

Part 2

2

Annual performance statement

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Department of Social Services

Introductory statement

I, Kathryn Campbell, as the accountable authority of the Department of Social Services, present the 2019–20 Annual Performance Statement of the Department of Social Services, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013*. In my opinion, this annual performance statement is based on properly maintained records, accurately reflects the performance of the entity, and complies with subsection 39(2) of the *Public Governance, Performance and Accountability Act 2013*.



Kathryn Campbell AO CSC
Secretary

15 October 2020

Our performance

The 2019–20 Annual Performance Statement outlines the department's performance against its outcomes, programs and key activities. The performance criteria are set out in the 2019–20 Portfolio Budget Statements and the Corporate Plan 2019–20.

This year has been a time of significant challenge and adversity in Australia. The bushfires and the COVID-19 pandemic have had ongoing devastating impacts on individuals, families and communities. They required urgent responses from the Government and, by extension, the department. These events had a significant impact on the department's operations and required resources to be reprioritised and quickly moved to work on emerging critical activities. Through these events the importance of the department's mission to improve the social and economic wellbeing of people has been paramount.

In the context of the national emergencies, the department developed new policies to enable existing payments and services to be adapted, and was responsive in facilitating temporary payments and services to support Australians in these unprecedented times. This work included:

- developing the Coronavirus Supplement and introducing the JobSeeker Payment
- working with third party community organisations to ensure enhanced levels of funding and services were provided to support Australians in need, and
- supporting people with disability through initiatives such as the Disability Information Helpline and the new Carer Gateway.

Over and above the response to the bushfires and COVID-19 pandemic, the department continued to develop policies and implement Government priorities across the spectrum of our social services responsibilities.

How we measured our performance in 2019–20

The department has a wide range of responsibilities within the social services portfolio and works with a diverse range of stakeholders. As a predominately policy agency, the vast majority of our performance is measured through our impact on effectiveness.

The department's 2019–20 Performance Framework is outlined in Table 2.0.1. It is based around the department's four outcomes across: Social Security, Families and Communities, Disability and Carers and Housing and Homelessness.

At the program level our performance criteria (as outlined in the 2019–20 Portfolio Budget Statements) relies on having strong and clear agreements in place with our service delivery partners.

At the key activity level the department uses a three step categorisation system with outcomes, intermediate outcomes and/or outputs, which are all supported by performance indicators. The performance criteria is grouped around similar policy and outcome themes (e.g. financial self-reliance, individual and family functioning).

Table 2.0.1: The department's Performance Framework 2019–20

| Outcome | Measure Hierarchy | Performance criteria | Indicator/Output |
|---|--|----------------------|----------------------|
| Outcome / Purpose (Social Security, Families and Communities, Disability and Carers, Housing and Homelessness) | Outcome—What did we achieve? | Criteria | Indicator theme |
| | | | Indicator theme |
| | Intermediate Outcome —How well did we do? | Criteria | Indicator theme |
| | | | Indicator theme |
| Output—How much did we do? | Delivery measures | | Number of outputs |
| | | | Administered outlays |

Chapter 2.1

Purpose 1—Social Security

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

Summary and analysis of Outcome 1 performance

The social security system promotes self-reliance and aims to break the cycle of long-term welfare dependence, while providing adequate support for those who need it.

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

In the past year, the social security system has demonstrated its flexibility and responsiveness to supporting Australians in need. In February 2020, the proportion of working age Australians receiving welfare benefits had fallen to its lowest level in more than 30 years, with 13.5 per cent of the working age population receiving working age income support payments at June 2019. This was a drop from the previous year's level of 14.3 per cent and a significant reduction over the previous decade when in 2009 the proportion of working age Australians relying on welfare was 17.2 per cent.

The social security system was able to rapidly respond to the economic impacts resulting from health measures put in place to protect Australians from the COVID-19 pandemic. Between March and April 2020, the number of income support recipients increased by 9.9 per cent from 5.0 million to 5.5 million and a range of temporary measures were introduced to the system to support Australians who lost their jobs.

Key results

In the past year, some of our contributions to improving outcomes for sustainability of the social security system include:

- From 20 March 2020, seven existing payments started to progressively cease and the JobSeeker Payment was created as the main payment for working age Australians, making the social security system easier and simpler to navigate
- At the commencement of the unprecedented health and economic crisis, caused by the COVID-19 pandemic, additional financial support was provided through the social security system, including:
 - a \$750 Economic Support Payment for eligible income support and Family Tax Benefit recipients and concession card holders from 31 March 2020
 - a temporary Coronavirus Supplement for eligible payments from 27 April 2020
 - temporary changes to the partner income test for JobSeeker Payment from 27 April 2020
 - a reduction in social security deeming rates to reflect changed market conditions
- Support was given to over 4,000 participants to receive services in 2019–20 under the Try, Test and Learn Fund, which trials new and innovative ways of reducing long-term welfare dependence among at-risk cohorts.

Outcome 1 Programs and Key Activities

Outcome 1 comprises 12 programs and a number of activities that contribute to the achievement of the social security outcome. We support those most in need and help people become and remain financially self-reliant. We provide a range of payments through the administration of a social security system. The tables below outline how the objectives of this purpose were achieved through delivery of measurable activities. Our program performance in 2019–20 is measured through agreements in place with relevant service providers and the performance of key activities is assessed using cross-program performance indicators and measures.

Table 2.1.1: Outcome 1 Programs and Key Activities

| OUTCOME 1—SOCIAL SECURITY | | | | | |
|---|---|--|--|--|--|
| Program 1.1 Family Tax Benefit | Program 1.2 Child Payments | Program 1.3 Income Support for Vulnerable People | Program 1.4 Income Support for People in Special Circumstances | Program 1.5 Supplementary Payments and Support for Income Support Recipients | Program 1.6 Income Support for Seniors |
| Refer to Table 2.1.2 for program performance results | | | | | |
| Key activities <ul style="list-style-type: none"> Family Tax Benefit (FTB) Child Support Scheme (CSS) | Key activities <ul style="list-style-type: none"> Stillborn Baby Payment (SBP) Double Orphan Pension (DOP) Assistance for Isolated Children (AIC) | Key activities <ul style="list-style-type: none"> Special Benefit (SB) | Key activities <ul style="list-style-type: none"> Payments under Special Circumstances (PUSC) | Key activities <ul style="list-style-type: none"> Utilities Allowance (UA) | Key activities <ul style="list-style-type: none"> Age Pension (AP) |
| Refer to Table 2.1.3 for index of key activities performance results | | | | | |
| Program 1.7 Allowances and Concessions for Seniors | Program 1.8 Income Support for People with Disability | Program 1.9 Income Support for Carers | Program 1.10 Working Age Payments | Program 1.11 Student Payments | Cross-Program Rent Assistance |
| Refer to Table 2.1.2 for program performance results | | | | | |
| Key activities <ul style="list-style-type: none"> Energy Supplement for Commonwealth Seniors Health Card Holders (ES) | Key activities <ul style="list-style-type: none"> Disability Support Pension (DSP) | Key activities <ul style="list-style-type: none"> Carer Payment (CP) Carer Allowance (CA) | Key activities <ul style="list-style-type: none"> Jobseeker Payment (JP) Parenting Payment (PP) Youth Allowance (Other) (YA) | Key activities <ul style="list-style-type: none"> ABSTUDY Austudy Youth Allowance (Student) (YA) | Key activities <ul style="list-style-type: none"> Rent Assistance (RA) |
| Refer to Table 2.1.3 for index of key activities performance results | | | | | |

Performance Results of Programs

This section describes the 2019–20 results of the program performance measured through agreements in place with relevant service providers.

C1.4 Extent to which delivery meets program objective

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

C1.4.1 Program performance criteria and associated milestones/standards

Table 2.1.2: Program performance criteria and associated milestones/standards

| Intermediate outcome performance measure PBS performance criteria | Target | 2019–20 | 2018–19 | 2017–18 |
|--|---|---------|---------|---------|
| Program 1.1: Family Tax Benefit | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments/programs below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> • Family Tax Benefit Part A • Family Tax Benefit Part B • Child Support Scheme | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ |
| Program 1.2: Child Payments | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> • Single Income Family Supplement • Stillborn Baby Payment • Double Orphan Pension • Assistance for Isolated Children | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ |
| Program 1.3: Income Support for Vulnerable People | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> • Special Benefit | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ |

| Intermediate outcome performance measure | | Target | 2019–20 | 2018–19 | 2017–18 |
|---|---|---------------|----------------|----------------|----------------|
| PBS performance criteria | | | | | |
| Program 1.4: Income Support for People in Special Circumstances | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ | |
| <ul style="list-style-type: none"> • Payments under Special Circumstances^a • Bereavement Allowance | | | | | |
| Program 1.5: Supplementary Payments and Support for Income Support Recipients | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ | |
| <ul style="list-style-type: none"> • Essential Medical Equipment Payment • Utilities Allowance | | | | | |
| Program 1.6: Income Support for Seniors | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ | |
| <ul style="list-style-type: none"> • Age Pension • Widow B Pension • Wife Pension (Age) | | | | | |
| Program 1.7: Allowances and Concessions for Seniors | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ | |
| <ul style="list-style-type: none"> • Allowances and Concessions for Seniors | | | | | |
| Program 1.8: Income Support for People with Disability | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ | |
| <ul style="list-style-type: none"> • Disability Support Pension • Mobility Allowance | | | | | |

| Intermediate outcome performance measure | | Target | 2019–20 | 2018–19 | 2017–18 |
|--|--|---|----------------|----------------|----------------|
| PBS performance criteria | | | | | |
| Program 1.9: Income Support for Carers | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | | Milestone/standard: Agreement is in place | | | |
| <ul style="list-style-type: none"> • Carer Allowance (Adult) and (Child) • Carer Payment • Carer Supplement • Child Disability Assistance Payment • Wife Pension (Disability Support Pension) | | | ✓ | ✓ | ✓ |
| Program 1.10: Working Age Payments | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | | Milestone/standard: Agreement is in place | | | |
| <ul style="list-style-type: none"> • Newstart Allowance/JobSeeker Payment • Parenting Payment • Sickness Allowance • Widow Allowance • Youth Allowance (other) • Partner Allowance | | | ✓ | ✓ | ✓ |
| Program 1.11: Student Payments | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | | Milestone/standard: Agreement is in place | | | |
| <ul style="list-style-type: none"> • ABSTUDY • Austudy • Youth Allowance (student) • Student Start-up Loan | | | ✓ | ✓ | ✓ |
| Cross Program: Rent Assistance | | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: | | Milestone/standard: Agreement is in place | | | |
| <ul style="list-style-type: none"> • Commonwealth Rent Assistance | | | ✓ | ✓ | ✓ |

| Intermediate outcome performance measure PBS performance criteria | Target | 2019–20 | 2018–19 | 2017–18 |
|--|--|------------|------------|------------|
| Program Support for Outcome 1 | | | | |
| Total departmental funding for Outcome 1 | Milestone/ standard: Departmental funding is expended to achieve agency outcomes | \$107.912m | \$105.263m | \$101.997m |

a The Communities Program components of Payments Under Special Circumstances are not delivered by Services Australia.

Performance Analysis of Outcome 1 Programs

Outcome 1 program's performance criteria (as outlined in the 2019–20 Portfolio Budget Statements) is about having agreements in place with Services Australia. As much of the data and activity outputs are demand driven and intersect with changes in the economy the delivery of policy intent by Services Australia is critical. The Administrative Arrangements Orders (AAOs) of 5 December 2019 were updated to reflect Services Australia as an Executive Agency within the Social Services Portfolio.

During the COVID-19 pandemic response, the portfolio arrangements were critical in ensuring a whole of portfolio response to the COVID-19 pandemic and in delivering working age payments, particularly JobSeeker Payment to assist Australians who lost their jobs or had their hours of work reduced. This also included repurposing the department's Enid Lyons Building at Tuggeranong, Canberra and providing staff from the department to take calls and process claims during the peak of the pandemic.

As a result of the changes to AAOs and the review of our performance measures from 2020–21 the program measures reflect key policy activities and targets.

Performance Results of Key Activities

This section describes the performance of the key activities in Outcome 1. The table below outlines our Corporate Plan performance criteria and indicators for Outcome 1, which show how we intend to measure what we achieved, how well we did, and how much we did. Not all activities report against every performance criterion. Where appropriate, analysis has also been provided.

Table 2.1.3: Cross program performance criteria for Outcome 1—Social Security

Programs: 1.1 Family Tax Benefit; 1.2 Child Payments; 1.3 Income Support for Vulnerable People; 1.4 Income Support for People in Special Circumstances; 1.5 Supplementary Payments and Support for Income Support Recipients; 1.6 Income Support for Seniors; 1.7 Allowances and Concessions for Seniors; 1.8 Income Support for People with Disability; 1.9 Income Support for Carers; 1.10 Working Age Payments; 1.11 Student Payments; XP (Cross Program); XPRA (Cross Program) Rent Assistance.

| Measure Hierarchy | Performance criteria | Indicator/Output | Program Reference | Results Table Index |
|----------------------------------|---|--|------------------------|---------------------|
| Outcome— What did we achieve? | C1.1— Sustainability of the payments system | C1.1.1—Average future lifetime cost (in current year dollars) of total welfare payments to individuals | XP | 2.1.4a, 2.1.4b |
| | | C1.2—Extent to which payment recipients have improved financial self-reliance | XP | 2.1.5 |
| | C1.2.1—Expected average proportion of future years not receiving income support payments | XP | 2.1.5 | |
| | C1.2.2—Percentage of recipients who are not receiving income support 3/6/12 months after exiting student payments | 1.11 | 2.1.6 | |
| | C1.2.3—Percentage of recipients who exit income support within 3/6/12 months | 1.3, 1.10 | 2.1.7 | |
| | C1.2.4—Percentage of recipients reporting employment income | 1.3, 1.6, 1.8, 1.9, 1.10, 1.11 | 2.1.8 | |
| | C1.2.5—Percentage of recipients receiving a part rate of payment due to income or assets test | 1.1, 1.3, 1.6, 1.8, 1.9, 1.10, 1.11 | 2.1.9a, 2.1.9b, 2.1.9c | |

| Measure Hierarchy | Performance criteria | Indicator/Output | Program Reference | Results Table Index |
|--|--|---|---|---------------------------|
| Intermediate Outcome— How well did we do? | C1.3—Extent to which payments are made to, or with respect to, people unable to fully support themselves | C1.3.1—Percentage of targeted population who receive payment | 1.1, 1.6, 1.8, 1.9 | 2.1.10a, 2.1.10b |
| | | C1.3.2—Percentage of recipients aligned to specific policy objectives or payment conditions | 1.1, 1.6 | 2.1.11a, 2.1.11b, 2.1.11c |
| | | C1.3.3—Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance | XPRA | 2.1.12 |
| | C1.4—Extent to which delivery meets program objective | C1.4.1—Program performance criteria and associated milestones/ standards (PBS) | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, 1.11, XPRA | 2.1.2 |
| | | C1.4.2—Payment accuracy (PBS) | 1.1, 1.6, 1.8, 1.9, 1.10, 1.11 | 2.1.13 |
| | | C1.4.3—Percentage of recipients with debts by type and status | 1.1 | 2.1.14 |
| Output— How much did we do? | C1.5—Delivery measures | C1.5.1—Number of recipients (PBS) | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, 1.11, XPRA | 2.1.15a, 2.1.15b |
| | | C1.5.2—Number of children | 1.1, 1.2 | 2.1.16a, 2.1.16b |
| | | C1.5.3—Number of Commonwealth Rent Assistance income units | XPRA | 2.1.17 |
| | | C1.5.4—Administered outlays (PBS) | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, 1.11 | 2.1.18 |

Source: Corporate Plan 2019–20 and Portfolio Budget Statements 2019–20.

C1.1 Sustainability of the payments system

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

C1.1.1 Average future lifetime cost (in current year dollars) of total welfare payments to individuals

In the actuarial model, welfare recipients are assigned to a unique welfare class grouping that reflects their life situation and welfare usage. Classes are defined by the payment types currently being received. Further detail about this is provided in the 30 June 2018 Valuation Report.

Each valuation estimates the net present value of the future lifetime cost of the welfare system by applying a discount rate to future costs to bring them back to today's dollars. While the first three valuations (2015, 2016 and 2017) used a discount rate of 6 per cent, the discount rate for the 2018 valuation was reduced to 5 per cent to reflect economic conditions and to align with other government publications. To enable the comparability of the 2017 and 2018 lifetime costs, the 2017 results have been 'rebased' using a 5 per cent discount rate.

Analysis

The total future lifetime cost for the Australian resident population is estimated to be \$5.7 trillion as at 30 June 2018. This is approximately \$636 billion (10.1 per cent) lower than the rebased 2017 lifetime cost of \$6.3 trillion. Tables 2.1.4a and 2.1.4b show the contribution of each welfare class and population group to the total future lifetime cost and the average future lifetime cost for each group.

