



Australian Government
Department of Social Services

Department of Social Services
Incoming Government Briefing – May 2022
Housing and Homelessness

Contents

Secretary's Letter	3
Environmental Scan	5
Election Commitment	15
Housing Australian and Delivery of Housing Commitments	15
Key Matter for Attention before 30 June 2022	19
Significant Issues Brief	20
The Portfolio	24
Executive	24
Organisation Structure and Staffing	29
Senior Organisation Chart	30
Department Staffing Profile	31
The Portfolio	34
The Department	34
Budget 2022-23 and Appropriation Funding	34
Outcome 1: Social Security	36
Outcome 2: Families and Communities	37
Outcome 3: Disability and Carers	38
Outcome 4: Housing	39
The Social Services Portfolio	40
Legislation	44
Portfolio Statutory Appointments	47
External Scrutiny	52
Communication Campaigns	53
State of Parliamentary Committee Inquiries	57
Supporting Ministerial Offices	61



Australian Government
Department of Social Services

**Ray Griggs AO CSC
Secretary**

The Hon Julie Collins MP
Minister for Housing, Minister for Homelessness and
Minister for Small Business (Designate)
Parliament House
CANBERRA ACT 2600

Dear Minister

Congratulations on your appointment as Minister for Housing, Minister for Homelessness and Minister for Small Business. I look forward to meeting with you to discuss your agenda, with a particular focus on how we can work together to meet the Government's broader priorities and progress election commitments. I believe we are well placed to support you and your team to improve housing and homelessness outcomes.

The department is committed to implementing your decisions. This brief has details on how we will assist you to implement your election commitments.

We will work to establish a strong professional relationship with your office, recognising the key role of your advisers. As Secretary, I place great importance on maintaining the quality of the department's relationship with yourself and your office.

The department will respond quickly and professionally to requests from your office. Departmental staff are aware that executive decisions are the preserve of Ministers and will ensure your decisions are clearly recorded to ensure a solid basis for action.

Immediate Priorities

The Government has outlined a comprehensive and ambitious housing agenda to address the housing and homelessness challenges facing Australia. The Government's plan to establish Housing Australia, the Housing Australia Future Fund, the National Housing Supply and Affordability Council, the Help to Buy scheme and the national housing and homelessness plan are significant reforms. Given the magnitude of these changes, it will be important to work with your ministerial colleagues along with the states, sector and industry stakeholders and unions. Such an approach will ensure the Government's significant investment into housing will maximise the number of Australians with access to secure housing, while also supporting job creation.

It will be important to consider how to bring the Government's commitments and the existing pieces together. We stand ready to move quickly to help implement your agenda - given the importance of the Government's housing agenda, and the complexity of the housing system, a whole of government, staged implementation approach will be needed. At your convenience, I would welcome an early discussion on these matters.

Incoming Government Brief

The department has prepared the attached Incoming Government Brief (IGB) tailored to your responsibilities to provide you with a high-level overview of issues relating to the portfolio including:

- environmental scan
- election commitments
- key matters for attention within 30 days
- supporting materials, including outcome summaries, key stakeholders and support for your office.

Some sections of the document (environmental scan and the corporate section) are common to all portfolio Ministers. The IGB is available to you in hard copy and electronic form. A series of fact sheets on key issues and relevant programs are available for your team in addition to the IGB material.

I have asked Pat Hetherington, Chief Operating Officer to be the lead senior officer in the department to liaise with your Chief of Staff. He will initiate briefing meetings, and assist with all necessary arrangements to support your office. Subject to your specific portfolio arrangements, ICT support for your office will be provided through the Services Australia VIP team (Services Australia provide ICT shared services for the Department). If there are any concerns relating to setting up the office from an ICT perspective, I would appreciate that either I or my Chief Operating Officer are the first point of call.

I would appreciate an early discussion with you around how you would like your initial series of briefings to be tackled. I and my senior officers are ready to discuss next steps and brief you as required.

In terms of my operating approach I have focused on building a more curious, thoughtful and agile department that gets the basics right, one that is respected across government and with our many stakeholders. More broadly I have been working on getting the portfolio to be collaborative and to have a portfolio team view on key issues and ensuring we have effective relationships in place that help you and our other ministers in the portfolio to get the best advice and pursue strong outcomes.

Again, congratulations on your appointment. I look forward to working with you.

S 47F

R.J. GRIGGS

31 May 2022

Environmental Scan

Overview

This scan sets out some of the challenges facing Australia through a social services portfolio lens and outlines the important role that the portfolio can play in addressing them. It is intended as a high level scan which is supported by other elements of this Incoming Government Brief.

The social services portfolio and the challenges facing Australia

This portfolio has a vital role supporting the most vulnerable and disadvantaged Australians to have equal opportunity to participate in all aspects of Australian life. As a portfolio we are responsible for \$172 billion of expenditure each year, accounting for around one quarter of the Commonwealth budget. Last financial year we made payments to 9.4 million people and provided services to nearly half a million people with a disability. Throughout the COVID-19 pandemic, the portfolio responded quickly to provide additional support across the nation.

Australia has come through the COVID-19 pandemic better than most countries. However, it appears that the global environment will remain more uncertain than it has been in recent decades, creating additional challenges for policy making. This means we need to be prepared to respond to unexpected events which may again set the agenda in this term of Parliament.

While Australia has a very high standard of living by international standards and the economy is recovering from the pandemic, significant **social challenges** remain.

Although overall income inequality has remained steady since before the Global Financial Crisis (GFC), pockets of disadvantage remain in particular groups and regions. In its 2018 report *Rising Inequality?*, the Productivity Commission found that people living in single-parent families, unemployed people, people with disability and First Nations people are particularly likely to be disadvantaged on all measures: income poverty, deprivation and social exclusion. Children living in jobless households experience multiple measures of inequality and disadvantage. New research by the Melbourne Institute has confirmed that employment is the most significant factor for entry into, and exit from, poverty. This emphasises the importance of an effective and targeted social security system.

Intergenerational disadvantage persists and people are still missing out. Often the same individuals and families have multiple touch points across the federal and jurisdictional systems - social security, housing, community supports and disability services. Cost of living concerns are being felt more acutely. Emergency Relief providers supported by the department, such as Anglicare and the Salvation Army, are reporting increases in demand for their services, testing their capacity to deliver to their clients.

Employment remains key in reducing disadvantage. However, employment opportunities for people with disability remain a challenge. Remote locations, where a substantial number of more disadvantaged First Nations people live, have few private employment opportunities. Many of those receiving unemployment benefits face multiple barriers to employment, such as reduced work

capacity and long periods out of work. The continuing economic recovery and tightening labour market present a unique moment in which to help those with barriers to employment into jobs.

