other non-Income Support Payments	63%	60%	55%
Previous welfare recipients	59%	59%	55%
Rest of Australian resident population	66%	65%	61%
Total—Australian resident population	59%	58%	54%

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	2018–19	2017–18	2016–17
Student Payments^a			
Austudy			
Percentage of Austudy recipients who are not receiving income support 3/6/12 months after exiting Student Payments:			
• within 3 months	65.2%	63.2%	63.7%
• within 6 months	68.3%	65.7%	66.4%
• within 12 months	73.0%	70.5%	70.9%
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	73.9%	71.5%	70.8%
• within 6 months	77.9%	75.4%	74.5%
• within 12 months	82.8%	80.4%	80.2%
ABSTUDY (Secondary and Tertiary)			
Percentage of ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting Student Payments: ^c			
• within 3 months	56.6%	53.1%	52.1%
• within 6 months	55.2%	52.2%	51.5%
• within 12 months	57.5%	54.4%	51.3%

a Group comprises recipients who exited from Student Payments in calendar year 2017.

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 decreased, compared to the previous year.

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	2018–19	2017–18	2016–17
Income Support for Vulnerable People			
Special Benefit			
Percentage of Special Benefit activity tested recipients who exit income support payment:			
• within 3 months	20.8%	23.7%	15.6%
• within 6 months	36.9%	40.8%	34.7%
• within 12 months	58.0%	60.6%	62.1%
Working Age Payments			
Newstart Allowance			
Percentage of Newstart Allowance recipients who exit income support payment:			
• within 3 months	19.2%	24.0%	22.9%
• within 6 months	38.0%	41.7%	41.6%
• within 12 months	62.0%	63.0%	64.1%
Youth Allowance (other)			
Percentage of Youth Allowance (other) recipients who exit income support payment:			
• within 3 months	17.3%	22.9%	21.2%
• within 6 months	37.7%	42.5%	41.1%
• within 12 months	61.6%	62.1%	63.8%

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 1.6 per cent of all Special Benefit recipients report employment income as most recipients are over Age Pension age.

The proportion of Age Pension recipients reporting employment income as at June of each financial year has remained relatively steady over the last three years (4.3 per cent in 2016–17, 4.2 per cent in 2017–18 and 4.3 per cent in 2018–19).

Disability Support Pension recipients reporting employment income declined slightly to 7.8 per cent in 2018–19 compared to 8.0 per cent and 8.2 per cent for the previous two financial years.

The low percentage of Carer Payment recipients reporting employment income (between 9 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 generally remained steady, although there was a slight fall for Newstart Allowance.

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.

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.

Table 2.1.6: Percentage of recipients reporting employment income

Outcome performance measure	2018–19	2017–18	2016–17
Income Support for Vulnerable People			
Special Benefit	1.6%	1.5%	1.7%
Income Support for Seniors			
Age Pension (new entrants)	9.8%	9.4%	10.5%
Age Pension (all recipients)	4.3%	4.2%	4.3%
Income Support for People with Disability			
Disability Support Pension	7.8%	8.0%	8.2%
Income Support for Carers			
Carer Payment	9.3%	9.1%	9.3%
Wife Pension (Disability Support Pension)	21.3%	21.7%	22.2%
Working Age Payments			
Newstart Allowance	19.1%	20.3%	21.0%
Parenting Payment (Partnered)	10.8%	10.0%	9.9%
Parenting Payment (Single)	28.8%	26.9%	26.2%
Partner Allowance	5.9%	6.1%	5.8%
Sickness Allowance	9.4%	8.8%	8.3%
Widow Allowance	5.1%	5.9%	6.4%
Youth Allowance (other)	17.6%	19.3%	19.5%
Student Payments			
Austudy	33.7%	33.1%	32.1%
Youth Allowance (student) ^a	38.0%	37.7%	36.7%
ABSTUDY (Secondary and Tertiary) ^b	17.5%	17.4%	16.1%

a Includes Australian apprentices.

b ABSTUDY Living Allowance only.

Percentage of recipients receiving a part rate of payment due to income or assets tests

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 relatively steady from 2017–18 to 2018–19 at around 38 per cent. The proportion in receipt of a part rate is highest for pensioners aged 70 and under.

Over the longer-term, the proportion of Age Pension recipients on the part rate has been increasing and is expected to further increase, 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, which better targets the payment to people who are unable to support themselves due to their disability.

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 23.0 per cent in 2016–17 to 22.7 per cent in 2018–19.

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. In line with the slight reduction in the proportion of recipients with earned income, the proportion of Newstart Allowance recipients on a part rate of payment also fell slightly.

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 2017	June 2016	June 2015
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	40.5%	40.9%	41.6%
• Maintenance income test ^e	20.7%	20.3%	20.4%
Family Tax Benefit Part B			
• Income test	25.7%	28.0%	28.2%

a Family Tax Benefit instalment population as at June each year.

b Family Tax Benefit recipients are not subject to an assets test.

c In this measure, a recipient may be captured in more than one category, that is, both income test and maintenance income test for Family Tax Benefit Part A. In Table 2.1.9a, recipients are captured in one category only.

d This measure captures any recipient whose entitlement is reduced by an income test.

e This measure captures any recipient whose entitlement is reduced by the maintenance income test.

Table 2.1.7b: Percentage of recipients who did not meet the Family Tax Benefit Maintenance Action Test

Intermediate outcome performance measure ^a	As at		
	June 2017	June 2016	June 2015
Percentage of children who did not meet the Family Tax Benefit Maintenance Action Test ^b	11.0%	10.8%	10.2%
Percentage of families who did not meet the Family Tax Benefit Maintenance Action Test ^c	14.4%	14.2%	13.4%

- a The Family Tax Benefit Maintenance Action Test requires a child's parent to seek financial support from the other parent when they separate. If the 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.
- b Denominator includes all Family Tax Benefit Part A children who are required to go through Maintenance Action Test.
- c 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	2018–19	2017–18	2016–17
Income Support for Vulnerable People			
Special Benefit ^a	76.7%	77.7%	79.1%
Income Support for Seniors			
Age Pension	38.0%	38.2%	38.2%
• Income test	25.1%	25.4%	25.3%
• Assets test	13.0%	12.8%	12.8%
Widow B Pension	40.2%	39.0%	41.6%
• Income test	40.2%	39.0%	41.6%
• Assets test	0.0%	0.0%	0.0%
Wife Pension (Age)	18.0%	18.7%	19.3%
• Income test	16.2%	17.0%	17.5%
• Assets test	1.8%	1.7%	1.8%
Income Support for People with Disability			
Disability Support Pension	14.1%	14.4%	14.7%
• Income test	13.2%	13.5%	13.7%
• Assets test	0.9%	1.0%	1.0%

Outcome performance measure	2018–19	2017–18	2016–17
Income Support for Carers			
Carer Payment	22.7%	22.5%	23.0%
• Income test	20.3%	20.0%	20.4%
• Assets test	2.4%	2.5%	2.6%
Wife Pension (Disability Support Pension)	27.5%	27.8%	27.8%
• Income test	26.1%	26.2%	26.4%
• Assets test	1.4%	1.6%	1.4%
Working Age Payments			
Newstart Allowance ^b	22.3%	23.2%	23.6%
Parenting Payment (Partnered) ^b	26.6%	26.7%	27.6%
Parenting Payment (Single) ^b	26.3%	24.7%	24.2%
Partner Allowance ^b	13.0%	14.9%	14.9%
Sickness Allowance ^b	16.4%	16.1%	16.5%
Widow Allowance ^b	21.5%	21.4%	21.1%
Youth Allowance (other) ^b	15.8%	16.3%	16.8%
Student Payments			
Austudy	16.8%	15.4%	14.9%
Youth Allowance (student) ^c	27.8%	26.4%	25.6%
ABSTUDY (Secondary) ^d	12.9%	13.7%	13.5%
ABSTUDY (Tertiary) ^e	17.5%	16.2%	15.8%

- 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 from \$150,000 to \$100,000 in 2015–16. The Family Tax Benefit Part B population decreased in 2016–17 due to a policy change to the age of eligibility. From 1 July 2016 Family Tax Benefit Part B was limited to single parents with a youngest child aged up to the end of the calendar year they turn 18, or couple families with a youngest child aged under 13 years.

The long-term trend of a gradual reduction in the proportion of senior Australians receiving the Age Pension continued in 2018–19. This is because new retirees have more assets at retirement than previous cohorts due to the maturation of the superannuation system. It is also due to the increase in the number of senior Australians remaining in the workforce longer.

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 17.4 per cent in 2018–19. 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 4.0 per cent in 2018–19. 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		
	2016–17	2015–16	2014–15
Family Tax Benefit			
Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part A ^b	56.1%	58.8%	61.5%
Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part B ^b	47.2%	49.6%	55.0%

a Reconciliation data reported at June 2019 for 2016–17, June 2018 for 2015–16 and June 2017 for 2014–15.

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. The 2015–16 Australian Bureau of Statistics Survey of Income and Housing (SIH) data was used to estimate the number of families with a child aged under 16. However, the estimates should be treated with caution as the 2015–16 SIH does not take into account families with shared care arrangements.

