

# Appendices

<b>Appendix A</b>	Resource statements .....	184
<b>Appendix B</b>	Staffing statistics .....	193
<b>Appendix C</b>	Advertising and market research .....	199
<b>Appendix D</b>	Ecologically sustainable development and environmental performance .....	202
<b>Appendix E</b>	Compliance with the Carer Recognition Act .....	205
<b>Appendix F</b>	Changes to disability reporting .....	207
<b>Appendix G</b>	Digital reporting data .....	208
<b>Appendix H</b>	Glossary of abbreviations and acronyms .....	229

## Appendix A

## Resource statements

Table A-1: Agency resource statement 2018–19

		Actual available appropriation for 2018–19 \$'000	Payments made 2018–19 \$'000	Balance remaining 2018–19 \$'000
		(a)	(b)	(a)–(b)
<b>Ordinary Annual Services<sup>1</sup></b>				
Departmental appropriation <sup>2</sup>		579,185	491,825	87,360
<b>Total</b>		<b>579,185</b>	<b>491,825</b>	<b>87,360</b>
<i>Administered expenses</i>				
Outcome 1		96,501	29,300	
Outcome 2		945,335	734,973	
Outcome 3		8,171,547	5,273,271	
Outcome 4		209,924	76,188	
Payments to corporate Commonwealth entities <sup>3</sup>		1,477,674	1,477,674	
<b>Total</b>		<b>10,900,981</b>	<b>7,591,406</b>	
<b>Total ordinary annual services</b>	<b>A</b>	<b>11,480,166</b>	<b>8,083,231</b>	
<b>Other services<sup>4</sup></b>				
<b>Departmental non-operating</b>				
Equity injections <sup>5</sup>		26,560	24,021	2,539
<b>Total</b>		<b>26,560</b>	<b>24,021</b>	<b>2,539</b>
<b>Total other services</b>	<b>B</b>	<b>26,560</b>	<b>24,021</b>	<b>2,539</b>
<b>Total available annual appropriations and payments</b>		<b>11,506,726</b>	<b>8,107,252</b>	
<b>Special appropriations</b>				
<i>Social Security (Administration) Act 1999</i>			90,774,884	
<i>A New Tax System (Family Assistance) (Administration) Act 1999</i>			17,631,905	
<i>Paid Parental Leave Act 2010</i>			2,335,090	
<i>Social and Community Services Pay Equity Special Account Act 2012</i>			447,168	

	Actual available appropriation for 2018–19 \$'000	Payments made 2018–19 \$'000	Balance remaining 2018–19 \$'000
	(a)	(b)	(a)–(b)
<i>Student Assistance Act 1973— Section 55A</i>		350,525	
<i>Business Services Wage Assessment Tool Payment Scheme Act 2015—Section 99</i>		29,856	
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i>		18,032	
<i>Public Governance, Performance and Accountability Act 2013—Section 77</i>		137	
<b>Total special appropriations</b>	<b>C</b>	<b>111,587,597</b>	

### Special Accounts

Opening balance		338,921		
Appropriation receipts <sup>6</sup>		452,168		
Non-appropriation receipts to Special Accounts		2,538		
Payments made			391,264	
<b>Total special accounts</b>	<b>D</b>	<b>793,627</b>	<b>391,264</b>	<b>402,363</b>
<b>Total resourcing and payments A+B+C+D</b>		<b>12,300,353</b>	<b>120,086,113</b>	
Less appropriations drawn from annual or special appropriations above and credited to special accounts and/ or corporate Commonwealth entities through annual appropriations		5,664,924	5,664,924	
<b>Total net resourcing and payments for the department<sup>7</sup></b>		<b>6,635,429</b>	<b>114,421,189</b>	

	2018–19	2017–18
<b>Staffing resources (number)</b>	<b>2,128</b>	<b>1,992</b>

1 *Appropriation Act (No.1) 2018–19 and Appropriation Act (No.3) 2018–19*. This may also include prior year departmental appropriation, section 74 retained revenue receipts, section 75 transfers and repealed appropriations.

2 This item includes an amount of \$17.063 million in 2018–19 for the departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.

3 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the *Public Governance, Performance and Accountability Act 2013*.

4 *Appropriation Act (No.2) 2018–19*.

5 The equity injections may also include prior year appropriation and repealed appropriations.

6 Appropriation receipts from DSS annual and special appropriations for 2018–19 are included above.

7 The actual available appropriation for 2018–19 does not include total special appropriations.

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

	Estimated actual <sup>a</sup> 2018–19 \$'000 (a)	Actual Expenses 2018–19 \$'000 (b)	Variation 2018–19 \$'000 (a)–(b)
<b>Program 1.1: Family Tax Benefit</b>			
<i>Administered expenses</i>			
Special Appropriations	17,647,240	18,067,306	(420,066)
<b>Total for Program 1.1</b>	<b>17,647,240</b>	<b>18,067,306</b>	<b>(420,066)</b>
<b>Program 1.2: Child Payments</b>			
<i>Administered expenses</i>			
Special Appropriations	103,708	104,140	(432)
<b>Total for Program 1.2</b>	<b>103,708</b>	<b>104,140</b>	<b>(432)</b>
<b>Program 1.3: Income Support for Vulnerable People</b>			
<i>Administered expenses</i>			
Special Appropriations	142,697	103,151	39,546
<b>Total for Program 1.3</b>	<b>142,697</b>	<b>103,151</b>	<b>39,546</b>
<b>Program 1.4: Income Support for People in Special Circumstances</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	1,362	781	581
Special Appropriations	4,413	3,419	994
<b>Total for Program 1.4</b>	<b>5,775</b>	<b>4,200</b>	<b>1,575</b>
<b>Program 1.5: Supplementary Payments and Support for Income Support Recipients</b>			
<i>Administered expenses</i>			
Special Appropriations	26,998	27,176	(178)
<b>Total for Program 1.5</b>	<b>26,998</b>	<b>27,176</b>	<b>(178)</b>
<b>Program 1.6: Income Support for Seniors</b>			
<i>Administered expenses</i>			
Special Appropriations	46,744,024	46,525,304	218,720
<b>Total for Program 1.6</b>	<b>46,744,024</b>	<b>46,525,304</b>	<b>218,720</b>

	Estimated actual <sup>a</sup> 2018–19 \$'000	Actual Expenses 2018–19 \$'000	Variation 2018–19 \$'000
	(a)	(b)	(a)–(b)

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

<i>Administered expenses</i>			
Special Appropriations	92,426	92,664	(238)
<b>Total for Program 1.7</b>	<b>92,426</b>	<b>92,664</b>	<b>(238)</b>

**Program 1.8: Income Support for People with Disability**

<i>Administered expenses</i>			
Special Appropriations	16,727,821	16,776,716	(48,895)
<b>Total for Program 1.8</b>	<b>16,727,821</b>	<b>16,776,716</b>	<b>(48,895)</b>

**Program 1.9: Income Support for Carers**

<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	2,800	1,540	1,260
Special Appropriations	8,792,430	8,731,737	60,693
<b>Total for Program 1.9</b>	<b>8,795,230</b>	<b>8,733,277</b>	<b>61,953</b>

**Program 1.10: Working Age Payments**

<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	33,625	27,103	6,522
Special Appropriations	16,190,917	15,960,654	230,263
<b>Total for Program 1.10</b>	<b>16,224,542</b>	<b>15,987,757</b>	<b>236,785</b>

**Program 1.11: Student Payments**

<i>Administered expenses</i>			
Special Appropriations	2,562,787	2,361,681	201,106
<b>Total for Program 1.11</b>	<b>2,562,787</b>	<b>2,361,681</b>	<b>201,106</b>

**Program 1.12: Program Support for Outcome 1**

<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	108,600	105,263	3,337
Expenses not requiring appropriation in the Budget year	35,873	21,099	14,774
<b>Total for Program 1.12</b>	<b>144,473</b>	<b>126,362</b>	<b>18,111</b>

	Estimated actual <sup>a</sup> 2018–19 \$'000	Actual Expenses 2018–19 \$'000	Variation 2018–19 \$'000
	(a)	(b)	(a)–(b)

### Outcome 1 Totals by appropriation type

<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	37,787	29,424	8,363
Special Appropriations	109,035,461	108,753,948	281,513
<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	108,600	105,263	3,337
Expenses not requiring appropriation in the Budget year	35,873	21,099	14,774
<b>Total expenses for Outcome 1</b>	<b>109,217,721</b>	<b>108,909,734</b>	<b>307,987</b>

a Represents estimated actual expenses for the 2018–19 financial year reported in the 2019–20 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.

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

	Estimated actual <sup>a</sup> 2018–19 \$'000	Actual Expenses 2018–19 \$'000	Variation 2018–19 \$'000
	(a)	(b)	(a)–(b)
<b>Program 2.1: Families and Communities</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	777,408	737,768	39,640
Special Appropriations	8	(721)	729
Special Accounts	13,664	13,578	86
<b>Total for Program 2.1</b>	<b>791,080</b>	<b>750,625</b>	<b>40,455</b>
<b>Program 2.2: Paid Parental Leave</b>			
<i>Administered expenses</i>			
Special Appropriations	2,251,228	2,314,725	(63,497)
<b>Total for Program 2.2</b>	<b>2,251,228</b>	<b>2,314,725</b>	<b>(63,497)</b>
<b>Program 2.3: Social and Community Services</b>			
<i>Administered expenses</i>			
Special Account	454,489	377,095	77,394
<b>Total for Program 2.3</b>	<b>454,489</b>	<b>377,095</b>	<b>77,394</b>
<b>Program 2.4: Program Support for Outcome 2</b>			
<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	226,340	244,017	(17,677)
Expenses not requiring appropriation in the Budget year	25,832	48,913	(23,081)
<b>Total for Program 2.4</b>	<b>252,172</b>	<b>292,930</b>	<b>(40,758)</b>

	Estimated actual <sup>a</sup> 2018–19 \$'000	Actual Expenses 2018–19 \$'000	Variation 2018–19 \$'000
	(a)	(b)	(a)–(b)

### Outcome 2 Totals by appropriation type

<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	777,408	737,768	39,640
Special Appropriations	2,251,236	2,314,004	(62,768)
Special Accounts	468,153	390,673	77,480
<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	226,340	244,017	(17,677)
Expenses not requiring appropriation in the Budget year	25,832	48,913	(23,081)
<b>Total expenses for Outcome 2</b>	<b>3,748,969</b>	<b>3,735,375</b>	<b>13,594</b>

a Represents estimated actual expenses for the 2018–19 financial year reported in the 2019–20 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.



Table A–4: Expenses and resources for Outcome 3: Disability and Carers

	Estimated actual <sup>a</sup> 2018–19 \$'000 (a)	Actual Expenses 2018–19 \$'000 (b)	Variation 2018–19 \$'000 (a)–(b)
<b>Program 3.1: Disability Mental Health and Carers</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	1,060,233	1,088,171	(27,938)
Special Appropriations	2,872	-	2,872
Special Account	2,130	1,002	1,128
<b>Total for Program 3.1</b>	<b>1,065,235</b>	<b>1,089,173</b>	<b>(23,938)</b>
<b>Program 3.2: National Disability Insurance Scheme</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	4,284,997	4,250,366	34,631
Payments to corporate entities	1,477,674	1,477,674	-
<b>Total for Program 3.2</b>	<b>5,762,671</b>	<b>5,728,040</b>	<b>34,631</b>
<b>Program 3.3: Program Support for Outcome 3</b>			
<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	114,058	110,047	4,011
Expenses not requiring appropriation in the Budget year	23,503	22,058	1,445
<b>Total for Program 3.3</b>	<b>137,561</b>	<b>132,105</b>	<b>5,456</b>
<b>Outcome 3 Totals by appropriation type</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	5,345,230	5,338,537	6,693
Payments to corporate entities	1,477,674	1,477,674	-
Special Appropriations	2,872	-	2,872
Special Accounts	2,130	1,002	1,128
<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	114,058	110,047	4,011
Expenses not requiring appropriation in the Budget year	23,503	22,058	1,445
<b>Total expenses for Outcome 3</b>	<b>6,965,467</b>	<b>6,949,318</b>	<b>16,149</b>

a Represents estimated actual expenses for the 2018–19 financial year reported in the 2019–20 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.

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

	Estimated actual <sup>a</sup> 2018–19 \$'000 (a)	Actual Expenses 2018–19 \$'000 (b)	Variation 2018–19 \$'000 (a)–(b)
<b>Program 4.1: Housing and Homelessness</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	4,588	1,500	3,088
<b>Total for Program 4.1</b>	<b>4,588</b>	<b>1,500</b>	<b>3,088</b>
<b>Program 4.2: Affordable Housing</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	122,204	122,204	-
<b>Total for Program 4.2</b>	<b>122,204</b>	<b>122,204</b>	<b>-</b>
<b>Program 4.3: Program Support for Outcome 4</b>			
<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	21,606	19,139	2,467
Expenses not requiring appropriation in the Budget year	6,813	3,836	2,977
<b>Total for Program 4.3</b>	<b>28,419</b>	<b>22,975</b>	<b>5,444</b>
<b>Outcome 4 Totals by appropriation type</b>			
<i>Administered expenses</i>			
Ordinary Annual Services (Appropriation Act No. 1 and No. 3)	126,792	123,704	3,088
<i>Departmental expenses</i>			
Departmental appropriation <sup>b</sup>	21,606	19,139	2,467
Expenses not requiring appropriation in the Budget year	6,813	3,836	2,977
<b>Total expenses for Outcome 4</b>	<b>155,211</b>	<b>146,679</b>	<b>8,532</b>

a Represents estimated actual expenses for the 2018–19 financial year reported in the 2019–20 Portfolio Budget Statements.

b Departmental appropriation includes section 74 retained revenue receipts.