Around 18 per cent of the Australian population is estimated to have some form of disability. Having a disability can be detrimental to wellbeing,¹ disabled Australians are much less satisfied with life than those without disability.² Only 53 per cent of working age people with disability are participating in the labour force,³ compared with 66⁴ per cent of the general working age population. One in 10 people with disability aged 15 years and over had experienced discrimination in the previous 12 months because of their disability. Less than two thirds had their need for assistance fully met.⁵ People with disability are more likely to experience violence than people without disability, including more than half reporting experiencing physical violence, more than 1 in 4 intimate partner violence and 21 per cent sexual violence⁶. The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability is to report to the Governor General by 29 September 2023.

Despite some progress, family, domestic and sexual violence (FDSV) remains widespread and is a whole of community issue involving all jurisdictions and sectors. There are high expectations from stakeholders around the National Plan to End Violence against Women and Children 2022-2032 (next National Plan) providing a framework basis for tangible change. FDSV can have lifelong impacts for both victims and people who use violence. 1 in 6 women and 1 in 16 men have experienced physical or sexual violence by a current or former partner, indicating the highly gendered nature of family and domestic violence. The next National Plan is being finalised, including through working with state and territory Ministers, with progress to date including a shared long-term commitment

¹ Reference: 2018 ABS SDAC Summary of Findings

[Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au/ausstats/abs@.nsf/mf/2503.0/2018/sumfindings)

² Reference: 2019 ABS General Social Survey: Summary of Results

[General Social Survey: Summary Results, Australia, 2019 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au/ausstats/abs@.nsf/mf/2503.0/2019/sumresults)

³ Reference: 2020 AIHW People with Disability in Australia Report

[People with disability in Australia 2020: in brief, Employment - Australian Institute of Health and Welfare \(aihw.gov.au\)](https://www.aihw.gov.au/reports/people-with-disability/people-with-disability-in-australia-2020)

⁴ Reference: ABS Labour Force estimates of participation

[Labour Force, Australia, April 2022 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au/ausstats/abs@.nsf/mf/2901.0/2022/quarterly-labour-force)

Note: The ABS figure of 66% includes people with disability as part of its general population. The AIHW report reports 84% labour force participation rate for working-age people without disability as the comparison group to labour force participation for people with disability.

⁵ Reference: 2018 ABS SDAC Summary of Findings

[Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics \(abs.gov.au\)](https://www.abs.gov.au/ausstats/abs@.nsf/mf/2503.0/2018/sumfindings)

⁶ sourced from safety TAP. Original source is Centre of Research Excellence in Disability and Health's March 2021 research report completed for the Royal Commission, p9

to a future free from all forms of gender-based violence in Australia built on four pillars: Prevention, Intervention, Response and Recovery.

People experiencing homelessness, and those at risk of homelessness, are among Australia's most socially and economically disadvantaged. Census data (from 2016) shows the rate of homelessness remains significant, at 50 per 10,000 population. Of the 116,000 people estimated to be homeless on Census night in 2016, 20 per cent identified as Aboriginal and Torres Strait Islander Australians. It is likely that rising prices in the housing market for both purchasing and renting since the last Census will have caused increased homelessness.

We also need to keep making progress towards Closing the Gap for Aboriginal and Torres Strait Islander people. While on almost every measure there has been absolute progress, the relative gap remains stubbornly wide and in some cases is widening. The portfolio is active in addressing 3 of the socio-economic targets and the disability cross-cutting outcome that we have responsibility for within the Commonwealth, and in influencing the development of the four priority reforms in the Closing the Gap Agreement.

The economic and fiscal context

Over the **short term**, Australia faces substantial **economic challenges**. Inflation rose 5.1 per cent over the past twelve months, the highest it has been in over 20 years. The cost of transport and housing rose by significantly more than overall inflation, up by 13.7 per cent and 6.7 per cent respectively. People on low and fixed incomes tend to have less financial resources to draw upon and fewer opportunities to substitute their consumption to cheaper alternatives, leaving them more exposed to rises in the cost of living. This sudden increase in the cost of living, and the monetary policy response of increased interest rates, is putting more pressure on the people and services supported by this portfolio, at least in the short term.

The Pre-Election Economic and Fiscal Outlook forecast that unemployment will fall to 3 $\frac{3}{4}$ per cent in 2022-23. The latest labour force statistics indicate that the unemployment rate has already fallen to 3.9 per cent. While this is a positive outcome, it is also creating a very tight labour market. Businesses are reporting significant skills shortages, which may impede the economic recovery and further stoke inflation. This is likely to enhance the focus on supporting social security recipients into work, and on the reform of disability employment services.

Over the **long term**, Australia is facing lower economic growth than we have been accustomed to in the past forty years. The 2021 Intergenerational Report found that this would be driven by slower population growth and the effects of an ageing population. Australia is in the midst of a major demographic transition, as the Baby Boomer generation begins to reach retirement.

Boosting economic growth will enhance the Government's capacity to address social challenges, particularly if the focus is on ways to enhance productivity growth and maximise labour force participation. Although it is at historic highs, Australia's rate of labour force participation by women lags peer countries like New Zealand, the United Kingdom and Canada. The right incentives in the social security system can make a substantial contribution to boosting labour force participation by women.

The three major programs for supporting families with children, Family Tax Benefit, the Child Care Subsidy (a responsibility of the Education portfolio) and the Paid Parental Leave Scheme have a significant influence on women's labour force participation. There may be opportunities to support further growth in women's labour force participation by closely examining the way these programs interact and the incentives they create.

Australia also faces a **fiscal challenge**. The necessary emergency spending in response to the COVID-19 pandemic has contributed to a larger debt burden. The Pre-Election Fiscal and Economic Outlook shows that gross debt is expected to peak at 44.9 per cent of GDP in 2024-25. This is more than double pre-COVID levels of debt.

Over the long term, spending is expected to increase on health and disability, aged care and public debt interest payments. According to the 2021 Intergenerational Report, Australia faces 40 years of deficits. In part this reflects decisions to pursue important social objectives through structural increases in spending, for example boosting the rate of JobSeeker Payment and the establishment and growth of the National Disability Insurance Scheme.

Priorities for the portfolio

The Government has indicated it is committed to reducing wasteful spending and to strengthen the **fiscal position**. A waste audit will be conducted by the Departments of Finance and Treasury over the next year with the objective of identifying additional savings to repair the Budget.

The continued recovery of the economy from the pandemic has led to downward revisions in social security working age payments. For example, the projected improvement in the unemployment rate contributed to a 16 per cent decline in forecast expenditure on JobSeeker Payment over the forward estimates between the 2021-22 and 2022-23 Budgets.

Most of the spending in the portfolio is demand driven and in the case of social security payments, driven by broader economic factors included inflation. As total spending within the portfolio is over half a trillion dollars across the forward estimates, relatively small changes in indexation or in the number of recipients can have substantial financial impacts.