Table 2.1.4a: Total future lifetime cost (in current year dollars) by current welfare class

| Outcome performance measure | Total future lifetime cost ^a | |
|--|---|------------------------|
| | June 2018 ^c | June 2017 ^b |
| Cross program | | |
| Current welfare recipients | | |
| • Studying Payment recipients | \$94b | \$112b |
| • Working Age Payment recipients | \$471b | \$521b |
| • Parenting Payment recipients | \$220b | \$259b |
| • Carer Payment recipients | \$155b | \$148b |
| • Disability Support Pension recipients | \$417b | \$417b |
| • Age Pension recipients | \$577b | \$591b |
| • Recipients of non-Income Support Family Payments | \$354b | \$403b |
| • Recipients of non-Income Support Carer Payments | \$51b | \$53b |
| • Recipients of other non-Income Support Payments | \$98b | \$96b |
| Previous welfare recipients | \$900b | \$990b |
| Rest of Australian resident population | \$2,323b | \$2,708b |
| Total—Australian resident population | \$5,662b | \$6,298b |

- a Future lifetime cost is defined at the valuation date as the net present value of future in-scope payments made to people over the remainder of their natural lifetimes. Due to rounding, numbers may not add up precisely to the total provided.
- b The 2017 results have been 'rebased' using a 5 per cent discount rate to enable the comparability of the 2017 and 2018 lifetime costs.
- c One-year lag for reporting of data.

Table 2.1.4b: Average future lifetime cost (in current year dollars) by current welfare class

| Outcome performance measure | Average future lifetime cost ^a | |
|--|---|------------------------|
| | June 2018 | June 2017 ^b |
| Cross program | | |
| Current welfare recipients: | | |
| • Studying Payment recipients | \$263,000 | \$302,000 |
| • Working Age Payment recipients | \$380,000 | \$400,000 |
| • Parenting Payment recipients | \$577,000 | \$599,000 |
| • Carer Payment recipients | \$529,000 | \$532,000 |
| • Disability Support Pension recipients | \$547,000 | \$548,000 |
| • Age Pension recipients | \$230,000 | \$228,000 |
| • Recipients of non-Income Support Family Payments | \$230,000 | \$261,000 |
| • Recipients of non-Income Support Carer Payments | \$235,000 | \$260,000 |
| • Recipients of other non-Income Support Payments | \$151,000 | \$172,000 |
| Previous welfare recipients | \$187,000 | \$221,000 |
| Rest of Australian resident population | \$189,000 | \$223,000 |
| Total—Australian resident population | \$226,000 | \$255,000 |

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

b The 2017 results have been 'rebased' using a 5 per cent discount rate to enable the comparability of the 2017 and 2018 lifetime costs.

C1.2 Extent to which payment recipients have improved financial self-reliance

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

- expected average proportion of future years not receiving income support payments
- percentage of recipients who are not receiving income support within three, six, and 12 months after exiting student payments
- percentage of recipients who exit income support within three, six, and 12 months
- percentage of recipients reporting employment income
- percentage of recipients receiving a part rate of payment due to the income or assets test.

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

C1.2.1 Expected average proportion of future years not receiving income support payments

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

Table 2.1.5: Expected average proportion of future years not receiving income support payments, June 2018

| Outcome performance measure | Expected average proportion of future years not receiving income support payments ^a | |
|--|--|-----------|
| | June 2018 ^b | June 2017 |
| Cross program | | |
| • Studying Payment recipients | 65% | 60% |
| • Working Age Payment recipients | 41% | 38% |
| • Parenting Payment recipients | 41% | 36% |
| • Carer Payment recipients | 18% | 16% |
| • Disability Support Pension recipients | 7% | 6% |
| • Age Pension recipients | 4% | 6% |
| • Recipients of non-Income Support Family Payments | 67% | 62% |
| • Recipients of non-Income Support Carer Payments | 62% | 57% |
| • Recipients of other non-Income Support Payments | 68% | 63% |
| Previous welfare recipients | 66% | 59% |
| Rest of Australian resident population | 71% | 66% |
| Total—Australian resident population | 64% | 59% |

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

b Note the one-year lag for reporting the data.

C1.2.2 Percentage of recipients who are not receiving income support 3/6/12 months after exiting student payments

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

Table 2.1.6: Percentage of recipients who are not receiving income support 3/6/12 months after exiting Student Payments

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------|---------|---------|
| Student Payments^a | | | |
| Austudy | | | |
| Percentage of Austudy recipients who are not receiving income support 3/6/12 months after exiting Student Payments: | | | |
| • within 3 months | 69.1% | 65.2% | 63.2% |
| • within 6 months | 71.4% | 68.3% | 65.7% |
| • within 12 months | 75.3% | 73.0% | 70.5% |
| Youth Allowance (student) | | | |
| Percentage of Youth Allowance (student) recipients who are not receiving income support 3/6/12 months after exiting Student Payments ^b | | | |
| • within 3 months | 77.5% | 73.9% | 71.5% |
| • within 6 months | 80.5% | 77.9% | 75.4% |
| • within 12 months | 84.0% | 82.8% | 80.4% |
| ABSTUDY (Secondary and Tertiary) | | | |
| Percentage of ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting Student Payments ^c | | | |
| • within 3 months | 60.9% | 56.6% | 53.1% |
| • within 6 months | 58.6% | 55.2% | 52.2% |
| • within 12 months | 57.7% | 57.5% | 54.4% |

a Group comprises recipients who exited from Student Payments in calendar years 2018, 2017 and 2016.

b Includes Australian apprentices.

c ABSTUDY Living Allowance only.

C1.2.3 Percentage of recipients who exit income support within 3/6/12 months

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

Analysis

The proportion of people exiting Newstart Allowance/JobSeeker Payment, Youth Allowance (other) and Special Benefit within 12 months has decreased, compared to the previous year. This can, in part, be explained by the economic downturn that occurred as a result of the health response to the COVID-19 pandemic.

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

Table 2.1.7: Percentage of recipients who exit income support within 3/6/12 months

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Income Support for Vulnerable People | | | |
| Special Benefit | | | |
| Percentage of Special Benefit activity tested recipients who exit income support payment: | | | |
| • within 3 months | 8.6% | 20.8% | 23.7% |
| • within 6 months | 27.7% | 36.9% | 40.8% |
| • within 12 months | 56.6% | 58.0% | 60.6% |
| Working Age Payments | | | |
| Newstart Allowance/JobSeeker Payment^a | | | |
| Percentage of Newstart Allowance/JobSeeker Payment recipients who exit income support payment: | | | |
| • within 3 months ^b | 17.6% | 19.2% | 24.0% |
| • within 6 months ^c | 28.5% | 38.0% | 41.7% |
| • within 12 months ^c | 57.1% | 62.0% | 63.0% |
| Youth Allowance (other) | | | |
| Percentage of Youth Allowance (other) recipients who exit income support payment: | | | |
| • within 3 months | 14.9% | 17.3% | 22.9% |
| • within 6 months | 28.1% | 37.7% | 42.5% |
| • within 12 months | 56.4% | 61.6% | 62.1% |

a JobSeeker Payment replaced Newstart Allowance on 20 March 2020.

b Includes Newstart Allowance and JobSeeker Payment recipients.

c Includes Newstart Allowance recipients only.

C1.2.4 Percentage of recipients reporting employment income

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

The results for this measure will vary by payment. For some groups, such as secondary students, principal carers of children under school age, carers, people with disability, and seniors, it is recognised there is a reduced capacity to undertake paid work. Students are provided with additional incentives to work through a higher personal income-free area and income bank. This is consistent with the Government's objectives of increasing financial self reliance.

Analysis

The economic downturn that occurred from March 2020 as a result of the health response to the COVID-19 pandemic has resulted in decreased opportunities for people to take up paid work.

Only 1.7 per cent of all Special Benefit recipients report employment income as many recipients are over Age Pension age.

The proportion of Age Pension recipients reporting employment income in 2019–20 has declined to 4.0 per cent after being relatively steady in the previous two years (4.2 per cent in 2017–18, 4.3 per cent in 2018–19).

Disability Support Pension recipients reporting employment income continued to decline to 6.9 per cent in 2019–20 from previous years (8.0 per cent in 2017–18 and 7.8 per cent in 2018–19). The low proportion of recipients reporting employment income reflects that the Disability Support Pension is designed to support those with limited capacity to work.

The low percentage of Carer Payment recipients reporting employment income (between 8.3 and 9.3 per cent over the past three financial years) reflects the targeting of the payment to carers who have limited capacity to engage in employment.

The proportion of working age payment recipients reporting employment income has generally remained steady, although there was a slight fall for Newstart Allowance/ JobSeeker Payment.

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

Parenting Payment Single has a higher income limit than other working age payments, which allows recipients with higher levels of earnings to remain entitled to the payment.

Table 2.1.8: Percentage of recipients reporting employment income

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Income Support for Vulnerable People | | | |
| Special Benefit | 1.7% | 1.6% | 1.5% |
| Income Support for Seniors | | | |
| Age Pension (new entrants) | 10.0% | 9.8% | 9.4% |
| Age Pension (all recipients) | 4.0% | 4.3% | 4.2% |
| Income Support for People with Disability | | | |
| Disability Support Pension | 6.9% | 7.8% | 8.0% |
| Income Support for Carers | | | |
| Carer Payment | 8.3% | 9.3% | 9.1% |
| Wife Pension (Disability Support Pension) ^a | - | 21.3% | 21.7% |
| Working Age Payments | | | |
| Newstart Allowance/JobSeeker Payment ^b | 15.1% | 19.1% | 20.3% |
| Parenting Payment (Partnered) | 10.5% | 10.8% | 10.0% |
| Parenting Payment (Single) | 25.5% | 28.8% | 26.9% |
| Partner Allowance | 4.1% | 5.9% | 6.1% |
| Sickness Allowance ^c | 0.0% | 9.4% | 8.8% |
| Widow Allowance | 3.2% | 5.1% | 5.9% |
| Youth Allowance (other) | 19.8% | 17.6% | 19.3% |
| Student Payments | | | |
| Austudy | 27.7% | 33.7% | 33.1% |
| Youth Allowance (student) ^d | 31.9% | 38.0% | 37.7% |
| ABSTUDY (Secondary and Tertiary) ^e | 14.8% | 17.5% | 17.4% |

a Wife Pension (Disability Support Pension) closed on 20 March 2020, these recipients were transferred to Carer Payment, Age Pension or JobSeeker Payment and the percentage of recipients reporting employment income is reflected in the payment to which these people transferred.

b JobSeeker Payment replaced Newstart Allowance on 20 March 2020.

c Sickness Allowance closed to new recipients on 20 March 2020 and all but six existing recipients transitioned to JobSeeker Payment.

d Includes Australian apprentices.

e ABSTUDY Living Allowance only.

C1.2.5 Percentage of recipients receiving a part rate of payment due to income or assets tests

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

Payment rates may be reduced under the income test due to income earned by the recipient or their partner or, for Youth Allowance only, parental income.

The high proportion of Special Benefit recipients receiving a part rate is due to the strict Special Benefit income test whereby all income and the value of in kind support, such as free board and lodgings, reduces the Special Benefit rate by that amount.

Analysis

The proportion of Age Pension recipients on part rate due to the means test reduced to 32.8 per cent in 2019–20 compared to around 38 per cent in the previous two financial years. The proportion in receipt of a part rate is highest for pensioners aged 70 and under.

Over the longer-term, it is expected the proportion of Age Pension recipients on the part rate will increase, because newer retirees are more likely to have accumulated superannuation savings due to the introduction of compulsory superannuation in 1992.

The downward trend of Disability Support Pension recipients on part rate is partially influenced by improved assessments and tightened eligibility for recipients, which better targets the payment to people who are unable to support themselves due to their disability.

There has been a slight reduction in the percentage of Carer Payment recipients receiving a part rate of pension due to the means test over the past three years, from 22.5 per cent in 2017–18 to 19.5 per cent in 2019–20.

This indicator captures recipients on a part rate due to the income test only for working age payments. This is because these payments are not payable at a part rate under the assets test. These payments are subject to personal and partner income tests, and for dependent Youth Allowance (other) recipients, a parental income test and where applicable, a maintenance income test where child support is being received in respect of the young person and that amount is above the maintenance income-free area. The proportion of working age payment recipients receiving a part rate has remained steady across most payment types. In line with the slight reduction in the proportion of recipients with earned income, the proportion of Newstart Allowance/JobSeeker Payment recipients on a part rate of payment also fell slightly. This can be attributed to the economic downturn that occurred from March 2020 as a result of the health response to the COVID-19 pandemic that reduced opportunities for people to participate in the labour market.

Table 2.1.9a: Percentage of recipients receiving a part rate of payment due to income or assets test—Family Tax Benefit

| Intermediate outcome performance measure | As at ^a | | |
|---|--------------------|-----------|-----------|
| | June 2018 | June 2017 | June 2016 |
| Percentage of recipients receiving a part rate of payment due to income or assets test ^b | | | |
| Family Tax Benefit | | | |
| Family Tax Benefit Part A^c | | | |
| • Income test ^d | 40.4% | 40.5% | 40.9% |
| • Maintenance income test ^e | 21.4% | 20.7% | 20.3% |
| Family Tax Benefit Part B | | | |
| • Income test | 24.8% | 25.7% | 28.0% |

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

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

c In this measure, a recipient may be captured in more than one category, that is, both income test and maintenance income test for Family Tax Benefit Part A. In Table 2.1.11a, recipients are captured in one category only.

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

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

Table 2.1.9b: Percentage of recipients who did not meet the Family Tax Benefit Maintenance Action Test

| Intermediate outcome performance measure ^a | As at | | |
|---|-----------|-----------|-----------|
| | June 2018 | June 2017 | June 2016 |
| Percentage of children who did not meet the Family Tax Benefit Maintenance Action Test ^b | 11.0% | 11.0% | 10.8% |
| Percentage of families who did not meet the Family Tax Benefit Maintenance Action Test ^c | 14.5% | 14.4% | 14.2% |

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

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

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

Table 2.1.9c: Percentage of recipients receiving part rate of payment due to income or assets test—welfare payments (excluding Family Tax Benefit)

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Income Support for Vulnerable People | | | |
| Special Benefit ^a | 59.6% | 76.7% | 77.7% |
| Income Support for Seniors | | | |
| Age Pension | 32.8% | 38.0% | 38.2% |
| • Income test | 19.5% | 25.1% | 25.4% |
| • Assets test | 13.3% | 13.0% | 12.8% |
| Widow B Pension ^b | - | 40.2% | 39.0% |
| • Income test | - | 40.2% | 39.0% |
| • Assets test | - | 0.0% | 0.0% |
| Wife Pension (Age) ^b | - | 18.0% | 18.7% |
| • Income test | - | 16.2% | 17.0% |
| • Assets test | - | 1.8% | 1.7% |
| Income Support for People with Disability | | | |
| Disability Support Pension | 12.3% | 14.1% | 14.4% |
| • Income test | 11.3% | 13.2% | 13.5% |
| • Assets test | 1.0% | 0.9% | 1.0% |
| Income Support for Carers | | | |
| Carer Payment | 19.5% | 22.7% | 22.5% |
| • Income test | 17.1% | 20.3% | 20.0% |
| • Assets test | 2.4% | 2.4% | 2.5% |
| Wife Pension (Disability Support Pension) ^b | - | 27.5% | 27.8% |
| • Income test | - | 26.1% | 26.2% |
| • Assets test | - | 1.4% | 1.6% |
| Working Age Payments | | | |
| Newstart Allowance/JobSeeker Payment ^c | 24.6% | 22.3% | 23.2% |
| Parenting Payment (Partnered) ^c | 26.5% | 26.6% | 26.7% |
| Parenting Payment (Single) ^c | 24.2% | 26.3% | 24.7% |
| Partner Allowance ^c | 11.0% | 13.0% | 14.9% |
| Sickness Allowance ^c | 0.0% | 16.4% | 16.1% |
| Widow Allowance ^c | 17.7% | 21.5% | 21.4% |
| Youth Allowance (other) ^c | 20.6% | 15.8% | 16.3% |

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Student Payments | | | |
| Austudy | 13.6% | 16.8% | 15.4% |
| Youth Allowance (student) ^d | 24.5% | 27.8% | 26.4% |
| ABSTUDY (Secondary) ^e | 15.6% | 12.9% | 13.7% |
| ABSTUDY (Tertiary) ^f | 16.6% | 17.5% | 16.2% |

- a Recipients on a part rate due to the income test only. This is because Special Benefit is not payable at a part rate under the assets test.
- b Wife (Age & DSP) Pension and Widow B Pension closed on 20 March 2020, these recipients were transferred to Carer Payment, Age Pension or JobSeeker Payment and the percentage receiving a part rate of payment is reflected in the payment to which these people transferred.
- c Recipients on a part rate due to the income test only. This is because working age payments are not payable at a part rate under the assets test. Sickness Allowance closed to new recipients on 20 March 2020 and all but six existing recipients have mostly transitioned to JobSeeker Payment (JobSeeker Payment replaced Newstart Allowance on 20 March 2020). Partner Allowance and Widow Allowance will close in 2022; existing recipients will progressively transition to Age Pension.
- d Excludes Australian apprentices.
- e ABSTUDY Living Allowance only.
- f This indicator takes into account higher education and vocational education and training students.

C1.3 Extent to which payments are made to, or with respect to, people unable to fully support themselves

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

C1.3.1 Percentage of the targeted population who receive payment

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

Family Tax Benefit has undergone successive policy changes, such as pausing indexation of income thresholds, which have tightened eligibility for payment. This has resulted in a downward trend in the number of Family Tax Benefit families receiving fortnightly payments since 2004–05.