Appendix B

# Staffing statistics

Tables B–1 and B–2 provide statistics on ongoing and non-ongoing staff as at 30 June 2019 by location, actual classification (including backfilling for leave) and gender. Table B–3 gives details on salary ranges as at 30 June 2019.

**Table B–1: Ongoing staff employed, by actual classification, gender and location, as at 30 June 2019**

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
<b>Australian Capital Territory</b>	<b>293</b>	<b>934</b>	<b>33</b>	<b>589</b>	<b>1,849</b>
APS Level 1	1	0	3	0	4
APS Level 2	1	1	1	3	6
APS Level 3	1	35	1	27	64
APS Level 4	14	75	0	17	106
APS Level 5	32	111	4	75	222
APS Level 6	98	234	8	132	472
Legal Officer	1	9	0	0	10
Senior Legal Officer	4	7	1	1	13
Principal Legal Officer	2	6	1	1	10
Public Affairs Officer Grade 1	0	1	0	0	1
Public Affairs Officer Grade 2	5	8	0	2	15
Public Affairs Officer Grade 3	5	12	0	4	21
Senior Public Affairs Officer	2	8	0	0	10
EL 1	102	275	12	189	578
EL 2	22	116	2	97	237
SES Band 1	3	28	0	25	56
SES Band 2	0	5	0	14	19
SES Band 3	0	2	0	2	4
Secretary	0	1	0	0	1

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
<b>New South Wales</b>	<b>33</b>	<b>78</b>	<b>5</b>	<b>54</b>	<b>170</b>
APS Level 4	2	8	0	3	13
APS Level 5	11	32	2	20	65
APS Level 6	16	21	1	18	56
EL 1	3	9	1	10	23
EL 2	1	6	1	3	11
SES Band 1	0	2	0	0	2
<b>Northern Territory</b>	<b>5</b>	<b>25</b>	<b>0</b>	<b>7</b>	<b>37</b>
APS Level 4	0	4	0	1	5
APS Level 5	2	3	0	2	7
APS Level 6	3	11	0	1	15
EL 1	0	5	0	2	7
EL 2	0	2	0	1	3
<b>Queensland</b>	<b>21</b>	<b>65</b>	<b>2</b>	<b>24</b>	<b>112</b>
APS Level 3	0	1	0	0	1
APS Level 4	0	12	0	2	14
APS Level 5	3	20	0	7	30
APS Level 6	14	17	2	9	42
EL 1	3	10	0	4	17
EL 2	1	4	0	1	6
SES Band 1	0	1	0	1	2
<b>South Australia</b>	<b>12</b>	<b>45</b>	<b>0</b>	<b>14</b>	<b>71</b>
APS Level 3	0	0	0	2	2
APS Level 4	2	3	0	1	6
APS Level 5	4	14	0	2	20
APS Level 6	6	17	0	5	28
EL 1	0	8	0	3	11
EL 2	0	3	0	1	4

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
<b>Tasmania</b>	<b>15</b>	<b>27</b>	<b>1</b>	<b>9</b>	<b>52</b>
APS Level 3	0	2	0	0	2
APS Level 4	1	1	0	0	2
APS Level 5	6	15	0	4	25
APS Level 6	7	3	0	3	13
EL 1	1	4	1	1	7
EL 2	0	2	0	1	3
<b>Victoria</b>	<b>35</b>	<b>75</b>	<b>4</b>	<b>38</b>	<b>152</b>
APS Level 1	1	0	0	0	1
APS Level 3	0	2	0	0	2
APS Level 4	2	4	0	3	9
APS Level 5	11	20	1	13	45
APS Level 6	19	32	1	11	63
EL 1	1	11	2	10	24
EL 2	1	5	0	1	7
SES Band 1	0	1	0	0	1
<b>Western Australia</b>	<b>19</b>	<b>38</b>	<b>4</b>	<b>16</b>	<b>77</b>
APS Level 3	0	2	0	1	3
APS Level 4	2	3	0	0	5
APS Level 5	3	13	3	7	26
APS Level 6	9	12	0	3	24
EL 1	4	5	1	3	13
EL 2	1	3	0	1	5
SES Band 1	0	0	0	1	1
<b>Department total</b>	<b>433</b>	<b>1287</b>	<b>49</b>	<b>751</b>	<b>2520</b>

Notes:

APS equivalents for DSS classifications:

Senior Public Affairs Officer = EL 2

Public Affairs Officer 3 = EL 1

Public Affairs Officer 2 = APS Level 6

Public Affairs Officer 1 = APS Level 4–5

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

Principal Legal Officer = EL 2

Senior Legal Officer = EL 1

Legal Officer = APS Level 3–6

Table B–2: Non–ongoing staff, by actual classification, gender and location, as at 30 June 2019

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
<b>Australian Capital Territory</b>	<b>6</b>	<b>16</b>	<b>1</b>	<b>10</b>	<b>33</b>
APS Level 3	0	0	0	2	2
APS Level 4	0	4	0	1	5
APS Level 5	0	2	0	1	3
APS Level 6	1	5	0	2	8
Public Affairs Officer Grade 2	0	1	0	0	1
Public Affairs Officer Grade 3	0	1	0	0	1
EL 1	3	1	0	4	8
EL 2	2	2	1	0	5
<b>New South Wales</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>6</b>
APS Level 4	1	3	0	1	5
APS Level 5	0	1	0	0	1
<b>Northern Territory</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
APS Level 4	0	1	0	0	1
<b>Queensland</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>8</b>
APS Level 3	1	0	0	1	2
APS Level 4	0	2	0	0	2
APS Level 5	1	2	0	1	4
<b>South Australia</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>
APS Level 4	0	1	0	0	1
APS Level 5	1	2	0	0	3
<b>Tasmania</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>
APS Level 4	0	1	0	0	1
APS Level 5	0	3	0	0	3

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
<b>Victoria</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>6</b>
APS Level 4	0	4	0	0	4
APS Level 5	0	1	0	0	1
APS Level 6	0	3	0	0	3
<b>Western Australia</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>
APS Level 4	0	1	0	0	1
APS Level 5	0	3	0	0	3
<b>Department total</b>	<b>10</b>	<b>41</b>	<b>2</b>	<b>13</b>	<b>66</b>

**Table B–3: Salary ranges by APS classification level, as at 30 June 2019**

<b>Classification</b>	<b>Range of salaries</b>
APS Level 1	\$50,742–\$50,742
APS Level 2	\$58,252–\$58,971
APS Level 3	\$61,245–\$66,452
APS Level 4	\$69,388–\$74,582
APS Level 5	\$76,204–\$81,601
APS Level 6	\$83,468–\$112,376
EL 1	\$103,997–\$129,215
EL 2	\$122,576–\$156,286
SES Band 1	\$171,285–\$215,000
SES Band 2/ Band 3	\$240,000–\$350,000

## Notes:

Salaries are based on the lowest to the highest salaries paid to DSS employees against each classification as at 30 June 2018. This includes salary matching and Individual Flexibility Arrangements.

## APS equivalents for DSS classifications:

Senior Public Affairs Officer = EL 2	Special Counsel / Deputy Branch Manager = EL 2 (top salary point)
Public Affairs Officer 3 = EL 1	Principal Legal Officer = EL 2
Public Affairs Officer 2 = APS Level 6	Senior Legal Officer = EL 1
Public Affairs Officer 1 = APS Level 4–5	Legal Officer = APS Level 3–6

For the APS6, EL1 and EL2 classifications, where the non-SES Individual Flexibility Arrangement salary is higher than the classification against the DSS EA, the Individual Flexibility Arrangement salary for the classification is used.



## Appendix C

# Advertising and market research

During 2018–19, the Department of Social Services conducted the following advertising campaigns:

- » Stop it at the Start—the campaign aims to help break the cycle of violence by encouraging adults to reflect on their attitudes and talk with young people about respectful relationships and gender equality. It was jointly funded by the Australian and state and territory governments.
- » Employ their Ability—the campaign aims to highlight the benefits of employing people with disability and ensure employers are aware of the Government support and programs available to help them.

Further information on the advertising campaigns is available at [dss.gov.au](http://dss.gov.au) and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website, [finance.gov.au](http://finance.gov.au).

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

**Table C–1: Payments to creative advertising agencies in 2018–19**

Provider	Service provided	Amount paid \$ (inc GST)
33 Creative Pty Ltd	Creative services— Stop it at the Start	169,334
Marmalade Melbourne Pty Ltd	Creative services— Employ their Ability	71,260
Ogilvy Australia Pty Ltd	Creative services— Stop it at the Start	169,259
The Trustee for the BMF Unit Trust	Creative services— Stop it at the Start	58,439
<b>Total</b>		<b>468,292</b>

Table C–2: Payments to market research and polling organisations in 2018–19

Provider	Service Provided	Amount paid \$ (incl GST)
Australian Survey Research Group Pty Ltd	Market research— Try, Test and Learn	79,118
Colmar Brunton Pty Ltd	Evaluation services— JobAccess Service	205,150
Colmar Brunton Pty Ltd	Market research—Longitudinal Study of Indigenous Children	449,245
Hall & Partners Pty Ltd	Market research— Employ their Ability	103,932
Hall & Partners Pty Ltd	Market research—Stop it at the Start	155,258
Orima Research Pty Ltd	Ballot—Enterprise Agreement 2018	19,194
Orima Research Pty Ltd	Evaluation services— Humanitarian Settlement Policy	66,715
Orima Research Pty Ltd	Market research—Employ their Ability	17,595
Poll Everywhere	Polling services— Internal communications	13,835
Taylor Nelson Sofres Australia Pty Ltd	Market research—Employ their Ability	43,796
Taylor Nelson Sofres Australia Pty Ltd	Market research—Stop it at the Start	49,500
Where to Research Based Consulting Pty Ltd	Evaluation services— Seasonal Work Incentives Trial	302,159
Where to Research Based Consulting Pty Ltd	Market research— National Disability Insurance Scheme Quality and Safeguards	166,898
Where to Research Based Consulting Pty Ltd	Market research— National Redress Scheme	48,650
<b>Total</b>		<b>1,721,045</b>

Table C–3: Payments to direct mail organisations in 2018–19

Provider	Service Provided	Amount paid \$ (inc GST)
National Mailing & Marketing Pty Ltd	Distribution of publications and products	22,168
<b>Total</b>		<b>22,168</b>

Table C–4: Payments to media advertising organisations in 2018–19

Provider	Service Provided	Amount paid \$ (inc GST)
Dentsu X Australia Pty Ltd	Advertising—Cashless Debit Card Trial	18,926
Mediabrand Australia Pty Ltd	Advertising—Cashless Debit Card	49,286
Mediabrand Australia Pty Ltd	Advertising—Disability Royal Commission	75,936
Mediabrand Australia Pty Ltd	Advertising—Employ their Ability	742,875
Mediabrand Australia Pty Ltd	Advertising—International Day of People with Disability	19,706
Mediabrand Australia Pty Ltd	Advertising—Recruitment	26,781
Mediabrand Australia Pty Ltd	Advertising—Stop it at the Start	6,132,527
<b>Total</b>		<b>7,066,037</b>

## Appendix D

# Ecologically sustainable development and environmental performance

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

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

## **How the department accords with and contributes to ecologically sustainable development**

We do not administer any legislation that has a direct impact on ecologically sustainable development. The principles relating to scientific certainty and biological diversity are generally of limited application to our activities.

Our operations fall into five categories of environmental impact:

- » electricity/gas consumption
- » water use
- » waste generation
- » paper use
- » transportation.

We continue to improve our collection and monitoring of data on energy use, water consumption and waste management in all National Office buildings. We also assess the effectiveness of current processes through our procurement policy and the Green Lease Schedule to property leases.

## **Measures taken to minimise the effect of activities on the environment**

The following tables provide quantitative information on measures taken to minimise the effect of activities on the environment and environmental performance data on our energy and waste production.