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

Outcome performance measure	2018–19	2017–18	2016–17
Income Support for Seniors			
Percentage of estimated population of senior Australians over 65 years who receive Age Pension ^a	65.1%	65.3%	65.8%
Income Support for People with Disability			
Percentage of estimated population of people with disability who receive Disability Support Pension ^b	17.4%	17.6%	17.7%
Percentage of estimated Australian working age population who receive Disability Support Pension ^c	4.0%	4.2%	4.3%
Income Support for Carers			
Percentage of primary carers who are receiving Carer Payment ^d	33.0%	32.1%	30.8%
Percentage of primary carers who are receiving Carer Allowance (Adult) and (Child) ^e	72.5%	72.7%	71.3%

- 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, 2017 (base) to 2066) data on the seniors population aged 65.5 years and over.
- b These results are derived from the 2015 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.
- 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, 2017 (base) to 2066) 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 2015 Australian Bureau of Statistics Survey of Disability, Ageing and Carers (cat. no. 4430.0) and is the number of people who provided the most informal help needed by a person with disability. Eligibility for Carer Payment and Carer Allowance is not determined by the Australian Bureau of Statistics definition of primary carer. 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 2016–17 entitlement year, the amount of child support received has reduced the amount of Family Tax Benefit Part A paid by \$750 million, a small increase on the \$739 million reduction in the 2015–16 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 2017	June 2016	June 2015
Family Tax Benefit			
Percentage of families in receipt of Family Tax Benefit Part A within income test categories:			
• Families on Income Support			
– Maximum rate	28.6%	28.8%	28.6%
– Maintenance reduced rate	13.4%	13.3%	13.4%
– Base rate	2.6%	2.5%	2.3%
– Regular care rate	0.3%	0.3%	0.3%
• Families not on Income Support			
– Maximum rate	10.4%	10.1%	9.7%
– Maintenance reduced rate	3.3%	3.1%	3.0%
– Broken rate below high income free area	20.3%	19.9%	20.8%
– Broken rate above high income free area	6.5%	6.0%	3.5%
– Base rate	10.2%	11.2%	13.1%
– Tapered base rate	4.1%	4.4%	4.9%
– Regular care rate	0.4%	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 2017	June 2016	June 2015
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	39.1%	37.1%	34.6%
– Maximum rate couple families	1.9%	2.1%	2.1%
– Broken rate couple families	11.2%	12.8%	12.1%
• Families not on Income Support			
– Maximum rate single families	17.5%	15.8%	15.0%
– Maximum rate couple families	15.8%	16.9%	20.1%
– Broken rate couple families	14.5%	15.2%	16.1%

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		
	2016–17	2015–16	2014–15
Percentage of children who meet the Family Tax Benefit immunisation requirement by age check point:			
• Children aged one in entitlement year	97.0%	97.3%	97.7%
• Children aged two in entitlement year	96.7%	97.9%	97.9%
• Children aged five in entitlement year	97.3%	98.5%	98.3%
Percentage of children who meet the Family Tax Benefit health check requirement	87.9%	87.9%	90.2%
Reduction of Family Tax Benefit as a result of maintenance income test ^b	\$750m	\$739m	\$743m

a Reconciliation data reported at June 2019 for 2016–17, June 2018 for 2015–16 and June 2017 for 2014–15.

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	2018–19	2017–18	2016–17
Income Support for Seniors			
Age Pension			
Percentage of total income ^a derived from sources other than the pension ^b	21.9%	22.2%	22.4%

- a Total income only includes assessable income for social security purposes, such as employment income, foreign pensions, deemed income from financial investments and the assessable income received from income streams. It does not include the actual amounts earned on deemed financial investments, the actual income received from income streams, amounts received from reverse mortgages or lump sum amounts withdrawn from bank accounts or superannuation. It also does not account for the use of assets for self-support in retirement (e.g. selling property, selling shares), which is a key part of retirement income planning.
- b Performance measure updated to reflect a percentage from 2018–19.

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	2018–19	2017–18	2016–17
Family Tax Benefit			
Agreement is in place with the Department of Human Services ^a 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	Milestone/standard: Agreement is in place Result: met
Child Payments			
Agreement is in place with the Department of Human Services ^a 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"> Single Income Family Supplement Stillborn Baby Payment Double Orphan Pension Assistance for Isolated Children 	Milestone/standard: Agreement is in place Result: met	Milestone/standard: Agreement is in place Result: met	Milestone/standard: Agreement is in place Result: met

**Intermediate outcome
performance measure**
PBS performance criteria

2018–19

2017–18

2016–17

Income Support for Vulnerable People

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

- Special Benefit

Milestone/
standard:
Agreement
is in place
Result: met

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^a to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines:

- Payments under Special Circumstances
- Bereavement Allowance

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Supplementary Payments and Support for Income Support Recipients

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

- Essential Medical Equipment Payment
- Utilities Allowance

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Income Support for Seniors

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

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

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Allowances and Concessions for Seniors

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

- Allowances and Concessions for Seniors

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Income Support for People with Disability

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

- Disability Support Pension
- Mobility Allowance

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Milestone/
standard:
Agreement
is in place
Result: met

Intermediate outcome performance measure PBS performance criteria	2018–19	2017–18	2016–17
Income Support for Carers			
Agreement is in place with the Department of Human Services ^a 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	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Carer Allowance (Adult) and (Child) • Carer Payment • Carer Supplement • Child Disability Assistance Payment • Wife Pension (Disability Support Pension) 			
Working Age Payments			
Agreement is in place with the Department of Human Services ^a 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	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • Newstart Allowance • Parenting Payment • Sickness Allowance • Widow Allowance • Youth Allowance (other) • Partner Allowance 			
Student Payments			
Agreement is in place with the Department of Human Services ^a 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	Milestone/ standard: Agreement is in place Result: met
<ul style="list-style-type: none"> • ABSTUDY • Austudy • 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 \$105.263m	Milestone/ standard: Departmental funding is expended to achieve agency outcomes \$101.997m	Milestone/ standard: Departmental funding is expended to achieve agency outcomes \$118.370m

a The Department of Human Services was renamed Services Australia on 29 May 2019.

Payment accuracy

The Random Sample Survey provides assurance over the accuracy of social security payments. Reviews are conducted by Services Australia (formerly the Department of Human Services) using a random sample of the population for the major payment types provided by the 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 2018–19, 20,427 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 2018–19, the overall accuracy result was 94.69 per cent (see Table 2.1.11).

Table 2.1.11: Payment accuracy

Intermediate outcome performance measure	2018–19		
	Number of recipients surveyed	Accuracy	Confidence interval +/-
ABSTUDY	500	78.37%	3.95%
Austudy	700	81.55%	2.99%
Newstart Allowance	4,917	92.80%	0.77%
Parenting Payment (Partnered)	1,071	83.87%	2.80%
Parenting Payment (Single)	2,055	93.55%	1.14%
Partner Allowance	111	96.71%	2.97%
Sickness Allowance	370	68.23%	5.09%
Widow Allowance	184	95.02%	3.15%
Youth Allowance (other)	804	88.34%	2.27%
Youth Allowance (student)	1,300	87.60%	1.86%
Age Pension	3,528	97.10%	0.49%
Disability Support Pension	1,919	94.91%	1.37%
Carer Payment	1,061	97.04%	2.94%
Carer Allowance	162	90.93%	1.45%
Family Tax Benefit	1,428	95.81%	2.49%
Special Benefit	317	97.75%	1.50%
Overall rate of accuracy	20,427	94.69%	0.48%

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. Services Australia manages debt identification and recovery on behalf of the department.

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

Intermediate outcome performance measure ^a	Entitlement year ^b		
	2016–17	2015–16	2014–15
Family Tax Benefit			
Percentage of all recipients who had a qualification debt raised	7.5%	10.2%	9.1%
Percentage of all recipients whose qualification debt remains outstanding	0.5%	1.2%	0.9%
Percentage of all recipients who had a debt raised following reconciliation	17.8%	14.9%	12.6%
Percentage of all recipients whose reconciliation debt remains outstanding	3.4%	2.9%	2.1%
Percentage of all recipients who had a non-lodger debt raised	1.5%	1.5%	1.3%
Percentage of all recipients whose non-lodger debt remains outstanding	1.4%	1.4%	1.2%

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

b Reconciliation data reported at June 2019 for 2016–17, June 2018 for 2015–16 and June 2017 for 2014–15. From 2016–17, Table 2.1.12 reports Family Tax Benefit debts against the Family Tax Benefit population (1,823,249 in 2016–17, 1,859,774 in 2015–16 and 1,957,699 in 2014–15). 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		
	2016–17	2015–16	2014–15
Family Tax Benefit			
Family Tax Benefit Part A	1,669,583	1,723,741	1,778,408
Family Tax Benefit Part B	1,360,857	1,449,237	1,581,164

a Reconciliation data reported at June 2019 for 2016–17, June 2018 for 2015–16 and June 2017 for 2014–15.

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

Output performance measure	2018–19	2017–18	2016–17
Family Tax Benefit			
Child Support Scheme (number of cases) ^a	767,247	777,884	778,687
Child Payments			
Double Orphan Pension	972	1,036	1,107
Single Income Family Supplement ^b	n/a ^c	112,162 ^d	213,295 ^d
Stillborn Baby Payment	788	866 ^e	1,005
Assistance for Isolated Children ^f	11,524	11,330	11,032
Income Support for Vulnerable People			
Special Benefit	7,135	6,823	6,966
Income Support for People in Special Circumstances			
Bereavement Allowance ^g	742	872	875
Payments under Special Circumstances ^h	39	36	40
Supplementary Payments and Support for Income Support Recipients			
Utilities Allowance	36,593	40,753	45,854
Essential Medical Equipment Payment (number of payments)	47,105	43,220	42,556
Income Support for Seniors			
Age Pension	2.54m	2.48m	2.50m
Widow B Pension	296	328	361
Wife Pension (Age)	4,102	4,715	5,175
Allowances and Concessions for Seniors			
Energy Supplement for holders of the Commonwealth Seniors Health Card	302,906	327,309	351,354
Income Support for People with Disability			
Disability Support Pension	745,673	756,960	758,911
Mobility Allowance ⁱ	16,750	32,799	45,236
Income Support for Carers			
Carer Payment	282,097	274,414	263,874
Carer Allowance (Adult and Child) ^j	620,396	622,423	610,068
Carer Supplement	651,587	642,537	639,986
Child Disability Assistance Payment	163,410	159,065	158,648
Wife Pension (Disability Support Pension)	3,927	4,541	4,937

Output performance measure	2018–19	2017–18	2016–17
Working Age Payments			
Newstart Allowance	686,785	727,533	733,088
Parenting Payment (Partnered)	73,138	82,541	94,198
Parenting Payment (Single)	230,164	244,296	255,801
Partner Allowance	1,026	1,956	2,528
Pensioner Education Supplement	20,674	24,315	26,542
Sickness Allowance	4,997	6,101	6,336
Widow Allowance	7,729	12,802	14,548
Youth Allowance (other)	82,770	94,009	101,045
Student Payments			
Austudy ^k	34,950	39,170	43,837
ABSTUDY—Secondary ^k	17,762	18,984	19,332
ABSTUDY—Tertiary ^k	9,650	9,702	9,958
Youth Allowance (student) ^d	174,906	187,114	200,808
Student Start-up Loan ^{mn}	112,773	104,248	48,344
Student Start-up Loan—ABSTUDY ^m	2,136	1,948	926

- a Data for number of cases is point-in-time as at 30 June of the relevant financial year.
- b The Single Income Family Supplement is closed to new entrants. Recipients eligible on 30 June 2017 may continue to receive the supplement if they remain continuously eligible.
- c Family Tax Benefit recipients are automatically assessed for Single Income Family Supplement when their Family Tax Benefit entitlement is reconciled. Data for 2018–19 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 The DSS 2017–18 Annual Report, Table 2.1.13b (page 41) stated that 886 people received the payment. The correct figure was 866.
- f These figures are for the month of December each year due to the nature of the payment.
- g This is the number of grants for each financial year.
- h These figures are unique counts of recipients across the financial year.
- i Significant decrease is due to recipients transitioning to NDIS as it is rolled out. Mobility Allowance is not payable to those in receipt of an NDIS package.
- j Excludes carers whose care receiver qualified for a Health Care Card only.
- k These figures are monthly averages due to the seasonal nature of Student Payments.
- l Includes Australian apprentices.
- m These figures are unique counts of recipients across the calendar year due to the nature of the payment.
- n Youth Allowance and Austudy recipients only.