This portfolio has historically been called on to significantly contribute to budget repair as the portfolio is responsible for six of the top 20 largest programs across Government, and accounts for around a quarter of the total Commonwealth budget.

s47E, s47C

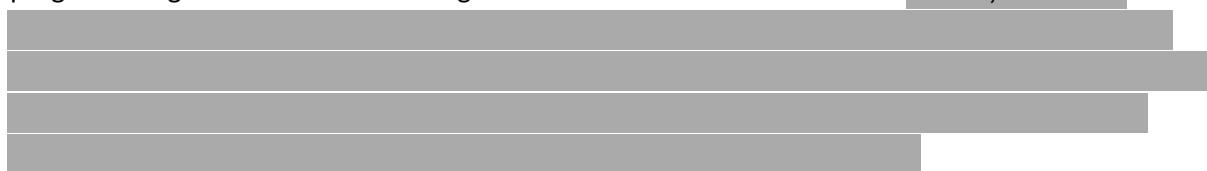
Significant fiscal pressures are weighing on the portfolio across the medium term. This includes the NDIS, with outlays on participant supports projected to grow from \$33.9 billion in 2022-23 to

\$44.6 billion in 2025-26⁷, which includes both Commonwealth and State contributions. This is at the same time as participants and disability advocates are increasingly vocal about the adequacy of participant supports. Media coverage has claimed that participants have had their funding arbitrarily cut or had requests for necessary supports declined. In the last year, requests to the Administrative Appeals Tribunal (AAT) for reviews of decisions made by the National Disability Insurance Agency (NDIA) have more than doubled.

The single biggest driver of higher than expected outlays on the NDIS (as compared to the 2017 Productivity Commission study report on *NDIS costs*⁸) is higher than expected average costs per participant. Over the forward years, this will be compounded by continued growth in participant numbers, which had been expected to drop back to parallel overall population growth of around 2 per cent or about 10,000 per year once participant numbers reached around 500,000, but which are now projected to continue to increase by 50-60,000 per year, even though they have reached 523,223 as at 30 April 2022.⁸

Services Australia has undergone some profound change in recent years as it increasingly has been delivering more and more Government services. Its performance throughout the pandemic has been highly effective in supporting the broader population. To continue modernising the effective and efficient delivery of government services by Services Australia will require further ICT investment; this will also continue to present fiscal pressure in the portfolio.

For many priorities within this portfolio, you will engage with multiple Ministers across states and territories, including Disability Ministers, Attorneys-General, Community Services Ministers and Housing Ministers. It is vital that the portfolio's interests are reflected in whole of government discussions regarding any approach to resetting the relationship with states and territories. Strong, collaborative partnerships with states and territories are needed to deliver many of the Government's priorities, including the NDIS, family, domestic and sexual violence, housing and the National Redress Scheme. In a number of these matters, there are governance and fiscal risks; the Commonwealth bears the lion's share of the costs, yet decisions cannot be taken on policy or program design without unanimous agreement from states and territories. **S47E, s47C**



⁷ Reference: DSS 2022-23 PBS (p. 124)

[2022-23_social_services_pbs.pdf \(dss.gov.au\)](#)

⁸ Reference: NDIA Monthly Summary Report – April 2022

[PB_Monthly_update_April_2022.pdf](#)

A better social security system

The **tight labour market** provides an opportunity to drive further participation amongst women and the long-term unemployed. For those with barriers to labour force participation, the current labour market may provide the best opportunity in many years to secure a job in spite of skills mismatches, or in the case of people with disability, employer discrimination or attitudinal hesitancy.

Australia has one of the most targeted, non-contributory social security systems in the Organisation for Economic Cooperation and Development (OECD). In 2020-21, Centrelink provided support to over 9.4 million Australians. In the 2022-23 Budget Australia's expenditure on social security and welfare (including childcare and aged care delivered in other portfolios) is estimated to be \$222 billion (35.3 per cent of total expenditure) and reach \$249 billion across the forward estimates. This portfolio is typically a strong contributor to budget repair. **s47E, s47C**

As the economy recovers from the pandemic, a significant proportion of the working age population who came onto income support in 2020 and 2021 have returned to employment. The number of people on JobSeeker Payment and Youth Allowance (other) has fallen from a peak of 1,635,286 in May 2020 to 883,645 as at 6 May 2022, just 0.1 per cent higher than the level at the onset of COVID-19. There are opportunities to support many of those who remain on payments into work despite barriers to employment such as partial capacity to work (43 per cent), long-term unemployment (defined as longer than one year on income support; 83 per cent) or mature age (defined as being over 55; 30 per cent). Around 15 per cent of the JobSeeker Payment population has all three barriers to employment, while only 10 per cent is considered more work ready.

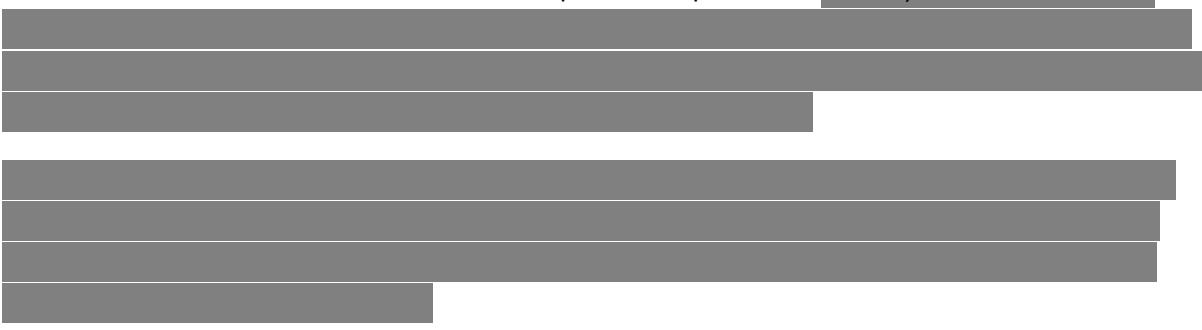
The tightening labour market offers an opportunity to look for opportunities to support those with more limited capacity into employment. The Jobs Summit that the Government has committed to hold will provide an opportunity to hear directly from diverse parties on many issues ranging from skill shortages to addressing barriers to employment. This will be a strong foundation for the Full Employment White Paper the Government has committed to in its first term.

Housing

There are increasing calls for greater funding for social and affordable housing in response to significant demand pressures in the housing market. The impact of the pandemic, rising house and rental prices and cost of living pressures (including the recent rise in interest rates) all add to the pressure in the housing market. The affordable housing shortfall disproportionately affects people with disability who are eight times more likely to live in public housing, five times more likely to be homeless, and three times more likely to receive Commonwealth Rent Assistance.

Lack of access to general housing is another source of significant pressure to expand the scope of the NDIS. The NDIS does not fund accommodation except for short-term stays in respite care and specialist disability accommodation (SDA) for a small percentage of participants (around 5 per cent) who require it due to the very specific nature of their care needs. There is increasing pressure, including from states and territories, for the NDIS to fund accommodation beyond SDA, as unstable housing or homelessness disrupts care and contributes to some people with disability remaining in public hospitals after they are medically ready for discharge.