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

Measures taken	Mechanisms for monitoring and review
<b>Energy</b>	
<p>The following departmental offices have Green Lease Schedules in place:</p> <ul style="list-style-type: none"> <li>• Centennial Plaza (levels 8 and 9), Sydney</li> <li>• Jacana House (levels 2 and 3), Darwin</li> <li>• National Office, Enid Lyons Building, 71 Athllon Drive, Tuggeranong</li> <li>• Aviation House (levels 5–8), Phillip</li> </ul>	<p>Conduct annual National Australian Built Environment Rating System (NABERS) assessments to ensure energy consumption is minimised.</p>
<p>National Office, Enid Lyons Building, 71 Athllon Drive, Tuggeranong</p>	<p>Achieved 6 Star NABERS energy tenancy rating.</p>
<p>Building Management Committee meetings are conducted as required under the Green Lease Schedule.</p>	<p>Continue to conduct Building Management Committee meetings.</p>
<p>Continue to reduce electricity through use of efficient lighting solutions, including sensor lighting and fit-out designs that take advantage of natural light.</p>	<p>Careful consideration of fit-out design.</p>
<p>We participated in Earth Hour 2019.</p>	<p>Continue to participate in Earth Hour each year.</p>
<b>Waste</b>	
<p>Some initiatives promoted throughout our leased office portfolio include:</p> <ul style="list-style-type: none"> <li>• significantly reducing the allocation of personal printers;</li> <li>• reducing the supply of paper to resource/utility areas</li> <li>• reducing storage requirements as a result of our Electronic Document and Records Management System and the digitisation of records.</li> </ul>	<p>Regularly monitor the amount of waste removed from Canberra based sites. Continue to examine new ways of reducing waste to landfill.</p>
<p>Printer/multi function device cartridges are recycled and default multi function device settings are black and white, duplex.</p>	<p>Continue to look at processes/activities/supplies to minimise our environmental impact.</p>

Measures taken	Mechanisms for monitoring and review
<b>Water</b>	
<p>The following water efficiency systems have been included in the National Office building:</p> <ul style="list-style-type: none"> <li>• four-star toilets, six-star basins, three-star showers, six-star urinals, and five-star taps to ensure water use is minimised within the building.</li> <li>• landscaped areas incorporate a low water use system, native vegetation and use the rain and grey water systems, minimising the requirement for potable water for irrigation.</li> <li>• the hot water system utilises solar pre-heat via solar tubes located on the building's roof, and a gas boiler finishing system.</li> </ul>	Continue to examine new ways of reducing water consumption.

Table D–2: Environmental performance indicators

Performance measure	Indicator	2018–19	2017–18
<b>Energy efficiency</b>			
Total consumption of energy in buildings	Electricity consumption(kWh)	2,993,150	3,768,427
Total consumption of energy in vehicles	Diesel (L)	16,258	14,002
	E10 (Biofuel) (L)	3,524	3,183
	Unleaded petrol (L)	10,082	16,498
Total vehicle distance travelled	Motor vehicle distance travelled (km)	389,042	391,998
Total air travel distance	Air travel distance (km)	10,125,387	9,201,834
<b>Waste</b>			
Office paper waste production (National)	Waste paper to recycling facilities (tonnes)	165.8	254.4
Commingled Recycling (including cardboard but excluding office paper) (Canberra Sites—sole tenant)	Commingled waste to recycling facilities (tonnes) <sup>1</sup>	16.82	676.88
Landfill	Landfill waste to ACT landfill (tonnes) <sup>1</sup>	82	1,198

<sup>1</sup> Figures for 2017 increased due to the end of lease office clean-ups undertaken for the Tuggeranong Office Park.

## Appendix E

# Compliance with the Carer Recognition Act

The Australian Government recognises the exceptional contribution made by unpaid carers through the *Carer Recognition Act 2010*.

The Act stipulates that carers should have the same rights, choices and opportunities as other Australians.

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

We promote staff awareness and understanding of the Carer Recognition Act 2010 and the Statement for Australia’s Carers through our intranet and other departmental resources.

We inform the general public about the statement on Carer Gateway at [carergateway.gov.au](http://carergateway.gov.au). We also fund Carers Australia to coordinate and manage National Carers Week activities each October. These activities raise the awareness of carers and their role and inform carers about available services and assistance.

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

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

Our Enterprise Agreement includes carer’s leave entitlements. Staff have access to health and diversity rooms to help manage unforeseen caring responsibilities.

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

Our intranet also provides employees and managers with information about carers’ entitlements and internal and external resources.

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

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

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

We continue to fund a peak body to represent carers' issues to the Government and our department.

Announced by the Australian Government and formed in 2016, the National Disability and Carers Advisory Council (the Council) advises Government on opportunities to drive implementation and reinvigoration of the *National Disability Strategy 2010–2020*, reforms to the employment of people with disability and in carer supports and services. The council established a Carer Reform Working Group (CRWG) which agreed to:

- » focus on integration of the carer role in the implementation of supports
- » maximise the benefits for carers in the transition to the NDIS
- » optimise outcomes for families and carers in health, education and employment
- » review regulatory reform.

The council met twice during 2018–19.

As part of the 2019–20 Budget, the Government announced an additional \$84.3 million for the Integrated Carer Support Service (ICSS), to boost services for Australia's 2.7 million unpaid carers, including more financial support packages, respite and increased support for young carers.

The new ICSS will commence from 1 July 2019 and activities during 2018–19 to implement the ICSS (from July 2019) have included:

- » ongoing consultation with carers, the sector and the CRWG on transition and implementation issues
- » design and testing with carers and the sector of the new early-intervention online and telephone supports, which will become available from 1 July 2019 through the Carer Gateway website ([carergateway.gov.au](http://carergateway.gov.au))
- » design and testing of new and improved services with carers and the sector, which will be available for carers to access through a new national network of 16 Carer Gateway service providers in late 2019.



Appendix F

# Disability reporting

The *National Disability Strategy 2010–2020* is Australia’s overarching framework for disability reform. It acts to ensure the principles underpinning the United Nations *Convention on the Rights of Persons with Disabilities* are incorporated into Australia’s policies and programs that affect people with disability, their families and carers.

All levels of government will continue to be held accountable for the implementation of the strategy through biennial progress reporting to the Council of Australian Governments. Progress reports can be found at [dss.gov.au](http://dss.gov.au)

Disability reporting is included in the *APSC State of the Service Report* and the *APS Statistical Bulletin*. For further information on these reports, go to [apsc.gov.au](http://apsc.gov.au)

## Appendix G

# Digital reporting tool data— non-corporate Commonwealth entities

## 17AD (da) Executive Remuneration—Information about remuneration for key management personnel

Name	Position title	Base salary <sup>1</sup>	Short-term benefits			Post-employment benefits			Termination benefits	Total remuneration
			Bonuses	Other benefits and allowances <sup>2</sup>	Superannuation contributions <sup>3</sup>	Long service leave <sup>4</sup>	Other long-term benefits			
Kathryn Campbell	Secretary	622,450	-	54,399	98,528	16,685	-	-	792,062	
Michael Lye	Deputy Secretary	296,141	-	58,995	63,226	8,546	-	-	426,908	
Nathan Williamson	Deputy Secretary	303,313	-	57,461	49,033	8,053	-	-	417,860	
Elizabeth Helfren-Webb	Deputy Secretary <sup>5</sup>	302,986	-	52,400	47,637	7,135	-	-	410,158	
Margaret McKinnon	Deputy Secretary <sup>5</sup>	217,486	-	37,620	39,583	5,251	-	-	299,940	
Roxanne Kelly	Deputy Secretary <sup>5</sup>	130,888	-	24,201	23,386	3,465	-	-	181,940	
Barbara Bennett	Deputy Secretary <sup>5</sup>	87,758	-	11,501	13,168	1,850	-	-	114,277	
Serena Wilson	Deputy Secretary <sup>5</sup>	-	-	5,372	8,499	1,494	-	-	15,365	

Name	Position title	Short-term benefits				Post-employment benefits			Termination benefits	Total remuneration
		Base salary <sup>1</sup>	Bonuses	Other benefits and allowances <sup>2</sup>	Superannuation contributions <sup>3</sup>	Long service leave <sup>4</sup>	Other long-term benefits			
Shane Bennett	Acting Deputy Secretary <sup>5</sup>	48,280	-	8,379	9,077	1,190	-	-	66,926	
Helen McDevitt	Acting Deputy Secretary <sup>5</sup>	42,680	-	7,305	8,024	1,052	-	-	59,061	
<b>Total</b>		<b>2,051,982</b>	<b>-</b>	<b>317,633</b>	<b>360,161</b>	<b>54,721</b>	<b>-</b>	<b>-</b>	<b>2,784,497</b>	

**Notes:**

- 1 Base salary is calculated as total cash salary paid during the financial year, less amounts paid for annual leave and long service leave, with an adjustment for accruals at the beginning and end of the year.
- 2 Other benefits and allowances comprise car parking fringe benefits, executive vehicle allowances and annual leave expenses. Annual leave expense is calculated on an accrual basis as 20 working days per year based on the point in time substantive salary.
- 3 Superannuation is calculated as actual superannuation contributions made during the year, with an adjustment for accruals at the beginning and end of the year.
- 4 Long service leave is calculated on an accrual basis as nine calendar days leave per financial year based on the point in time substantive salary.
- 5 The officer occupied a deputy secretary position for part of the year. The remuneration is the amount calculated for that period.

17AD (da) Executive Remuneration—Information about remuneration for senior executives

Total remuneration bands	Number of senior executives	Short-term benefits			Average other benefits and allowances			Post-employment benefits		Other long-term benefits			Termination benefits	Total remuneration
		Average base salary	Average bonuses	Average benefits and allowances	Average other	Average superannuation contributions	Average long service leave	Average long-term benefits	Average other long-term benefits	Average termination benefits	Average total remuneration			
\$0- \$220,000	44	69,458	0	18,588	14,779	2,055	0	6,450	111,330					
\$220,001-\$245,000	14	153,566	0	38,253	29,363	4,030	0	8,396	233,608					
\$245,001-\$270,000	20	177,944	0	41,585	34,004	4,556	0	0	258,090					
\$270,001-\$295,000	9	190,729	0	44,782	41,218	5,109	0	0	281,837					
\$295,001-\$320,000	2	217,507	0	48,997	45,590	6,284	0	0	318,379					
\$320,001-\$345,000	6	232,602	0	48,160	41,983	6,071	0	0	328,816					
\$345,001-\$370,000	0													
\$370,001-\$395,000	0													
\$395,001-\$420,000	0													
\$420,001-\$445,000	0													
\$445,001-\$470,000	0													
\$470,001-\$495,000	0													
\$495,001-....	0													

Notes:

Includes 11 individuals who acted in an SES position continuously for three months or more.

Includes individuals who were promoted into SES positions within the Financial Year, only reporting remuneration from the date of promotion. Remuneration has been adjusted for SES who have been on secondment out to only include the period of time at DSS only.

**17AD (da) Executive Remuneration—Information about remuneration for other highly paid staff**

No employees qualify for reporting in this table. All non-SES employees had remunerations below \$220,000 threshold.

Total remuneration bands	Number of other highly paid staff	Short-term benefits			Post-employment benefits			Termination Benefits	Total remuneration
		Average base salary	Average bonuses	Average other benefits and allowances	Average long service leave	Average other long-term benefits			
\$220,001–\$245,000	0								
\$245,001–\$270,000	0								
\$270,001–\$295,000	0								
\$295,001–\$320,000	0								
\$320,001–\$345,000	0								
\$345,001–\$370,000	0								
\$370,001–\$395,000	0								
\$395,001–\$420,000	0								
\$420,001–\$445,000	0								
\$445,001–\$470,000	0								
\$470,001–\$495,000	0								
\$495,001–....	0								

**17AE (1)(aa) (i)–(iii) Accountable Authority details of Accountable Authority during the reporting period Current Report Period (2018–19)**

Name	Position title/ Position held	Period as the accountable authority or member	
		Date of commencement	Date of cessation
Barbara Bennett	Acting Secretary	1/07/2018	22/07/2018
Kathryn Campbell	Secretary	23/07/2018	13/09/2018
Nathan Williamson	Acting Secretary	14/09/2018	14/09/2018
Kathryn Campbell	Secretary	15/09/2018	3/10/2018
Nathan Williamson	Acting Secretary	4/10/2018	5/10/2018
Kathryn Campbell	Secretary	6/10/2018	28/10/2018
Nathan Williamson	Acting Secretary	29/10/2018	29/10/2018
Kathryn Campbell	Secretary	30/10/2018	6/12/2018
Michael Lye	Acting Secretary	7/12/2018	11/12/2018
Kathryn Campbell	Secretary	12/12/2018	3/01/2019
Nathan Williamson	Acting Secretary	4/01/2019	6/01/2019
Kathryn Campbell	Secretary	7/01/2019	30/01/2019
Michael Lye	Acting Secretary	31/01/2019	31/01/2019
Kathryn Campbell	Secretary	1/02/2019	6/03/2019
Michael Lye	Acting Secretary	7/03/2019	7/03/2019
Kathryn Campbell	Secretary	8/03/2019	11/04/2019
Nathan Williamson	Acting Secretary	12/04/2019	12/04/2019
Kathryn Campbell	Secretary	13/04/2019	17/04/2019
Nathan Williamson	Acting Secretary	18/04/2019	24/04/2019
Kathryn Campbell	Secretary	25/04/2019	25/04/2019
Nathan Williamson	Acting Secretary	26/04/2019	26/04/2019
Kathryn Campbell	Secretary	27/04/2019	8/05/2019
Michael Lye	Acting Secretary	9/05/2019	9/05/2019
Kathryn Campbell	Secretary	10/05/2019	30/06/2019

17AG (4)(aa) Management of Human Resources all Ongoing Employees Current Report Period (2018–19)