Number of children

Table 2.1.14a: Number of children—Family Tax Benefit

Output performance measure	Entitlement year		
	2016–17	2015–16	2014–15
Number of children ^a			
Family Tax Benefit			
Number of eligible Family Tax Benefit Part A children	3,298,456	3,403,411	3,504,693
Number of children in eligible Family Tax Benefit Part B families ^b	2,539,278	2,811,937	3,075,799

a Reconciliation data reported at June 2019 for 2016–17, 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	2018–19	2017–18	2016–17
Child Payments			
Double Orphan Pension ^a	1,425	1,512	1,635

a Data as at 30 June 2019 for 2018–19, as at 30 June 2018 for 2017–18 and as at 30 June 2017 for 2016–17.

Administered outlays

Table 2.1.15: Administered outlays

Output performance measure	2018–19	2017–18	2016–17
Family Tax Benefit			
Family Tax Benefit Part A	\$13.96b	\$13.94b	\$14.13b
Family Tax Benefit Part B	\$4.10b	\$4.08b	\$4.24b
Child Payments			
Double Orphan Pension	\$3.00m	\$3.11m	\$3.23m
Single Income Family Supplement	\$22.22m	\$28.46m	\$30.53m
Stillborn Baby Payment	\$1.73m	\$1.89m	\$1.99m
Assistance for Isolated Children	\$77.19m	\$74.94m	\$70.92m
Income Support for Vulnerable People			
Special Benefit	\$103.15m	\$99.79m	\$80.39m
Income Support for People in Special Circumstances			
Bereavement Allowance	\$3.42m	\$3.93m	\$3.76m
Payments under Special Circumstances	\$0.78m	\$0.53m	\$0.66m

Output performance measure	2018–19	2017–18	2016–17
Supplementary Payments and Support for Income Support Recipients			
Utilities Allowance	\$19.56m	\$21.53m	\$21.06m
Essential Medical Equipment Payment	\$7.61m	\$6.80m	\$6.55m
Income Support for Seniors			
Age Pension	\$46.44b	\$44.80b	\$44.22b
Widow B Pension	\$5.36m	\$5.46m	\$6.17m
Wife Pension (Age)	\$76.36m	\$83.24m	\$91.22m
Allowances and Concessions for Seniors			
Energy Supplement for holders of the Commonwealth Seniors Health Card	\$92.66m	\$98.21m	\$91.40m
Income Support for People with Disability			
Disability Support Pension	\$16.71b	\$16.44b	\$16.25b
Mobility Allowance	\$64.77m	\$103.37m	\$135.50m
Income Support for Carers			
Carer Payment	\$5.59b	\$5.39b	\$5.05b
Carer Allowance (Adult)	\$1.67b	\$1.64b	\$1.61b
Carer Allowance (Child)	\$627.32m	\$605.94m	\$580.85m
Carer Supplement	\$584.94m	\$590.59m	\$578.88m
Child Disability Assistance Payment	\$185.87m	\$182.41m	\$180.50m
Wife Pension (Disability Support Pension)	\$68.55m	\$75.37m	\$82.55m
Working Age Payments			
Newstart Allowance	\$9.68b	\$10.01b	\$9.99b
Parenting Payment (Partnered)	\$806.00m	\$916.23m	\$979.79m
Parenting Payment (Single)	\$4.31b	\$4.68b	\$4.63b
Partner Allowance	\$18.81m	\$29.35m	\$39.36m
Pensioner Education Supplement	\$36.34m	\$46.56m	\$54.03m
Sickness Allowance	\$84.62m	\$102.79m	\$95.81m
Widow Allowance	\$161.99m	\$221.74m	\$251.25m
Youth Allowance (other)	\$862.75m	\$943.90m	\$994.62m
Student Payments			
Austudy	\$444.42m	\$509.73m	\$583.65m
Youth Allowance (student)	\$1.65b	\$1.85b	\$2.15b
ABSTUDY—Secondary	\$154.37m	\$152.68m	\$151.51m
ABSTUDY—Tertiary	\$110.50m	\$113.77m	\$114.59m
Student Start-up Loan	— ^a	\$129.43m	\$81.23m
Student Start-up Loan—ABSTUDY	— ^a	\$2.46m	\$1.51m

a Nil expenses for 2018–19 due to the implementation of AASB9—Financial Instruments.

Supporting the vulnerable and preventing entrenched disadvantage

The Families and Communities Program is at the core of our mission to improve the wellbeing of individuals and families in Australian communities.

This program provides support to vulnerable children, improves the wellbeing of families and individuals, reduces the costs of family breakdown, improves financial capability and literacy, and builds strong and resilient communities.

To do this, we implement a number of activities and initiatives.

The Families and Children Activity invests significantly in parenting and early childhood intervention and prevention programs that aim to build the capacity of parents and disrupt entrenched pathways of disadvantage experienced by vulnerable children and their families.

The Stronger Places, Stronger People initiative supports communities to create better outcomes for children and their families through partnering with leaders and their communities, local organisations, policy makers and funders. This place-based collective initiative is being implemented in partnership with state and territory governments and 10 communities across Australia.

The Financial Wellbeing and Capability Activity provides around \$100 million per year to alleviate financial crises, address financial stress and hardship, and increase financial literacy for individuals and families. The suite of services can support people in times of financial crisis through practical assistance, such as food, blankets and support to pay bills.

For families who have longer term issues such as over-indebtedness and/or a lack of understanding of financial issues, financial counselling can assist to bring their finances under control and help them build skills in the longer-term.

Guiding our work on women's safety is the 12-year *National Plan to Reduce Violence Against Women and their Children*. This National Plan recognises that violence against women and their children is a complex problem that requires a long-term plan of action. There are three four-year action plans with our department leading the implementation of the Fourth Action Plan 2018–2020.

Our work is also guided by the *National Framework for Protecting Australia's Children 2009–2020* which aims to deliver a substantial and sustained reduction in levels of child abuse and neglect over time.

The National Centre for the Prevention of Child Sexual Abuse will be an independent body providing a strategic research focus, supporting state and territory services to respond to victims, reducing reoffending and preventing future abuse. To establish the National Centre by the end of 2020, consultations will continue through 2019 with stakeholders from state and territory governments, survivor groups, academia and service providers.

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 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. In 2018–19 we also supported migrants and humanitarian entrants settling in Australia. This function was transferred to the Department of Home Affairs on 29 May 2019.

We work across the Australian and state and territory governments to foster inclusive social behaviours that strengthen social cohesion, such as mutual respect, trust and belonging. We support the development of strong and resilient families 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 work with state and territory governments to reduce the harm from online gambling through a *National Consumer Protection Framework for Online Wagering*. We support those affected by institutional child sexual abuse to access redress through the National Redress Scheme.

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:

- » continued to implement the National Redress Scheme for the survivors of institutional child sexual abuse
- » delivered strong results for the Cashless Debit Card in current sites and successfully implemented the initiative in the Bundaberg and Hervey Bay region, Queensland
- » delivered key activities under the *National Plan to Reduce Violence against Women and their Children 2010–2022* and worked with states and territories to agree national priorities for the Fourth Action Plan of the National Plan
- » delivered key activities under the Third Action Plan 2015–2018 of the *National Framework for Protecting Australia's Children 2009–2020* and launched the Fourth Action Plan 2018–2020
- » delivered the 2018 Volunteer Grants
- » launched a Commonwealth/state and territory government *National Consumer Protection Framework for Online Wagering* and coordinated the implementation of the first tranche of measures under this Framework
- » finalised grants for services under the Financial Wellbeing and Capability Activity totalling \$330 million over four and a half years, providing support for vulnerable people and those most at risk of financial and social exclusion and disadvantage
- » expanded the Free Interpreting Service (FIS) to allow pharmacists to access the service when assisting people with limited or no English proficiency and to allow nurse practitioners to register to access the service independently.

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 individual/family needs
		Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections
Intermediate Outcome— How well did we do?	Extent of contribution to implementing national initiatives	Extent of progress in implementing the <i>National Plan to Reduce Violence against Women and their Children 2010–2022</i>
		Extent of progress in implementing the <i>National Framework for Protecting Australia's Children 2009–2020</i>
	Extent to which payments and service provision meet program objective	Program performance criteria and associated 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 2018–19, page 9. Portfolio Budget Statements 2018–19, pages 72–74.