Analysis

There is a long-term trend of a gradual reduction in the proportion of senior Australians receiving the Age Pension. This is because new retirees have more assets at retirement than previous cohorts due to the maturation of the superannuation system. It is also due to the increase in the number of senior Australians remaining in the workforce longer. There was a slight increase in 2019–20, most likely due to the economic conditions in the second half of 2019–20, along with a reduction in deeming rates.

There has been a slight decrease in the percentage of people with disability who receive Disability Support Pension payments, down from 17.64 per cent in 2017–18 to 17.3 per cent in 2019–20. Similarly, the ratio of Disability Support Pension recipients to the total Australian working age population has also fallen slightly from 4.2 per cent in 2017–18 to 3.9 per cent in 2019–20. The continued decrease in Disability Support Pension recipients can primarily be attributed to previous policy changes associated with improved assessments and tightened eligibility.

Table 2.1.10a: Percentage of the targeted population who receive payment—Family Tax Benefit

| Intermediate outcome performance measure | Entitlement year ^a | | |
|---|-------------------------------|---------|---------|
| | 2017–18 | 2016–17 | 2015–16 |
| Family Tax Benefit | | | |
| Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part A ^b | 53.4% | 56.2% | 58.9% |
| Percentage of estimated population of families with children under 16 years of age receiving Family Tax Benefit Part B ^b | 45.1% | 47.3% | 49.8% |

- a Reconciliation data reported at June 2020 for 2017–18, June 2019 for 2016–17 and June 2018 for 2015–16. FTB reconciliation recipient information is reported after two years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- b Families are only able to receive Family Tax Benefit Part A for children aged 16 and over if they are in full time study towards Year 12 or equivalent. For this reason, comparison against the total population is limited to families with children under 16 years of age. The 2017–18 Australian Bureau of Statistics Survey of Income and Housing (SIH) data was used to estimate the number of families with a child aged under 16. For consistency, the 2016–17 and 2015–16 data have been revised using the same data. The estimates should be treated with caution as the 2017–18 SIH does not take into account families with shared care arrangements.

Table 2.1.10b: Percentage of the targeted population who receive payment—welfare payments (excluding Family Tax Benefit)

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Income Support for Seniors | | | |
| Percentage of estimated population of senior Australians over 65 years who receive Age Pension ^a | 65.9% | 65.1% | 65.3% |
| Income Support for People with Disability | | | |
| Percentage of estimated population of people with disability who receive Disability Support Pension ^b | 17.3% | 17.4% | 17.6% |
| Percentage of estimated Australian working age population who receive Disability Support Pension ^c | 3.9% | 4.0% | 4.2% |
| Income Support for Carers | | | |
| Percentage of primary carers who are receiving Carer Payment ^d | 34.2% | 33.0% | 32.1% |
| Percentage of primary carers who are receiving Carer Allowance (Adult) and (Child) ^e | 71.8% | 72.5% | 72.7% |

- a These results are point-in-time counts of Age Pension recipients and the Australian Bureau of Statistics (cat. no. 3222.0 Population Projections, Australia, 2017 (base) to 2066) data on the seniors population aged 66 years and over.
- b These results are derived from the 2018 Australian Bureau of Statistics Survey of Disability, Ageing and Carers (cat. no. 4430.0) and report the number of people with disability. Not all people with disability have a work limitation or rely on the Disability Support Pension.
- c These results are point-in-time counts of Disability Support Pension recipients of working age and the Australian Bureau of Statistics (cat. no. 3222.0 Population Projections, Australia, 2017 (base) to 2066) data on the working age population aged 15–64 years.
- d The result of this performance measure relies on the definition of primary carer used by the 2018 Australian Bureau of Statistics Survey of Disability, Ageing and Carers (cat. no. 4430.0) and is the number of people who provided the most informal help needed by a person with disability. Eligibility for Carer Payment and Carer Allowance is not determined by the Australian Bureau of Statistics definition of primary carer. This survey is run by the Australian Bureau of Statistics triennially.
- e Excludes carers whose care receiver qualified for a Health Care Card only.

C1.3.2 Percentage of recipients aligned to specific policy objectives or payment conditions

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

Families who do not meet immunisation and health check requirements have a reduction applied to their FTB Part A child rate for each child who does not meet the requirements. To meet immunisation requirements children must be immunised according to the childhood vaccination schedule appropriate for the child's age (or have an approved exemption). If a person received Family Tax Benefit and an Income Support Payment, and their child turned four during the entitlement year, their child also needs to undergo a health check in addition to immunisation requirements.

Analysis

In the 2017–18 entitlement year, the amount of child support received has reduced the amount of Family Tax Benefit Part A paid by \$756 million, a small increase on the \$750 million reduction in the 2016–17 entitlement year.

Table 2.1.11a: Percentage of recipients aligned to specific policy objectives or payment conditions—Family Tax Benefit by income test categories

| Intermediate outcome performance measure | As at ^a | | |
|---|--------------------|-----------|-----------|
| | June 2018 | June 2017 | June 2016 |
| Family Tax Benefit | | | |
| Percentage of families in receipt of Family Tax Benefit Part A within income test categories: | | | |
| • Families on Income Support | | | |
| – Maximum rate | 27.9% | 28.6% | 28.8% |
| – Maintenance reduced rate | 13.4% | 13.4% | 13.3% |
| – Base rate | 2.6% | 2.6% | 2.5% |
| – Regular care rate | 0.3% | 0.3% | 0.3% |
| • Families not on Income Support | | | |
| – Maximum rate | 10.8% | 10.4% | 10.1% |
| – Maintenance reduced rate | 3.6% | 3.3% | 3.1% |
| – Broken rate below high income free area | 20.4% | 20.3% | 19.9% |
| – Broken rate above high income free area | 6.8% | 6.5% | 6.0% |
| – Base rate | 9.9% | 10.2% | 11.2% |
| – Tapered base rate | 3.8% | 4.1% | 4.4% |
| – Regular care rate | 0.5% | 0.4% | 0.5% |
| Percentage of families in receipt of Family Tax Benefit Part B within income test categories: | | | |
| • Families on Income Support | | | |
| – Maximum rate single families | 39.0% | 39.1% | 37.1% |
| – Maximum rate couple families | 1.8% | 1.9% | 2.1% |
| – Broken rate couple families | 10.6% | 11.2% | 12.8% |
| • Families not on Income Support | | | |
| – Maximum rate single families | 18.9% | 17.5% | 15.8% |
| – Maximum rate couple families | 15.5% | 15.8% | 16.9% |
| – Broken rate couple families | 14.2% | 14.5% | 15.2% |

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

Table 2.1.11b: Percentage of recipients aligned to specific policy objectives or payment conditions—Family Tax Benefit immunisation and maintenance income reduction

| Intermediate outcome performance measure | Entitlement year ^a | | |
|---|-------------------------------|---------|---------|
| | 2017–18 | 2016–17 | 2015–16 |
| Percentage of children who meet the Family Tax Benefit immunisation requirement by age check point: | | | |
| • Children aged one in entitlement year | 97.1% | 97.0% | 97.3% |
| • Children aged two in entitlement year | 97.0% | 96.7% | 97.9% |
| • Children aged five in entitlement year | 97.6% | 97.3% | 98.5% |
| Percentage of children who meet the Family Tax Benefit health check requirement | 88.3% | 87.9% | 87.9% |
| Reduction of Family Tax Benefit as a result of maintenance income test ^b | \$756m | \$750m | \$739m |

- a Reconciliation data reported at June 2020 for 2017–18, June 2019 for 2016–17 and June 2018 for 2015–16. FTB reconciliation recipient information is reported after two years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- b The Child Support Scheme contributes to this indicator through assessment, collection and transfer of child support between separated parents.

Table 2.1.11c: Percentage of recipients aligned to specific policy objectives or payment conditions—Income Support for Seniors

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Income Support for Seniors | | | |
| Age Pension | | | |
| Percentage of total income ^a derived from sources other than the pension ^b | 19.1% | 21.9% | 22.2% |

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

C1.3.3 Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance

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

The amount of Commonwealth Rent Assistance payable is based on the amount of rent paid and the person's family situation (single, couple, number of children, if any, and for single people, whether they are sharing accommodation).

Analysis

As at the fortnight ending 26 June 2019, Commonwealth Rent Assistance reduced the proportion of income units¹ paying more than 30 per cent of their income in rent from 55.4 per cent to 29.4 per cent.

Table 2.1.12: Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance

| Outcome performance measure | 2019–20 ^a | 2018–19 | 2017–18 |
|---|----------------------|---------|---------|
| Cross Program—Rent Assistance | | | |
| Percentage of Commonwealth Rent Assistance income units in rental stress before and after receiving Commonwealth Rent Assistance ^b | | | |
| • Before | 55.4% | 68.9% | 68.3% |
| • After | 29.4% | 40.5% | 40.3% |

a The decrease in rental stress for the fortnight ending 26 June 2020 was most likely due to factors, including Government support, relating to the COVID-19 pandemic.

b Refers to last fortnight during the reporting year.

C1.4 Extent to which delivery meets program objective

C1.4.2 Payment accuracy

The Random Sample Survey (RSS) provides assurance over the accuracy of sampled social security payments. Reviews are conducted by Services Australia using a random sample of the population for the major payment types provided by the department.

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

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

Analysis

In 2019–20, 13,712 recipients were surveyed.

As a result of factors relating to the COVID-19 pandemic, Trimester 3 of the RSS did not proceed. Trimesters 1 and 2 fully met the completion and performance benchmarks and an assessment of existing payment controls supported reliance on two trimesters of RSS surveys to calculate payment accuracy for the full financial year.

The survey is one of the methods we use to measure social security service delivery performance. The target performance level is 95 per cent or greater accuracy across all payments, with individual targets set for each payment. In 2019–20, the overall accuracy result was 96.21 per cent (see Table 2.1.13).

Table 2.1.13: Payment accuracy

| Intermediate outcome performance measure | 2019–20 | | |
|--|-------------------------------|----------|-------------------------|
| | Number of recipients surveyed | Accuracy | Confidence interval +/- |
| ABSTUDY | 250 | 80.07% | 5.49% |
| Austudy | 343 | 80.33% | 4.40% |
| Newstart Allowance | 4,826 | 93.13% | 0.89% |
| Parenting Payment (Partnered) | 545 | 86.01% | 3.60% |
| Parenting Payment (Single) | 1,035 | 95.43% | 1.35% |
| Partner Allowance | 117 | 99.84% | 0.22% |
| Sickness Allowance | 377 | 73.13% | 4.82% |
| Widow Allowance | 190 | 97.02% | 1.89% |
| Youth Allowance (other) | 409 | 92.01% | 2.63% |
| Youth Allowance (student) | 644 | 86.44% | 2.81% |
| Age Pension | 1,724 | 97.78% | 0.60% |
| Disability Support Pension | 1,220 | 97.00% | 1.09% |
| Carer Payment | 526 | 94.30% | 2.02% |
| Carer Allowance | 171 | 98.32% | 1.77% |
| Family Tax Benefit | 988 | 97.06% | 1.32% |
| Special Benefit | 347 | 96.13% | 2.40% |
| Overall rate of accuracy | 13,712 | 96.21% | 0.40% |

C1.4.3 Percentage of recipients with debts by type and status

This indicator monitors the number and types of debts to assess the efficiency and responsiveness of the social security payments system design. Services Australia manages debt identification and recovery on behalf of the department. These measures were affected by a national pause on debt raising and recovery announced by the Government in response to the COVID-19 pandemic. The national debt pause commenced on 3 April 2020, reducing the number of new debts raised.

Table 2.1.14: Percentage of recipients with debts by type and status

| Intermediate outcome performance measure ^a | Entitlement year ^b | | |
|---|-------------------------------|---------|---------|
| | 2017–18 | 2016–17 | 2015–16 |
| Family Tax Benefit | | | |
| Percentage of all recipients who had a qualification debt raised | 8.3% | 7.5% | 10.2% |
| Percentage of all recipients whose qualification debt remains outstanding | 0.5% | 0.5% | 1.2% |
| Percentage of all recipients who had a debt raised following reconciliation | 18.2% | 17.8% | 14.9% |
| Percentage of all recipients whose reconciliation debt remains outstanding | 3.8% | 3.4% | 2.9% |
| Percentage of all recipients who had a non lodger debt raised | 1.3% | 1.5% | 1.5% |
| Percentage of all recipients whose non lodger debt remains outstanding | 1.2% | 1.4% | 1.4% |

a This table includes any recipient that has had a debt raised in relation to an entitlement year. FTB reconciliation recipient information is reported after two years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.

b Reconciliation data reported at June 2020 for 2017–18, June 2019 for 2016–17 and June 2018 for 2015–16. From 2016–17, Table 2.1.14 reports Family Tax Benefit debts against the Family Tax Benefit population (1,757,503 in 2017–18, 1,823,249 in 2016–17 and 1,859,774 in 2015–16). This recognises that Family Tax Benefit debts raised for a recipient may result from their entitlement (or non-entitlement) to Family Tax Benefit Part A and/or Part B.

C1.5 Delivery measures

C1.5.1 Number of recipients

Table 2.1.15a: Number of recipients—Family Tax Benefit Part A and B

| Output performance measure | Entitlement year ^a | | |
|----------------------------|-------------------------------|-----------|-----------|
| | 2017–18 | 2016–17 | 2015–16 |
| Family Tax Benefit | | | |
| Family Tax Benefit Part A | 1,604,777 | 1,669,583 | 1,723,741 |
| Family Tax Benefit Part B | 1,314,756 | 1,360,857 | 1,449,237 |

a Reconciliation data reported at June 2020 for 2017–18, June 2019 for 2016–17 and June 2018 for 2015–16. FTB reconciliation recipient information is reported after two years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.

Table 2.1.15b: Number of recipients—welfare payments (excluding Family Tax Benefit Part A and B)

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|----------------|---------|----------------------|
| Family Tax Benefit | | | |
| Child Support Scheme (number of cases) ^a | 759,931 | 767,247 | 777,884 |
| Child Payments | | | |
| Double Orphan Pension | 906 | 972 | 1,036 |
| Single Income Family Supplement ^b | - ^c | 65,430 | 116,031 ^d |
| Stillborn Baby Payment | 796 | 788 | 866 ^e |
| Assistance for Isolated Children ^f | 12,353 | 11,524 | 11,330 |
| Income Support for Vulnerable People | | | |
| Special Benefit | 9,638 | 7,135 | 6,823 |
| Income Support for People in Special Circumstances | | | |
| Bereavement Allowance ^g | 641 | 742 | 872 |
| Payments under Special Circumstances ^h | 35 | 39 | 36 |
| Supplementary Payments and Support for Income Support Recipients | | | |
| Utilities Allowance | 32,985 | 36,593 | 40,753 |
| Essential Medical Equipment Payment (number of payments) | 48,311 | 47,105 | 43,220 |
| Income Support for Seniors | | | |
| Age Pension | 2.56m | 2.54m | 2.48m |
| Widow B Pension ⁱ | - | 296 | 328 |
| Wife Pension (Age) ⁱ | - | 4,102 | 4,715 |
| Allowances and Concessions for Seniors | | | |
| Energy Supplement for holders of the Commonwealth Seniors Health Card | 281,651 | 302,906 | 327,309 |
| Income Support for People with Disability | | | |
| Disability Support Pension | 754,181 | 745,673 | 756,960 |
| Mobility Allowance ^j | 13,463 | 16,750 | 32,799 |
| Income Support for Carers | | | |
| Carer Payment | 294,272 | 282,097 | 274,414 |
| Carer Allowance (Adult and Child) ^k | 619,038 | 620,396 | 622,423 |
| Carer Supplement | 638,761 | 651,587 | 642,537 |
| Child Disability Assistance Payment | 158,308 | 163,410 | 159,065 |
| Wife Pension (Disability Support Pension) ^j | - | 3,927 | 4,541 |

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|-----------|---------|---------|
| Working Age Payments | | | |
| Newstart Allowance/JobSeeker Payment | 1,441,287 | 686,785 | 727,533 |
| Parenting Payment (Partnered) | 92,022 | 73,138 | 82,541 |
| Parenting Payment (Single) | 243,433 | 230,164 | 244,296 |
| Partner Allowance | 652 | 1,026 | 1,956 |
| Pensioner Education Supplement | 22,530 | 20,674 | 24,315 |
| Sickness Allowance ^l | 6 | 4,997 | 6,101 |
| Widow Allowance | 5,549 | 7,729 | 12,802 |
| Youth Allowance (other) | 173,125 | 82,770 | 94,009 |
| Student Payments | | | |
| Austudy ^m | 34,360 | 34,950 | 39,170 |
| ABSTUDY—Secondary ^m | 18,201 | 17,762 | 18,984 |
| ABSTUDY—Tertiary ^m | 10,470 | 9,650 | 9,702 |
| Youth Allowance (student) ^{mn} | 177,700 | 174,906 | 187,114 |
| Student Start-up Loan ^{op} | 101,115 | 112,773 | 104,248 |
| Student Start-up Loan—ABSTUDY ^o | 2,373 | 2,136 | 1,948 |

- a Data for number of cases is point-in-time as at 30 June of the relevant financial year.
- b The Single Income Family Supplement is closed to new entrants. Recipients eligible on 30 June 2017 may continue to receive the supplement if they remain continuously eligible.
- c Family Tax Benefit recipients are automatically assessed for Single Income Family Supplement when their Family Tax Benefit entitlement is reconciled. Data for 2019–20 is not available as the reconciliation process for Family Tax Benefit is not yet finalised.
- d Number has been revised due to the further reconciliation.
- e The department's 2017–18 Annual Report, Table 2.1.13b (page 41) stated that 886 people received the payment. The correct figure was 866.
- f These figures are for the month of December each year due to the nature of the payment.
- g This is the number of grants for each financial year. Bereavement Allowance closed to new recipients on 20 March 2020 and will cease when all current recipients completed their bereavement period.
- h These figures are unique counts of recipients across the financial year.
- i Wife (Age & DSP) Pension and Widow B Pension closed on 20 March 2020.
- j Significant decrease is due to recipients transitioning to NDIS as it is rolled out. Mobility Allowance is not payable to those in receipt of an NDIS package.
- k Excludes carers whose care receiver qualified for a Health Care Card only.
- l Sickness Allowance closed to new recipients on 20 March 2020 and will cease by September 2020.
- m These figures are monthly averages due to the seasonal nature of Student Payments.
- n Includes Australian apprentices.
- o These figures are unique counts of recipients across the calendar year due to the nature of the payment.
- p Youth Allowance and Austudy recipients only.