The Government's plan to establish a Housing Australia Future Fund and commit to building 30,000 new social and affordable houses will be an important step forward. **s47E, s47C**



Better support for people living with disability

Following the trial phase of the NDIS up to mid-2016, the focus through the transition phase was on transitioning people from state and territory run services into the scheme while also developing a market for the provision of disability services. Participation grew more slowly than anticipated, however, following continued efforts from 2017-18 through 2020-21, there are now more people supported through the scheme than previously expected; growth continues at a higher rate than previously expected. There are now more than twice as many people with disability supported through the NDIS as was the case before the NDIS was established, with expenditure on supports more than three times what it was before the NDIS, in real terms.

Around 4.4 million Australians⁹ are estimated to have some form of disability, of whom around 2.5 million are aged 0 to 64 years old, of whom in turn, around 729,000 have a severe or profound core activity limitation.ⁱⁱ As at 30 April 2022, the NDIS provides funds for supports to 523,223 participants in the scheme. With the establishment of the NDIS, the states and territories have largely ceased providing other disability support programs, creating pressure on the NDIS as the only vehicle to get support.

By 2025-26 it is projected that there will be 710,000 participants with cost of supports reaching \$44.6 billion,¹⁰ significantly higher than expected when the scheme was introduced. While state and territory governments are co-stewards of the Scheme, they are not equal financial partners. The Commonwealth is responsible for the costs of the NDIS above the set contributions from states and territories, which grow at 4 per cent per year, as per full scheme agreements agreed between the Commonwealth and states and territories. With expenditure on participant supports growing much

⁹ 4.4 million Australians had disability in 2018 [Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics \(abs.gov.au\)](#).

¹⁰ Reference: DSS 2022-23 PBS (p. 124) [2022-23_social_services_pbs.pdf \(dss.gov.au\)](#)

faster than 4 per cent per year, the Commonwealth's share of total participant costs was 55 per cent in 2020-21 (\$18.2 billion) and is forecast to reach 71 per cent (\$31.5 billion) in 2025-26¹¹.

While states and territories are insulated from the greater than expected growth in NDIS costs, their say in the Scheme remains rightly significant, with the NDIS Act 2013 providing that making or amending most regulations affecting participants must be supported by each and every state and territory. **S47E, s47C**

Following the earlier focus on establishing the NDIS and transitioning people from state and territory services into the Scheme, there now needs to be a much stronger focus on improving the operation of the Scheme. A collective understanding of the effectiveness of supports delivered under the Scheme needs to be developed – what works and what doesn't, what delivers the most for participants while costing them the least and ensuring there is a vibrant support market to enable choice and control. There is also a need to lift the capability of providers and workers through responsive regulation, market and workforce development that works to ensure the safety of participants, availability and quality of supports, and embed the rights of participants in the way supports are delivered. Central to this must be meaningful engagement of people with disability, carers, representative organisations, providers, and state and territory governments.

Australia's Disability Strategy for 2021 to 2031 (ADS) is the overarching policy framework for all people with disability. The strategy has had very strong support from the disability sector through the genuine and deep engagement that was undertaken in its design and development. The commitments in the strategy, and associated targeted action plans, represent how all three tiers of government are seeking to protect, promote and realise the human rights of people with disability, consistent with Australia's commitments under the United Nations Convention on the Rights of Persons with Disabilities.

The success of the ADS is also critical to rebuilding the support ecosystem for people with a disability thus mitigating the long-term costs of the NDIS and income support for people with disability. To the extent that public and private housing, transport, education, health services and, critically, employers are not responsive and inclusive of people with disability, pressure will be applied to the NDIS and to Commonwealth income support programs and funding bridge the gap.

In addition to the changes envisaged by the ADS, there are reform opportunities being driven by external factors, most notably the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, due to deliver its final report by 29 September 2023. There will also be

¹¹ Reference: DSS internal figures

opportunity to revisit how best to support people with disability to achieve employment in the open jobs market through the Disability Employment Services program.

Equity and the Age Pension

s47E, s47C

Over time, the proportion of pensioners who rent will increase as home ownership levels fall. The 2019 Retirement Income Review found that in retirement, renters have higher levels of financial stress.

Pensions are paid at a higher rate and have more generous indexation and means testing provisions, higher income free area and limits, and have significantly higher asset test limits than other payments. **s47E, s47C**

Women and children's safety

Rates of domestic, family and sexual violence against women remain alarmingly high, with long term impacts on women's health, economic standing and lifelong wellbeing. Traditional and rigid gender norms associated with higher levels of violence again women remain entrenched in the attitudes and belief systems of many Australians. Child safety issues are interwoven with broader family violence issues in complex ways, with intergenerational trauma at the heart of much offending. Aboriginal and Torres Strait Islander stakeholders are calling for differential responses to these issues, and for greater investment in community controlled services.

Delivering change under the new National Plan to end violence against women and children 2022-32, and Safe and Supported: the National Framework for Protecting Australia's Children 2021-31, are key priorities for the department. Your election commitments are aimed at ensuring that women and children are supported and violence is addressed across all domains – including additional crisis housing and frontline support. There is scope to influence the shape of initiatives already underway which range from prevention activities, to funding for early intervention services, and to recovery and healing services. This includes working with states and territories on systems reform, and ensuring women's safety at work. More detail is provided in the strategic issues briefs section of this document.

First Nations people - Closing the Gap

There is a significant disparity in the outcomes for First Nations people across the department's range of programs. The rate of First Nations children placed in out-of-home care continues to worsen (currently 57.6 per 1000 Indigenous children compared to 5.0 per 1000 non-Indigenous children) and is not on track to meet Closing the Gap Target 12 of 29.8 per 1000 children by 2031. The other Closing the Gap targets where the Department has the Commonwealth lead (Family Violence and Housing) also require very active efforts, as they are not on track to be met. Aboriginal and Torres Strait Islander women's safety practitioners and experts are calling for a fundamental change in approach including a much stronger focus on healing for both victims and perpetrators. The department is working closely with the ABS and AIHW to develop new data sources to measure

these targets. The provision of disability supports also continues to trail the non-Indigenous population. The department is working with states and territories who hold the majority of the levers to implement actions to meet these targets.

The priority reforms included in the Closing the Gap agreement represent a significant opportunity to bring about genuine change in the relationship between governments and First Nations people. For the portfolio, work is underway around priority reform three in particular, where enhancing the service delivery experience for First Nations people is crucial to transforming the relationship with Government.

First Nations people with disability

Prevalence of disability is approximately twice the rate in First Nations populations compared with non-Indigenous people. Current estimates indicate there are 60,000 First Nations people living with severe and profound disability,¹² with evidence of under-reporting in First Nations communities.

In the current national policy context, there remains gaps in national disability and First Nations peoples' public policy. Within Closing the Gap, disability is a cross-cutting outcome across all 17 targets and outcomes, and under *Australia's Disability Strategy 2021-2031* (ADS) First Nations people are one of the diversity groups for focus in actions and activities. A discrete national plan dedicated to addressing the unique experiences of First Nations people with disability, their families and communities is critical to drive this stronger focus in national policy and set targets for accountability. This plan would be co-designed in partnership with the First Nations disability sector. A key vehicle for this is the Disability Sector Strengthening Plan under Closing the Gap which the department has played a key role in developing with the First Peoples Disability Network. This plan is currently waiting for endorsement by the Closing the Gap Joint Council.