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
- » community-based support services for those affected by institutional child sexual abuse throughout their redress journey
- » delivery of Children and Parenting Support services in 3,400 outlets across Australia, including 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 and Forced Adoption Support Services) to improve outcomes and enhance wellbeing for people adversely affected by past institutional and child-welfare practices and policies
- » delivery of Family and Relationship Services in 518 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

- » delivery of the Cashless Debit Card program to support people, families and communities in places where high levels of welfare dependence co-exist with high levels of social harm:
 - As at 30 June 2019, 5,523 participants in Bundaberg and Hervey Bay were placed on the Cashless Debit Card.
 - There were 1,612 visits made to shopfronts in the Bundaberg and Hervey Bay region during the implementation period and 2,247 calls made by identified Bundaberg and Hervey Bay participants to the CDC Hotline between 1 February and 1 May 2019.
 - Over 95 per cent of Bundaberg and Hervey Bay participants have activated accounts. The department actively works with participants who have not activated their accounts to provide necessary assistance.

The Data Exchange is a program performance platform used to collect data about services delivered to clients. In response to feedback from organisations, the Data Exchange was enhanced in 2018, which has impacted the client outcome measures for Data Exchange programs. In August 2018 the requirement to specify whether an outcome assessment was 'pre' or 'post' was removed to better reflect how clients interact with services. Instead the system now collects outcome assessments in a time sequence, which makes it easier for organisations to record multiple outcome assessments. The Data Exchange now matches the earliest outcomes assessment (regardless of whether it was 'pre' or 'post') with the most recent outcomes assessment.

This change has increased the number of matched outcomes, but has also resulted in a higher number of neutral and negative client outcomes. This is because the counting of an outcome occurs as soon as two outcomes assessments can be matched together, meaning that the activity may have had less time to have an impact. The department has provided information and caveats against each indicator where these system changes are likely to have influenced the overall result. The performance tables also include what the outcome results would have looked like if the new methodology was applied to previous years, enabling more accurate comparison of outcome measures across financial years.

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

Outcome performance measure	2018–19^a (new method)	2017–18^a (new method)	2017–18 (as previously published)	2016–17^a (new method)	2016–17 (as previously published)
Cross program					
Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs ^{b,c,d,e}					
• All circumstances ^f	72.1%	70.8%	77.9%	68.2%	76.0%
• Age-appropriate development	61.7%	59.4%	65.3%	52.1%	59.1%
• Community participation and networks	67.9%	64.7%	72.9%	62.6%	72.7%
• Education and skills training ^g	69.2%	–	–	–	–
• Employment ^g	61.1%	–	–	–	–
• Employment, education and training ^g	50.2%	63.4%	72.6%	62.4%	71.3%
• Family functioning	58.9%	59.7%	65.1%	55.6%	62.0%
• Housing	59.6%	60.6%	67.6%	61.9%	70.9%
• Material wellbeing and basic necessities	69.6%	67.6%	74.1%	66.1%	71.6%
• Mental health, wellbeing and self-care	58.6%	59.7%	65.5%	54.1%	60.7%
• Financial resilience ^h	60.7%	59.4%	67.3%	59.2%	67.3%
• Personal and family safety ⁱ	51.3%	52.1%	56.6%	45.7%	50.5%
• Physical health	55.7%	50.1%	59.2%	44.3%	60.7%
Families and Children					
Percentage of individuals with improved individual and family functioning, including child wellbeing, safety and development ^j	66.8%	66.7%	71.8%	61.8%	68.0%
Financial Wellbeing and Capability					
Percentage of assisted individuals with improved financial wellbeing, capability and resilience ^k	74.4%	71.9%	79.9%	72.2%	79.2%

a In August 2018, the Data Exchange released enhancements to the web-based portal which changed the way outcome assessments are paired, meaning data for 2018–19 is not directly comparable to previously published annual report figures. To enable a more effective comparison to previous years, additional columns have been added to show 2016–17 and 2017–18 outcome results using the same methodology as is now used in 2018–19. During 2018–19, more service providers have also commenced reporting outcomes data, which has improved the quality of this measure compared to 2016–17 and 2017–18. To measure outcomes only clients with at least two corresponding outcome domains have been counted.

- b Data relating to Family Law Services is excluded as it is funded by, and under the policy responsibility of, the Attorney-General's Department.
- c The number of activities funded under the Families and Communities Program may vary across financial years.
- 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.
- e This excludes clients reported as support persons.
- f Outcome performance measures are collated from programs supporting people in achieving different outcome circumstances.
- g 'Employment, education and training' was split into two new domains 'Employment' and 'Education and skills training'. The combined measure only includes two months of data in 2018–19 and this will be the last year it is reported.
- h Description of this performance measure in 2017–18 was 'Money management' and has changed to 'Financial resilience' in 2018–19.
- i Description of this performance measure in 2017–18 was 'Personal health and safety' and has changed to 'Personal and family safety' in 2018–19.
- j The submission of outcomes data is voluntary and only a subset of service providers have submitted the additional data. During 2018–19, more service providers have commenced reporting outcomes data which has improved the quality of this measure compared to 2017–18. To measure outcomes only clients with at least two corresponding domain SCOREs have been counted. For this measure all domains relating to the circumstance outcome type have been included.
- k Measured by provider reports of client assessments, for clients whose needs were met through Financial Crisis and Material Aid, Commonwealth Financial Counselling and Financial Capability services.

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.

In January 2019, the department reformed settlement grants to improve outcomes by implementing the enhanced Settlement Engagement and Transition Support (SETS) program. SETS is a national program with two components: Client Services and Community Capacity Building. SETS provides flexible, needs-based, tailored early intervention support to a diverse range of newly arrived immigrants, with a focus on English language proficiency and employment and education pathways. In terms of SETS clients achieving their goals related to building capacity and connections, of those assessed by service providers in relation to their knowledge of services and access to information, over three-quarters of clients (76.7 per cent) achieved a positive outcome in the six months to June 2019.

The department continued to progress two pilot initiatives testing innovative ways of delivering services:

- » Youth Transition Support services helped to build capability and resilience among young humanitarian entrants and other eligible migrants aged 15 to 25 years to stay engaged in education and make successful transition to employment. Of those clients assessed by service providers in relation to their knowledge of services and access to information, a significant number of clients (91.6 per cent) achieved a positive outcome in 2018–19.

- » The Career Pathways Pilot, which ceased on 30 June 2019 after two years of operation, provided targeted assistance for humanitarian entrants with workplace-level English to pursue career pathways that draw on their pre-arrival skills and qualifications. An independent interim evaluation of the pilot conducted in 2018–19 found that several elements of the design of the pilot worked well, with many clients showing good progress towards outcomes. Of those clients assessed by service providers in relation to their knowledge of services and access to information, a large proportion of clients (79.1 per cent) achieved a positive outcome in 2018–19.

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 3,400 outlets across Australia, 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 518 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	2018–19 ^a (new method)	2017–18 ^a (new method)	2017–18 (as previously published)	2016–17 ^a (new method)	2016–17 (as previously published)
Cross program					
Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections ^{bc}					
• All goals ^d	76.8%	78.0%	85.2%	73.8%	81.7%
• Under 15 years	78.0%	74.8%	80.5%	68.7%	78.4%
• 15–64 years	77.2%	78.3%	84.6%	74.4%	82.1%
• 65 years and over	66.3%	83.3%	88.9%	81.2%	87.1%
• Culturally and linguistically diverse	82.4%	82.9%	90.6%	77.7%	90.9%
• Do not identify as culturally and linguistically diverse	74.8%	75.9%	81.4%	72.4%	78.7%

Outcome performance measure	2018–19 ^a (new method)	2017–18 ^a (new method)	2017–18 (as previously published)	2016–17 ^a (new method)	2016–17 (as previously published)
Families and Children					
Percentage of clients with improved knowledge, skills, behaviours and engagement with services ^e	73.8%	74.9%	79.2%	68.2%	73.0%
Settlement Services					
Percentage of assisted migrants and humanitarian entrants with improved engagement with support services ^f	85.3%	84.3%	90.3%	78.3%	94.1%
Financial Wellbeing and Capability					
Percentage of clients achieving individual goals related to financial counselling, capability and resilience ^g	77.7%	80.5%	88.8%	83.1%	91.5%

- a In August 2018, the Data Exchange released enhancements to the web-based portal which changed the way outcome assessments are paired, meaning data for 2018–19 is not directly comparable to previously published annual report figures. To enable a more effective comparison to previous years, additional columns have been added to show 2016–17 and 2017–18 outcome results using the same methodology as is now used in 2018–19. During 2018–19, more service providers have also commenced reporting outcomes data, which has improved the quality of this measure compared to 2016–17 and 2017–18. To measure outcomes only clients with at least two corresponding outcome domains have been counted.
- b Data relating to Family Law Services is excluded as it is funded by, and under the policy responsibility of, the Attorney-General's Department.
- c The number of activities funded under the Families and Communities Program may vary across financial years.
- 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 2018–19, more service providers have commenced reporting outcomes data which has improved the quality of this measure compared to 2017–18. To measure outcomes only clients with at least two corresponding domain SCOREs have been counted. For this measure all domains relating to the goals 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 2018–19, SETS Client Services commenced, which has impacted the level of reporting on outcome data and the percentage of clients with improved engagement with services. To measure outcomes only clients with at least two corresponding domain SCOREs have been counted. For this measure all domains relating to the goal outcome type have been included.
- g Measured by provider reports of client assessments, for clients who were assisted to improve their financial wellbeing through Financial Crisis and Material Aid, Commonwealth Financial Counselling and Financial Capability services. Increases in the number of organisations reporting may affect comparability over financial years.

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

The *National Plan to Reduce Violence against Women and their Children 2010–2022* (the National Plan) represents a commitment by the Commonwealth, state and territory governments to reduce violence against women and their children, delivered through a series of three-year Action Plans.

State and territory governments have primary responsibility for funding front line services to support women who have experienced or are at risk of violence.

In 2018–19, the department continued implementation of the Third Action Plan delivering:

- » primary prevention activities, including the second phase of the Stop it at the Start campaign, complemented by Our Watch's Doing Nothing Does Harm and No Excuse for Abuse campaigns. These activities aim to change community attitudes and behaviour that can lead to violence against women.
- » the 2017 National Community Attitudes towards Violence against Women Survey (NCAS), released by Australia's National Research Organisation for Women's Safety (ANROWS). The results showed most Australians were more likely to understand that violence against women involves more than just physical violence in 2017 than they were in 2013 and 2009.
- » continued support of national services for women, including:
 - 1800RESPECT, which responded to 163,551 phone and online contacts
 - DV-alert, which delivered domestic violence response training to more than 8,700 frontline workers
 - Keeping Women Safe in Their Homes initiative, which supported 2,950 women and their children who have experienced violence to remain in their own homes, or a home of their choice, where it was safe and appropriate to do so
- » Local Support Coordinators measure, which funded one to two staff in each state and territory to assist victims of family and domestic violence to navigate the service system.