	Male			Female			Indeterminate			Total
	Total		Total	Total		Total	Total		Total	
	Full-time	Part-time		Male	Female		Full-time	Part-time		
NSW	54	5	59	78	33	111	-	-	170	
Qld	24	2	26	65	21	86	-	-	112	
SA	14	0	14	45	12	57	-	-	71	
Tas	9	1	10	27	15	42	-	-	52	
Vic	38	4	42	75	35	110	-	-	152	
WA	16	4	20	38	19	57	-	-	77	
ACT	589	33	622	934	293	1227	-	-	1849	
NT	7	0	7	25	5	30	-	-	37	
Overseas	0	0	0	0	0	0	-	-	0	
<b>Total</b>	<b>751</b>	<b>49</b>	<b>800</b>	<b>1287</b>	<b>433</b>	<b>1720</b>	<b>-</b>	<b>-</b>	<b>2520</b>	

## 17AG (4)(aa) Management of Human Resources all Non-Ongoing Employees Current Report Period (2018–19)

	Male			Female			Indeterminate			Total
	Total		Total	Total		Total	Total		Total	
	Full-time	Part-time		Male	Full-time		Part-time	Female		
NSW	1	0	1	4	1	5	-	-	-	6
Qld	2	0	2	4	2	6	-	-	-	8
SA	0	0	0	3	1	4	-	-	-	4
Tas	0	0	0	4	0	4	-	-	-	4
Vic	0	1	1	5	0	5	-	-	-	6
WA	0	0	0	4	0	4	-	-	-	4
ACT	10	1	11	16	6	22	-	-	-	33
NT	0	0	0	1	0	1	-	-	-	1
Overseas	0	0	0	0	0	0	-	-	-	0
<b>Total</b>	<b>13</b>	<b>2</b>	<b>15</b>	<b>41</b>	<b>10</b>	<b>51</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>66</b>



## 17AG (4)(aa) Management of Human Resources all Ongoing Employees Previous Report Period (2017–18)

	Male			Female			Indeterminate			Total
	Total		Total	Total		Total	Total		Total	
	Full-time	Part-time		Male	Female		Full-time	Part-time		
NSW	29	4	33	62	20	82	-	-	-	115
Qld	17	2	19	33	15	48	-	-	-	67
SA	8	0	8	33	8	41	-	-	-	49
Tas	5	1	6	9	10	19	-	-	-	25
Vic	26	1	27	33	21	54	-	-	-	81
WA	7	1	8	23	13	36	-	-	-	44
ACT	598	35	633	944	284	1228	-	-	-	1861
NT	3	0	3	14	0	14	-	-	-	17
Overseas	0	0	0	0	0	0	-	-	-	0
<b>Total</b>	<b>693</b>	<b>44</b>	<b>737</b>	<b>1151</b>	<b>371</b>	<b>1522</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2259</b>

## 17AG (4)(aa) Management of Human Resources all Non-Ongoing Employees Previous Report Period (2017–18)

	Male			Female			Indeterminate			Total
	Total		Total	Total		Total	Total		Total	
	Full-time	Part-time		Male	Female		Full-time	Part-time		
NSW	0	0	0	0	0	0	0	-	-	0
Qld	0	0	0	0	0	0	0	-	-	0
SA	0	0	0	0	0	0	0	-	-	0
Tas	2	0	2	3	0	3	3	-	-	5
Vic	0	0	0	1	0	1	1	-	-	1
WA	0	1	1	1	0	1	1	-	-	2
ACT	17	2	19	14	4	18	18	-	-	37
NT	0	0	0	1	0	1	1	-	-	1
Overseas	0	0	0	0	0	0	0	-	-	0
<b>Total</b>	<b>19</b>	<b>3</b>	<b>22</b>	<b>20</b>	<b>4</b>	<b>24</b>	<b>24</b>	<b>-</b>	<b>-</b>	<b>46</b>

17AG (4)(b)(i)–(iv) Australian Public Service Act Ongoing Employees Current Report Period (2018–19)

	Male			Female			Indeterminate			Total
	Total		Total Male	Total		Total Female	Total		Total Indeterminate	
	Full-time	Part-time		Full-time	Part-time		Full-time	Part-time		
Secretary	0	0	0	1	0	1	-	-	-	1
SES 3	2	0	2	2	0	2	-	-	-	4
SES 2	14	0	14	5	0	5	-	-	-	19
SES 1	27	0	27	32	3	35	-	-	-	62
EL 2	106	3	109	141	26	167	-	-	-	276
EL 1	222	17	239	327	114	441	-	-	-	680
Senior Public Affairs Officer	0	0	0	8	2	10	-	-	-	10
Public Affairs Officer Grade 3	4	0	4	12	5	17	-	-	-	21
Public Affairs Officer Grade 2	2	0	2	8	5	13	-	-	-	15
Public Affairs Officer Grade 1	0	0	0	1	0	1	-	-	-	1
Principal Legal Officer	1	1	2	6	2	8	-	-	-	10
Senior Legal Officer	1	1	2	7	4	11	-	-	-	13
Legal Officer	0	0	0	9	1	10	-	-	-	10
APS 6	182	12	194	347	172	519	-	-	-	713
APS 5	130	10	140	228	72	300	-	-	-	440

	Male			Female			Indeterminate			Total
	Total		Total	Total		Total	Total		Total	
	Full-time	Part-time		Male	Full-time		Part-time	Female		
APS 4	27	0	27	110	23	133	-	-	-	160
APS 3	30	1	31	42	1	43	-	-	-	74
APS 2	3	1	4	1	1	2	-	-	-	6
APS 1	0	3	3	0	2	2	-	-	-	5
Other	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>751</b>	<b>49</b>	<b>800</b>	<b>1287</b>	<b>433</b>	<b>1720</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2520</b>

## 17AG (4)(b)(i)–(iv) Australian Public Service Act Non-Ongoing Employees Current Report Period (2018–19)

	Male			Female			Indeterminate			Total
	Total		Total Male	Total		Total Female	Total		Total Indeterminate	
	Full-time	Part-time		Full-time	Part-time		Full-time	Part-time		
SES 3	0	0	0	0	0	0	-	-	0	
SES 2	0	0	0	0	0	0	-	-	0	
SES 1	0	0	0	0	0	0	-	-	0	
EL 2	0	1	1	2	2	4	-	-	5	
EL 1	4	0	4	1	3	4	-	-	8	
Public Affairs Officer Grade 3	0	0	0	1	0	1	-	-	1	
Public Affairs Officer Grade 2	0	0	0	1	0	1	-	-	1	
APS 6	2	0	2	6	1	7	-	-	9	
APS 5	2	1	3	16	2	18	-	-	21	
APS 4	2	0	2	14	1	15	-	-	17	
APS 3	3	0	3	0	1	1	-	-	4	
APS 2	0	0	0	0	0	0	-	-	0	
APS 1	0	0	0	0	0	0	-	-	0	
Other	-	-	-	-	-	-	-	-	-	
<b>Total</b>	<b>13</b>	<b>2</b>	<b>15</b>	<b>41</b>	<b>10</b>	<b>51</b>	<b>-</b>	<b>-</b>	<b>66</b>	

## 17AG (4)(b)(i)–(iv) Australian Public Service Act Ongoing Employees Previous Report Period (2017–18)

	Male			Female			Indeterminate			Total
	Total		Total	Total		Total	Total		Total	
	Full-time	Part-time		Male	Female		Full-time	Part-time		
Secretary	0	0	0	1	0	1	-	-	-	1
SES 3	2	0	2	3	0	3	-	-	-	5
SES 2	13	0	13	11	0	11	-	-	-	24
SES 1	29	0	29	27	2	29	-	-	-	58
EL 2	108	2	110	148	24	172	-	-	-	282
EL 1	208	18	226	315	102	417	-	-	-	643
Senior Public Affairs Officer	1	0	1	6	4	10	-	-	-	11
Public Affairs Officer Grade 3	4	0	4	9	7	16	-	-	-	20
Public Affairs Officer Grade 2	0	0	0	8	1	9	-	-	-	9
Principal Legal Officer	2	0	2	4	3	7	-	-	-	9
Senior Legal Officer	2	2	4	7	2	9	-	-	-	13
Legal Officer	1	0	1	8	1	9	-	-	-	10
APS 6	172	12	184	295	147	442	-	-	-	626

	Male			Female			Indeterminate			Total
	Total		Total	Total		Total	Total		Total	
	Full-time	Part-time		Male	Female		Male	Female		
APS 5	88	4	92	174	55	229	-	-	-	321
APS 4	28	0	28	78	17	95	-	-	-	123
APS 3	33	1	34	55	2	57	-	-	-	91
APS 2	2	2	4	2	2	4	-	-	-	8
APS 1	0	3	3	0	2	2	-	-	-	5
Other	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>693</b>	<b>44</b>	<b>737</b>	<b>1151</b>	<b>371</b>	<b>1522</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2259</b>

## 17AG (4)(b)(i)—(iv) Australian Public Service Act Non-Ongoing Employees Previous Report Period (2017–18)

	Male			Female			Indeterminate			Total
	Total		Total Male	Total		Total Female	Total		Total Indeterminate	
	Full-time	Part-time		Full-time	Part-time		Full-time	Part-time		
SES 3	1	0	1	0	0	0	-	-	1	
SES 2	0	0	0	0	0	0	-	-	0	
SES 1	0	0	0	0	0	0	-	-	0	
EL 2	3	0	3	1	0	1	-	-	4	
EL 1	2	2	4	1	0	1	-	-	5	
Public Affairs Officer Grade 2	0	0	0	0	1	1	-	-	1	
APS 6	3	0	3	3	2	5	-	-	8	
APS 5	7	1	8	4	0	4	-	-	12	
APS 4	1	0	1	10	1	11	-	-	12	
APS 3	2	0	2	1	0	1	-	-	3	
APS 2	0	0	0	0	0	0	-	-	0	
APS 1	0	0	0	0	0	0	-	-	0	
Other	-	-	-	-	-	-	-	-	-	
<b>Total</b>	<b>19</b>	<b>3</b>	<b>22</b>	<b>20</b>	<b>4</b>	<b>24</b>	<b>-</b>	<b>-</b>	<b>46</b>	



17AG (4)(b)(i)–(iii) Australian Public Service Act Employees by full-time and part-time Status Current Report Period (2018–19)

	Ongoing			Non-ongoing			Total
	Full-time	Part-time	Total Ongoing	Full-time	Part-time	Total Non-Ongoing	
Secretary	1	0	1	0	0	0	1
SES 3	4	0	4	0	0	0	4
SES 2	19	0	19	0	0	0	19
SES 1	59	3	62	0	0	0	62
EL 2	247	29	276	2	3	5	281
EL 1	549	131	680	5	3	8	688
Senior Public Affairs Officer	8	2	10	0	0	0	10
Public Affairs Officer Grade 3	16	5	21	1	0	1	22
Public Affairs Officer Grade 2	10	5	15	1	0	1	16
Public Affairs Officer Grade 1	1	0	1	0	0	0	1
Principal Legal Officer	7	3	10	0	0	0	10
Senior Legal Officer	8	5	13	0	0	0	13
Legal Officer	9	1	10	0	0	0	10
APS 6	529	184	713	8	1	9	722
APS 5	358	82	440	18	3	21	461
APS 4	137	23	160	16	1	17	177
APS 3	72	2	74	3	1	4	78
APS 2	4	2	6	0	0	0	6
APS 1	0	5	5	0	0	0	5
Other	-	-	-	-	-	-	-
<b>Total</b>	<b>2038</b>	<b>482</b>	<b>2520</b>	<b>54</b>	<b>12</b>	<b>66</b>	<b>2586</b>

17AG (4)(b)(i)–(iii) Australian Public Service Act Employees by full-time and part-time Status Previous Report Period (2017–18)

	Ongoing			Non-ongoing			Total
	Full-time	Part-time	Total Ongoing	Full-time	Part-time	Total Non-Ongoing	
Secretary	1	0	1	0	0	0	1
SES 3	5	0	5	1	0	1	6
SES 2	24	0	24	0	0	0	24
SES 1	56	2	58	0	0	0	58
EL 2	256	26	282	4	0	4	286
EL 1	523	120	643	3	2	5	648
Senior Public Affairs Officer	7	4	11	0	0	0	11
Public Affairs Officer Grade 3	13	7	20	0	0	0	20
Public Affairs Officer Grade 2	8	1	9	0	1	1	10
Principal Legal Officer	6	3	9	0	0	0	9
Senior Legal Officer	9	4	13	0	0	0	13
Legal Officer	9	1	10	0	0	0	10
APS 6	467	159	626	6	2	8	634
APS 5	262	59	321	11	1	12	333
APS 4	106	17	123	11	1	12	135
APS 3	88	3	91	3	0	3	94
APS 2	4	4	8	0	0	0	8
APS 1	0	5	5	0	0	0	5
Other	-	-	-	-	-	-	-
<b>Total</b>	<b>1844</b>	<b>415</b>	<b>2259</b>	<b>39</b>	<b>7</b>	<b>46</b>	<b>2305</b>

**17AG (4)(b)(v) Australian Public Service Act Employment type by location Current Report Period (2018–19)**

	Ongoing	Non-Ongoing	Total
NSW	170	6	176
Qld	112	8	120
SA	71	4	75
Tas	52	4	56
Vic	152	6	158
WA	77	4	81
ACT	1849	33	1882
NT	37	1	38
Overseas	-	-	-
<b>Total</b>	<b>2520</b>	<b>66</b>	<b>2586</b>

**17AG (4)(b)(v) Australian Public Service Act Employment type by location Previous Report Period (2017–18)**

	Ongoing	Non-Ongoing	Total
NSW	115	0	115
Qld	67	0	67
SA	49	0	49
Tas	25	5	30
Vic	81	1	82
WA	44	2	46
ACT	1861	37	1898
NT	17	1	18
Overseas	-	-	-
<b>Total</b>	<b>2259</b>	<b>46</b>	<b>2305</b>

**17AG (4)(b)(vi) Australian Public Service Act Indigenous Employment Current Report Period (2018–19)**

	<b>Total</b>
Ongoing	130
Non-Ongoing	0
<b>Total</b>	<b>130</b>

**17AG (4)(b)(vi) Australian Public Service Act Indigenous Employment Previous Report Period (2017–18)**

	<b>Total</b>
Ongoing	109
Non-Ongoing	1
<b>Total</b>	<b>110</b>

**17AG (4)(c)(i) Employment Arrangements of SES and Non-SES employees. Australian Public Service Act Employment arrangements Current Report Period (2018–19)**

	<b>SES</b>	<b>Non-SES</b>	<b>Total<sup>1</sup></b>
Department of Social Services Enterprise Agreement 2018 to 2021	-	2468	2468
Individual Flexibility Agreements	-	46	46
Section 24(1) determinations	71	-	71
<b>Total</b>	<b>71</b>	<b>2514</b>	<b>2585</b>

Note 1: Excludes the Secretary who is not employed under any of the identified employment arrangements above. Employees acting as SES on 30 June 2019 have been reported as covered by the Department of Social Services Enterprise Agreement 2018 to 2021.