C1.5.2 Number of children

Table 2.1.16a: Number of children—Family Tax Benefit

| Output performance measure | Entitlement year | | |
|--|------------------|-----------|-----------|
| | 2017–18 | 2016–17 | 2015–16 |
| Number of children ^a | | | |
| Family Tax Benefit | | | |
| Number of eligible Family Tax Benefit Part A children | 3,179,161 | 3,298,456 | 3,403,411 |
| Number of children in eligible Family Tax Benefit Part B families ^b | 2,455,652 | 2,539,278 | 2,811,937 |

a Reconciliation data reported at June 2020 for 2017–18, June 2019 for 2016–17, and June 2018 for 2015–16. FTB reconciliation recipient information is reported after two years to capture future actions in respect of the financial year. The two-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.

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

Table 2.1.16b: Number of children—Child Payments

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|------------------------------------|---------|---------|---------|
| Child Payments | | | |
| Double Orphan Pension ^a | 1,311 | 1,425 | 1,512 |

a Data as at 30 June 2020 for 2019–20, as at 30 June 2019 for 2018–19 and as at 30 June 2018 for 2017–18.

C1.5.3 Number of Commonwealth Rent Assistance income units

As at 30 June 2020, Commonwealth Rent Assistance had assisted 1,700,166 income units.² This was at a cost of \$4.69 billion in 2019–20.

Table 2.1.17: Number of Commonwealth Rent Assistance income units

| Output performance measure | 2019–20 ^a | 2018–19 | 2017–18 |
|--|----------------------|-----------|-----------|
| Cross program—Rent Assistance | | | |
| Number of Commonwealth Rent Assistance income units ^b | 1,700,166 | 1,285,941 | 1,311,187 |

a The sharp increase in the number of Commonwealth Rent Assistance income units was mainly due to the increase in number of JobSeeker Payment recipients in the three months to June 2020.

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

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

C1.5.4 Administered outlays

Table 2.1.18: Administered outlays

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|--------------|--------------|--------------|
| Family Tax Benefit | | | |
| Family Tax Benefit Part A | \$14,567.42m | \$13,962.34m | \$13,936.74m |
| Family Tax Benefit Part B | \$4,054.21m | \$4,104.97m | \$4,077.17m |
| Child Payments | | | |
| Double Orphan Pension | \$3.17m | \$3.00m | \$3.11m |
| Single Income Family Supplement | \$17.51m | \$22.22m | \$28.46m |
| Stillborn Baby Payment | \$1.78m | \$1.73m | \$1.89m |
| Assistance for Isolated Children | \$82.69m | \$77.19m | \$74.94m |
| Income Support for Vulnerable People | | | |
| Special Benefit | \$151.12m | \$103.15m | \$99.79m |
| Income Support for People in Special Circumstances | | | |
| Bereavement Allowance | \$3.06m | \$3.42m | \$3.93m |
| Payments under Special Circumstances | \$0.67m | \$0.78m | \$0.53m |
| Supplementary Payments and Support for Income Support Recipients | | | |
| Utilities Allowance | \$17.45m | \$19.56m | \$21.53m |
| Essential Medical Equipment Payment | \$7.91m | \$7.61m | \$6.80m |
| Income Support for Seniors | | | |
| Age Pension | \$50,077.91m | \$46,443.59m | \$44,801.74m |
| Widow B Pension | \$4.03m | \$5.36m | \$5.46m |
| Wife Pension (Age) | \$51.97m | \$76.36m | \$83.24m |
| Allowances and Concessions for Seniors | | | |
| Energy Supplement for holders of the Commonwealth Seniors Health Card | \$378.73m | \$92.66m | \$98.21m |
| Income Support for People with Disability | | | |
| Disability Support Pension | \$17,739.32m | \$16,711.95m | \$16,443.07m |
| Mobility Allowance | \$41.74m | \$64.77m | \$103.37m |
| Income Support for Carers | | | |
| Carer Payment | \$6,144.30m | \$5,590.59m | \$5,392.47m |
| Carer Allowance (Adult) | \$1,783.41m | \$1,674.48m | \$1,644.72m |
| Carer Allowance (Child) | \$631.13m | \$627.32m | \$605.94m |
| Carer Supplement | \$587.33m | \$584.94m | \$590.59m |
| Child Disability Assistance Payment | \$181.81m | \$185.87m | \$182.41m |
| Wife Pension (Disability Support Pension) | \$47.84m | \$68.55m | \$75.37m |

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|----------------|----------------|--------------|
| Working Age Payments | | | |
| Newstart Allowance/JobSeeker Payment ^a | \$18,528.09m | \$9,684.89m | \$10,014.20m |
| Parenting Payment (Partnered) | \$1,113.98m | \$806.00m | \$916.23m |
| Parenting Payment (Single) | \$5,183.56m | \$4,305.24m | \$4,676.79m |
| Partner Allowance | \$14.58m | \$18.81m | \$29.35m |
| Pensioner Education Supplement | \$37.43m | \$36.34m | \$46.56m |
| Sickness Allowance | \$93.52m | \$84.62m | \$102.79m |
| Widow Allowance | \$138.41m | \$161.99m | \$221.74m |
| Youth Allowance (other) | \$1,726.72m | \$862.75m | \$943.90m |
| Student Payments | | | |
| Austudy | \$609.15m | \$444.42m | \$509.73m |
| Youth Allowance (student) | \$2,685.77m | \$1,652.38m | \$1,851.24m |
| ABSTUDY—Secondary | \$178.63m | \$154.37m | \$152.68m |
| ABSTUDY—Tertiary | \$143.83m | \$110.50m | \$113.77m |
| Student Start-up Loan | – ^b | – ^b | \$129.43m |
| Student Start-up Loan—ABSTUDY | – ^b | – ^b | \$2.46m |

a JobSeeker Payment replaced Newstart Allowance as the main working age payment on 20 March 2020.

b Nil expenses for 2019–20 and 2018–19 due to the implementation of AASB9—Financial Instruments.

Chapter 2.2

Purpose 2—Families and Communities

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

Summary and analysis of Outcome 2 performance

We operate in an environment in which the strength of families and communities is influenced by a complex array of circumstances, social norms and people's personal aspirations and motivations. Parenting, relationship, and financial management skills also contribute to positive outcomes for families and children.

Our performance contributes to positive outcomes alongside the significant effort made by state jurisdictions, local communities, other government agencies, and families.

We support families and children to improve their lifetime wellbeing by responding to specific needs and encouraging independence and participation in the community. We provide assistance through numerous programs of grants, procurements, and subsidies. We support new parents through Paid Parental Leave arrangements. Through this assistance, we help individuals and families, and strengthen community capacity to provide support and meet local needs.

We work across the Australian and state and territory governments to foster inclusive social behaviours that strengthen social cohesion, such as mutual respect, trust and belonging. We support the development of strong and resilient families and community harmony by providing support and early intervention to people at risk of a range of social harms including domestic and family violence, child abuse and neglect, sexual assault against women and children, racism, and discrimination. We also work with state and territory governments to reduce the harm from online gambling through a National Consumer Protection Framework for Online Wagering. We support those affected by institutional child sexual abuse to access redress through the National Redress Scheme.

We work in partnership with the community sector to support individuals and families to navigate financial crises and build financial wellbeing, capability and resilience. This includes programs such as Emergency Relief, which provides immediate financial or material aid, such as food, clothing, vouchers or help to pay bills. A sector led National Coordination Group has been established to provide advice on the delivery of Emergency Relief and Food Relief nationally in response to the unprecedented challenges and demands presented by the COVID-19 pandemic.

Key results

In the past year, our contributions to improving the outcomes for families and communities include:

- delivered strong results for the Cashless Debit Card in current sites and made program improvements such as the payment of interest for Cashless Debit Card participants
- delivered key activities under the *National Plan to Reduce Violence against Women and their Children 2010–2022* (National Plan) and worked with states and territories to boost frontline services during the COVID-19 pandemic
- delivered key activities under the Third (2015–2018) and Fourth (2018–2020) Action Plans of the *National Framework for Protecting Australia’s Children 2009–2020* (National Framework)
- commenced the development of the national successor plan to follow the current National Framework, as recommended by the *Royal Commission into Institutional Responses to Child Sexual Abuse* (recommendation 6.15)
- supported the community sector in a collaborative, timely, and coordinated manner to provide front-line assistance to vulnerable people in response to the COVID-19 pandemic and the 2019–20 bushfires
- delivered changes to the Paid Parental Leave Scheme to support working parents impacted by COVID-19 pandemic, by allowing time spent on the JobKeeper Payment to count towards the Paid Parental Leave work test.

Outcome 2 programs and key activities

Outcome 2 comprises three programs underpinned by a number of activities that seek to contribute to stronger and more resilient individuals, children, families, and communities. The tables below outline how the objectives of this purpose were achieved through delivery of measurable activities. Our program performance in 2019–20 is measured through agreements in place with relevant service providers and the performance of key activities is assessed using cross program performance indicators and measures.

Table 2.2.1: Outcome 2 Programs and Key Activities

| OUTCOME 2—FAMILIES AND COMMUNITIES | | |
|--|---|---|
| Program 2.1 Families and Communities | Program 2.2 Paid Parental Leave | Program 2.3 Social and Community Services |
| Refer to Table 2.2.2 for program performance results | | |
| Key activities <ul style="list-style-type: none"> Families and Children Family Safety Protecting Australia's Children Financial Wellbeing and Capability Volunteering and Community Connectedness Cashless Debit Card National Redress Scheme for Institutional Child Sexual Abuse | Key activities <ul style="list-style-type: none"> Parental Leave Pay Dad and Partner Pay | Key activities <ul style="list-style-type: none"> Social and Community Services Pay Equity Amount |
| Refer to Table 2.2.3 for index of key activities performance results | | |

Performance Results of Programs

This section describes the 2019–20 results of the program performance measured through agreements in place with relevant services providers.

C2.3 Extent to which payments and service provision meet program objective

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

C2.3.1 Program performance criteria and associated milestones/standards

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

Table 2.2.2: Program performance criteria and associated milestones/standards

| Intermediate outcome performance measure PBS performance criteria | Target | 2019–20 | 2018–19 | 2017–18 |
|---|--|------------|------------|------------|
| Program 2.1: Family and Communities | | | | |
| Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and the department. Agreements and contracts require: <ul style="list-style-type: none"> • support and capacity building that contribute to strengthening individual and family functioning and communities | Milestone/standard: Standard of delivery is performed in accordance with the terms and conditions of organisations' contracts and agreements with the department | ✓ | ✓ | ✓ |
| Program 2.2: Paid Parental Leave | | | | |
| Agreement is in place with Services Australia to provide assurance that the delivery of the payments below are made in accordance with relevant legislation, policy and guidelines: <ul style="list-style-type: none"> • Dad and Partner Pay • Parental Leave Pay | Milestone/standard: Agreement is in place | ✓ | ✓ | ✓ |
| Program 2.3: Social and Community Services | | | | |
| Delivery complies with relevant legislation The funds appropriated to the department are issued to meet the Australian Government's share of the pay increases | Milestone/standard: Payments were made as described | ✓ | ✓ | ✓ |
| Program 2.4: Program Support for Outcome 2 | | | | |
| Total departmental funding for Outcome 2 | Milestone/standard: Departmental funding is expended to achieve agency outcomes | \$202.334m | \$244.017m | \$236.448m |

Performance Analysis of Outcome 2 Programs

Outcome 2 program performance criteria (as outlined in the 2019–20 Portfolio Budget Statements) are about having agreements in place and compliance with legislation.

For the Families and Communities program, the criteria relate to having agreements in place with organisations who deliver services and supports that contribute to strengthening communities and individual and family functioning. These agreements contain the agreed service level standards and expectations between the department and the organisation delivering the services. In the context of the financial year, these agreements were essential during the period to deliver, for example, emergency relief payments and grants to providers who were supporting communities through bushfires, COVID-19 and other economic impacts. These providers are geographically located in communities to provide on the ground support in service areas as set out in the funding agreements we have in place. In terms of assurance and support to these providers, the Community Grants Hub who administers and monitors performance of grant providers have regular reporting and engagement at the local level.

In 2020–21, program performance will be focused on measuring the effectiveness of the services delivered by the organisations, by seeking feedback from the users of the services. In addition, we will measure the impact of policy development through engagement with stakeholders and we will measure the delivery of services for the Cashless Debit Card and National Redress Scheme through timeliness and outputs reporting.

For the Paid Parental Leave program, the criteria is having an agreement in place with Services Australia, to ensure payments are made in accordance with the policy and guidelines set by the department. In 2020–21, similar to Outcome 1, this will be measured through the level of payments accessed by the eligible cohort to maintain a focus on providing targeted payments to those in need.

For the Social and Community Services payments, the focus is and continues to be payments being made as prescribed by legislation and to the eligible grant recipients to provide the basis of effective administration of the payment.

Performance Results of Key Activities

This section describes the performance of the key activities in Outcome 2. The table below outlines our Corporate Plan performance criteria and indicators for Outcome 2, which show how we intend to measure what we achieved, how well we did, and how much we did. Not all activities report against every performance criterion.

Table 2.2.3: Cross program performance criteria for Outcome 2—Families and Communities

Programs: 2.1 Families and Communities; 2.2 Paid Parental Leave; 2.3 Social and Community Services; XP Cross Program

| Measure Hierarchy | Performance criteria | Indicator/Output | Program Reference | Results Table Index |
|--|--|---|-------------------|---------------------|
| Outcome— What did we achieve? | C2.1—Extent to which assisted individuals and families have improved individual and family functioning | C2.1.1—Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs | 2.1, XP | 2.2.4 |
| | | C2.1.2—Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections | 2.1, XP | 2.2.5 |
| Intermediate Outcome— How well did we do? | C2.2—Extent of contribution to implementing national initiatives | C2.2.1—Contribution to reducing violence against women | 2.1 | - |
| | | C2.2.2—Extent of progress in implementing the <i>National Framework for Protecting Australia's Children 2009–2020</i> | 2.1 | 2.2.6 |
| | | C2.2.3—Extent of progress in implementing the <i>National Centre for the Prevention of Child Sexual Abuse</i> | 2.1 | 2.2.7 |
| | C2.3—Extent to which payments and service provision meet program objective | C2.3.1—Program performance criteria and associated milestones/standards (PBS) | 2.1, 2.2, 2.3 | 2.2.2 |
| | | C2.3.2—Extent of satisfaction with services | 2.1 | 2.2.8 |
| | | C2.3.3—Extent of community and service system capacity and capability improvement | 2.1 | - |
| | C2.3.4—Percentage of assisted individuals who are from priority groups or locations | 2.1 | 2.2.9 | |
| | C2.3.5—Percentage of new parents supported to take paid parental leave | 2.2 | 2.2.10 | |

| Measure Hierarchy | Performance criteria | Indicator/Output | Program Reference | Results Table Index |
|--------------------------------|------------------------|--|-------------------|---------------------|
| Output— How much did we do? | C2.4—Delivery measures | C2.4.1—Number of individuals assisted (PBS) | 2.1, 2.2 | 2.2.11, 2.2.12 |
| | | C2.4.2—Number of applications received for the National Redress Scheme | 2.1 | 2.2.13 |
| | | C2.4.3—Number of organisations contracted or receiving grant funding to deliver services (PBS) | 2.1 | 2.2.14 |
| | | C2.4.4—Number of institutions that have joined the National Redress Scheme | 2.1 | 2.2.15 |
| | | C2.4.5—Administered outlays (PBS) | 2.1, 2.2, 2.3 | 2.2.16 |

Source: Corporate Plan 2019–20 and Portfolio Budget Statements 2019–20.

C2.1 Extent to which assisted individuals and families have improved individual and family functioning

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

C2.1.1 Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs

This indicator captures the main areas where improved circumstances for individuals and families are an expected outcome of service provision.