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	2018–19	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>	Finalised implementation of the Third Action Plan 2016–2019	Result: met	Result: met
	Implementation of primary prevention activities including the Stop it at the Start, Doing Nothing Does Harm and No Excuse for Abuse campaigns		
	Continued support for national services, including 1800RESPECT, DV-alert, Keeping Women Safe in Their Homes and the Local Support Coordinators measure		
	The findings of the 2017 NCAS were released, revealing knowledge and understanding of violence improved. A sub-sample report detailing findings relating to young people was also released		
	Prevalence of violence against women relatively stable (Personal Safety Survey 2016)		

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

The Third Action Plan 2015–2018 (Third Action Plan) of the *National Framework for Protecting Australia's Children 2009–2020* (National Framework) included three strategies focused on national efforts to improve the wellbeing of Australia's 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 department is leading a number of initiatives that continue beyond the end of the Third Action Plan, including:

- » Delivery of the Towards Independent Adulthood (TIA) trial, which has implemented a one-on-one mentoring model that aims to assist young people leaving out-of-home care engaging with training and education, getting a job and securing a place to live, and developing skills to live independently. The TIA trial is being delivered in Perth and surrounding areas and will end on 30 June 2020.
- » The National Community Awareness Raising (NCAR) strategy will raise awareness in the community of the importance of the first 1,000 days of a child's life. NCAR is due for completion in June 2020.
- » Reports and projects delivered under the Inter-jurisdictional child protection information sharing project, including the development of a national online child protection linkage system that will enable child protection workers to undertake a real time search to identify whether vulnerable children will have links to other jurisdictions.

The Fourth Action Plan 2018–2020 (Fourth Action Plan) of the National Framework has four key priority areas:

- » improving outcomes for Aboriginal and Torres Strait Islander Children at risk of entering, or in contact with, child protection systems
- » improving prevention and early intervention through joint service planning and investment
- » improving outcomes for children in out-of-home care by enhancing placement stability through reunification and other permanent care options
- » improving organisations' and governments' ability to keep children and young people safe from abuse.

The following initiatives have been delivered under the Fourth Action Plan:

- » Priority 1—Improving outcomes for Aboriginal and Torres Strait Islander children at risk of entering, or in contact with, child protection systems:
 - development of a Guide to Support Implementation of the Aboriginal and Torres Strait Islander Child Placement Principle (ATSICPP), including workshops with all state and territory government child protection practitioners and policy makers to support better implementation of the ATSICPP
 - investment in the first phase of data development for new national indicators to measure compliance with the ATSICPP.
- » Priority 2—Improving prevention and early intervention through joint service planning and investment:
 - implementation of Stronger Places, Stronger People, a place-based, collective impact initiative that focuses on interrupting the cycle of childhood vulnerability and poverty, involving collaboration between communities, governments, service providers, investors and other stakeholders to deliver on a locally designed strategy and plan of action to create better outcomes for children, families and communities
 - seven communities have been announced in Logan, Rockhampton and Gladstone in Queensland; Bourke in New South Wales; Burnie in Tasmania; the Far West Region (including Ceduna) in South Australia; and Tennant Creek in the Northern Territory.
- » Priority 3—Improving outcomes for children in out-of-home care by enhancing placement stability through reunification and other permanent care options:
 - development of additional performance indicators, reporting on permanency efforts, timeframes achieved and outcomes
 - delivery of a quick scoping review on timely decision making and outcomes for children in out of-home care
 - development of a nationally consistent approach to guide timely permanency decision making for children in out-of-home care.
- » Priority 4—Improving organisations’ and governments’ ability to keep children and young people safe from abuse:
 - Priority 4 is being led by the National Office of Child Safety (NOCS) in the Department of the Prime Minister and Cabinet.

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

Intermediate outcome performance measure	2018–19	2017–18	2016–17
Cross program			
Actions undertaken to progress the implementation of the National Framework	<p>Result: met</p> <p>Formation of Priority Area Working Groups to drive delivery of actions to meet the objectives of priorities in the Fourth Action Plan</p> <p>Regular meetings and consultations with the Child and Families Secretaries Group, the National Forum for Protecting Australia's Children and Aboriginal and Torres Strait Islander Working Group to oversee the implementation of actions</p> <p>Continuation of the Towards Independent Adulthood (TIA) trial by working with Western Australian Department of Communities to support TIA participants</p> <p>The 'Sharing information nationally to help ensure child safety' challenge, Stage Two, Proof of Concept Phase successfully completed</p>	<p>Result: met</p> <p>Development of National Principles for Child Safe Organisations</p> <p>Towards Independent Adulthood (TIA) trial governance structures agreed with Western Australia's Department of Communities and service providers</p> <p>Stage One, Feasibility Study phase successfully completed</p> <p>Commencement of the Building Capacity in Australian Parents (BCAP) trial pilot phase</p> <p>Parenting Research Centre and the Frame Works Institute release Phase 2 of the Perceptions of Parenting Research 'Talking about the Science of Parenting'—report</p>	<p>Result: met</p> <p>Formal establishment of the Aboriginal and Torres Strait Islander working group</p> <p>Towards Independent Adulthood (TIA) trial commenced—supporting up to 80 young people. Evaluating effectiveness of wrap-around support services for young people transitioning from out-of-home care through an intensive case management service, priority access to government funded services and online resources</p> <p>The 'Sharing information nationally to help ensure child safety' was one of five Business Research Innovation Initiative challenges announced by the Minister for the Department of Industry, Innovation and Science.</p>

Intermediate outcome performance measure	2018–19	2017–18	2016–17
	Ministerial Launch of Building Capacity in Australian Parents trial ‘First 1000 days’ information live on Raising Children’s Network’s website		This challenge sought to develop an innovative technical solution that supports state and territory child protection share related information across borders, to better identify and understand potential risks to children The Parenting Research Centre and Murdoch Children’s Research Institute, ‘An analysis of Australian initiatives with community awareness raising messages about parenting’, report published. The report was commissioned to inform on Building Capacity in Australian Parents and National Community Awareness Raising

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 the department receives appropriations.

Table 2.2.6: Program performance criteria and associated milestones/standards

Intermediate performance measure			
PBS performance criteria	2018–19	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 community 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	Milestone/standard: Standard of delivery is performed in accordance with the terms and conditions of organisations' contracts and agreements with the department Result: met
Paid Parental Leave			
Agreement is in place with the Department of Human Services ^a 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	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	Milestone/standard: Payments were made as described Result: met

Intermediate performance measure			
PBS performance criteria	2018–19	2017–18	2016–17
Program Support for Outcome 2			
Total departmental funding for Outcome 2	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$244.017m	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$236.448m	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$236.739m

a The Department of Human Services was renamed Services Australia on 29 May 2019.

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	2018–19	2017–18	2016–17
Strong and Resilient Communities^a			
Percentage of individuals satisfied with service provision	90.7%	92% ^b	94.4% ^c
Families and Communities Service Improvement			
Extent of members' satisfaction with service provision ^d	90%	–	–

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 Includes Volunteer Management Activity.

d New performance measure for 2018–19. Data is based on data from member surveys conducted by three of the six organisations during the 2018–19 financial year.

Extent of community and service system capacity and capability improvement

The Families and Communities Service Improvement (FCSI) Activity was established in 2014 to build capacity within the families and communities sector by funding peak bodies to deliver conferences, research, pilots, policy advice, evaluations and other overarching service initiatives.

Six peak bodies are funded to deliver FCSI: the Australian Council of Social Service, Australian Research Alliance for Children and Youth, Families Australia, Family and Relationship Services Australia, National Social Security Rights Network and Volunteering Australia.

The department also funds two programs that support capacity and capability improvement through the Australian Institute of Family Studies.

The first is the Families and Children (FaC) Expert Panel Project that aims to help Families and Children Activity service providers to better articulate the evidence underpinning their programs and to build program monitoring and evaluation into their routine. Its ultimate aim is to support evidence-informed programs for parents and children, and help those programs to achieve better outcomes for parents and children. The FaC Expert Panel Project has included a number of distinct projects. These include:

- » helping service providers improve the way they measure program outcomes
- » development of a Needs Assessment resource for publication on the FaC Expert Panel Project website, and an accompanying webinar
- » development of a Practice Implementation Guide for implementing evidence-informed programs and practices for publication on the FaC Expert Panel Project website, and an accompanying webinar
- » 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.

The second is the Child Family Community Australia (CFCA) Information Exchange, which is an information hub for evidence, resources and support for professionals working in the child, family and community welfare sector. The CFCA produces a number of publications, including papers, resource sheets, practice guides and webinars, which are published electronically and are free to access.

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

Intermediate outcome performance measure	2018–19	2017–18	2016–17
Settlement Services			
Number of National Accreditation Authority for Translators and Interpreters (NAATI) issued credentials ^a	As at 31 March 2019, NAATI has issued 14,611 credentials under the certification system. These credentials are held by a total of 10,006 practitioners	–	–
Families and Communities Service Improvement			
Extent of national leadership and representation	Result: met	Result: met	Result: met

a New performance measure for 2018–19.