ⁱ Productivity Commission 2017, National Disability Insurance Scheme (NDIS) Costs, Study Report, Canberra.

ⁱⁱ 4.4 million Australians had disability in 2018 [Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics \(abs.gov.au\)](#).

¹² Dr Scott Avery, (2020) *Living Our Ways*, page 69



Election Commitment

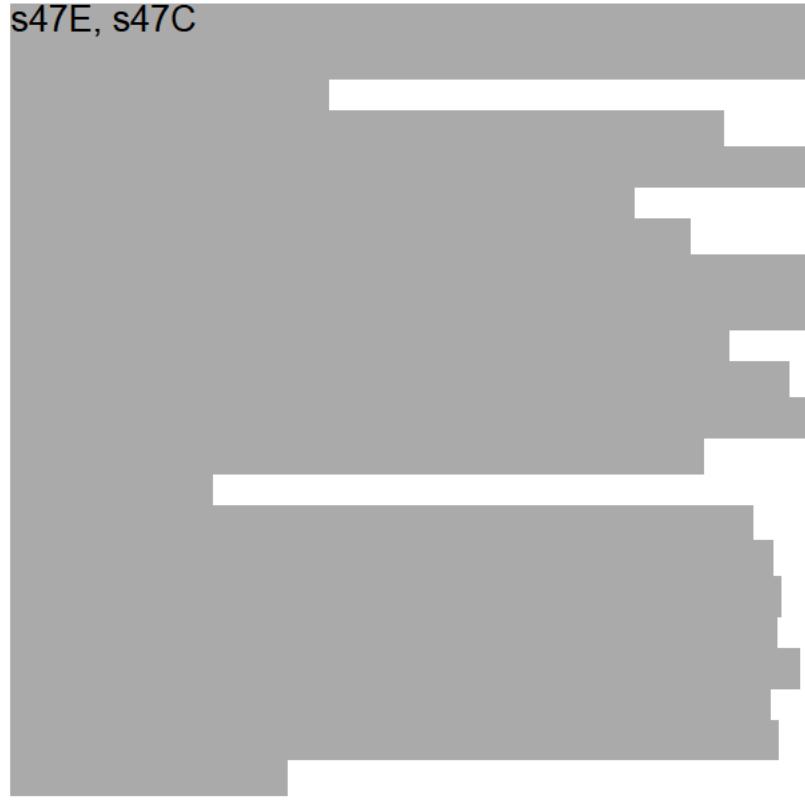
Housing Australian and Delivery of Housing Commitments

Stated Commitment:	<p>The Government has committed to:</p> <ul style="list-style-type: none"> • The creation of a \$10 billion Housing Australia Future Fund (the Fund), with the returns from the Fund to deliver (in its first five years): <ul style="list-style-type: none"> ○ 20,000 new social housing properties which includes 4,000 new social housing properties for women and children fleeing domestic and family violence; ○ 10,000 affordable housing properties for frontline workers. • A portion of the investment returns being available to fund acute housing needs on an ongoing basis. <p>(https://www.alp.org.au/policies/safer-and-more-affordable-housing)</p> <ul style="list-style-type: none"> • The delivery of a National Housing and Homelessness Plan (the Plan). • The establishment of a National Housing Supply and Affordability Council (the Council), with policy research, reporting and advisory functions. • An expansion and renaming of the National Housing Finance and Investment Corporation (NHFIC) to Housing Australia, which will have responsibility for national housing programs, including the 'Help to Buy' scheme, the Housing Australia Future Fund and Regional First Home Buyer Support Scheme, along with existing NHFIC functions and guarantees. <p>(https://www.alp.org.au/policies/national-housing-supply-and-affordability-council)</p>
Date announced:	<ul style="list-style-type: none"> • 13 May 2021 (the Fund) • 1 May 2022 (the Council and Plan)
Funding Amount (if stated):	<p>• \$10 billion (raised by issuing debt) to establish the Housing Australia Future Fund. Returns will be provided to Housing Australia each year to finance additional housing stock. The Government has also committed to investing the following portion of returns (over the first five years):</p> <ul style="list-style-type: none"> ○ \$200 million to fund the repair, maintenance of housing in remote Indigenous communities in the Northern Territory, Western Australia, South Australia and Queensland. ○ \$100 million to fund crisis and transitional housing options for women and children fleeing domestic and family violence and older women on low incomes who are at risk of homelessness. The Government has made specific funding allocations within the \$100 million for a number of regions across Australia ○ \$30 million to fund building of more housing and support specialist services for veterans who are experiencing homelessness or at-risk homelessness. <p>Detailed costings are not yet available.</p>

Funding Profile / Timeframe:	<ul style="list-style-type: none"> • Ongoing
Key outcomes sought or stated success measures	<ul style="list-style-type: none"> • Improving the supply, affordability and security of housing, including for vulnerable Australians. • Building 30,000 new social and affordable housing properties in the first five years of the Fund, including: <ul style="list-style-type: none"> ○ 20,000 new social housing properties of which 4,000 are for women and children fleeing domestic and family violence ○ 10,000 affordable housing properties for frontline workers
Stated Issues that have led to the Commitment	<ul style="list-style-type: none"> • The Government wants to build more social housing, upgrade existing housing, and make sure the promise of home ownership is extended to all Australians. The Government wants every Australian to know the security of having a roof over their head.
Related commitment:	<ul style="list-style-type: none"> • NIAA to brief: On 27 April 2022, the Government committed to providing an additional \$100 million for housing and essential infrastructure on Northern Territory homelands and a new housing agreement to replace the \$1.1 billion National Partnership for Remote Housing NT (NPRHNT). The National Indigenous Australians Agency manages the current NPRHNT. • Treasury to brief: On 1 May 2022, the Government committed \$329 million over the forward estimates to establish the Help to Buy shared-equity scheme open to 10,000 Australians each financial year. Treasury will also provide briefings on the Regional First Home Buyer Support Scheme and additional briefing on the commitments outlined below as they relate to the Treasury portfolio, in particular, NHFIC governance and the establishment and operation of the Fund.
Implementation Response:	<p>This implementation response is premised on the fact that existing housing policy responsibilities between the Treasury and Social Services portfolios are not changed.</p> <p>The creation of Housing Australia and the expansion of the Commonwealth's role in housing will require a co-ordinated approach and careful early planning across portfolios to achieve the Government's objectives.</p> <p>Key implementation considerations include:</p> <p>Housing Australia</p> <ul style="list-style-type: none"> ○ s47E, s47C [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p>

s47E, s47C

- A formal process for developing and delivering the Plan will assist you to:
 - align outcomes with the Government's broader economic and fiscal strategy
 - ensure the policy process stays focused on housing supply and affordability
 - communicate effectively with the Australian community about the need for housing policy reforms.