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

Analysis

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

- delivery of the Home Interaction Program for Parents and Youngsters in 100³ communities across Australia, including 50 Indigenous-focused sites
- delivery of the Communities for Children Facilitating Partners, which supports children and families in 52 disadvantaged communities across Australia
- delivery of the National Redress Scheme, with community-based services in place to support survivors throughout their redress journey
- community-based support services for those affected by institutional child sexual abuse throughout their redress journey
- delivery of Children and Parenting Support services in 805⁴ outlets across Australia, including service delivery in Western Australia and South Australia to support the Cashless Debit Card trial
- delivery of Intensive Family Support Services in the Northern Territory and Anangu Pitjantjatjara Yankunytjatjara Lands in South Australia, providing intensive support to families with children aged 0–12 years of age and where child neglect concerns are present
- delivery of the Adult Specialist Support Services (Find and Connect Support Services and Forced Adoption Support Services) to improve outcomes and enhance wellbeing for people adversely affected by past institutional and child welfare practices and policies
- delivery of Family and Relationship Services in 499⁵ locations across Australia, including counselling services to families and individuals at critical family transition points such as family formation, extension or family separation, and education and skills training to strengthen family relationships
- delivery of the Strong and Resilient Communities Activity, which builds strong, resilient, cohesive and harmonious communities to ensure that individuals, families, and communities have the opportunity to thrive, be free from intolerance and discrimination, and have the capacity to respond to emerging needs and challenges
- delivery of additional Emergency Relief and Financial Counselling to support people impacted by the 2019–20 bushfires and the COVID-19 pandemic

3 The number of communities has been sourced through the Data Exchange (DEX) and the number of Indigenous sites from the publicly available program guidelines. For information on DEX visit <https://dex.dss.gov.au/>

4 This figure is not comparable with previous years as organisations have continued to transition to the new way in which information is now reported through DEX. There has been no change in service delivery, any changes in outlets is due to how DEX data is captured and reported by service providers. Data not recorded in DEX is no longer reported.

5 This data has been sourced through the Data Exchange.

- delivery of the Cashless Debit Card program to support people, families, and communities in places where high levels of welfare dependence co-exist with high levels of social harm:
 - 12,577 participants across four trial regions were participants on the Cashless Debit Card as at 26 June 2020
 - delivered 83 information sessions on the transition to the Cashless Debit Card in the Northern Territory and Cape York region in over 70 communities as part of engagement with over 3,400 community members and over 120 stakeholder and local organisations
 - improved Cashless Debit Card systems including to allow for monthly payment of interest on balances in Cashless Debit Card accounts
 - successfully delivered a pilot of Product Level Blocking technology which uses Point-of-Sale systems and PIN Pads to identify and automatically block the purchase of restricted items rather than blocking at the merchant level.

The outcome areas of community participation and networks, education and skills training and employment saw declines in the percentage of clients achieving a positive outcome (from 2018–19 to 2019–20). One of the factors influencing this change was the movement of Settlement Services to the Department of Home Affairs via machinery of government changes in July 2019 and as such were included in the 2018–19 results but not the 2019–20 results. Settlement Services have a strong focus on strengthening community participation and supporting migrants to become independent through education and employment. As a result, settlement service organisations reported high numbers of clients against these domains.

The decrease in results in some outcome areas, for example ‘community participation and networks’, ‘education and skills training’, ‘employment’, ‘physical health’ and ‘housing’ corresponds broadly with the timing of the COVID-19 pandemic. The introduction of social distancing measures, restrictions on community gatherings, as well as the interruptions and changes to regular training and education mechanisms, (i.e. as courses transitioned online or were delayed or cancelled) impacted the results in the second half of the 2019–20.

Table 2.2.4: Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------|---------|---------|
| Cross program | | | |
| Percentage of assisted individuals and families with improved circumstances in areas relevant to individual/family needs ^{abc} | | | |
| • All circumstances | 71.0% | 72.1% | 70.8% |
| • Age-appropriate development | 57.5% | 61.7% | 59.4% |
| • Community participation and networks | 58.6% | 67.9% | 64.7% |
| • Education and skills training ^d | 58.7% | 69.2% | - |
| • Employment ^d | 43.9% | 61.1% | - |
| • Family functioning | 58.1% | 58.9% | 59.7% |
| • Housing | 52.3% | 59.6% | 60.6% |
| • Material wellbeing and basic necessities | 66.1% | 69.6% | 67.6% |
| • Mental health, wellbeing and self-care | 58.8% | 58.6% | 59.7% |
| • Financial resilience ^e | 64.4% | 60.7% | 59.4% |
| • Personal and family safety | 49.8% | 51.3% | 52.1% |
| • Physical health | 49.5% | 55.7% | 50.1% |
| Families and Children | | | |
| Percentage of individuals with improved family functioning, including child wellbeing, safety and development ^f | 68% | 66.8% | 66.7% |
| Financial Wellbeing and Capability | | | |
| Percentage of assisted individuals with improved financial wellbeing, capability and resilience ^g | 74.7% | 74.4% | 71.9% |

- a To measure outcomes only clients with at least two corresponding outcome domains have been counted.
- b The number of activities funded under the Families and Communities Program may vary across financial years. Data relating to Family Law Services is excluded as it is funded by, and under the policy responsibility of, the Attorney-General's Department.
- c Strong and Resilient Communities Activity replaced Strengthening Communities from 1 April 2018. Data is not comparable as a reduced number of organisations were funded to deliver services before the commencement of the Strong and Resilient Communities Activity.
- d 'Employment' and 'Education and skills training' was reported as a combined domain in 2017–18. This was split into two new domains in 2018–19.
- e Description of this performance measure in 2017–18 was 'Money management' and was changed to 'Financial resilience' in 2018–19.
- f For this measure, all domains relating to the circumstance outcome type have been included.
- g Measured by provider reports of client assessments, for clients whose needs were met through Financial Crisis and Material Aid, Commonwealth Financial Counselling and Financial Capability, and Financial Resilience services. Changes in the number of organisations reporting may affect comparability over financial years.

C2.1.2 Percentage of assisted individuals and families who achieve individual/family goals relating to building capacity and connections

This indicator captures the main areas where goal setting is a function of service provision and reporting is applicable.

Analysis

This indicator captures the main areas where goal setting is a function of service provision and reporting is applicable.

- delivery of Children and Parenting Support services in 805⁶ outlets across Australia, including service delivery in Western Australia and South Australia to support the Cashless Debit Card trial
- delivery of Commonwealth Financial Counselling services to help people in financial difficulty address their financial problems, manage debt and make informed choices. These services are provided by community and local government organisations, through face-to-face meetings, a National Debt Helpline and website
- delivery of Family and Relationship Services in 499⁷ locations across Australia, including counselling services to families and individuals at critical family transition points such as family formation, extension or family separation, and education and skills training to strengthen family relationships.

6 This figure is not comparable with previous years as organisations have continued to transition to the new way in which information is now reported through DEX. There has been no change in service delivery, any changes in outlets is due to how DEX data is captured and reported by service providers. Data not recorded in DEX is no longer reported.

7 This data has been sourced through the Data Exchange.

Table 2.2.5: Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------|---------|---------|
| Cross program | | | |
| Percentage of assisted individuals and families who achieve individual/family goals related to building capacity and connections ^{abc} | | | |
| • All goals ^d | 75.8% | 76.8% | 78.0% |
| • Under 15 years | 77.5% | 78.0% | 74.8% |
| • 15–64 years | 75.4% | 77.2% | 78.3% |
| • 65 years and over | 77.4% | 66.3% | 83.3% |
| • Culturally and linguistically diverse | 79.7% | 82.4% | 82.9% |
| • Do not identify as culturally and linguistically diverse | 75.3% | 74.8% | 75.9% |
| Families and Children | | | |
| Percentage of individuals with improved knowledge, skills, behaviours, and engagement with services ^e | | | |
| | 74% | 73.8% | 74.9% |
| Financial Wellbeing and Capability | | | |
| Percentage of assisted individuals achieving individual goals relating to financial wellbeing, capability and resilience ^f | | | |
| | 78.8% | 77.7% | 80.5% |

- a To measure outcomes only clients with at least two corresponding outcome domains have been counted.
- b The number of activities funded under the Families and Communities Program may vary across financial years.
- c Data relating to Family Law Services is excluded as it is funded by, and under the policy responsibility of, the Attorney-General's Department.
- d Outcome performance measures are collated from programs supporting people in achieving different outcome circumstances.
- e The submission of outcomes data is mandatory for some programs but not others, meaning not all service providers have submitted the additional data. To measure outcomes only clients with at least two corresponding domain SCOREs (Standard Client/Community Outcomes Reporting) have been counted. For this measure all domains relating to the goals' outcome type have been included.
- f Measured by provider reports of client assessments, for clients who were assisted to improve their financial wellbeing through Financial Crisis and Material Aid, Commonwealth Financial Counselling and Financial Capability, and Financial Resilience services. Changes in the number of organisations reporting may affect comparability over financial years.

C2.2 Extent of contribution to implementing national initiatives

This criterion captures the high-level contribution by our department to the larger effort made by state jurisdictions, local communities, and other government agencies on key national initiatives.

C2.2.1 Contribution to reducing violence against women

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

State and territory governments have primary responsibility for funding front line services to support women who have experienced or are at risk of violence. In 2019–20, we continued implementation of the Fourth Action Plan delivering:

- primary prevention activities, including the second phase of the Stop it at the Start campaign, complemented by Our Watch’s Doing Nothing Does Harm, and No Excuse for Abuse campaigns. These activities aim to change community attitudes and behaviour that can lead to violence against women
- continued support of national services for women, including:
 - 1800RESPECT, which responded to 267,869 phone and online contacts
 - DV-alert, which delivered domestic violence response training to more than 5,560 frontline workers
 - Keeping Women Safe in Their Homes initiative, which supported 3,458 women and their children who have experienced violence to remain in their own homes, or a home of their choice, where it was safe and appropriate to do so
- community-led prevention project initiative, which funded 16 organisations to support innovative and community-led primary prevention activities that challenge the underlying social, economic, and political conditions as well as historical and cultural factors that allow violence-supportive attitudes and behaviours to thrive
- \$150 million under the Domestic Violence Support Package to support all Australians at risk of, or experiencing, family and domestic violence through this COVID-19 pandemic, that includes:
 - \$130 million to state and territory governments through the National Partnership on COVID-19 Domestic and Family Violence Responses to bolster support for domestic, family and sexual violence service
 - \$20 million to boost key Commonwealth programs under the National Plan.

Analysis

A reduction in prevalence rates of violence against women requires sustained action by all tiers of government. The Australian Bureau of Statistics (ABS) Personal Safety Survey data from 2016 (the latest results available) shows that rates of cohabiting partner violence have remained steady, and rates of sexual violence have increased since 2012 (from 1.2 per cent to 1.8 per cent); a result that may be driven by improved reporting and does not preclude a reduction in prevalence rates being achieved in coming years. The *2017 National Community Attitudes towards Violence against Women Survey* (NCAS), by Australia's National Research Organisation for Women's Safety (ANROWS) showed most Australians were more likely to understand that violence against women involves more than just physical violence in 2017 than they were in 2013 and 2009.

C2.2.2 Extent of progress in implementing the *National Framework for Protecting Australia's Children 2009–2020*

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

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

Analysis

We are leading a number of initiatives that continue beyond the end of the Third Action Plan, including:

- delivery of the Towards Independent Adulthood (TIA) trial, which has implemented a one-on-one mentoring model that aims to assist young people leaving out-of-home care engage with training and education, get a job and secure a place to live, and develop skills to live independently. As a result of the impact of the COVID-19 pandemic on the young people in the trial, service delivery was extended to 31 March 2021 to ensure adequate support was available during this difficult time
- the National Community Awareness Raising (NCAR) strategy ended in June 2020 and raised awareness in the community of the importance of the first 1,000 days of a child's life
- an evaluation of NCAR is being undertaken and is expected in September 2020
- the continuance of the Inter-jurisdictional child protection linkage solution named Connect 4 Safety. This solution enables child protection workers to undertake a real time search to identify whether vulnerable children will have links to other jurisdictions. All state and territory child protection agencies are progressively on-boarding to the solution during 2020.

Actions under the Fourth Action Plan 2018–2020 (Fourth Action Plan) of the National Framework continue to be delivered. The Fourth Action Plan has four key priority areas:

- Priority 1—Improving outcomes for Aboriginal and Torres Strait Islander children at risk of entering, or in contact with, child protection systems:
 - developing a guide to Support Implementation of the Aboriginal and Torres Strait Islander Child Placement Principle (ATSICPP)
 - investment in ongoing data development for new national indicators to measure compliance with the ATSICPP
- Priority 2—Improving prevention and early intervention through joint service planning and investment:
 - implementation of Stronger Places, Stronger People, a place-based, collective impact initiative that focuses on interrupting the cycle of childhood vulnerability and poverty
 - seven communities have been announced in Logan, Rockhampton, and Gladstone in Queensland; Bourke in New South Wales; Burnie in Tasmania; the Far West Region (including Ceduna) in South Australia; and Tennant Creek in the Northern Territory
- Priority 3—Improving outcomes for children in out-of-home care by enhancing placement stability through reunification and other permanent care options:
 - a Permanency Outcomes Performance Reporting Framework was agreed, and new permanency indicators were reported in Child Protection Australia 2018–19, released on 18 March 2020
 - development of a nationally consistent approach to guide timely permanency decision making for children in out-of-home care. The National Approach may not be publicly available until the first half of 2021 due to the impact of the COVID-19 pandemic
- Priority 4—Improving organisations’ and governments’ ability to keep children and young people safe from abuse:
 - priority 4 is being led by the National Office of Child Safety (NOCS) in the Department of the Prime Minister and Cabinet.

Table 2.2.6: Extent of progress in implementing the *National Framework for Protecting Australia's Children 2009–2020*

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---|--|--|
| Cross program | | | |
| Assess whether the department has implemented the actions under the Third and Fourth Action Plans of the National Framework, for which the department is responsible ^a | <p>Result: Met</p> <p>Completion of the Towards Independent Adulthood (TIA) trial</p> <p>Completion of the National Community Awareness Raising (NCAR) communication strategy</p> <p>Parenting Research Centre and the Frame Works Institute release Phase 2 of the <i>Perceptions of Parenting Research—Workshop</i> held</p> <p>Development and delivery of the First 1,000 Days landing page on the Raising Children Network website</p> <p>Development of the <i>Bringing Up Great Kids in the First 1,000 Days</i> train the trainer package</p> <p>Limited tender process for delivery of National Child Protection Information Data Sharing Solution (Connect 4 Safety) completed, vendor contracted. Solution progressively being on boarded by state and territory child protection agencies</p> | <p>Result: Met</p> <p>Formation of Priority Area Working Groups to drive delivery of actions to meet the objectives of priorities in the Fourth Action Plan</p> <p>Regular meetings and consultations with the Child and Families Secretaries Group, the National Forum for Protecting Australia's Children and Aboriginal and Torres Strait Islander Working Group to oversee the implementation of actions</p> <p>Continuation of the Towards Independent Adulthood (TIA) trial by working with Western Australian Department of Communities to support TIA participants</p> <p>Sharing information nationally to help ensure child safety' challenge, Stage Two, Proof of Concept Phase successfully completed</p> <p>Evidence review published on timely decision-making and outcomes for children in out-of-home care</p> | <p>Result: Met</p> <p>Development of National Principles for Child Safe Organisations</p> <p>Towards Independent Adulthood (TIA) trial governance structures agreed with Western Australia's Department of Communities and service providers</p> <p>Stage One, Feasibility Study phase successfully completed</p> <p>Commencement of the Building Capacity in Australian Parents (BCAP) trial pilot phase</p> <p>Parenting Research Centre and the Frame Works Institute release Phase 2 of the <i>Perceptions of Parenting Research</i> 'Talking about the Science of Parenting' report</p> |

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|--|---------|---------|
| | <p>Building Capacity in Australia's Parents (BCAP) trial completed</p> <p>Completion of a guide to support implementation of the Aboriginal and Torres Strait Islander Child Placement Principle (ATSICPP), including workshops to support implementation of the ATSICPP</p> <p>Investment in ongoing data development for new national indicators to measure compliance with the ATSICPP</p> <p>Agreement of Permanency Outcomes Performance Reporting Framework. New permanency indicators reported in Child Protection Australia 2018–19</p> <p>Development of a nationally consistent approach to guide timely permanency decision-making for children in out-of-home care</p> | | |

- a 2019–20 measure was updated from the 2018–19 version to reflect the maturity of the activity / actions taken to implement the framework.

C2.2.3 Extent of progress in implementing the National Centre for the Prevention of Child Sexual Abuse

The Royal Commission into *Institutional Responses to Child Sexual Abuse* recommended the Australian Government, along with state and territory governments, establish a National Centre to address child sexual abuse by reducing stigma, promoting help-seeking, and supporting good practice (Recommendation 9.9).

Analysis

The Australian Government has committed \$22.5 million over five years to establish a National Centre for the Prevention of Child Sexual Abuse (National Centre). The Australian Government is working closely with all states and territories to ensure the National Centre delivers a five-year work plan that will address the scope of the recommendation. The National Centre will intersect with the *National Strategy for the Prevention of Child Sexual Abuse* to deliver outcomes that will reduce further traumatisation of those living with past child sexual abuse, and work to prevent future harm.