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 Families 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	2018–19	2017–18	2016–17
Families and Children			
Percentage of individuals from priority groups: ^a	20.5%	12.6%	14.0%
• Indigenous	9.0%	7.8%	8.6%
• Culturally and linguistically diverse	5.3%	4.8%	5.5%
• People with disability ^b	7.4%	–	–
Strong and Resilient Communities^c			
Percentage of individuals assisted from priority groups: ^d	19.2%	12.8%	15.1%
• Indigenous	6.6%	1.2%	2.8%
• Culturally and linguistically diverse	12.7%	11.6%	12.3%
Volunteer Management Activity			
Percentage of individuals assisted from priority groups:	14.0%	18.2%	17.9%
• Indigenous	1.7%	1.3%	0.8%
• Culturally and linguistically diverse	12.3%	16.9%	17.1%
Financial Wellbeing and Capability			
Percentage of individuals from priority groups: ^e	24.9%	24.0%	23.0%
• Indigenous	19.2%	18.5%	17.9%
• Culturally and linguistically diverse	5.7%	5.5%	5.2%

a Data across the three years is not comparable due to program changes (for example commencement of new services and cessation of some programs). This captures clients identified as Indigenous and culturally and linguistically diverse and people with disability.

b New performance measure for 2018–19.

c Strong and Resilient Communities Activity replaced the Strengthening Communities Activity from 1 April 2018. Most Strengthening Communities grants ceased on 30 June 2017.

- d 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. Digital Literacy for Older Australians started providing services in 2017–18 and were fully implemented for 2018–19, resulting in an increased number of services in 2018–19. Volunteer Grants and Volunteer Management Activity have been reported separately since 2017–18.
- e Data for Indigenous and culturally and linguistically diverse clients may 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 (\$719.35 per week). Dad and Partner Pay provides eligible working fathers and partners two weeks' pay based on the rate of national minimum wage.

In 2018–19, a total of 178,758 parents started receiving Parental Leave Pay and a total of 91,762 fathers or partners received the Dad and Partner Pay.

The proportion of mothers receiving Parental Leave Pay has increased from 48.5 per cent of all mothers with newborns in 2017–18 to 53.8 per cent in 2018–19.

Table 2.2.10: Percentage of new parents supported to take Paid Parental Leave

Intermediate outcome performance measure	2018–19	2017–18	2016–17
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	53.8%	48.5%	52.7%
Percentage of parents paid government-funded Parental Leave Pay by employers	68.3%	68.5%	68.5%
Percentage of families who have taken the full 18 weeks of Parental Leave Pay	96.6%	96.6%	96.7%
Dad and Partner Pay			
Percentage of dads and other partners who have taken the full two weeks of Dad and Partner Pay	96.6%	95.9%	96.4%

- 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 2017, 2018 and 2019.

Delivery measures

Number of individuals assisted

Table 2.2.11: Number of individuals assisted

Output performance measure	2018–19	2017–18	2016–17
Families and Children			
Number of individuals assisted ^a	604,825	648,377	643,960
Transition to Independent Living Allowance			
Number of recipients	1,490	1,221	1,260
Settlement Services			
Number of individuals assisted:			
• Humanitarian Settlement Program ^b	15,158	15,349	24,376
• Australian Cultural Orientation ^c	11,821	7,971	12,641
• Grants for Community Settlement ^d	54,373	57,078	51,399
• Free Translating and Interpreting services provided	260,010	251,089	261,984
Financial Wellbeing and Capability			
Number of individuals assisted ^e	660,137	669,804	626,104
Number of individuals engaged with Income Management: ^f	24,943	24,800	25,502
• Vulnerable Welfare Payment Recipient Measure	1,481	1,581	1,689
• Long-term Welfare Payment Recipient Measure	15,592	14,944	14,487
• Disengaged Youth Measure	4,020	4,096	4,280
• Voluntary Income Management	3,510	3,857	4,400
• Child Protection Measure	147	185	205
• Cape York Welfare Reform—Income Management	129	n/p ^g	166
• Supporting People at Risk Measure ^h	64	<5 ^g	275
Number of people on the Cashless Debit Card Trial	11,301	5,207	2,088
Strong and Resilient Communitiesⁱ			
Number of individuals assisted ^j	292,866	57,590	373,474
Volunteer Management Activity^k			
Number of individuals assisted	105,208	112,244	130,247
Volunteer Grants			
Number of individuals assisted	282,792	0 ^l	95,920

Output performance measure	2018–19	2017–18	2016–17
National Initiatives			
Number of contacts answered by 1800RESPECT—the National Sexual Assault, Domestic Family Violence Counselling Service (telephone and online)	163,551	98,466	68,772
Paid Parental Leave			
Number of individuals assisted: ^m			
• Parental Leave Pay	178,758	159,372	170,925
• Dad and Partner Pay	91,762	81,882	83,600

- a This is the actual number of individual or group clients assisted, not an estimate. In 2016–17 and 2017–18 some organisations such as peak bodies not directly delivering services reported on the estimated number of clients that may access services. In 2018–19, providers were asked to report on actual numbers of clients. This ensured the data only included service provider data and not peak body estimates. To enable comparability, the data for 2016–17 and 2017–18 has been revised to reflect the new methodology. The 2018–19 figure also reflects improved data reporting practices.
- 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 may not be comparable across years as some organisations may modify the way they collect data and report to the department.
- f Income Management and Cashless Debit Card data is a point in time snapshot. Income Management data is at 28 June 2019 and Cashless Debit Card data is at 30 June 2019.
- g 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.
- h For 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 Register Registrar replaced the tribunal as the SPaR referring body.
- i Strong and Resilient Communities Activity replaced Strengthening Communities from 1 April 2018.
- j Most Strengthening Communities grants ceased on 30 June 2017. Strong and Resilient Communities Activity began 1 April 2018. Data relates to Digital Literacy for Older Australians and Strong and Resilient Communities Activity. Digital Literacy for Older Australians started providing services in 2017–18 and were fully implemented for 2018–19, resulting in an increased number of individuals assisted in 2018–19. Volunteer Grants and Volunteer Management Activity have been reported separately since 2017–18.
- k 2016–17 data for Volunteer Management was included in the Strengthening Communities data.
- l 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.
- m 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	2018–19	2017–18	2016–17
Number of organisations contracted or receiving grant funding to deliver services			
Families and Communities			
Families and Children	424	410	421
Settlement Services ^a	107	112	135
Financial Wellbeing and Capability ^b	373	346	365
Families and Communities Service Improvement	6	6	6
Strong and Resilient Communities ^c	1,308	106	4,256 ^d
Volunteer Management Activity	52	52	n/a ^d
Volunteer Grants	5,003	n/a ^e	n/a ^d
National Initiatives ^f	104	100	42

- a This figure includes organisations that deliver Settlement Grants, Settlement Transition and Support—Client Services, 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), the Humanitarian Settlement Program and the National Accreditation Authority for Translators and Interpreters.
- b Data is not comparable across years due to funding rounds being conducted in 2018–19. Organisations with different reporting arrangements for subsidiaries or delivery partners may mean the total number of delivery organisations is higher than reported.
- c 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 prior to the commencement of the Strong and Resilient Communities Activity. Digital Literacy for Older Australians started providing services in 2017–18 and were fully implemented for 2018–19, resulting in an increased number of services in 2018–19. Volunteer Grants and Volunteer Management Activity have been reported separately since 2017–18.
- d In 2016–17, Volunteer Management Activity and Volunteer Grants were included in the number of organisations reported under Strengthening Communities.
- e 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.
- f 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	2018–19	2017–18	2016–17
Families and Communities			
Families and Children	\$271.74m	\$258.27m	\$249.93m
Transition to Independent Living Allowance	\$1.95m	\$1.65m	\$1.63m
Settlement Services	\$196.24m	\$163.68m	\$230.56m
Financial Wellbeing and Capability ^a	\$111.07m	\$99.97m	\$102.92m
Families and Communities Service Improvement	\$2.60m	\$2.60m	\$2.70m
Strong and Resilient Communities ^b	\$53.84m	\$36.76m	\$31.32m ^c
Volunteer Management Activity	\$5.73m	\$2.92m	— ^c
Volunteer Grants	\$19.00m	— ^d	— ^c
National Initiatives	\$75.16m	\$72.48m	\$53.44m
Paid Parental Leave			
Parental Leave Pay	\$2.18b	\$2.08b	\$2.03b
Dad and Partner Pay	\$136.95m	\$111.74m	\$110.17m
Social and Community Services			
Social and Community Services	\$377.10m	\$430.72m	\$145.16m

a Funding is for the Financial Wellbeing and Capability Activity, and Welfare Quarantining.

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 the department. Our performance is reliant on influencing other jurisdictions, agencies and employers to reduce barriers to social and economic participation for people with disability and to improve their access to support.

Key results

In the past year, our contributions to improving outcomes for people with disability include:

- » cooperation with the National Disability Insurance Agency (NDIA) and state and territory governments to implement the National Disability Insurance Scheme (NDIS) across Australia, including reaching full scheme Agreements with several states and territories during 2018–19
- » securing national agreement of the interaction of the NDIS with the health system and how the NDIS will support families with children who are unable to live in the family home because of their complex support needs
- » commencement of operations of the NDIS Quality and Safeguards Commission in New South Wales and South Australia from 1 July 2018
- » improved access to Specialist Disability Accommodation for NDIS participants by stimulating supply and market confidence
- » implementation of reforms to the Disability Employment Services (DES) program that give participants greater choice and control over the services they receive, engendered DES provider competition and contestability, and improved targeting of funding to ensure providers have appropriate incentives to support all participants
- » the national roll out of AccessAbility Day 2018, which involved over 1,000 employers hosting over 1,400 people with disability in their workplace for a day
- » the launch of the Employ their Ability campaign, which raised awareness amongst employers of the benefits of employing people with disability. This was the first Federal Government campaign to use behavioural economics theory to implement randomised control trials to measure the impact of government advertising. The campaign resulted in increases of up to 43 per cent in targeted employers' positive perceptions of employees with disability, increased awareness of the JobAccess website as an information source and engaged over 100 large organisations as partners to the campaign.

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	Number of people supported to achieve at least 6 months employment at their work capacity 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 Jobs and Market Fund projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme (PBS)
Administered outlays (PBS)		

Sources: Corporate Plan 2018–19, page 10. Portfolio Budget Statements 2018–19, pages 83–86.

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 provides an indication of improved independence and participation by people with disability.