	<p>Housing Australia Future Fund</p> <ul style="list-style-type: none"> ○ s47E, s47C 
Legislative impacts:	<ul style="list-style-type: none"> • As a corporate Commonwealth entity under the <i>Public Governance, Performance and Accountability Act 2013</i>, the National Housing Finance and Investment Corporation will require legislative changes to its mandate and possibly the <i>National Housing Finance and Investment Corporation Act 2018</i> in order for it to be incorporated into Housing Australia. Treasury will lead briefing on NHFIC legislative changes.
Further briefing required:	<ul style="list-style-type: none"> • The department is ready to brief the Government on this commitment within the first 30 days if so desired. The proposed election commitments represent a significant change to the Commonwealth's current involvement in housing and homelessness and the department would welcome the opportunity to discuss these changes with the Government as soon as possible after the election.

Contact Officer	Matt Flavel, Deputy Secretary, Social Security Stream	Phone:	s47F
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Key Matter for Attention before 30 June 2022

As a priority, the department will provide briefings on the election commitment.

The following key matter will need your attention prior to 30 June 2022. The department will provide you with detailed briefings on this item over the coming weeks.

Key Matters for Attention before 30 June 2022		
Issue	Additional Information	Contact
s 47B, s 47C, s 47E		Matt Flavel, Deputy Secretary, Social Security Stream s47F



Significant Issues Brief

National Housing and Homelessness Agreement (NHHA)

Summary

The National Housing and Homelessness Agreement (NHHA) is currently the main mechanism to deliver funding to the states to support housing and homelessness outcomes. The bilateral agreements, which contain the funding, expire on 30 June 2023.

s47E, s47C

Key points:

- The NHHA, which commenced on 1 July 2018, is the primary vehicle for providing Commonwealth funding (\$1.6 billion per year) to support states to deliver improved access to affordable, safe and sustainable housing, including to prevent and address homelessness. This funding includes \$131.8 million for homelessness services in 2021-22, which the states must match.
- The NHHA requires states to have publicly available housing and homelessness strategies and contribute to improved data collection and reporting.
 - The housing priority policy areas to be addressed under the NHHA include affordable housing, social housing, encouraging growth and supporting the viability of the community housing sector, tenancy reform, home ownership and planning and zoning reform initiatives.
 - The NHHA priority homelessness cohorts are older people, women and children affected by family and domestic violence, children and young people, First Nations people, people experiencing repeat homelessness, and people exiting institutions and care into homelessness.
- The Productivity Commission (PC) is currently reviewing the NHHA, as part of its reviews of nationally significant sector-wide agreements between the Commonwealth and states and territories. The report is expected by 31 August 2022.
- s47B, s47E, s47C

s47B, s47E, s47C

NHHA

- s47B

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Sensitivities:

s47B, s47E, s47C

[REDACTED]

[REDACTED]

647E, 647C, 47B

NHHA

- s47E, s47B, s47C
- 

Background:

- The objective of the NHHA is to contribute to improving access to affordable, safe and sustainable housing across the housing spectrum, including to prevent and address homelessness, and to support social and economic participation.
- The NHHA includes a specific allocation (which states must at least match) for specialist homelessness services, which provide frontline crisis support to people at risk or experiencing homelessness.
- The NHHA continues the long history of cooperation between the Commonwealth and states to improve housing outcomes. Compared to previous agreements, the NHHA:
 - brought together housing and homelessness funding under one Agreement;
 - introduced new reporting requirements including annual Statement of Assurances (SoAs), changes to national performance indicators, and an ongoing data improvement plan; and
 - expanded objectives to include the whole housing spectrum supported by a range of National Housing Policy Priorities and National Homelessness Policy Priorities and cohorts, and incorporated state specific bilateral schedules.
- The NHHA acknowledges there are a range of factors outside the scope of the agreement that impact the housing market, including Commonwealth and state and territory tax settings, financial sector regulation, immigration, natural events, income support and rental subsidies.
- The Closing the Gap (CTG) housing target (target 9) is to increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent by 2031. The Commonwealth contributes to meeting this target through the NHHA and the National Partnership for Remote Housing Northern Territory (administered by NIAA).
- Under the NHHA, Indigenous Australians are a priority homelessness cohort but the Agreement does not require states and territories to allocate a specific amount of funding for Indigenous housing. The Productivity Commission is reviewing the arrangements under the NHHA for Indigenous housing as part of its review.
- The NIAA also administers the IHOP, delivered through Indigenous Business Australia, which provides low-deposit, low-priced home loans for Indigenous Australians who face barriers to accessing mainstream finance. IBA has assisted over 20,600 Indigenous families into home ownership over the last 40 years.

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Next Steps:

s47E, s47C



Contact Officer	Matt Flavel, Deputy Secretary, Social Security Stream	Phone:	s47F
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The Portfolio

Executive

The department is led by the Secretary and four Deputy Secretaries each overseeing a stream of work.



**Ray Griggs AO, CSC,
Secretary**

Contact

Phone: 02 6146 0010

Mobile: **S47F**

Email: Ray.Griggs@dss.gov.au

Ray Griggs commenced as the Secretary of the Department of Social Services on 22 July 2021. He is responsible for policy and program delivery in the areas of Families and Children, Housing Support, Seniors, Communities and Vulnerable People, Disability and Carers.

Ray is chair of the Australian Public Service Indigenous Champions Network, the Secretaries Digital Committee and the Secretaries Committee on Social and Indigenous Policy.

Ray was previously the inaugural Chief Executive Officer of the National Indigenous Australians Agency from 1 July 2019 to 21 July 2021, with responsibility for leading policy, program and delivery reform in line with the Government's commitment to improving the lives of Aboriginal and Torres Strait Islander Australians. This included responsibility for the Agency's national footprint and its 1200 staff.

Prior to this Ray was the Associate Secretary of the Indigenous Affairs Group within the Department of the Prime Minister and Cabinet from October 2018 to 30 June 2019. Before joining the Australian Public Service, Ray spent four decades in the Royal Australian Navy, including a range of command and operational roles. His last two positions were as Chief of Navy between 2011-14 and the Vice Chief of Defence Force between 2014-18. Ray has been involved at a senior level in leading a number of significant reform programs including large scale cultural change programs, enterprise wide business reforms and comprehensive reform of Defence's capital investment program.

Ray holds a Bachelor of Arts from the University of Queensland, a Master of Business Administration from the Australian National University and Master of Science degree from the National Defense University in Washington D.C and a . He is an Officer in the Order of Australia, has been awarded the Conspicuous Service Cross, a Commendation for Distinguished Service and holds awards from the Governments of France, Singapore, the Philippines, Indonesia, Spain and the United States of America.



**Matt Flavel,
Deputy Secretary**

Contact

Phone: 02 6146 0399

Mobile: **S47F**

Email: Matt.Favel@dss.gov.au

Matt Flavel is the Deputy Secretary of the Social Security Stream.