The National Centre, once established in 2020–21, will partner with victims and survivors in all its work.

The timeframe for delivering the National Centre was extended from December 2020 until early 2021. The extended timeframe will ensure any impediments to selecting a provider to deliver the National Centre due to the COVID-19 pandemic have been minimised.

Table 2.2.7: Assess whether the National Centre for the Prevention of Child Sexual Abuse is on track to be operational in the second half of 2020

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|--|---------|---------|
| Cross program | | | |
| Assess whether the National Centre for the Prevention of Child Sexual Abuse is on track to be operational in the second half of 2020 | <p>Result: Not met</p> <p>The National Centre will launch in February 2021. The initial timeframe has been extended to accommodate the impacts of the COVID-19 pandemic</p> <p>National online survey conducted through Engage to capture the views of diverse stakeholders, including victims and survivors of child sexual abuse, their families and caregivers, and the sector</p> <p>Nineteen face-to-face consultation workshops conducted with government and non-government stakeholders</p> <p>Ongoing engagement with states and territories</p> <p>Ongoing coordination and collaboration with the National Office for Child Safety in delivering the Royal Commission's recommendations</p> | - | - |

C2.3 Extent to which payments and service provision meet program objective

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

C2.3.2 Extent of satisfaction with services

Feedback from individuals, service providers, or stakeholders on the impacts of services helps our department better understand how well funded services meet the needs of individuals and communities. The decrease in satisfaction is due to the changing nature of the survey between 2018–19 and 2019–20, and the varying participation rates.

Table 2.2.8: Extent of satisfaction with services

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------|---------|------------------|
| Strong and Resilient Communities^a | | | |
| Percentage of individuals satisfied with service provision | 95.8% | 90.7% | 92% ^b |
| Families and Communities Service Improvement | | | |
| Extent of members' satisfaction with service provision ^c | 84% | 90% | – |

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

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

c New performance measure for 2018–19. Data is based on data from member surveys conducted by the organisations during the 2019–20 financial year.

C2.3.3 Extent of community and service system capacity and capability improvement

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

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

We also fund two programs that support capacity and capability improvement through the Australian Institute of Family Studies. The first is the Child Family Community Australia (CFCA) Information Exchange, which is an information hub for evidence, resources, and support for professionals working in the child, family, and community welfare sector. The CFCA produces a number of publications, including papers, resource sheets, practice guides and webinars, which are published electronically and are free to access.

The second program is the Families and Children (FaC) Expert Panel Project. In 2019–20, the FaC Expert Panel Project implemented a number of universal and targeted activities to meet the varying needs of FaC Activity service providers. These include:

- development and publishing of evaluation and planning resources to support service providers to use evaluation findings for decision-making and continuous improvement
- facilitation of professional development workshops to enhance best practice implementation in child and family service delivery
- development and publication of resources and training for a ‘genuine partnerships’ project, in collaboration with SNAICC, which supports non-Indigenous service providers to better respond to the needs and aspirations of Indigenous children, families, and communities
- providing specialised support to Communities for Children Facilitating Partners to apply evidence-based practices in their programs.

C2.3.4 Percentage of assisted individuals who are from priority groups or locations

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

Providers of Families and Children activities aim to ensure their services are sensitive and accessible to anyone who faces a real or perceived barrier to receiving assistance. This includes delivery of Children and Parenting Support services as part of the Cashless Debit Card package, through Aboriginal Community Controlled Organisations in the communities of Kununurra, Wyndham, Ceduna, Koonibba, Yalata, and Oak Valley as well as providers’ access to culturally appropriate activities and supports.

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

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Families and Children | | | |
| Percentage of individuals from priority groups ^a | 23.8% | 20.5% | 12.6% |
| • Indigenous | 11.7% | 9.0% | 7.8% |
| • Culturally and linguistically diverse | 5.9% | 5.3% | 4.8% |
| • People with disability ^b | 7.7% | 7.4% | - |
| Strong and Resilient Communities^c | | | |
| Percentage of individuals assisted from priority groups ^d | 31% | 19.2% | 12.8% |
| • Indigenous | 9.7% | 6.6% | 1.2% |
| • Culturally and linguistically diverse | 21.4% | 12.7% | 11.6% |
| Volunteer Management Activity^e | | | |
| Percentage of individuals assisted from priority groups: | 12.4% | 14.0% | 18.2% |
| • Indigenous | 1.4% | 1.7% | 1.3% |
| • Culturally and linguistically diverse | 11% | 12.3% | 16.9% |
| Financial Wellbeing and Capability | | | |
| Percentage of individuals from priority groups ^g | 26.1% | 24.9% | 24.0% |
| • Indigenous | 18.8% | 19.2% | 18.5% |
| • Culturally and linguistically diverse | 7.3% | 5.7% | 5.5% |

- a Data across the three years is not comparable due to program changes (for example commencement of new services and cessation of some programs). This captures clients identified as Indigenous and culturally and linguistically diverse and people with disability.
- b New performance measure for 2018–19.
- c Strong and Resilient Communities Activity commenced on 1 April 2018.
- d Data relates to Digital Literacy for Older Australians and Strong and Resilient Communities Activity. Digital Literacy for Older Australians started providing services in 2017–18, was fully implemented in 2018–19, and expanded reach of its network in 2019–20 resulting in an increased number of individuals assisted, including in priority groups. Volunteer Management Activity became separate funding stream on 1 January 2018 and is now reported separately.
- e Data consistency and quality continues to improve over time as providers get used to using the Data Exchange.
- f Data may not be comparable across years as some organisations may modify the way they collect data and report to the department.
- g This is a count of individual and group clients assisted.

C2.3.5 Percentage of new parents supported to take paid parental leave

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

There are two payments under the Paid Parental Leave scheme—Parental Leave Pay, and Dad and Partner Pay. Parental Leave Pay provides eligible working parents up to 18 weeks' pay based on the rate of the national minimum wage (\$740.60 per week). Dad and Partner Pay provides eligible working fathers and partners two weeks' pay based on the rate of national minimum wage.

Analysis

In 2019–20, a total of 171,712 parents started receiving Parental Leave Pay and a total of 92,343 fathers or partners received the Dad and Partner Pay.

The proportion of mothers receiving Parental Leave Pay has decreased from 53.8 per cent of all mothers with newborns in 2018–19 to 51.1 per cent in 2019–20.

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

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Parental Leave Pay | | | |
| Percentage of mothers for whom Parental Leave Pay has been paid as a proportion of all mothers in the same year ^a | 51.1% | 53.8% | 48.5% |
| Percentage of parents paid government funded Parental Leave Pay by employers | 68.7% | 68.3% | 68.5% |
| Percentage of parents who have taken the full 18 weeks of Parental Leave Pay | 96.6% | 96.6% | 96.6% |
| Dad and Partner Pay | | | |
| Percentage of dads and other partners who have taken the full two weeks of Dad and Partner Pay | 96.9% | 96.6% | 95.9% |

a Annual figures for all mothers in the same year are based on the Australian Bureau of Statistics (ABS) publication ABS report 3222.0—Population Projections, Australia, 2012 (base) to 2101, Table B9. Population projections, by age and sex, Australia—Series B estimates of persons aged 0 for June 2018, 2019 and 2020.

C2.4 Delivery measures

C2.4.1 Number of individuals assisted

Table 2.2.11: Number of individuals assisted

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|----------------------|---------|-----------------|
| Families and Children | | | |
| Number of individuals assisted ^a | 457,612 | 604,825 | 648,377 |
| Transition to Independent Living Allowance | | | |
| Number of recipients | 1,415 | 1,490 | 1,221 |
| Financial Wellbeing and Capability | | | |
| Number of individuals assisted ^a | 581,837 | 660,137 | 669,804 |
| Number of individuals engaged with Income Management ^b | 26,649 | 24,943 | 24,800 |
| • Vulnerable Welfare Payment Recipient Measure | 1,755 | 1,481 | 1,581 |
| • Long-term Welfare Payment Recipient Measure | 16,867 | 15,592 | 14,944 |
| • Disengaged Youth Measure | 4,550 | 4,020 | 4,096 |
| • Voluntary Income Management | 3,168 | 3,510 | 3,857 |
| • Child Protection Measure | 124 | 147 | 185 |
| • Cape York Welfare Reform—Income Management | 135 | 129 | n/p |
| • Supporting People at Risk Measure | 50 | 64 | <5 ^c |
| Number of people on the Cashless Debit Card ^b | 12,577 | 11,301 | 5,207 |
| Strong and Resilient Communities^d | | | |
| Number of individuals assisted ^e | 525,854 | 292,866 | 57,590 |
| Volunteer Management Activity^f | | | |
| Number of individuals assisted | 106,900 | 105,208 | 112,244 |
| Volunteer Grants | | | |
| Number of individuals assisted | 245,855 | 282,792 | 0 ^g |
| National Initiatives | | | |
| Number of contacts answered by 1800RESPECT—the National Sexual Assault, Domestic Family Violence Counselling Service (telephone and online) ^h | 267,869 ⁱ | 163,551 | 98,466 |

| Outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------|---------|---------|
| Paid Parental Leave | | | |
| Number of individuals assisted ⁱ | | | |
| • Parental Leave Pay | 171,712 | 178,758 | 159,372 |
| • Dad and Partner Pay | 92,343 | 91,762 | 81,882 |

- a The decrease in data reported for 2019–20 is due to the department undertaking a data quality exercise that resulted in service providers reporting fewer unidentified group clients during the 2019–20 period. While there has been no policy change to service delivery and numbers of individual clients and sessions is consistent with previous years, the number of individuals reported as unidentified group clients has decreased.
- b Income Management and Cashless Debit Card data is a point in time snapshot as at 26 June 2020.
- c Numbers less than five have been withheld for privacy reasons. Numbers have not been provided (n/p) to ensure figures less than five cannot be derived from totals.
- d Strong and Resilient Communities Activity commenced on 1 April 2018.
- e Data relates to Digital Literacy for Older Australians and Strong and Resilient Communities Activity. Digital Literacy for Older Australians started providing services in 2017–18, was fully implemented in 2018–19, and expanded reach of its network in 2019–20 resulting in an increased number of individuals assisted. Volunteer Management Activity became a separate funding stream on 1 January 2018 and is now reported separately.
- f Data consistency and quality continues to improve over time as providers get used to using the Data Exchange.
- g As 2017–18 Volunteer Grants funds were deferred to support a combined round in 2018–19, there was no selection round in 2017–18.
- h These numbers include every contact to the service, including hang ups, pranks and wrong numbers.
- i For Parental Leave Pay this is the number of individuals and families who started receiving payment in the financial year. For Dad and Partner Pay this is the number of individuals and families who received payment in the financial year.

Table 2.2.12: Number of individuals who have received a payment under the National Redress Scheme

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Number of individuals who have received a payment under the National Redress Scheme | | | |
| Families and Communities | | | |
| Number of individuals | 2,504 | 239 | |

C2.4.2 Number of applications received for the National Redress Scheme

Table 2.2.13: Number of applications received for the National Redress Scheme

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Number of applications received for the National Redress Scheme | | | |
| Number of applications | 3,127 | 4,200 | |

C2.4.3 Number of organisations contracted or receiving grant funding to deliver services

Table 2.2.14: Number of organisations contracted or receiving grant funding to deliver services

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|--------------------|----------------|
| Number of organisations contracted or receiving grant funding to deliver services | | | |
| Families and Children | 430 | 424 | 410 |
| Financial Wellbeing and Capability ^{ab} | 331 | 373 | 346 |
| Families and Communities Service Improvement | 6 | 6 | 6 |
| Strong and Resilient Communities ^c | 3413 | 1,308 | 106 |
| Volunteer Management Activity | 52 | 52 | 52 |
| Volunteer Grants | 2,711 | 5,003 ^d | - ^e |
| National Initiatives ^f | 93 | 104 | 100 |

- a Data is not comparable across years due to funding rounds being conducted in 2018–19. Organisations with different reporting arrangements for subsidiaries or delivery partners may mean the total number of delivery organisations is higher than reported.
- b This is a count of organisations delivering the program.
- c Strong and Resilient Communities Activity replaced Strengthening Communities from 1 April 2018. Data is not comparable as a reduced number of organisations were funded to deliver services prior to the commencement of the Strong and Resilient Communities Activity. Digital Literacy for Older Australians started providing services in 2017–18 and was fully implemented in 2018–19, resulting in an increased number of Network Partner organisations in 2019–20.
- d Combined 2017–18 and 2018–19 Volunteer Grants funding round.
- e As 2017–18 Volunteer Grants funds were deferred to support a combined round in 2018–19, there was no selection round in 2017–18.
- f This figure includes organisations contracted or receiving grant funding under both the *National Plan to Reduce Violence against Women and their Children 2010–2022*, and the *National Framework for Protecting Australia's Children 2009–2020*.

C2.4.4 Number of institutions that have joined the National Redress Scheme

Table 2.2.15: Number of institutions that have joined the National Redress Scheme

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Number of institutions that have joined the National Redress Scheme | | | |
| Number of institutions or groups of institutions that have joined the National Redress Scheme during the year ^a | 177 | 47 | |

- a Reflecting total number of non-government institutions or groups of institutions. All Commonwealth and state and territory governments are also participating in the Scheme.

C2.4.5 Administered outlays

Table 2.2.16: Administered outlays

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|-------------|-------------|----------------|
| Families and Communities | | | |
| Families and Children | \$290.99m | \$271.74m | \$258.27m |
| Transition to Independent Living Allowance | \$1.84m | \$1.95m | \$1.65m |
| Settlement Services | - | \$196.24m | \$163.68m |
| Financial Wellbeing and Capability ^a | \$218.42m | \$111.07m | \$99.97m |
| Families and Communities Service Improvement | \$2.73m | \$2.60m | \$2.60m |
| Strong and Resilient Communities ^b | \$57.45m | \$53.84m | \$36.76m |
| Volunteer Management Activity | \$5.54m | \$5.73m | \$2.92m |
| Volunteer Grants | \$12.39m | \$19.00m | - ^c |
| National Initiatives | \$102.76m | \$75.16m | \$72.48m |
| Paid Parental Leave | | | |
| Parental Leave Pay | \$2,269.88m | \$2,177.77m | \$2,082.31m |
| Dad and Partner Pay | \$129.68m | \$136.95m | \$111.74m |
| Social and Community Services | | | |
| Social and Community Services | \$411.92m | \$377.10m | \$430.72m |

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

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

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

Chapter 2.3

Purpose 3—Disability and Carers

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

Summary and analysis of Outcome 3 performance

We operate in an environment in which market dynamics, social norms and workplace cultures, impact the range of opportunities available for people with disability to improve their wellbeing. Many mainstream policies and programs accessed by people with disability are run by state jurisdictions and, within the Commonwealth, by agencies other than the department. Our performance is reliant on effectively managing the policies and programs for which our agency is responsible and also on influencing other jurisdictions, agencies, and employers to reduce barriers to social and economic participation for people with disability and to improve their access to support.

Key results

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

- cooperation with the National Disability Insurance Agency (NDIA) and state and territory governments to implement the National Disability Insurance Scheme (NDIS) across Australia, including reaching a full scheme Agreement with Queensland during 2019–20
- Victoria, Queensland, Tasmania, the Australian Capital Territory, and the Northern Territory transitioned to the NDIS Quality and Safeguards Commission (NDIS Commission) on 1 July 2019, which means the NDIS Commission is now operating in all states and territories except Western Australia
- improved access to Specialist Disability Accommodation for NDIS participants by stimulating supply and market confidence
- implementation of supports as part of the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability*, including trauma-informed counselling services, individual advocacy support, Indigenous-specific individual advocacy, and systemic advocacy support for organisations and individuals
- continued implementation of the reforms to the Disability Employment Services (DES), which saw a significant increase in the number of people with disability, illness and injury accessing assistance. From 1 July 2019 to 30 June 2020, the number of DES participants increased nearly 20 per cent (or 45,654) from 238,327 to 283,981
- the introduction of the new Integrated Carer Support Service (ICSS).

Outcome 3 Programs and Key Activities

Outcome 3 comprises two programs underpinned by a number of activities that seek to contribute to positive outcomes for people with disability. The tables below outline how the objectives of this purpose were achieved through delivery of measurable activities.

Table 2.3.1: Outcome 3 Programs and Key Activities

| OUTCOME 3—DISABILITY AND CARERS | |
|---|---|
| Program 3.1 Disability Mental Health and Carers | Program 3.2 National Disability Insurance Scheme (NDIS) |
| Refer to Table 2.3.2 for program performance results | |
| Key activities <ul style="list-style-type: none"> Disability employment services Support for carers Advocacy support for people with disability National Disability Strategy | Key activities <ul style="list-style-type: none"> NDIS Transition (including Commonwealth Programs) Development of the NDIS Market NDIS Participant Plans |
| Refer to Table 2.3.3 for index of key activities performance results | |

Performance Results of Programs

This section describes the 2019–20 results of the program performance measured through agreements in place with relevant service providers.

C3.3 Extent to which service provision meets program objective

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

C3.3.1 Program performance criteria and associated milestones/standards

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

As at 30 June 2020, 391,999 people with disability were supported by the NDIS, including 8,197 participants referred to the Early Childhood Early Intervention program receiving initial supports. A total of 175,568, or 45 per cent of the NDIS participants, had not previously been receiving government-funded disability services before they accessed the NDIS.