Number of people supported to achieve at least 6 months employment at their work capacity in Disability Employment Services

This indicator tracks the number of Disability Employment Services (DES) participants who have sustained employment at a number of hours per week equal to their assessed work capacity, for at least 26 weeks. DES providers monitor and support participants' employment placements for at least six months. The number of participants completing sustained employment of 26 weeks declined in the first half of the year following reforms to the program from 1 July 2018, as new providers established their services. Since January 2019, when 26-week outcomes under the reformed program became available, the achievement of 26-week outcomes was higher for the same period than in previous years. Increased outlays in DES in 2018–19 result from an increased number of participants seeking employment.

Table 2.3.2: Number of people supported to achieve at least 6 months employment at their work capacity in Disability Employment Services

Outcome performance measure	2018–19	2017–18	2016–17
Disability Employment Services			
Total for Disability Employment Services ^a	33,319	35,251	33,546
• Disability Management Service ^a	15,234	16,440	15,724
• Employment Support Services ^a	18,085	18,811	17,822

a New performance measure for 2018–19. For 2018–19 reporting, data on 26-week outcomes replaces the 3-month Post Placement Monitoring (PPM) data. The data on 26-week outcomes for 2016–17 and 2017–18 are included for comparison purposes.

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.

The Data Exchange is a program performance platform used to collect data about services delivered to clients. In response to feedback from organisations, the Data Exchange was enhanced in 2018, which has impacted the client outcome measures for Data Exchange programs. In August 2018 the requirement to specify whether an outcome assessment was ‘pre’ or ‘post’ was removed to better reflect how clients interact with services. Instead the system now collects outcome assessments in a time sequence, which makes it easier for organisations to record multiple outcome assessments. The Data Exchange now matches the earliest outcomes assessment (regardless of whether it was ‘pre’ or ‘post’) with the most recent outcomes assessment.

This change has increased the number of matched outcomes, but has also resulted in a higher number of neutral and negative client outcomes. This is because the counting of an outcome occurs as soon as two outcomes assessments can be matched together, meaning that the activity may have had less time to have an impact. The department has provided information and caveats against each indicator where these system changes are likely to have influenced the overall result. The performance tables also include what the outcome results would have looked like if the new methodology was applied to previous years, enabling more accurate comparison of outcome measures across financial years.

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	2018–19 ^a (new method)	2017–18 ^a (new method)	2017–18 (as previously published)	2016–17 ^a (new method)	2016–17 (as previously published)
Disability and Carer Support					
Percentage of assisted carers with improved knowledge, skills, behaviours and engagement with services ^b	86.9%	82.9%	89.2%	82.3%	85.8%
Community Mental Health					
Percentage of assisted people with mental illness with improved knowledge, skills, behaviours and engagement with services	68.4%	68.0%	75.3%	78.8%	84.5%

a In August 2018, the Data Exchange released enhancements to the web-based portal which changed the way outcome assessments are paired, meaning data for 2018–19 is not directly comparable to previously published annual report figures. To enable a more effective comparison to previous years, additional columns have been added to show 2016–17 and 2017–18 outcome results using the same methodology as is now used in 2018–19. During 2018–19, more service providers have also commenced reporting outcomes data, which has improved the quality of this measure compared to 2016–17 and 2017–18. To measure outcomes only clients with at least two corresponding outcome domains have been counted.

b This was a new performance measure for 2016–17. A refinement to the methodology has been applied to 2018–19 to better reflect overall performance.

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). The Strategy provides a 10-year national policy framework for all levels of government to improve the lives of people with disability.

A fundamental aspect of the monitoring and reporting on the Strategy is the development of two-yearly reports on the Strategy's progress. The second progress report, covering the period 2015–16, was released in December 2018.

The Social Policy Research Centre of the University of New South Wales was commissioned to undertake an independent review on the implementation of the Strategy. The review considered the Strategy's effectiveness, successes and limitations. Findings of the review were publicly released in March 2019 to inform public engagement of a new disability framework for beyond 2020.

From April to July 2019, the department led national public consultations to shape future national disability policy, including a new disability strategy for beyond 2020.

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

Intermediate outcome performance measure	2018–19	2017–18	2016–17
Cross program			
Actions undertaken to progress the Strategy	<p><i>National Disability Strategy 2010–2020</i> second progress report, covering the period 2015–16 was released December 2018</p> <p>The Social Policy Research Centre of the University of New South Wales independent review of the <i>National Disability Strategy 2010–2020</i> was released March 2019</p>	<p>The 'Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability' as an action of the <i>National Disability Strategy 2010–2020 Second Implementation Plan</i> was released 16 October 2017</p>	<p>The Second Implementation Plan was released 1 December 2016</p> <p>Commonwealth agencies have provided ongoing advice on implementation of the Strategy and input into the Second Implementation Plan and the 2016 Progress Report</p>

Intermediate outcome performance measure	2018–19	2017–18	2016–17
		<p>The <i>National Disability Strategy 2010–2020 Australian Government Action Plan</i> as an action of the National Disability Strategy Second implementation Plan was released 20 November 2017</p> <p>Engagement supported development of the <i>National Disability Strategy 2010–2020 Australian Government Action Plan</i> and the ‘Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability’ as an action of the National Disability Strategy Second Implementation Plan</p>	<p>We engaged with stakeholders to develop the Second Implementation Plan</p> <p>We engaged with stakeholders to deliver the first solution-focused workshop under the National Disability Strategy 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</p>

Intermediate outcome performance measure	2018–19	2017–18	2016–17
		We engaged with stakeholders to deliver three solutions-focused workshops on improving outcomes for Aboriginal and Torres Strait Islander people with disability, on 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 'Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability'	

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	2018–19	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'	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 2019, 298,816 people with disability have been supported by the NDIS, including 5,312 participants referred to the Early Childhood Early Intervention program. A total of 99,537, or one-third of the NDIS participants, had not previously been receiving government-funded disability services before they accessed the NDIS.

From July 2019, the NDIS is available in every region of Australia except for Christmas Island and the Cocos Islands, where it will be available in mid-2020.

The Prime Minister has signed bilateral full scheme agreements with all state and territory first ministers, except Western Australia, setting in place enduring funding and governance arrangements for the NDIS in those states.

Table 2.3.6: Program performance criteria and associated milestones/standards

Intermediate performance measure			
PBS performance criteria	2018–19	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	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****2018–19****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	Milestone/standard: timely and effective policy advice Result: policy settings requiring finalisation before end of transition have been designed and are being implemented. Full scheme agreements with NSW, SA, Vic, Tas, NT and ACT embed enduring arrangements for the NDIS in those states and territories. Bilateral transition agreements remain in place for Qld and WA	Milestone/standard: timely and effective policy advice 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	Milestone/standard: timely and effective policy advice Result: policy settings requiring finalisation prior to the end of transition have been identified for development and implementation. Secured national agreement to the NDIS Quality and Safeguards Framework. The National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) Bill 2017 was introduced in the House of Representatives on 31 May 2017
Implementing funding mechanisms for transition	Milestone/standard: management of the NDIS cash flow Result: the funding mechanism is agreed and is in place for all jurisdictions transitioning to full scheme NDIS	Milestone/standard: management of the NDIS cash flow Result: the funding mechanism is agreed and is in place for all jurisdictions transitioning to full scheme NDIS	Milestone/standard: management of the NDIS cash flow Result: the funding mechanism is agreed and in place for all jurisdictions transitioning to full scheme NDIS

Intermediate performance measure			
PBS performance criteria	2018–19	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: full scheme agreements with enduring funding and governance arrangements are in place for NSW, SA, Vic, Tas, NT and ACT. Negotiations with Qld were in their final stages at the end of the reporting period. Bilateral transition agreements remain in place for Qld and WA	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

Program Support for Outcome 3

Total departmental funding for Outcome 3	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$110.047m	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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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	2018–19	2017–18	2016–17
Disability and Carer Support			
Percentage of individuals and families satisfied with the service provided by Carer Gateway			
• Call satisfaction	93%	93%	92%
• Website satisfaction	68%	67% ^a	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			
Community Mental Health			
Percentage of participants who report that they are satisfied that the service they received was appropriate to their needs			
	93.8%	96.9%	97.5%

a Website satisfaction ratings were changed in late July 2017, therefore 2018–19 and 2017–18 data is not comparable with 2016–17. Only data from August 2017 to June 2018 (11 months) has been reported for 2017–18.

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	2018–19	2017–18	2016–17
Community Mental Health			
Percentage of participants/clients from Indigenous and culturally and linguistically diverse backgrounds:			
• Indigenous	18.2%	18.4%	15.0%
• Culturally and linguistically diverse	3.4%	3.7%	6.3%

Delivery measures

Number of individuals assisted

Table 2.3.9: Number of individuals assisted

Outcome performance measure	2018–19	2017–18	2016–17
Disability Employment Services			
Number of commencements	115,824	90,521	86,764
Total number of 4-week outcomes achieved ^a	41,147	–	–
Total number of 2-week job placements achieved ^a	–	49,328	52,219
Disability Management Service			
Number of commencements	51,848	43,082	41,049
Total number of 4-week outcomes achieved ^a	18,366	–	–
Total number of 2-week job placements achieved ^a	–	22,412	23,684
Employment Support Service			
Number of commencements	63,976	47,439	45,715
Total number of 4-week outcomes achieved ^a	22,781	–	–
Total number of 2-week job placements achieved ^a	–	26,916	28,535
Disability and Carer Support			
Number of assisted carers	95,709	108,192	99,023
Number of carers accessing Carer Gateway ^b	580,948	441,311	345,004
Number of people with disability provided with direct advocacy support:			
• National Disability Advocacy Program	12,450	8,867 ^c	12,821
• NDIS Appeals program ^d	3,305	–	–
Community Mental Health			
Number of people whose lives are affected by mental illness accessing support services ^e	49,884	66,792	75,827

- a Under the new Disability Employment Services introduced on 1 July 2018, data on 4-week outcomes replaces data on (2-week) Job Placement outcomes. This results in a 'break in series' as data for 2018–19 is based on 4-week outcomes and data for 2016–17 and 2017–18 are based on (2-week) Job Placement outcomes.
- 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 New performance measure for 2018–19.
- e The decrease in data reported for 2018–19 is due to the department undertaking a data quality exercise that resulted in service providers reporting fewer unidentified group clients during the 2018–19 period. There has been no policy change to service delivery and numbers of individual recorded clients accessing services is consistent with previous years.