**17AG (4)(c)(ii) Australian Public Service Act Employment salary ranges by classification level (Minimum/Maximum) Current Report Period (2018–19)**

	Minimum Salary	Maximum Salary
SES 3	316,200	-
SES 2	240,000	280,000
SES 1	175,000	215,000
EL 2	122,576	144,520
EL 1	103,997	118,049
APS 6	83,468	93,819
APS 5	76,204	81,381
APS 4	69,388	74,582
APS 3	61,245	66,452
APS 2	52,995	58,971
APS 1	45,344	50,742
Other	-	-
<b>Total</b>	<b>-</b>	<b>-</b>

**17AG (4)(d)(iii)–(iv) Australian Public Service Act Employment Performance Pay by classification level Current Report Period (2018–19)**

The Department does not pay any performance pay

	Number of employees receiving performance pay	Aggregated (sum total) of all payments made	Average of all payments made	Minimum payment made	Maximum payment made
SES 3	-	-	-	-	-
SES 2	-	-	-	-	-
SES 1	-	-	-	-	-
EL 2	-	-	-	-	-
EL 1	-	-	-	-	-
APS 6	-	-	-	-	-
APS 5	-	-	-	-	-
APS 4	-	-	-	-	-
APS 3	-	-	-	-	-
APS 2	-	-	-	-	-
APS 1	-	-	-	-	-
Other	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**17AG (7)(a)(i)–(iv) Number and expenditure on Consultants Current Report Period (2018–19)**

	<b>Total</b>
No. of New contracts entered into during the period	58
Total actual expenditure during the period on new contracts (inc. GST) in \$millions	8.7
No. of Ongoing contracts engaging consultants that were entered into during a previous period	49
Total actual expenditure during the period on ongoing contracts (inc. GST) in \$millions	15.4

**17AJ (e)–(g) Aids to Access details Current Report Period (2018–19)**

	<b>Total</b>
Annual Report Contact Officer (Title/Position held)	Branch Manager, Governance, Department of Social Services
Contact Phone Number	1300 653 227 or international +61 2 6146 0001
Contact Email	annual.report@dss.gov.au
Entity website (URL)	dss.gov.au/annualreport

## Appendix H

# Glossary of abbreviations and acronyms

AASB	Australian Accounting Standards Board
ABS	Australian Bureau of Statistics
AIFS	Australian Institute of Family Studies
ANAO	Australian National Audit Office
ANROWS	Australia's National Research Organisation for Women's Safety
ANZSOG	Australia and New Zealand School of Government
AO	Order of Australia
APS	Australian Public Service
APSC	Australian Public Service Commission
AS/NZS	Australian/New Zealand International Standard
ATSICPP	Aboriginal and Torres Strait Islander Child Placement Principle
AUSCO	Australian Cultural Orientation Program
BCAP	Building Capacity in Australian Parents
CDC	Cashless Debit Card
CFCA	Child Family Community Australia
CRWG	Carer Reform Working Group
CSC	Conspicuous Service Cross
DES	Disability Employment Services
DEX	DSS Data Exchange
DHS	Department of Human Services
DSS	Department of Social Services
EL	Executive Level
FaC	Families and Children
FCSI	Families and Communities Service Improvement
FIS	Free Interpreting Service
FVOCI	Financial Assets at Fair Value Through Other Comprehensive Income
FVTPL	Financial Assets at Fair Value Through Profit or Loss
GST	Goods and Services Tax
ICSS	Integrated Carer Support Service
ISO	International Standards Organisation
IT	Information Technology

KMP	Key Management Personnel
MP	Member of Parliament
NAATI	National Accreditation Authority for Translators and Interpreters
NAHA	National Affordable Housing Agreement
NAIDOC	National Aboriginal and Islanders Day Observance Committee
NCAR	National Community Awareness Raising
NCAS	National Community Attitudes towards Violence against Women Survey
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NHHA	National Housing and Homelessness Agreement
NOCS	National Office of Child Safety
NPAH	National Partnership Agreement on Homelessness
NRAS	National Rental Affordability Scheme
PAES	Portfolio Additional Estimates Statements
PBS	Portfolio Budget Statements
PGPA	<i>Public Governance, Performance and Accountability Act 2013</i>
PPM	Post Placement Monitoring
RTO	Refundable Tax Offsets
SAS	Statistical Analysis System
SEPT	Supporting Expecting and Parenting Teens initiative
SES	Senior Executive Service
SETS	Settlement Engagement and Transition Support
SIH	Survey of Income and Housing
SMEs	Small and Medium Enterprises
SPaR	Supporting People at Risk
TTY	Teletypewriter
UoM	University of Melbourne
UQ	University of Queensland

### Abbreviations and conventions

—	Nil
n/a	Not available
N/A	Not Applicable
\$m	\$ million
\$b	\$ billion

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



---

# Indexes

Compliance index .....	232
Index of figures and tables .....	237
Alphabetical index.....	241

# Compliance index

## List of requirements

Index of information provided in compliance with *Annual Report for non-corporate Commonwealth entities, Resource Management Guide No. 135, May 2019*. Issued by the Department of Finance.

Description	Location	Requirement
Letter of transmittal	vi	Mandatory
<b>Aids to access</b>		
Table of contents	ii–iii	Mandatory
Alphabetical index	241–254	Mandatory
Glossary of abbreviations and acronyms	229–230	Mandatory
List of requirements	232–236	Mandatory
Details of contact officer	Inside front cover	Mandatory
Internet home page address	Inside front cover	Mandatory
Internet address for report	Inside front cover	Mandatory
<b>Review by departmental secretary</b>		
Review by the departmental secretary	1–3	Mandatory
<b>Overview of the department</b>		
Role and functions	6–7	Mandatory
Organisational structure	7–9	Mandatory
Outcomes and program structure	iv–v	Mandatory
Purpose	6	Mandatory
Name of the accountable authority	212	Mandatory
Position title of the accountable authority	212	Mandatory
Period as the accountable authority within reporting period	212	Mandatory
Portfolio structure	11–13	Portfolio departments—Mandatory
Where the outcomes and program structures differ from PBS/PAES or other portfolio statements accompanying any other additional appropriation bills, details of variation and reasons for change	13	If applicable—Mandatory

Description	Location	Requirement
<b>Report on the performance of the department</b>		
<b>Annual performance statement</b>		
Annual performance statement in accordance with paragraph 39(1)(b) of the PGPA Act and section 16F of the PGPA Rule	15–95	Mandatory
<b>Report on Financial Performance</b>		
Discussion and analysis of the department's financial performance	127–180	Mandatory
Agency resource statement and total payments of the department	184–192	Mandatory
Discussion and details of any significant changes in financial results from previous or current reporting period	–	If applicable—Mandatory
<b>Management and Accountability</b>		
<b>Corporate Governance</b>		
Information on compliance with section 10 of the PGPA Rule (fraud systems)	v1, 107–108	Mandatory
Certification by the Secretary that fraud risk assessments and fraud control plans have been prepared	vi	Mandatory
Certification by the Secretary that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the department are in place	vi	Mandatory
Certification by the Secretary that all reasonable measures have been taken to deal appropriately with fraud relating to the entity	vi	Mandatory
Outline of structures and processes in place for the department to implement principles and objectives of corporate governance	104–107	Mandatory
Statement of significant issues reported to the Minister under paragraph 19(1)(e) of the PGPA Act that relates to non-compliance with finance law and action taken to remedy non-compliance	107	If applicable—Mandatory
<b>External Scrutiny</b>		
Significant developments in external scrutiny and the department's response to the scrutiny	111–114	Mandatory
Judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the department	110–114	Mandatory

Description	Location	Requirement
Reports on operations of the department by the Auditor-General (other than reports under section 43 of the PGPA Act), a Parliamentary Committee, or the Commonwealth Ombudsman	111–114	Mandatory
Any agency capability review	–	If applicable—Mandatory
<b>Management of Human Resources</b>		
Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	115–116	Mandatory
Statistics on the department's employees on an ongoing and non-ongoing basis; including the following: <ul style="list-style-type: none"> <li>• Full-time employees</li> <li>• Part-time employees</li> <li>• Gender</li> <li>• Staff location</li> </ul>	116–118 193–197 213–225	Mandatory
Statistics on the department's APS employees on an ongoing and non-ongoing basis; including the following: <ul style="list-style-type: none"> <li>• Staffing classification level</li> <li>• Full-time employees</li> <li>• Part-time employees</li> <li>• Gender</li> <li>• Staff location</li> <li>• Employees who identify as Indigenous.</li> </ul>	116–117 193–198 213–226	Mandatory
Enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i>	118–119 226	Mandatory
Number of SES and non-SES employees covered by arrangements above	118–119 226–227	Mandatory
Salary ranges for APS employees by classification level	198, 227	Mandatory
Non-salary benefits provided to employees	119	Mandatory
Number of employees at each classification level who received performance payments	–	If applicable—Mandatory
Aggregate amounts of performance pay at each classification level	–	If applicable—Mandatory
Average amount of performance payment, and range of such payments, at each classification level	–	If applicable—Mandatory

Description	Location	Requirement
Aggregate amount of performance payments	–	If applicable—Mandatory
<b>Assets Management</b>		
Assessment of effectiveness of assets management where asset management is a significant part of the department's activities	122	If applicable—Mandatory
<b>Purchasing</b>		
Assessment of the department's performance against the <i>Commonwealth Procurement Rules</i>	123	Mandatory
<b>Consultants</b>		
Summary statement detailing the number of new contracts engaging consultants entered into during the year; the total actual expenditure on all new consultancy contracts entered into during the year (inclusive of GST); the number of ongoing consultancy contracts that were entered into during prior year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST)	122–123 228	Mandatory
Summary statement regarding the engagement of consultants in the format specified at paragraph 17AG (7)(b) of the PGPA Rule	122	Mandatory
Summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged	122	Mandatory
Statement regarding information about actual expenditure on contracts for consultancies in the format specified at paragraph 17AG (7)(d) of the PGPA Rule	122–123 228	Mandatory
<b>Australian National Audit Office Access Clauses</b>		
Absence of provisions in contracts allowing access by the Auditor-General	123	If applicable—Mandatory
<b>Exempt Contracts</b>		
Contracts exempted from publication in AusTender	123	If applicable—Mandatory
<b>Small Business</b>		
Summary statement detailing procurement initiatives supporting small business using the text as specified at paragraph 17AG (10)(a) of the PGPA Rule	123	Mandatory

Description	Location	Requirement
Procurement practices to support small and medium enterprises	123–124	Mandatory
If the entity is considered by the Finance Minister as ‘material in nature’—a statement must be included using the text as specified at paragraph 17AG (10)(c) of the PGPA Rule	124	If applicable—Mandatory
<b>Financial statements</b>		
Financial statements in accordance with subsection 43(4) of the Act	127–180	Mandatory
<b>Executive remuneration</b>		
Information about executive remuneration	208–211	Mandatory
<b>Other Mandatory Information</b>		
Statement in relation to advertising campaigns conducted as specified at paragraph 17AH (1)(a)(i) of the PGPA Rule	199–201	If applicable—Mandatory
Statement confirming that no advertising campaigns were conducted for the reporting period, as specified at paragraph 17AH (1)(a)(ii) of the PGPA Rule	–	If applicable—Mandatory
Statement providing information on grants awarded for the reporting period, as specified at paragraph 17AH (1)(b) of the PGPA Rule	124	If applicable—Mandatory
Disability reporting, referencing the department’s website for further information	207	Mandatory
Webpage address where the department’s Information Publication Scheme statement pursuant to Part II of FOI Act can be located	110	Mandatory
Correction of material errors in previous annual report	–	If applicable—Mandatory
Information required by other legislation (various)	120, 202–204, 205–206	Mandatory