From July 2019, the NDIS is available in every region of Australia except for Christmas Island and the Cocos Islands, where it was available from 1 July 2020. On 1 July 2019, quality and safeguard arrangements transitioned from the state-based arrangements to the national arrangements under the NDIS Quality and Safeguards Commission (NDIS Commission) in Victoria, Queensland, Tasmania, the Australian Capital Territory and the Northern Territory. This means the NDIS Commission now has regulatory oversight in all states and territories except Western Australia which is due to come under the NDIS Commission from 1 December 2020.

During 2019–20, the Prime Minister signed a bilateral full scheme agreement with Queensland which commenced on 1 October 2020. Full scheme agreements setting in place enduring funding and governance arrangements for the NDIS are in place with all jurisdictions, except Western Australia.

In June 2019, the Australian Government commissioned a review of the *National Disability Insurance Scheme Act 2013* (NDIS Act) with a focus on streamlining NDIS processes and removing red tape for participants and providers. Specifically, the review examined participant's experiences of the NDIS and opportunities for improvement, honouring the Government's 2019 Election commitment to introduce a NDIS Participant Service Guarantee (the Guarantee). The Guarantee will set standards and timeframes for NDIA decision-making as it affects participants, their families, and carers.

We supported the work of the review through a small, dedicated secretariat, reporting to the independent reviewer, Mr David Tune AO PSM.

The review was designed to be shaped by the experiences of people with disability, their families, and carers. To support this, we facilitated, on Mr Tune's behalf, a national public consultation process to seek feedback from participants about their experiences with the NDIS, what should be included in the Guarantee, and what they felt was important to consider in this review of the NDIS Act.

Consultation activities commenced on 26 August 2019 and concluded 31 October 2019. During that process, the review received 201 written submissions from a range of stakeholders, including participants, their families and carers, service providers, advocates, and peak bodies. 1,273 usable responses were received to an online survey that sought to understand how participants and the people who support them experience the NDIS. An additional 15 face-to-face community workshops were held in every capital city and a regional location in each state and territory. Targeted consultations were also held with members of the Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with psychosocial disability.

Mr Tune handed his final report to the Government in December 2019, making 29 recommendations to remove legislative impediments to positive participant and provider experiences and support the implementation of the Guarantee. The report was published on the department's website in January 2020.

The Government's election commitment was to bring the Guarantee into law from 1 July 2020. However, this was not achievable due to the impact of the COVID-19 pandemic on the Australian community.

The Government is working to bring the Guarantee into law from 1 July 2021, with the NDIA committed to meeting the Guarantee from 1 July 2020, despite the delay in legislation.

Table 2.3.2: Program performance criteria and associated milestones/standards

| Intermediate outcome performance measure | | 2019–20 | 2018–19 | 2017–18 |
|--|--|----------------|----------------|----------------|
| PBS performance criteria | Target | | | |
| Program 3.1: Disability Mental Health and Carers | | | | |
| Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and the department. Agreements and contracts require: | Milestone/standard: Standard of delivery is in accordance with the terms and conditions of organisations' contracts and agreements with the department | | | |
| <ul style="list-style-type: none"> • employment assistance and other services to individuals with disability • direct advocacy support to individuals with disability • support to carers • support through community-based initiatives to assist people with, or at risk of, mental illness • national leadership and representation for services to build capacity within the disability, carers, or community mental health sectors. | | √ ^a | √ ^a | √ ^a |

| Intermediate outcome performance measure | | 2019–20 | 2018–19 | 2017–18 |
|--|---|----------------|----------------|----------------|
| PBS performance criteria | Target | | | |
| Program 3.2: National Disability Insurance Scheme | | | | |
| Policy, financial and partnership arrangements are in place to create an effective and sustainable NDIS including: | | | | |
| Developing and implementing policy settings for full scheme | Milestone/standard: Timely and effective policy advice (including on Quality and Safeguards) is provided for full scheme | ✓ ^b | ✓ ^c | ✓ ^d |
| Implementing funding mechanisms for NDIS transitions | Milestone/standard: Appropriate management of the NDIS cash flow | ✓ ^e | ✓ ^e | ✓ ^e |
| Negotiating and implementing agreements with states and territories for transition to full scheme | Milestone/standard: Strategic implementation issues are identified and resolved | ✓ ^f | ✓ ^g | ✓ ^h |
| Program 3.3: Program Support for Outcome 3 | | | | |
| Total departmental funding for Outcome 3 | Milestone/standard: Departmental funding is expended to achieve agency outcomes | \$116.905m | \$110.047m | \$106.633m |

- a All contracts and agreements were delivered in accordance with the terms and conditions specified.
- b Policy settings requiring finalisation before end of transition have been designed and are being implemented. Full scheme agreements with NSW, VIC, QLD, SA, TAS, ACT and NT embed enduring arrangements for the NDIS in those states and territories. A bilateral transition agreement remains in place in WA. QLD remained under a bilateral transition agreement until 1 October 2020 when its full scheme agreement came into effect.
- c Policy settings requiring finalisation before end of transition have been designed and are being implemented. Full scheme agreements with NSW, SA, VIC, TAS, NT and ACT embed enduring arrangements for the NDIS in those states and territories. Bilateral transition agreements remain in place for QLD and WA.
- d Policy settings requiring finalisation before end of transition are being designed and implemented. Reaching agreement with WA to join the nationally delivered NDIS makes it a truly national scheme. Full scheme agreements with NSW and SA embed enduring arrangements for the NDIS in those states.
- e The funding mechanism is agreed and is in place for all jurisdictions transitioning to full scheme NDIS.
- f Full scheme agreements with NSW, VIC, QLD, SA, TAS, ACT and NT embed enduring arrangements for the NDIS in those states and territories. A bilateral transition agreement remains in place for WA. QLD continues under a bilateral transition agreement until its full scheme agreement comes into effect no later than 1 January 2021.
- g Full scheme agreements with enduring funding and governance arrangements are in place for NSW, SA, VIC, TAS, NT and ACT. Negotiations with QLD were in their final stages at the end of the reporting period. Bilateral transition agreements remain in place for QLD and WA.
- h Bilateral transition agreements are in place for all states and territories including WA, which agreed to join the nationally delivered scheme in December 2017.

Performance Analysis of Outcome 3 Programs

For Outcome 3 programs our performance criteria (as outlined in the 2019–20 Portfolio Budget Statements) are primarily about having agreements in place. This is specifically related to the services and program outcomes for developing capabilities and active participation in the disability sector.

Services delivered under these arrangements include employment assistance to people with disability, direct advocacy support to people with disability, support to carers, support for community based initiatives to assist people with, or at risk of, mental illness and national leadership and representation services to build capacity within the disability, carers or community health sectors. Service level standards and expectations to improve independence and participation of people with disability and their carers are contained within the relevant funding agreements.

In the context of the NDIS the arrangements are focused on the policy, financial and partnerships with states and territories. The effectiveness of achieving these arrangements was through monitoring timely and effective policy advice, appropriate management of NDIS cash flow and strategic implementation issues being identified and resolved.

In this financial year, these arrangements were essential, for example with COVID-19 it enabled personal protective equipment and support to be directed and targeted appropriately.

In addition to the above, for 2020–21, the program performance will be focused on measuring the effectiveness of the services delivered by the organisations by seeking responses from the users of the services. In addition we will be measuring the impact of strategy development through engagement with stakeholders for the National Disability Strategy and the delivery of services for NDIS clients.

Performance Results of Key Activities

This section describes the performance of the key activities in Outcome 3. Table 2.3.3 outlines our Corporate Plan performance criteria and indicators for Outcome 3, which show how we intend to measure what we achieved, how well we did, and how much we did. Not all activities report against every performance criterion.

Table 2.3.3: Performance criteria for Purpose 3 Disability and Carers

Programs: 3.1 Disability, Mental Health and Carers; 3.2 National Disability Insurance Scheme; XP Cross Program

| Measure Hierarchy | Performance criteria | Indicator/Output | Program Reference | Results Table Index |
|--|--|--|-------------------|---------------------|
| Outcome— What did we achieve? | C3.1—Extent of improved independence and participation | C3.1.1—Number of people supported to achieve at least 6 months employment at their work capacity in Disability Employment Services | 3.1 | 2.3.4 |
| | | C3.1.2—Percentage of assisted people with disability, mental illness and carers with improved knowledge, skills, behaviours and engagement with services | 3.1 | 2.3.5 |
| Intermediate Outcome— How well did we do? | C3.2—Extent of contribution to creating and implementing national approaches | C3.2.1—Continued implementation of the National Disability Strategy 2010–2020 | XP | 2.3.6 |
| | | C3.2.2—Extent of contribution to create an effective and sustainable NDIS | XP | 2.3.7 |
| | C3.3—Extent to which service provision meets program objective | C3.3.1—Program performance criteria and associated milestones/standards (PBS) | 3.1, 3.2 | 2.3.2 |
| | | C3.3.2—Extent of satisfaction with services | 3.1 | 2.3.8 |
| | | C3.3.3—Percentage of assisted individuals who are from priority groups | 3.1 | 2.3.9 |
| Output— How much did we do? | C3.4—Delivery measures | C3.4.1—Number of individuals assisted (PBS) | 3.1 | 2.3.10 |
| | | C3.4.2—Number of organisations contracted or receiving grant funding to deliver services (PBS) | 3.1 | 2.3.11 |
| | | C3.4.3—Value of Commonwealth program funding transitioned to the NDIS (PBS) | 3.2 | 2.3.12 |
| | | C3.4.4—Value and number of Jobs and Market Fund projects supporting the growth of the NDIS market and workforce (PBS) | 3.2 | 2.3.13 |
| | | C3.4.5—Administered outlays (PBS) | 3.1, 3.2 | 2.3.14 |

Source: Corporate Plan 2019–20 and Portfolio Budget Statements 2019–20.

C3.1 Extent of improved independence and participation

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

C3.1.1 Number of people supported to achieve at least six months employment at their work capacity in Disability Employment Services

This indicator tracks the number of Disability Employment Services (DES) participants who achieved 26-week employment outcomes.

Analysis

Although there have been improvements in the number of DES participants with 26-week employment outcomes from 2018–19 to 2019–20, from early March 2020 the COVID-19 pandemic impacted on the number of DES participants being placed into employment and a number of DES participants who were in employment lost their jobs as a result of the COVID-19 pandemic and subsequent economic downturn. Both these factors directly affected the number of DES participants who would have achieved at least a 26-week employment outcome.

Table 2.3.4: Number of people supported to achieve at least six months employment at their work capacity in Disability Employment Services

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------|---------|---------|
| Disability Employment Services | | | |
| Total for Disability Employment Services ^a | 32,093 | 28,772 | 31,711 |
| • Disability Management Service ^a | 14,370 | 12,868 | 14,470 |
| • Employment Support Service ^a | 17,723 | 15,904 | 17,241 |

a From 2018–19 reporting, data on 26-week employment outcomes replaced the 3-month Post Placement Monitoring (PPM) data. The data on 26-week employment outcomes for 2017–18 and 2018–19 are included for comparison purposes.

C3.1.2 Percentage of assisted people with disability, mental illness and carers with improved knowledge, skills, behaviours, and engagement with services

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

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

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

Table 2.3.5: Percentage of assisted individuals with disability, mental illness, and carers with improved knowledge, skills, behaviours, and engagement with services

| Outcome performance measure | 2019–20 ^a | 2018–19 ^a | 2017–18 ^a |
|--|----------------------|----------------------|----------------------|
| Disability and Carer Support | | | |
| Percentage of assisted carers, with improved knowledge, skills, behaviours, and engagement with services ^b | 83.2% | 86.9% | 82.9% |
| Community Mental Health | | | |
| Percentage of assisted individuals with mental illness with improved knowledge, skills, behaviours, and engagement with services | 72% | 68.4% | 68% |

a To measure outcomes only clients with at least two corresponding outcome domains have been counted.

b This was a new performance measure for 2016–17. A refinement to the methodology has been applied to 2018–19 to better reflect overall performance. Data for 2019–20 includes outcomes data collected under the new Integrated Carer Support Service introduced from 1 July 2019, in addition to carer support programs funded under Outcome 3 until 31 May 2020.

C3.2 Extent of contribution to creating and implementing national approaches

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

C3.2.1 Continued implementation of the *National Disability Strategy 2010–2020*

This indicator captures high-level progress made in implementing the *National Disability Strategy 2010–2020* (the Strategy). The Strategy provides a 10-year national policy framework for all levels of government to improve the lives of people with disability.

Analysis

The Strategy is the main mechanism for all levels of government to meet Australia's commitment under the United Nations *Convention on the Rights of Persons with Disabilities* (CRPD). During 2019–20, we continued to drive action under the Strategy and with the Attorney-General's Department, provided the Committee on the Rights of Persons with Disability with Australia's second and third periodic report under the CRPD outlining Australia's achievements in implementing the convention and improving outcomes for people with disability. We also sponsored a civil society delegation to attend the proceedings in Geneva in September 2019 to ensure the Committee could hear directly from people with disability and disability sector representatives.

We also led significant work with states, territories, local government, and the disability sector on the development of the new National Disability Strategy for beyond 2020. A report, *Right to Opportunity*, on the first stage of public consultations to inform the new National Disability Strategy was released in December 2019. The report is available on the department's website. A second stage of public consultations were scheduled to start during April 2020 but at the request of the disability sector it was delayed until July 2020 due to the COVID-19 pandemic to ensure people with disability could safely participate and help shape the new National Disability Strategy.

Table 2.3.6: Continued implementation of the *National Disability Strategy 2010–2020*

| Intermediate outcome performance measure | 2019–20 |
|--|---|
| Cross program | |
| Delivery of the third National Disability Strategy progress report covering 2016–18 to COAG, developed in partnership with state and territory governments and other Commonwealth agencies | Second progress report (to 2016) released. Work underway with state and territory governments to finalise 2017–18 and 2019–20 progress reports |
| Development of the Strategy's Third Implementation Plan, in partnership with state and territory governments | <i>National Disability Strategy 2010–2020</i> Third Implementation Plan, covering calendar years 2019 and 2020 was endorsed by the Commonwealth, and state and territory disability ministers |

C3.2.2 Extent of contribution to create an effective and sustainable National Disability Insurance Scheme (NDIS)

Table 2.3.7: Extent of contribution to create an effective and sustainable NDIS

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|--|--|--|
| Cross program | | | |
| Policy, financial, and partnership arrangements are in place to create an effective and sustainable NDIS | Results reported against performance criterion 'Extent to which service provision meets program objective' | Results reported against performance criterion 'Extent to which service provision meets program objective' | Results reported against performance criterion 'Extent to which service provision meets program objective' |

C3.3 Extent to which service provision meets program objective

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

C3.3.2 Extent of satisfaction with services

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

Table 2.3.8: Extent of satisfaction with services

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Disability and Carer Support | | | |
| Percentage of individuals and families satisfied with the service provided by Carer Gateway | | | |
| • Call satisfaction ^a | 93% | 93% | 93% |
| • Website satisfaction ^b | - | 68% | 67% |
| Percentage of individuals who report that they are satisfied that the service they received was appropriate to their needs | 99.1% | 97.2% | 97.6% |
| Community Mental Health | | | |
| Percentage of individuals who report that they are satisfied that the service they received was appropriate to their needs | 94.5% | 93.8% | 96.9% |

- a Call satisfaction ratings indicated are from 1 July 2019 to 5 April 2020 (nine months). The Carer Gateway contact centre ceased operating on 5 April 2020 with the national Carer Gateway 1800 number routed to callers' local Carer Gateway service provider.
- b Website satisfaction ratings were changed in late July 2017, therefore, only data from August 2017 to June 2018 (11 months) has been reported for 2017–18. A redeveloped Carer Gateway website was launched on 1 July 2019 and website satisfaction ratings were not collected in 2019–20.