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	2018–19	2017–18	2016–17
Disability Mental Health and Carers			
Disability Employment Services ^a	119	117	118
Employment Assistance and Other Services ^b	183	147	158
Disability and Carer Support ^c	83	83	86
Community Mental Health	71 ^d	70	67

a Distinct counts of Disability Employment Services providers as at 30 June in 2017, 2018 and 2019.

b Distinct counts as at 30 June in 2017, 2018 and 2019 of entities that have been provided funding in relation to the Employment Assistance Fund, Supported Wage System, Wage Subsidy Scheme, National Disability Recruitment Coordinator, ongoing support assessments and JobAccess.

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

d During 2018–19, a service provider registered a new entity, transferring their contract to the new company. Both organisation names are included in this count.

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	2018–19	2017–18	2016–17
National Disability Insurance Scheme			
Value of Commonwealth program funding transitioned into the National Disability Insurance Scheme	\$304.14m	\$168.79m	\$77.41m

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

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

Output performance measure	2018–19	2017–18	2016–17
National Disability Insurance Scheme			
Value ^a and number ^b of Jobs and Market Fund ^c projects supporting the market, sector and workforce to transition to the National Disability Insurance Scheme	\$5.20m 18 projects	\$18.61m 40 projects	\$29.45m 46 projects

a Includes actual spending in the relevant period only.

b This figure captures all projects that were current during the 2018–19 financial year, including projects that may have been fully funded in previous financial years.

c Includes the Sector Development Fund (SDF), which was replaced by the Jobs and Market Fund in the 2018–19 Budget. Note final SDF payments were made in 2018–19. Results for 2018–19 are not comparable with previous years.

Administered outlays

Table 2.3.13: Administered outlays

Output performance measure	2018–19	2017–18	2016–17
Disability Mental Health and Carers			
Disability Employment Services ^a	\$862.98m	\$765.45m	\$753.59m
Employment Assistance and Other Services ^b	\$28.30m	\$31.34m	\$30.88m
Disability and Carer Support	\$139.85m	\$127.35m	\$127.19m
Community Mental Health	\$49.63m	\$47.36m	\$53.69m
National Disability Insurance Scheme			
National Disability Insurance Scheme Research and Evaluation	–	\$0.65m	\$0.97m
National Disability Insurance Scheme Transition	\$402.06m	\$511.71m	\$521.94m
National Disability Insurance Scheme Participant Plans ^b	\$3,715.71m	\$2,088.86m	–
National Disability Insurance Scheme Information, Linkages and Capacity Building ^c	\$111.38m	\$70.99m	–
Establishment of the NDIS Quality and Safeguards Commission ^c	\$0.18m	\$0.82m	–
Boosting the Local Care Workforce ^c	\$15.84m	\$10.56m	–
Payments to Corporate Entity—NDIA agency costs ^d	\$1,477.67m	\$1,050.98m	\$691.80m

a Includes Disability Employment Services, ongoing support assessments and JobAccess.

b Includes Employment Assistance Fund, Supported Wage System, Wage Subsidy Scheme and National Disability Recruitment Coordinator.

c These programs only became the responsibility of the Department of Social Services on 1 July 2017.

d New performance measure for 2018–19.

Chapter 2.4

Purpose 4—Housing

Increased housing supply, 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.

The department also provides incentives to 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.

The department is funding the development of targeted housing developments, such as the 100 new affordable and social homes in Greater Hobart and Safe Places program under the Fourth Action Plan of the *National Plan to Reduce Violence against Women and their Children 2010–2022*.

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 state and territory jurisdictions. These tools include: finance, regulation and tax settings, and planning and zoning policy. More broadly, factors such as housing market performance and 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 increasing housing supply, improving community housing and assisting individuals experiencing homelessness in 2018–19 includes:

- » delivered over \$4.4 billion in Commonwealth Rent Assistance payments to individuals and families renting in the private rental market and in community housing
- » together with the Commonwealth Treasury, delivered \$1.5 billion through the National Housing and Homelessness Agreement (NHHA) to support housing and homelessness services across Australia. The NHHA provides funding certainty to homelessness services with \$620 million over five years dedicated for homelessness, which is to be matched by state and territory governments
- » leading development of a housing and homelessness data improvement plan with states and territories and Commonwealth agencies, to ensure housing outcomes can be reliably measured in the future and government funds can be directed to the most effective measures
- » strengthened the regulatory framework for administering the National Rental Affordability Scheme
- » together with states and territories and the Commonwealth Treasury, progressed the 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 2018–19, page 11. Portfolio Budget Statements 2018–19, pages 62, 92–94.

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. Rental affordability supports individuals and families from becoming homeless and supports those experiencing homelessness to transition into stable housing.

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 28 June 2019, Commonwealth Rent Assistance reduced the proportion of income units⁴ paying more than 30 per cent of their income in rent from 68.9 per cent to 40.5 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	2018–19	2017–18	2016–17
Cross program—Rent Assistance			
Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance ^a			
• Before	68.9%	68.3%	68.5%
• After	40.5%	40.3%	41.6%

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 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 2018,⁶ 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	2017–18 NRAS year	2016–17 NRAS year	2015–16 NRAS year
Affordable Housing			
Percentage of NRAS households in rental stress before and after NRAS discounted rent			
• Before	84.1%	85.7% ^a	86.7%
• After	61.3%	62.1% ^a	63.5%

a Results for the 2016–17 NRAS year (1 May 2016 to 30 April 2017) have been updated reflecting improvements made to the data, including new data reporting tools and improvements made to the department's Program Information and Management for Enterprise (PRIME).

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 2018–19 include the National Housing and Homelessness Agreement (NHHA), the Review of the National Regulatory System for Community Housing and City Deals, such as the Hobart City Deal. Reporting on performance against the NHHA 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 2017–18 NRAS year (1 May 2017 to 30 April 2018) are reported, as full occupancy and payment data for 2018–19 were not available at time of publication.

In 2017–18, the Commonwealth negotiated the \$1.5 billion a year NHHA, which commenced on 1 July 2018. In 2018–19, under the NHHA, the department chaired a Commonwealth–state Data Improvement Plan for improved, nationally consistent data on housing and homelessness.

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	2018–19	2017–18	2016–17
Cross program			
DSS contribution to Commonwealth/state agreements for housing and homelessness	Chaired Data Improvement Plan under the National Housing and Homelessness Agreement	Contributed to development of National Housing and Homelessness Agreement that commenced on 1 July 2018	Commencement of reform of the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (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. Appropriately targeting Commonwealth Rent Assistance is key to supporting those most at risk of becoming homeless or those experiencing homelessness.

As at the fortnight ending 28 June 2019, 78.2 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 down from the June 2018 result of 79.9 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	2018–19	2017–18	2016–17
Cross program—Rent Assistance			
Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance ^a	78.2%	79.9%	79.8%

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	2018–19	2017–18	2016–17
PBS performance criteria			
Cross program—Rent Assistance			
Agreement is in place with the Department of Human Services ^a to provide assurance that payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> Commonwealth Rent Assistance 	Milestone/standard: Agreement is in place Result: met	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	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 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

2018–19

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: 34,940 incentives were issued to approved participants in accordance with the regulations for the 2017–18 NRAS year	Milestone/standard: Incentives are only issued when compliance to the regulations has been adhered to Result: 34,061 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
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Program Support for Outcome 4

Total departmental funding for Outcome 4	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$19.139m	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$18.545m	Milestone/standard: Departmental funding is expended to achieve agency outcomes \$18.939m
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a The Department of Human Services was renamed Services Australia on 29 May 2019.

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

Intermediate outcome performance measure	2017–18 NRAS year	2016–17 NRAS year	2015–16 NRAS year
Affordable Housing			
Percentage of dwellings that were paid a full incentive for the relevant NRAS year	94.2%	95.8%	94.6%
Percentage of dwellings that were paid a partial incentive for the relevant NRAS year ^a	3.7%	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 28 June 2019, Commonwealth Rent Assistance had assisted 1,285,941 income units. This was at a cost of \$4.44 billion in 2018–19.

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

Output performance measure	2018–19	2017–18	2016–17
Cross program—Rent Assistance			
Number of Commonwealth Rent Assistance income units ^a	1,285,941	1,311,187	1,343,432

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

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

A total of 34,940 incentives were issued for the 2017–18 NRAS year.

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

Outcome performance measure	2017–18 NRAS year	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	11,773 ^a	9,076	8,548
• RTO	23,167 ^a	24,985 ^b	23,436

a Results for the 2017–18 NRAS year (1 May 2017 to 30 April 2018) are reported, as full payment data for 2018–19 were not available at time of publication.

b Results for the 2016–17 NRAS year (1 May 2016 to 30 April 2017) have been updated reflecting improvements made to the data, including new data reporting tools and improvements made to the department's Program Information and Management for Enterprise (PRIME).

Achieving independence and maturity

“I never imagined he’d be quite as independent as he is,” said Jacinta.



Jacinta’s son, Sean, has autism and an intellectual disability and has recently started a full-time job doing what he loves—working at the Yarra Ranges nursery.

Thanks to the National Disability Insurance Scheme (NDIS), Sean received funding for the School Leaver Employment Supports (SLES) program. The SLES program, Achieve, supports school leavers in a wide range of activities from cooking and budgeting, to workplace safety.

Sean is one of 5,900 locals in the Outer Eastern Melbourne region currently benefiting from the NDIS with more than 71,700 people receiving support across Victoria, including more than 14,600 people receiving supports for the first time.

“Local provider Knoxbrooke suggested Sean start in the Achieve program to see how it went,” Jacinta said.

Along with his parents’ support, the Achieve program helped Sean with navigating public transport, something which he now does confidently on his own.

“Sean now gets over to the nursery and to Knoxbrooke by himself, which we’re really proud of. He really loves the Achieve program and he’s matured so much because of it.”

“I am looking forward to working and having money,” Sean said. “I like being outside and potting up plants, but I am most excited about seeing my best friend Tom (another employee at the nursery).”

For Jacinta, she is proud to see her son achieving.

ABOVE: NDIS participant, Sean, excited about working at the nursery.

See Part 2, Chapter 2.3 for more information.