# Index of figures and tables

Figure 0.1:	Department of Social Services outcome and program structure, as at 30 June 2019
Figure 1.1.1:	Organisational structure, as at 30 June 2019
Figure 1.1.2:	Our national presence, as at 30 June 2019
Figure 1.2.1:	Social Services portfolio, as at 30 June 2019
Table 2.1.1:	Performance criteria for Purpose 1 Social Security
Table 2.1.2a:	Total future lifetime cost (in current year dollars) by current welfare class
Table 2.1.2b:	Average future lifetime cost (in current year dollars) by current welfare class
Table 2.1.3:	Expected average proportion of future lifetime years not receiving income support payments
Table 2.1.4:	Percentage of recipients who are not receiving income support within 3/6/12 months after exiting Student Payments
Table 2.1.5:	Percentage of recipients who exit income support within 3/6/12 months
Table 2.1.6:	Percentage of recipients reporting employment income
Table 2.1.7a:	Percentage of recipients receiving a part rate of payment due to the income or assets test—Family Tax Benefit
Table 2.1.7b:	Percentage of recipients who did not meet the Family Tax Benefit Maintenance Action Test
Table 2.1.7c:	Percentage of recipients receiving part rate of payment due to income or assets test—welfare payments (excluding Family Tax Benefit)
Table 2.1.8a:	Percentage of the targeted population who receive payment—Family Tax Benefit
Table 2.1.8b:	Percentage of the targeted population who receive payment—welfare payments (excluding Family Tax Benefit)
Table 2.1.9a:	Percentage of recipients aligned to specific policy objectives or payment conditions—Family Tax Benefit by income test categories
Table 2.1.9b:	Percentage of recipients aligned to specific policy objectives or payment conditions—Family Tax Benefit immunisation and maintenance income reduction
Table 2.1.9c:	Percentage of recipients aligned to specific policy objectives or payment conditions—Income Support for Seniors

Table 2.1.10:	Program performance criteria and associated milestones/standards
Table 2.1.11:	Payment accuracy
Table 2.1.12:	Percentage of recipients with debts by type and status
Table 2.1.13a:	Number of recipients—Family Tax Benefit Part A and B
Table 2.1.13b:	Number of recipients—welfare payments (excluding Family Tax Benefit Part A and B)
Table 2.1.14a:	Number of children—Family Tax Benefit
Table 2.1.14b:	Number of children—Child Payments
Table 2.1.15:	Administered outlays
Table 2.2.1:	Performance criteria for Purpose 2 Families and Communities
Table 2.2.2:	Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs
Table 2.2.3:	Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections
Table 2.2.4:	Extent of progress in implementing the <i>National Plan to Reduce Violence against Women and their Children 2010–2022</i>
Table 2.2.5:	Extent of progress in implementing the <i>National Framework for Protecting Australia's Children 2009–2020</i>
Table 2.2.6:	Program performance criteria and associated milestones/standards
Table 2.2.7:	Extent of satisfaction with services
Table 2.2.8:	Extent of community and service system capacity and capability improvement
Table 2.2.9:	Percentage of assisted individuals who are from priority groups or locations
Table 2.2.10:	Percentage of new parents supported to take paid parental leave
Table 2.2.11:	Number of individuals assisted
Table 2.2.12:	Number of organisations contracted or receiving grant funding to deliver services
Table 2.2.13:	Administered outlays
Table 2.3.1:	Performance criteria for Purpose 3 Disability and Carers
Table 2.3.2:	Number of people supported to achieve at least 6 months employment at their work capacity in Disability Employment Services
Table 2.3.3:	Percentage of assisted people with disability, mental illness and carers with improved knowledge, skills, behaviours and engagement with services
Table 2.3.4:	Progress in implementing the <i>National Disability Strategy 2010–2020</i>



Table 2.3.5:	Extent of contribution to create an effective and sustainable National Disability Insurance Scheme
Table 2.3.6:	Program performance criteria and associated milestones/standards
Table 2.3.7:	Extent of satisfaction with services
Table 2.3.8:	Percentage of assisted individuals who are from priority groups
Table 2.3.9:	Number of individuals assisted
Table 2.3.10:	Number of organisations contracted or receiving grant funding to deliver services
Table 2.3.11:	Value of funding transitioned 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
Table 2.3.13:	Administered outlays
Table 2.4.1:	Performance criteria for Purpose 4 Housing
Table 2.4.2:	Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance
Table 2.4.3:	Percentage of NRAS households in rental stress before and after NRAS discounted rent
Table 2.4.4:	DSS contribution to Commonwealth/state agreements for housing and homelessness
Table 2.4.5:	Percentage of Commonwealth Rent Assistance income units paying enough rent to receive the maximum rate of assistance
Table 2.4.6:	Program performance criteria and associated milestones/standards
Table 2.4.7:	Percentage of dwellings that were paid an incentive for the relevant NRAS year
Table 2.4.8:	Number of Commonwealth Rent Assistance income units as at end of June of reporting year
Table 2.4.9:	Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO))
Figure 3.1:	Applications by State
Figure 3.2:	Applications received by gender
Figure 4.1.1:	Our governance structure, as at 30 June 2019
Figure 4.3.1:	Diversity in our people
Table 4.4.1:	Trends in departmental finances

Table 4.4.2:	Trends in administered finances
Table 4.4.3:	Consultancies in 2018–19
Table A-1:	Agency resource statement 2018–19
Table A-2:	Expenses and resources for Outcome 1: Social Security
Table A-3:	Expenses and resources for Outcome 2: Families and Communities
Table A-4:	Expenses and resources for Outcome 3: Disability and Carers
Table A-5:	Expenses and resources for Outcome 4: Housing
Table B-1:	Ongoing staff employed, by actual classification, gender and location, as at 30 June 2019
Table B-2:	Non-ongoing staff, by actual classification, gender and location, as at 30 June 2019
Table B-3:	Salary ranges by APS classification level, as at 30 June 2019
Table C-1:	Payments to creative advertising agencies in 2018–19
Table C-2:	Payments to market research and polling organisations in 2018–19
Table C-3:	Payments to direct mail organisations 2018–19
Table C-4:	Payments to media advertising organisations in 2018–19
Table D-1:	Energy, waste and water efficiency measures and monitoring mechanisms
Table D-2:	Environmental performance indicators

# Alphabetical index

## A

- abbreviations and acronyms, 229–230
- Aboriginal and Torres Strait Islander boarding students, 2, 182
- Aboriginal and Torres Strait Islander children and their families, 1, 58, 59
- Aboriginal and Torres Strait Islander staff, 116–117
- Aboriginal and Torres Strait Islander Staff National Committee, 102, 117
- Aboriginal and Torres Strait Islander Workforce Strategy 2015–2018*, 116, 117
- Aboriginal Community Controlled Organisations, 65
- ABSTUDY, 2, 26, 182
  - see also Student Payments Program
- AccessAbility Day 2018, 72
- accessibility and quality of mental health services in rural and remote Australia, inquiry into, 112
- accountability see management and accountability
- Accountable Authority see under Secretary
- Achieve (SLES Program), 96
- acronyms, 229–230
- administered funds, 121–122
- Administrative Arrangements Order, 9, 11, 13
- administrative tribunal decisions, 112
- adoption
  - Forced Adoption Support Services, 50
  - inquiry into local adoption, 113
- Adult Specialist Support Services, 50
- advertising, 72, 199, 201
- advocacy support services, 3
- Affordable Housing Program
  - incentive payments, 94
  - performance criteria and milestones, 92–93
  - resource statement, 192
  - response to inquiry into Social Services Legislation Amendment (Housing Affordability) Bill 2017, 112
  - see also community housing; National Rental Affordability Scheme (NRAS)
- Age Pension
  - income derived from other sources, 37
  - part rate payment, 30
  - proportion of Australians receiving, 33
  - recipients reporting employment income, 28, 29
  - see also Allowances and Concessions for Seniors Program; Income Support for Seniors Program
- agreements
  - enterprise agreement, 118–119
  - on housing and homelessness, 3, 87, 90–91
  - individual performance agreements (staff), 109, 205
  - National Disability Insurance Scheme, 2, 72, 79
  - with third parties, 109
- Allowances and Concessions for Seniors Program, 20
  - energy supplement, 45
  - number of recipients, 42
  - performance criteria and milestones, 38
  - resource statement, 187
- ANAO
  - access to contractors' premises, 123
  - Auditor's Report, 128–131
  - reports, 111, 128–131

- annual performance statement, 15–95
- disability and carers, 71–85
  - families and communities, 47–70
  - housing, 86–95
  - social security, 20–45
- ANZSOG, 116
- apprenticeship program, 117
- APS Code of Conduct*, 109
- APS Employee Census 2018, 102, 115, 117
- APS Statistical Bulletin*, 207
- APS Values*, 7, 109
- APSC SES Leadership Development, 115
- APSC State of the Service Report*, 207
- assets management, 122
- assets tests in determining payment of income support, 29–32
- Assistant Minister for Children and Families, 11, 13
- Assistant Minister for Community Housing, Homelessness and Community Services, 11, 13
- Attorney-General's Department, 124
- Audit and Assurance Committee, 104, 105
- Audit Work Plan 2018-19, 107
- Auditor-General
- access to contactors' premises, 123
- audits
- domestic and family violence funding, 111
  - financial statements, 128–131
  - internal, 106–107
- AusTender, 122, 123
- Australian Council of Social Service, 63
- Australian Federal Police Fraud and Anti-Corruption Centre, 108
- Australian Government Investigation Standards, 108
- Australian Industry Participation Plans, 124
- Australian Information Commissioner, 110
- Australian Institute of Family Studies, 11, 12, 13
- Australian National Audit Office (ANAO)
- see ANAO
- Australian Network on Disability Stepping Into Internship Program, 117
- Australian/New Zealand International Standard on Risk Management, 108
- Australian Priority Investment Approach to Welfare, 1, 19, 21, 23
- Australian Public Service Employee Census, 102, 115, 117
- Australian Research Alliance for Children and Youth, 63
- Australian Workplace Equality Index, 117
- Austudy, 26, 29, 32
- see also Student Payments Program
- awards and recognition, 116
- B**
- business planning, 106
- business continuity program, 106
- C**
- Canberra's national institutions, inquiry into, 114
- Capability Development Calendar, 115
- Career Pathways Pilot, 54
- Carer Gateway website, 205, 206
- Carer Payment
- part rate payment, 30
  - recipients reporting employment income, 28, 29
- Carer Recognition Act 2010*, 205
- Carer Reform Working Group (CRWG), 206
- carers see disability and carers
- Carers Australia, 205
- Carers Week, 116
- Cashless Debit Card, 2, 3, 18, 48, 50, 51, 65
- census of employees, 102, 115, 117
- ChangeFest, 14
- changes to portfolio 2018-19, 13
- Charity Fundraising in the 21st Century, inquiry into, 114
- Chief Finance Officer
- financial statements compliance, 132
- Chief Operating Officer, 105

- Child Family Community Australia Information Exchange (CFCA), 64
- Child Payments Program, 20
  - administered outlays, 44
  - number of children, 44
  - number of recipients, 42
  - performance criteria and milestones, 37
  - resource statement, 186
- child protection policy and strategy, 13
- Child Support (Assessment) Act 1989*, vi
- Child Support (Registration and Collection) Act 1988*, vi
- children
  - immunisation, 35
  - out-of-home care, 58, 59
  - protection of, 58–61
  - safety and wellbeing of, 1, 59
  - see also National Redress Scheme; Royal Commission into Institutional Responses to Child Sexual Abuse
- Children and Parenting Support services, 50, 54, 65
- City Deals, 90
- classification (staff), 10, 118, 193–197
- client agencies, 18, 124
- Code of Conduct (APS), 109
- Comcare Scheme, 120
- Comcare workers' compensation premium, 120
- Committees give voice to diversity and inclusion, case study, 102
- committees (governance), 104–105
- common law contracts, 119
- Commonwealth Director of Public Prosecutions, 108
- Commonwealth Ombudsman, 111
- Commonwealth Procurement Rules 2019, 123
- Commonwealth Rent Assistance, 86, 87, 92
  - number of income units assisted, 94
  - rental stress, 89, 90
  - see also National Rental Affordability Scheme (NRAS); Rent Assistance Program
- Commonwealth Risk Management Policy 2014, 106
- Community Grants Hub Group, 124
- community housing
  - regulatory system for, 87, 90
  - rent assistance for, 86, 87, 89
- Community Mental Health, 75
  - delivering services, 84
  - mental health services in rural and remote Australia, inquiry into, 112
  - number of individuals assisted, 83
  - participants from Indigenous and culturally and linguistically diverse backgrounds, 82
  - satisfaction with funded services, 82
  - see also disability and carers; Disability Mental Health and Carers
- complaints management, 110
- compliance
  - finance law, 107
  - financial statements, 132
  - framework, 107
- compliance index, 232–236
- Conflict of Interest Policy, 109
- contact details for annual report, 228
- contracts, 122–123
- Convention on the Rights of Persons with Disabilities*, 207
- corporate governance see governance
- Corporate Plan 2018–19, 17, 106, 109
- corruption see fraud and corruption
- counselling and psychological services, Redress Scheme, 99
- counselling support services, People with Disability Royal Commission, 3
- credit and financial services targeted at Australians at risk of financial hardship, inquiry into, 114
- criminal investigations, 108
- culturally and linguistically diverse people
  - accessing family and community services, 65
  - accessing mental health services, 82