C3.3.3 Percentage of assisted individuals who are from priority groups

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

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

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|---------|---------|---------|
| Community Mental Health | | | |
| Percentage of individuals from Indigenous and culturally and linguistically diverse backgrounds: | | | |
| • Indigenous | 18.4% | 18.2% | 18.4% |
| • Culturally and linguistically diverse | 4% | 3.4% | 3.7% |

C3.4 Delivery measures

C3.4.1 Number of individuals assisted

Table 2.3.10: Number of individuals assisted

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------------------|---------|---------|
| Disability Employment Services | | | |
| Number of commencements | 141,078 | 115,824 | 90,521 |
| Total number of 4-week outcomes achieved ^a | 45,250 | 41,147 | - |
| Total number of 2-week job placements achieved ^a | - | - | 49,328 |
| Disability Management Service | | | |
| Number of commencements | 63,035 | 51,848 | 43,082 |
| Total number of 4-week outcomes achieved ^a | 19,853 | 18,366 | - |
| Total number of 2-week job placements achieved ^a | - | - | 22,412 |
| Employment Support Service | | | |
| Number of commencements | 78,043 | 63,976 | 47,439 |
| Total number of 4-week outcomes achieved ^a | 25,397 | 22,781 | - |
| Total number of 2-week job placements achieved ^a | - | - | 26,916 |
| Disability and Carer Support | | | |
| Number of carers assisted ^b | 73,005 | 95,709 | 108,192 |
| Number of people accessing Carer Gateway ^c | 1,453,373 | 580,948 | 441,311 |
| Number of people with disability provided with direct advocacy support: | | | |
| • National Disability Advocacy Program | 12,316 | 12,450 | 8,867 |
| • NDIS Appeals program ^e | 2,931 | 3,305 | - |
| Community Mental Health | | | |
| Number of people whose lives are affected by mental illness accessing support services ^d | 38,571 ^e | 49,884 | 66,792 |

a Under the new Disability Employment Services introduced on 1 July 2018, data on 4-week outcomes replaced data on (2-week) Job Placement outcomes. This results in a 'break in series' as data for 2018–19 is based on 4-week outcomes and data for 2017–18 was based on (2-week) Job Placement outcomes.

b Under the new Integrated Carer Support Service introduced from 1 July 2019, program performance reporting within the Data Exchange for 2019–20 was expanded to measure the performance of the new Carer Gateway digital counselling service, and from 6 April 2020 face-to-face services, online coaching and peer support.

c Figures for 2017–18 and 2018–19 access to Carer Gateway includes web forms, calls and call backs through the Carer Gateway contact centre as well as website visits and Facebook engagements. Under the new Integrated Carer Support Service introduced from 1 July 2019, the figure for 2019–20 includes additional data measuring access to services through the Carer Gateway website including digital counselling, online peer support and coaching. Additionally, from 6 April 2020, calls to and call backs reflect engagement with Carer Gateway service providers through the Carer Gateway phone number and website.

d The decrease in client numbers reported for 2019–20 is due to the department undertaking a data quality exercise resulting fewer unidentified group clients. In addition, this decrease demonstrates the impact of COVID-19 pandemic on direct service delivery in the last quarter of 2019–20. There has been no policy change to service delivery.

e The decrease in client numbers reported for 2019–20 is due to the department undertaking a data quality exercise resulting in service providers reporting fewer unidentified group clients. In addition, this decrease demonstrates the impact of COVID-19 pandemic on direct service delivery in the last quarter of 2019–20. There has been no policy change to service delivery.

C3.4.2 Number of organisations contracted or receiving grant funding to deliver services

Table 2.3.11: Number of organisations contracted or receiving grant funding to deliver services

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---------|---------|---------|
| Disability Mental Health and Carers | | | |
| Disability Employment Services ^a | 110 | 119 | 117 |
| Employer Assistance and Other Services ^b | 163 | 183 | 147 |
| Disability and Carer Support ^c | 86 | 83 | 83 |
| Community Mental Health ^d | 76 | 71 | 70 |

a Distinct counts of Disability Employment Services providers as at 30 June in 2018, 2019 and 2020.

b Distinct counts as at 30 June in 2018, 2019 and 2020 of entities that have been provided funding in relation to the Employment Assistance Fund, Supported Wage System, Wage Subsidy Scheme, National Disability Recruitment Coordinator, ongoing support assessments and JobAccess.

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

d The closure of the Carers and Work sub-activity and the expansion of the Individual Placement and Support (IPS) Trial in 2019–20 resulted in a net increase in the number of organisations funded through the Community Mental Health Activity.

C3.4.3 Value of Commonwealth program funding transitioned to the National Disability Insurance Scheme

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

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|-----------|-----------|-----------|
| National Disability Insurance Scheme | | | |
| Value of Commonwealth program funding transitioned into the National Disability Insurance Scheme | \$499.84m | \$304.14m | \$168.79m |

C3.4.4 Value and number of Jobs and Market Fund projects supporting the growth of the National Disability Insurance Scheme market and workforce

Table 2.3.13: Value and number of Jobs and Market Fund projects supporting the growth of the National Disability Insurance Scheme market and workforce (PBS)

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|-------------------------|------------------------|-------------------------|
| National Disability Insurance Scheme | | | |
| Value ^a and number ^b of Jobs and Market Fund ^c projects supporting the market, sector, and workforce to transition to the National Disability Insurance Scheme | \$10.26m 22 projects | \$5.20m 18 projects | \$18.61m 40 projects |

a Includes actual spending in the relevant period only.

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

c Includes the Sector Development Fund (SDF), which was replaced by the Jobs and Market Fund in the 2018–19 Budget. Note final SDF payments were made in 2018–19. Results for 2018–19 and 2019–20 are not comparable with previous years.

C3.4.5 Administered outlays

Table 2.3.14: Administered outlays

| Output performance measure | 2019–20 | 2018–19 | 2017–18 |
|--|-------------|-------------|-------------|
| Disability Mental Health and Carers | | | |
| Disability Employment Services ^a | \$1,201.12m | \$862.98m | \$765.45m |
| Employment Assistance and Other Services ^b | \$30.29m | \$28.30m | \$31.34m |
| Disability and Carer Support | \$181.65m | \$139.85m | \$127.35m |
| Community Mental Health | \$52.57m | \$49.63m | \$47.36m |
| National Disability Insurance Scheme | | | |
| National Disability Insurance Scheme Research and Evaluation | - | - | \$0.65m |
| National Disability Insurance Scheme Transition | \$190.15m | \$402.06m | \$511.71m |
| National Disability Insurance Scheme Participant Plans | \$6,754.76m | \$3,715.71m | \$2,088.86m |
| National Disability Insurance Scheme Information, Linkages and Capacity Building | \$134.51m | \$111.38m | \$70.99m |
| Establishment of the NDIS Quality and Safeguards Commission | - | \$0.18m | \$0.82m |
| Boosting the Local Care Workforce | - | \$15.84m | \$10.56m |
| Payments to Corporate Entity—NDIA agency costs | \$1,413.26m | \$1,477.67m | \$1,050.98m |

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

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

Chapter 2.4

Purpose 4—Housing

Increased housing supply, improved community housing, and assisting individuals experiencing homelessness through targeted support and services.

Summary and analysis of Outcome 4 performance

The policy tools to support the availability of affordable and stable housing for low and moderate-income households are shared between the Australian Government and state and territory jurisdictions. These tools include: finance, regulation and tax settings, and planning and zoning policy. More broadly, factors such as housing market performance and labour market conditions are important influences on housing opportunities and outcomes. We work with the Australian Government Treasury and state and territory housing departments, including through the National Housing and Homelessness Agreement (NHHA), to improve housing and homelessness outcomes.

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

Key results

In the past year, some of our contributions to improving outcomes for increasing housing supply, improving community housing and assisting individuals experiencing homelessness include:

- delivered over \$4.6 billion in Commonwealth Rent Assistance payments to help more than 1.3 million individuals and families renting in the private rental market or living in community housing. Outcome 1 (Table 2.1.12) reports on the impact of Commonwealth Rent Assistance in reducing the incidence of rental stress⁸ for social security payment or Family Tax Benefit recipients
- together with the Australian Government Treasury, delivered around \$1.6 billion through the NHHA to improve housing and homelessness outcomes across Australia. Through the NHHA, the Australian Government is improving funding for homelessness by ensuring homelessness funding previously provided through short-term agreements is ongoing and indexed. This will result in dedicated homelessness funding that needs to be matched by states and territories
- leading development of a housing and homelessness data improvement plan with states and territories and Commonwealth agencies, to ensure housing outcomes can be reliably measured in the future and government funds can be directed to the most effective measures
- strengthened the regulatory framework for administering the National Rental Affordability Scheme (NRAS)
- together with states and territories and the Australian Government Treasury, progressed the review of the National Regulatory System for Community Housing to ensure a well-governed, well-managed and viable sector that meets the housing needs of tenants and provides assurance for governments and investors.

8 Commonwealth Rent Assistance recipients are considered to be in rental stress if rent is more than 30 per cent of income.

Outcome 4 Programs and Key Activities

Outcome 4 comprises two programs and two activities contributing to the achievement of the Housing outcome. The policy tools to support the availability of affordable and stable housing for low and moderate-income households are shared between the Australian Government and state and territory jurisdictions. These tools include: finance, regulation and tax settings, and planning and zoning policy. More broadly, factors such as housing market performance and labour market conditions are important influences on housing opportunities and outcomes. We work with the Australian Government Treasury and state and territory housing departments, including through the NHHA, to improve housing and homelessness outcomes.

Table 2.4.1: Outcome 4 Programs and Key Activities

| OUTCOME 4—HOUSING | |
|---|--|
| Refer to Table 2.4.2 for program performance results | |
| Program 4.1 Housing and Homelessness | Program 4.2 Affordable Housing |
| Key activities <ul style="list-style-type: none"> National Housing and Homelessness Agreement | Key activities <ul style="list-style-type: none"> National Rental Affordability Scheme |
| Refer to Table 2.4.3 for index of key activities performance results | |

Performance Results of Programs

This section describes the 2019–20 results of the program performance measured through agreements in place with relevant service providers.

C4.3 Extent to which delivery meets program objective

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

C4.3.1 Program performance criteria and associated milestones/standards

Table 2.4.2: Program performance criteria and associated milestones/standards

| Intermediate outcome performance measure PBS performance criteria | Target | 2019–20 | 2018–19 | 2017–18 |
|---|--|----------------|----------------|----------------|
| Program 4.1: Housing and Homelessness | | | | |
| Delivery by organisations is in accordance with specified requirements, which may include service level standards, of the contracts and agreements between organisations and the department | Milestone/standard: Standard of delivery is performed in accordance with the terms and conditions of Homes for Homes' and Hobart City Deal contracts and agreement with the department | ✓ | ✓ | ✓ |
| Program 4.2: Affordable Housing | | | | |
| Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants who comply with the regulations, so NRAS dwellings are made available at reduced rents for eligible low and moderate-income households | Milestone/standard: Incentives are only issued when compliance to the regulations has been adhered to Result: 34,509 incentives were issued to approved participants in accordance with the regulations for the 2018–19 NRAS year | ✓ ^a | ✓ ^b | ✓ ^c |
| Program 4.3: Program Support for Outcome 4 | | | | |
| Total departmental funding for Outcome 4 | Milestone/standard: Departmental funding is expended to achieve agency outcomes | \$22.482m | \$19.139m | \$18.545m |

a 34,509 incentives were issued to approved participants in accordance with the regulations for the 2018–19 NRAS year.

b 34,924 incentives were issued to approved participants in accordance with the regulations for the 2017–18 NRAS year.

c 34,061 incentives were issued to approved participants in accordance with the regulations for the 2016–17 NRAS year.

Performance Analysis of Outcome 4 Programs

For Outcome 4 our performance criteria (as outlined in the 2019–20 Portfolio Budget Statements) is about delivery in compliance with contracts, agreements and legislation.

The contracts and agreements contain the service level standards and expectations between the department and the organisation delivering the services to best effect the increase of housing supply, improved community housing and assisting individuals experiencing homelessness.

For 2020–21 there will be a continued focus on this effect with a performance criterion focused on states and territories delivering and meeting their requirements under the National Housing and Homelessness Agreement.

There will also be a continued focus on delivering the NRAS in compliance with legislation, including processing of compliance statements within 60 days. The NRAS makes dwellings available at reduced rents for eligible low and moderate income households by issuing incentives to approved participants. Results provided relate to compliance being met and demand data related to number of incentives issued and percentage of dwellings that were paid an incentive.

Performance Results of Key Activities

This section describes the performance of the key activities in Outcome 4. The table below outlines our Corporate Plan performance criteria and indicators for Outcome 4, which show how we intend to measure what we achieved, how well we did, and how much we did. Not all activities report against every performance criterion.

Table 2.4.3: Cross program performance criteria for Outcome 4—Housing

Programs: 4.1 Housing and Homelessness; 4.2 Affordable Housing

| Measure Hierarchy | Performance criteria | Indicator/Output | Program Reference | Results Table Index |
|--|--|--|-------------------|---------------------|
| Outcome— What did we achieve? | C4.1—Extent of improvement in rental affordability for low and moderate-income households | C4.1.1—Percentage of National Rental Affordability Scheme (NRAS) households in rental stress before and after NRAS discounted rent | 4.2 | 2.4.4 |
| Intermediate Outcome— How well did we do? | C4.2—Extent of contribution to national initiatives | C4.2.1—the department's contribution to Commonwealth/ State agreements for housing and homelessness | 4.1, 4.2 | 2.4.5 |
| | C4.3—Extent to which delivery meets program objective | C4.3.1—Program performance criteria and associated milestones/ standards (PBS) | 4.1, 4.2 | 2.4.2 |
| | | C4.3.2—Percentage of NRAS dwellings paid an incentive for the relevant NRAS year (PBS) | 4.2 | 2.4.6 |
| Output— How much did we do? | C4.4—Delivery measures | C4.4.1—Number of incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO)) (PBS) | 4.2 | 2.4.7 |

Source: Corporate Plan 2019–20 and Portfolio Budget Statements 2019–20.

C4.1 Extent of improvement in rental affordability for low and moderate-income households

This criterion comprises one similar indicator for measuring improved rental affordability for low and moderate-income households. The indicator enables an assessment of whether the provision of discounted rents through the NRAS improves rental affordability for those assisted. Rental affordability supports individuals and families from becoming homeless and supports those experiencing homelessness to transition into stable housing.

C4.1.1 Percentage of National Rental Affordability Scheme (NRAS) households in rental stress before and after NRAS discounted rent

This indicator reports on the impact of providing dwellings under NRAS at lower than market rents (a rate that is at least 20 per cent less than market rent). For the purposes of this indicator, an NRAS household is considered to be in rental stress when rent is more than 30 per cent of gross income.⁹ This may not reflect actual rental stress.

Analysis

NRAS has increased the availability of affordable rental housing to low and moderate-income households and has reduced the rent for dwellings in the scheme. As at 30 April 2019¹⁰, NRAS reduced the proportion of NRAS households in rental stress by over 21 percentage points.

Table 2.4.4: Percentage of NRAS households in rental stress before and after NRAS discounted rent

| Outcome performance measure | 2018–19 NRAS year | 2017–18 NRAS year | 2016–17 NRAS year |
|--|----------------------|----------------------|----------------------|
| Affordable Housing | | | |
| Percentage of NRAS households in rental stress before and after NRAS discounted rent | | | |
| • Before | 82.2% | 84.1% | 85.7% |
| • After | 60.5% | 61.3% | 62.1% |

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

10 Results for the 2018–19 NRAS year (1 May 2018 to 30 April 2019) are reported, as full occupancy and payment data for 2019–20 were not available at time of publication.

C4.2 Extent of contribution to national initiatives

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

C4.2.1 The department's contribution to Commonwealth/State agreements for housing and homelessness

We work closely with other government agencies and states and territories to develop policy options to increase housing affordability, increase the supply of social and affordable housing, and reduce the level of homelessness.

Analysis

Other mechanisms for cross-jurisdictional housing policy and delivery in 2019–20 include the NHHA, the Review of the National Regulatory System for Community Housing and City Deals, such as the Hobart City Deal. Reporting on performance against the NHHA is managed by the Productivity Commission.

The almost \$1.6 billion a year NHHA commenced on 1 July 2018. In 2019–20, under the NHHA, we chaired a Commonwealth–state Data Improvement Plan for improved, nationally consistent data on housing and homelessness which was endorsed by housing and homelessness senior officials from the Commonwealth and all states and territories.

As part of the 2017–18 Mid-Year Economic and Fiscal Outlook, the Australian Government agreed to work with state and territory governments to assist the growth of the community housing sector through a review of regulation.

Table 2.4.5: The department's contribution to Commonwealth/state agreements for housing and homelessness

| Intermediate outcome performance measure | 2019–20 | 2018–19 | 2017–18 |
|---|---|---|---|
| Cross Program | | | |
| The department's contribution to Commonwealth/state agreements for housing and homelessness | Reviewed annual statements of assurance and chaired Data Improvement Plan under the National Housing and Homelessness Agreement | Chaired Data Improvement Plan under the National Housing and Homelessness Agreement | Contributed to development of National Housing and Homelessness Agreement that commenced on 1 July 2018 |

C4.3 Extent to which delivery meets program objective

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

C4.3.2 Percentage of NRAS dwellings paid an incentive for the relevant NRAS year

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

Table 2.4.6: Percentage of NRAS dwellings paid an incentive for the relevant NRAS year

| Intermediate outcome performance measure | 2018–19 NRAS year | 2017–18 NRAS year | 2016–17 NRAS year |
|---|-------------------|-------------------|-------------------|
| Affordable Housing | | | |
| Percentage of dwellings that were paid a full incentive for the relevant NRAS year | 92.7% | 94.2% | 95.8% |
| Percentage of dwellings that were paid a partial incentive for the relevant NRAS year | 5.0% | 3.7% | 2.8% |

4.4 Delivery measures

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

A total of 34,509 incentives were issued for the 2018–19 NRAS year.

Table 2.4.7: Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO))

| Outcome performance measure | 2018–19 NRAS year | 2017–18 NRAS year | 2016–17 NRAS year |
|--|---------------------|---------------------|-------------------|
| Affordable Housing | | | |
| Number of NRAS incentives issued for the relevant NRAS year (Cash and Refundable Tax Offsets (RTO)): | | | |
| • Cash | 12,385 ^a | 11,773 ^a | 9,076 |
| • RTO | 22,124 ^a | 23,167 ^a | 24,985 |

a Results for the 2018–19 NRAS year (1 May 2018 to 30 April 2019) are reported, as full payment data for 2019–20 were not available at time of publication.