Matt joined the department in January 2020. In his current role, he is responsible for income support policies and programs that support families, carers, the aged, people with disabilities, students and apprentices, as well as people of working age.

He oversees the department's centralised data strategy and evaluation functions, as well as housing and homelessness policies and programs.

Matt previously held a number of senior executive positions at the Department of the Treasury, including leading the delivery of the department's corporate support and strategy, as well as key roles in the delivery of the Federal Budget and tax policy. He has also represented the Australian Treasury internationally, including a posting to Australia's Permanent Delegation to the OECD in Paris.

Matt holds a Masters of Financial Management from the Australian National University, and a Bachelor of Economics (Honours) from the University of Adelaide.



**Liz Hefren-Webb,
Deputy Secretary**

Contact

Phone: 02 6146 0070

Mobile: S47F

Email: Liz.Hefren-Webb@dss.gov.au

As Deputy Secretary Families and Communities, Liz Hefren-Webb oversees policy and programs that support vulnerable communities, families and children, and promote family safety.

Liz also has responsibility for the National Redress Scheme which was established in response to the Royal Commission into Institutional Responses to Child Sexual Abuse, as well as problem gambling, financial wellbeing policy and programs and cashless welfare policy.

The Community Grants Hub, which delivers community-based grants funding on behalf of DSS and other Australian Government client departments and agencies, is also in Liz's remit.

Liz joined the department in July 2018. Prior to this, she was a First Assistant Secretary in the Department of the Prime Minister and Cabinet, in the Indigenous Affairs Division, responsible for education, community safety, health and wellbeing programs and policy for Aboriginal and Torres Strait Islander peoples.

Liz has also held senior executive positions in the former Department of Families, Housing, Community Services and Indigenous Affairs. She started her career as a graduate in the former Department of Social Security in 1996

Liz has a Bachelor of Arts with Honours in Government from the University of Sydney.



**Debbie Mitchell,
Deputy Secretary**

Contact

Phone: 02 6146 2662

Mobile: S47F

Email: Debbie.Mitchell@dss.gov.au

Debbie Mitchell PSM joined the department as Deputy Secretary, Disability and Carers, in November 2021.

Debbie oversees policy and programs providing targeted supports and services for people with disability and carers. This includes policy related to the National Disability Insurance scheme (NDIS), Disability Employment Services (DES) and the Australian Disability Strategy (ADS).

Debbie has previously held senior executive positions in the former Department of Employment and Workplace Relations, Services Australia and the National Indigenous Australians Agency.

Prior to joining the APS, Debbie worked in NSW government and the NGO sector in direct service delivery for people with disability and their families. She started her career as a nurse.

Debbie was awarded a Public Service Medal in the 2021 Queens Birthday Honours for outstanding public service to the implementation of Government policy and the delivery of streamlined Job Seeker service to support Australians.

Debbie holds qualifications in Social Science and Nursing.



**Patrick Hetherington,
Deputy Secretary,
Chief Operating Officer**

Contact

Phone: 02 6146 3889

Mobile: **S47F**

Email: Patrick.Hetherington@dss.gov.au

Mr Patrick Hetherington commenced as Chief Operating Officer for Department of Social Services on 19 April 2022. In his current role Pat leads the delivery of the Department's corporate functions.

Pat moved to DSS from the Australian Public Service Commission where he was the Deputy Australian Public Service Commissioner and led whole-of-service APS workforce reform. Pat joined the Commission following a secondment to Services Australia where he was involved in mobilising the Australian Public Service in response to COVID-19.

Prior to joining the Australian Public Service Commission, he spent almost 20 years in the Department of Defence holding a number of senior executive positions across the finance, capability and HR domains. His roles included delivery of the Defence budget, employment policy, enterprise cultural reform and management of Defence's Integrated Investment Program.

Pat is a Certified Practicing Accountant with a Bachelor of Commerce from the Australian National University.

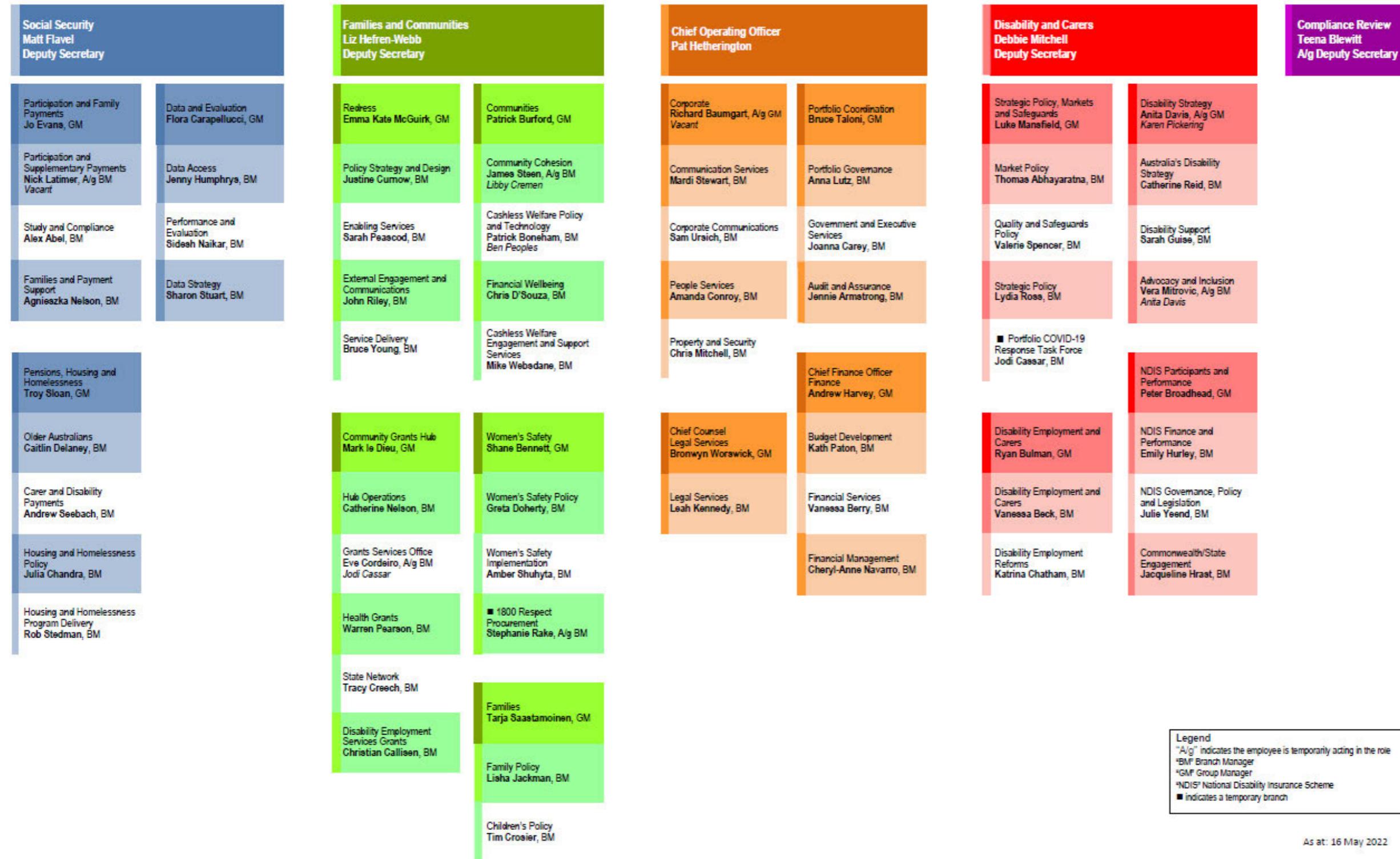
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Organisation Structure and Staffing