**D**

- Dad and Partner Pay, 66
- Data Exchange, 2, 19, 51, 75
- Department of Agriculture and Water Resources, 124
- Department of Education, 124
- Department of Finance
  - and advertising campaigns, 199
  - Resource Management Guide No. 135—Annual reports for non-corporate Commonwealth entities*, vi
  - statistics on small and medium enterprises participation in procurement, 123
- Department of Health, 124
- Department of Home Affairs, 124
- Department of Jobs and Small Business, 117
  - Department of Social Services Enterprise Agreement 2018 to 2021*, 118
- Department of the Environment and Energy, 124
- Department of the Prime Minister and Cabinet
  - external client agency, 124
  - and national child protection policy and strategy, 13
  - National Office of Child Safety (NOCS), 59
- Department of Veterans' Affairs, 124
- Deputy Secretaries, 7, 8, 9, 104, 105
  - Indigenous Champion role, 117
- DES (Disability Employment Services), 1, 72, 74
  - delivering services, 84
  - number of individuals assisted, 83
- digital reporting tool, data, 208–228
- direct mailouts, 201
- disability, people with, 1, 4, 96, 117, 118, 207
  - Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, 3
  - see also Disability and Carer Support; disability and carers; Disability Mental Health and Carers Program; Income Support for People with Disability Program; NDIS
- Disability Access Coordinator, 117
- Disability and Carer Support, 75
  - delivering services, 84
  - number of individuals assisted, 83
  - satisfaction with funded services, 82
- disability and carers, 71–85
  - administered outlays, 85
  - assisted individuals from priority groups, 82
  - capability building of people who access support programs, 74–75
  - carer payment, 28, 29, 30, 205
  - commonwealth funding transitioned to NDIS, 84
  - delivery measures, 83–85
  - delivery of grants, procurements and subsidies, 78–81
  - grant funding, 84
  - implementation of national disability strategy, 76–78
  - numbers assisted, 83
  - organisations contracted, 84
  - participants achieving 6 months employment, 74
  - programs, v, 71, 191
  - satisfaction with services, 82
  - see also Outcome 3: Disability and Carers; Purpose 3: Disability and Carers
- Disability and Carers Committee, 102
- Disability Employment Services see DES (Disability Employment Services)
- Disability Management Service
  - number of individuals assisted, 83
  - participants achieving 6 months employment, 74
- Disability Mental Health and Carers Program, 71
  - administered outlays, 85
  - program performance criteria and milestones, 79
  - resource statement, 191
  - services delivered to, 84
  - see also Community Mental Health; disability and carers

- disability reporting, 207
- Disability Support Pension
- part rate payment, 30
  - proportion of Australians receiving, 33
  - recipients reporting employment income, 28, 29
- Disability Workforce Action Plan 2015–2018*, 116, 117
- diversity and Inclusion in the workplace, 116–118
- Diversity and Inclusion Strategy 2019–21, 102
- domestic and family violence, 1
- 1800RESPECT (telephone and online counselling service), 56
  - DV-alert (response training), 56
  - Family and Domestic Violence Policy, 120
  - funding audit report, 111
  - reducing violence against women and their children, 1, 3, 18, 46, 48, 56–57
- Double Orphan Pension, 44
- dowry
- practice of dowry and the incidence of dowry abuse in Australia, inquiry into, 114
- drug testing trial
- response to inquiry into Social Services Legislation Amendment (Drug Testing Trial) Bill 2018, 112
- DSS Gender Equality Action Plan*, 116
- DV-alert (domestic violence response training), 56
- E**
- ecologically sustainable development, 202–204
- Employ their Ability campaign, 72
- Employee Assistance Program, 84
- employee census, 102, 115, 117
- employees see people; staff
- employment income, 28, 29
- Employment Support Service
- number of individuals assisted, 83
  - participants achieving 6 months employment, 74
- Energy Assistance Payment, 21
- energy efficiency in departmental offices, 203, 204
- enterprise agreement, 118–119
- Enterprise Compliance Framework, 107
- Enterprise Risk Management Framework, 106
- Environment Protection and Biodiversity Conservation Act 1999*, 202
- environmental performance, 202–204
- ethical standards, 7, 109
- Executive Management Group, 104
- committees reporting to, 104–105
- executive remuneration, 208–211
- exempt contracts, 123
- external client agencies, 18, 124
- external scrutiny, 110–114
- F**
- Fair Work Act 2009*, 119
- Families and Children Activity, 46, 64, 65
- Families and Children Expert Panel Project, 64
- families and communities, 47–70
- achievement of goals, 53–55
  - administered outlays, 70
  - capacity and capability improvement, 63–64
  - grant funding, 69
  - improvement in circumstances, 50–53
  - numbers assisted, 67–68
  - organisations contracted, 69
  - percentage assisted from priority groups or locations, 65–66
  - percentage of new parents taking Parental Leave, 66
  - performance criteria for payments and service provision, 61–63
  - programs, iv, 46, 47, 189

- protecting children, 58–61
  - satisfaction with services, 63
  - violence against women and their children, 56–57
  - see also Outcome 2: Families and Communities; Purpose 2: Families and Communities
  - Families and Communities Program, 46
  - Families and Communities Service Improvement (FCSI) Activity, 63
  - Families Australia, 63
  - Family and Domestic Violence Policy, 120
  - Family and Relationship Services Australia, 50, 54, 63
  - Family Law Act 1975*, 11
  - Family Tax Benefit Program, 20
    - administered outlays, 44
    - immunisation and health checks, 35, 36
    - income or assets test, 30, 35–36
    - Maintenance Action Test, 31
    - maintenance income reduction, 36
    - number of children, 44
    - number of recipients, 41–42
    - percentage of targeted population receiving payment, 33
    - performance criteria and milestones, 37
    - recipients in rental stress, 89
    - recipients with debts, 41
    - resource statement, 186
    - trend in instalment population, 33
  - family violence see domestic and family violence
  - finance
    - assets management, 122
    - consultants, 122–123, 228
    - departmental funding, 121–122, 160–168
    - financial performance, 144–147
    - grants administration, 18, 124
    - purchasing, 123–124
    - resource statements, 184–192
  - financial hardship
    - credit and financial services targeted at Australians at risk of, 114
  - financial statements, 127–181
    - Auditor's report, 128–131
  - Financial Statements Sub-Committee, 104, 105
  - Financial Wellbeing and Capability Activity, 46, 48
  - Find and Connect Support Services, 50
  - Forced Adoption Support Services, 50
  - Fraud and Anti-Corruption Centre, Australian Federal Police, 108
  - fraud and corruption, 107–108
  - investigations, 108
  - Fraud Control Framework, 108
  - Fraud Rule, 108
  - Free Interpreting Service (FIS), 48
  - Freedom of Information, 110
  - full-time staff, 193–197, 223
    - previous report period, 224
  - The future is collaboration, case study, 14
- G**
- gambling online, 2, 47, 48
  - Gender Equality Action Plan*, 116
  - gender (staff), 193–197
  - Governance, 104–110
  - graduate program, 116, 118
    - Graduate Orientation program, 102
  - grant processes, 3
  - grants administration, 18, 124
  - Grants Management Office (GMO), 124
  - Guide to Support Implementation of the Aboriginal and Torres Strait Islander Child Placement Principle (ATSICPP), 59
- H**
- Harmony Day, 116
  - health and safety see work health and safety
  - Hearing Australia, 11, 13



- Hearing Awareness Week, 116
- Hobart City Deal, 2, 90
- Home Interaction Program for Parents and Youngsters, 50
- homelessness  
     *see also* housing, Housing and Homelessness
- House of Representatives Standing Committee on Social Policy and Legal Affairs
- inquiry into local adoption, 113
- housing, 86–95  
     agreements on housing and homelessness, 3, 87, 90–91  
     community housing, 86, 87, 89, 90, 91  
     delivery of payments, 92–94  
     housing and homelessness data improvement plan, 2, 3, 87, 91  
     programs, v, 86, 192  
     rent assistance, 86, 87, 88–92, 94  
     rental stress, 88–90  
     *see also* Outcome 4: Housing; Purpose 4: Housing
- Housing and Homelessness Program, 86  
     performance criteria and milestones, 92  
     resource statement, 192
- humanitarian entrants, settlement of, 13, 47, 50, 53, 54
- I**
- immunisation and health checks, 35
- Implementation Committee, 105
- Income Management, 3, 67, 112
- income or assets tests in determining payment of income support, 29–32
- Income Support for Carers Program, 20, 29, 32  
     administered outlays, 45  
     number of recipients, 42  
     percentage of targeted population receiving payment, 34  
     performance criteria and milestones, 39  
     resource statement, 187
- Income Support for People in Special Circumstances Program, 20  
     administered outlays, 44  
     number of recipients, 42  
     performance criteria and milestones, 38  
     resource statement, 186
- Income Support for People with Disability Program, 20, 29, 31  
     administered outlays, 45  
     number of recipients, 42  
     percentage of targeted population receiving payment, 34  
     performance criteria and milestones, 38  
     resource statement, 187
- Income Support for Seniors Program, 29, 31  
     administered outlays, 45  
     number of recipients, 42  
     percentage of targeted population receiving payment, 34  
     performance criteria and milestones, 38  
     resource statement, 186
- Income Support for Vulnerable People Program, 20, 27, 29, 31  
     administered outlays, 44  
     number of recipients, 42  
     performance criteria and milestones, 38  
     resource statement, 186
- income thresholds  
     inquiry into Social Services Legislation Amendment (Maintaining Income Thresholds) Bill 2018, 112
- Independent Auditor's Report, 128–131
- Indigenous Apprenticeships Program, 117
- Indigenous Australian Government Development Program, 102, 117
- Indigenous businesses, 123
- Indigenous Champion, 117
- Indigenous employment, 117, 118, 226
- Indigenous Internship Program, 117
- Indigenous Liaison Officer, 117

## Indigenous people

- accessing family and community services, 65
- accessing mental health services, 82

Indigenous Procurement Policy, 123

Indigenous Scholarship students, 182

Individual Flexibility Arrangements for non-SES employees, 119

Information Publication Scheme, 110

institutions, Redress Scheme, 98–101

Integrated Carer Support Service (ICSS), 206

Intensive Family Support Services, 50

intergenerational welfare dependence, inquiry into, 114

internal audits, 106–107

internship programs, 117

interpreting service, 48

investigations into work health and safety, 120

Investigations Section, 108

**J**

Jawun secondments, 116

JobAccess website, 4, 72

jobactive, 126

- inquiry into, 114

Jobs and Market Fund projects transitioning sector to NDIS, 85

Joint Standing Committee on oversight of the implementation of redress related recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, inquiry, 114

Joint Standing Committee on the National Disability Insurance Scheme, 113

judicial decisions, 111

**K**

Keeping Women Safe in Their Homes initiative, 56

key management personnel remuneration, 170, 208–209

**L**

leadership and capability development, 115–116

Learnhub, 109, 115

learning and development, 115–116

Legislation Committee, 112

letter of transmittal, vi

LGBTIQ (lesbian, gay, bisexual, transsexual, intersex and queer) people, 102, 116, 117

LinkedIn Learning, 115

Local Support Coordinators measure, 56

locations (staff), 10, 193–197, 225

Logan Together, 14

**M**

management and accountability

- external scrutiny, 111–114

- financial management, 121–124

- governance structure, 104–110

- people management, 115–120

- market research, 200

Memoranda of Understanding

- New South Wales and Tasmanian governments, 2

mental health *see* Community Mental Health; Disability Mental Health and Carers

mental health services in rural and remote Australia, inquiry into, 112

Mental Health Week, 116

Mentoring 2 Work, 126

migrants and humanitarian entrants, settlement of, 13, 50, 53, 54

Minister for Families and Social Services, vi, 11, 13

Minister for Finance, 107

Minister for Government Services, vi, 11, 13

Minister for the National Disability Insurance Scheme, vi, 11, 13

mission statement, 1, 6

mutual obligation requirements, 27, 28

**N**

- NAIDOC Awards, 116
- NAIDOC Week, 116
- National Carers Week, 205
- National Centre for the Prevention of Child Sexual Abuse, 46
- national child protection policy and strategy, 13
- National Community Attitudes towards Violence against Women Survey (NCAS), 56
- National Community Awareness Raising (NCAR) strategy, 58
- National Consumer Protection Framework for Online Wagering*, 2, 47, 48
- National Disability and Carers Advisory Council, 206
- National Disability Insurance Agency *see* NDIA (National Disability Insurance Agency)
- National Disability Insurance Scheme *see* NDIS (National Disability Insurance Scheme)
- National Disability Insurance Scheme Act 2013*, 11, 12
- National Disability Insurance Scheme Quality and Safeguards Commission *see* NDIS Quality and Safeguards Commission
- National Disability Strategy 2010–2020, 71, 76, 206, 207
- National Families Week, 116
- National Framework for Protecting Australia's Children 2009–2020*, 1, 18, 46, 48, 58
- National Housing and Homelessness Agreement, 3, 87, 90–91
- national institutions Canberra, inquiry into, 114
- National Office of Child Safety (NOCS), 59
- National Plan to Reduce Violence Against Women and their Children 2010–2022*, 1, 3, 18, 46, 48, 56, 57, 86
- National Reconciliation Week, 116
- National Redress Scheme for Institutional Child Sexual Abuse, 1, 3, 18, 48
- annual report on operations, vi, 98–101
- applications received, 100–101
- complaints, 110
- payments under scheme, 99
- Royal Commission into Institutional Responses to Child Sexual Abuse, 98
- scheme operator, vi, 98
- National Redress Scheme for Institutional Child Sexual Abuse Act 2018*, vi, 98
- National Redress Scheme for Institutional Child Sexual Abuse Bill 2018, response to inquiry into, 112
- National Redress Scheme for Institutional Child Sexual Abuse Rules 2018*, 98
- National Redress Scheme for Institutional Child Sexual Abuse (Consequential Amendments) Bill 2018, response to inquiry into, 112
- National Regulatory System for Community Housing, 87
- review of, 90
- National Rental Affordability Scheme (NRAS), 86, 87
- complaints, 110
- households in rental stress, 90
- incentive payments, 95
- National Social Security Rights Network, 63
- NDIA (National Disability Insurance Agency), 2, 3, 11, 13, 71, 72
- external client agency, 124
- outcome, 12
- NDIS (National Disability Insurance Scheme), 2, 3, 12, 18, 71, 96
- administered outlays, 85
- commonwealth funding transitioned to, 84
- creating an effective and sustainable scheme, 78
- interaction with health system, 72
- Jobs and Market Fund projects transitioning to, 85

- Joint Standing Committee inquiry into, 113
    - program performance criteria and milestones, 80–81
    - resource statement, 191
  - NDIS Quality and Safeguards Commission, 2, 11, 12, 13
  - A New Tax System (Family Assistance) (Administration) Act 1999*, vi
  - Newstart Allowance
    - part rate payment, 30
    - recipients exiting income support, 27
    - recipients reporting employment income, 28, 29
    - see also Working Age Payments Program
  - No Excuse for Abuse campaign, 56
  - non-compliance with finance law, 107
  - non-salary benefits, 119
  - non-SES employees
    - Individual Flexibility Arrangements, 119
  - nurse practitioners access to interpreting service, 48
- O**
- Office of the Australian Information Commissioner, 110
  - Ombudsman, 111
  - 1800RESPECT (telephone and online counselling service), 56
  - online gambling, 2, 47, 48
  - organisational structure, 7–9
  - Our Watch's Doing Nothing Does Harm campaign, 56
  - Outcome 1: Social Security
    - expenses and resources, 186–188
    - performance, 20–45
    - Program Support for, 20, 39
  - Outcome 2: Families and Communities
    - expenses and resources, 189–190
    - performance, 47–70
    - Program Support for, 47, 63
  - Outcome 3: Disability and Carers
    - expenses and resources, 191
    - performance, 71–85
    - Program Support for, 71, 81
  - Outcome 4: Housing
    - expenses and resources, 192
    - performance, 86–95
    - Program Support for, 86, 93
  - outcome and program structure, iv–v
- P**
- Paid Parental Leave Program, 47
    - Parental Leave Pay, 66
    - percentage of new parents supported, 66
    - performance criteria and milestones, 62
    - resource statement, 189
  - Parenting Payment Partnered, 28
  - Parenting Payment Single, 28
  - ParentsNext, inquiry into trial of, 112
  - parliamentary committees, 112–114
  - parliamentary inquiries, 114
  - Participant Service Guarantee, 3
  - Partner Allowance, 28
  - pathways to work, 1
  - payments (social security)
    - accuracy, 40
    - administered outlays, 44–45
    - delivery of, 37–41
    - expected future non-payments, 25–27
    - future lifetime cost of welfare payments, 23–24
    - and number of children, 44
    - to people unable to fully support themselves, 32–45
    - see also recipients (Social Security payments)
  - payments to small and medium sized businesses, 124
  - people with disability see disability, people with

- performance criteria *see under* Purpose
- performance pay, 118, 227
- performance statement *see* annual performance statement
- performance summary, 18  
*see also under* Purpose
- personal responses, Redress Scheme, 99
- pharmacists access to interpreting service, 48
- Policy and Culture Committee, 105
- Policy Committee, 104, 105
- portfolio  
bodies, 11, 12  
changes to, 13  
ministers and responsibilities, 11, 13
- Portfolio Budget Statements (PBS), 17
- practice of dowry and the incidence of dowry abuse in Australia, inquiry into, 114
- Pride Committee, 102, 117
- Priority Investment Approach to Welfare, 19
- Privacy Commissioner, 110
- privacy policy, 110
- private rental market, 86, 87, 89, 91
- procurement, 123–124
- Productivity Commission, 90
- programs  
disability and carers, v, 71, 191  
families and communities, iv, 46, 47, 189  
housing, v, 86, 192  
social security, iv, 20, 186–187
- protection of children, 58–61
- psychological services, Redress Scheme, 99
- Public Governance, Performance and Accountability Act 2013*, vi, 16, 107, 132
- Resource Management Guide 210, 106
- Public Governance, Performance and Accountability Rule 2014*, vi, 108
- Public Interest Disclosure Act 2013, 109
- Public Service Act 1999*, 119
- purchasing, 123–124
- Purpose 1: Social Security  
activities, 20  
performance criteria, 22  
programs, 20  
results, 21, 23–45  
summary, 21
- Purpose 2: Families and Communities  
activities, 47  
performance criteria, 49  
programs, 47  
results, 48, 50–70  
summary, 48
- Purpose 3: Disability and Carers  
activities, 71  
performance criteria, 73  
programs, v, 71, 191  
results, 74–85  
summary, 72
- Purpose 4: Housing  
activities, 86  
performance criteria, 88  
programs, v, 86, 192  
results, 87, 89–95  
summary, 87  
purposes, summary, 6, 17
- R**
- recipients (social security payments)  
with debts, 41  
financial self reliance of, 24–32  
number of, 41–43  
part rate payments, 29–32  
in rental stress, 89  
reporting employment income, 28–29  
and specific policy objectives or payment conditions, 35–37  
*see also* payments (social security)
- Reconciliation Action Plan 2017–2020*, 116, 117
- References Committee, 112

- remuneration
  - key management personnel, 170, 208–209
  - salary ranges, 198, 227
  - senior executives, 210
  - workplace arrangements, 118–119
- Remuneration Tribunal Act 1973*, 119
- Remuneration Tribunal (Departmental Secretaries—Classification Structure and Terms and Conditions) Determination*, 119
- Rent Assistance Program, 86
  - performance criteria and milestones, 92
  - see also Commonwealth Rent Assistance; National Rental Affordability Scheme (NRAS)
- rental stress see *under* housing
- residential aged care, younger people in, 2
- resource statement, 184–185
- retirement incomes
  - inquiry into Social Services and Other Legislation Amendment (Supporting Retirement Incomes) Bill 2018, 114
- risk management, 106–108
- Risk Management Policy, Guidelines and Risk Assessment Tool, 106
- Royal Commission into Institutional Responses to Child Sexual Abuse, 98
  - inquiry into implementation of recommendations, 114
- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, 3
- S**
- Safe Places program, 86
- safety see work health and safety
- Safety, Rehabilitation and Compensation Act 1988*, 120
- School Leaver Employment Supports (SLES) program, 96
- Secretary, 7, 8, 105
  - Accountable Authority, 16, 212
  - committees reporting to, 104
  - letter of transmittal, vi
  - National Redress Scheme Operator, vi, 98
  - remuneration, 119
  - Secretary's Excellence Awards, 116
  - Secretary's review, 1–3
- Senate Standing Committees on Community Affairs
  - Legislation Committee, 112
  - References Committee, 112
- service charter, 109
- Services Australia, 11
  - applications under Redress Scheme, 101
  - reviews of social security payments, 40
- Services Australia Indigenous Apprenticeships Program, 117
- SES staff
  - leadership development programs, 116
  - orientation, 116
  - remuneration, 119
- Settlement Engagement and Transition Support (SETS), 53
- settlement of migrants and humanitarian entrants, 13, 47, 50, 53, 54
- Sickness Allowance, 28
- Sir Roland Wilson Scholarship, 116
- SLES (School Leaver Employment Supports) program, 96
- SMEs (small and medium enterprises)
  - participation in procurement, 123–124
- Social and Community Services Program, 47
  - performance criteria and milestones, 62
  - resource statement, 189
- social housing see community housing
- Social Policy Research Centre, University of New South Wales, 76

- social security, 20–45  
 programs, iv, 20, 186–187  
*see also* Outcome 1: Social Security;  
 payments (Social Security); Purpose 1:  
 Social Security; recipients (Social Security  
 payments)
- Social Security (Administration) Act 1999*, vi
- Social Security (Administration) Amendment  
 (Income Management and Cashless  
 Welfare) Bill 2019, inquiry into, 112
- Social Services and Other Legislation  
 Amendment (Supporting Retirement  
 Incomes) Bill 2018, inquiry into, 114
- Social Services Legislation Amendment (Drug  
 Testing Trial) Bill 2018, response to inquiry  
 into, 112
- Social Services Legislation Amendment  
 (Housing Affordability) Bill 2017, response  
 to inquiry into, 112
- Social Services Legislation Amendment  
 (Maintaining Income Thresholds) Bill 2018,  
 inquiry into, 112
- South Australia Far West Region, 59
- Special Benefit, 27  
 part rate payment, 30  
 recipients reporting employment income,  
 28, 29
- Specialist Disability Accommodation, 72
- staff  
 aged over 55, 118  
 caring role, 205  
 classification, gender and location, 10,  
 118, 193–197  
 diversity and inclusion, 4, 102, 116–118  
 employee census, 102, 115, 117  
 employment arrangements, 118–119, 226  
 engagement, 106  
 full-time/part-time, 193–197, 223, 224  
 individual performance agreements, 109  
 learning and development, 115–116  
 locations, 10, 194–197, 225  
 non-ongoing, 196–197, 214, 216, 219,  
 222, 225  
 ongoing, 193–195, 213, 215, 217–218,  
 220–221, 225  
 performance pay, 227  
 performance plans, 106  
 statistics, 193–198  
*see also* remuneration
- State of the Service Report*, 207
- Statement for Australia's Carers, 205
- Statistical Bulletin*, 207
- Stepping Into Internship Program, Australian  
 Network on Disability, 117
- Stop it at the Start Campaign*, 56  
 complaints, 110
- Stronger Places, Stronger People initiative, 2,  
 3, 14, 18, 46, 59
- Student Payments Program, 20, 29, 32  
 administered outlays, 45  
 income support after exiting, 27  
 no income support after exiting, 26  
 number of recipients, 43  
 performance criteria and milestones, 39  
 resource statement, 187
- Supplementary Payments and Support for  
 Income Support Recipients Program, 20  
 administered outlays, 45  
 number of recipients, 42  
 performance criteria and milestones, 38  
 resource statement, 186
- Support for Australia's thalidomide survivors,  
 inquiry into, 112
- Sustainable Development Goals (United  
 Nations), inquiry into, 114
- T**
- thalidomide survivors, 112
- third party agreements, 109
- Towards Independent Adulthood (TIA) trial, 58
- Treasury  
 and housing affordability, 13  
 and housing outcomes, 87  
 payment to small businesses, 124
- Try, Test and Learn Fund (TTL), 1, 19, 21, 126

**U**

United Nations Convention on the Rights of Persons with Disabilities, 12, 207

United Nations Sustainable Development Goals, inquiry into, 114

University of Canberra Graduate Certificate in Policy and Data, 116

University of Melbourne, 19

University of New South Wales, Social Policy Research Centre, 76

University of Queensland, 19

**V**

values, 7, 109

violence
 

- domestic and family (see domestic and family violence)
- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, 3

Volunteer Grants, 48

Volunteering Australia, 63, 67, 69, 70

**W**

waiting period for newly arrived residents, 21

waste management in departmental offices, 203

water efficiency in departmental offices, 204

Wear it Purple Day, 116

welfare dependence, 51, 114

Widow Allowance, 28, 29, 32, 39, 40, 43, 45

work health and safety, 120

*Work Health and Safety Act 2011*, 120

*Work Health and Safety Regulations 2011*, 120

workers' compensation claims, 120

workforce planning, 115

Workforce Strategy 2018–19, 109, 115

Working Age Payments Program, 20, 29, 32
 

- administered outlays, 45
- number of recipients, 43
- performance criteria and milestones, 39
- recipients exiting income support, 27
- resource statement, 187

workplace arrangements, 118–119, 226

Workplace Bullying and and Harassment Policy, 109

workplace diversity and inclusion, 116–118

Wyndham, Western Australia, 65

**Y**

*Younger People in Residential Aged Care action plan*, 2

Youth Allowance (other), 27, 29, 32, 39, 40, 43, 45

Youth Allowance (student), 26, 29, 32, 39, 40, 43, 45
 

- see also Student Payments Program

Youth Transition Support services, 53



dss.gov.au

Department of Social Services