Senior Organisation Chart



Ray Griggs
SECRETARY

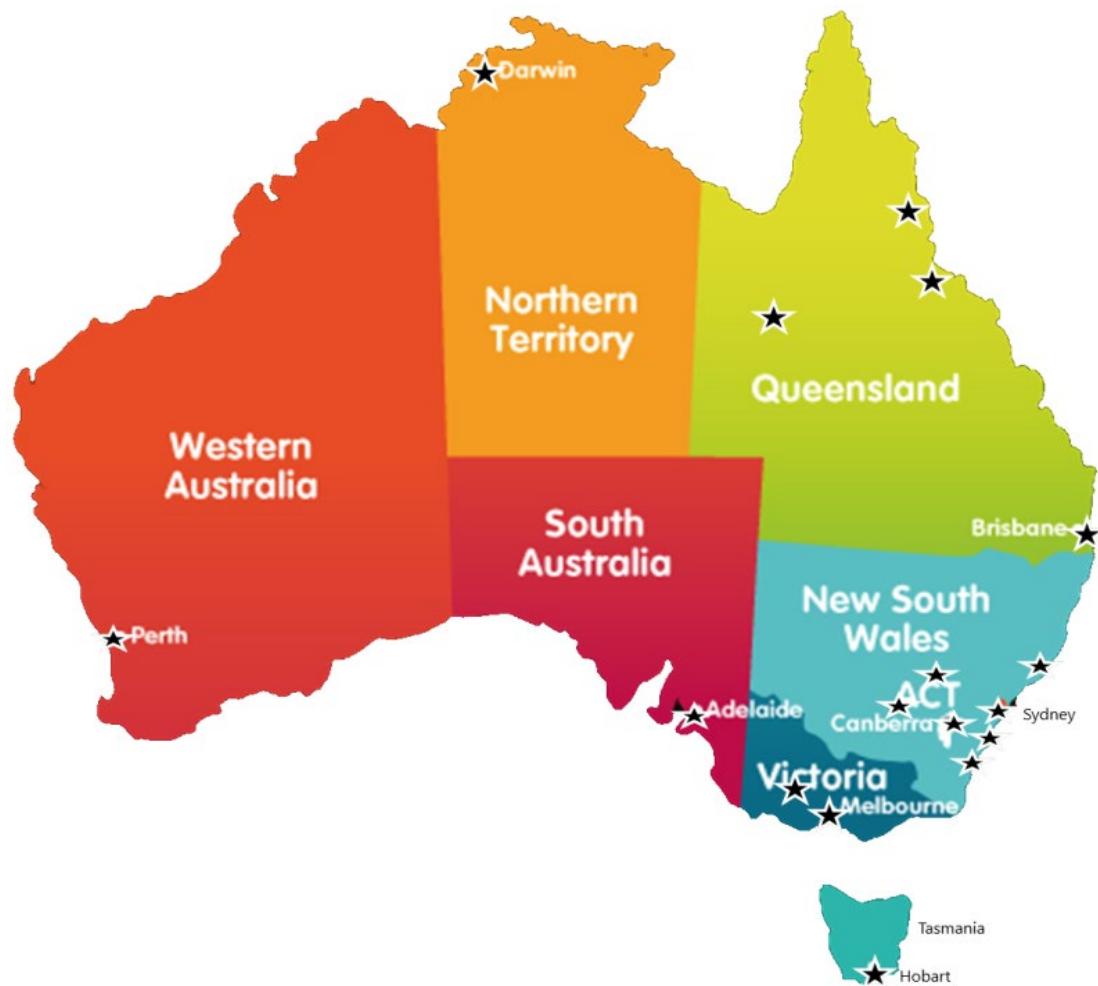


Department Staffing Profile

As at 30 April 2022, the Department had 2,775 staff and 381 contractors (3,156 total headcount).

The Department has strong diversity with 71.3 per cent female, 5.1 per cent staff identify as First Nations people, 6.0 per cent with disability and 7.5 percent non-English speaking background.

The map below provides an illustration of department's office locations across Australia.



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Department Staff	Location	APS Employees	Contractors	Total
ACT	Enid Lyons Building	1,686	291	1,977
	Aviation House	335	26	361
NSW	Sydney	157	12	169
	Wagga Wagga	8	1	9
	Wollongong	14	-	14
	Newcastle	8	1	9
	Orange	4	-	4
	Batemans Bay	14	-	14
NT	Darwin	31	3	34
QLD	Brisbane	100	8	108
	Townsville	9	-	9
	Cairns	1	-	1
	Mt Isa	1	-	1
SA	Adelaide	88	21	109
VIC	Melbourne	172	13	185
	Bendigo	6	1	7
WA	Perth	73	4	77
TAS	Hobart	68	-	68
TOTAL STAFFING (HEADCOUNT)		2,775	381	3,156

Summary of Budgeted Average Staffing Level (ASL) and Headcount across Portfolio Agencies (as at 30 April 2022)

Staffing profiles for the portfolio agencies is below:

Portfolio agencies	ASL (Budget)	Headcount <i>20-21 Annual Report</i>
Australian Institute of Family Studies	82	87*
Hearing Australia	1378	1,396**
National Disability Insurance Agency	4,500	4,942***
NDIS Quality and Safeguards Commission	352	359*
Services Australia	28,869	32,698*

*Australian Institute of Family Studies, NDIS Quality and Safeguards Commission and Services Australia headcounts relate to APS employees only (they do not include seconded workers or non-APS employees)

**Hearing Australia staff are employed under the *Australian Hearing Services Act 1991* therefore are Commonwealth employees, Hearing Australia's systems do not record ASL

*** National Disability Insurance Agency headcount relates to APS employees only (it does not include seconded workers, non-APS employees or partners)

The Portfolio

The Social Services portfolio (the portfolio) is responsible for achieving the Australian Government's social policy outcomes and delivering social security priorities through policy advice, program administration and research.

The portfolio currently comprises the following portfolio bodies:

- Department of Social Services, established as a Department of State under the Administrative Arrangements Order.
- Australian Institute of Family Studies, established under the *Family Law Act 1975*.
- National Disability Insurance Agency, established under the *National Disability Insurance Scheme Act 2013*.
- NDIS Quality and Safeguards Commission, established under the *National Disability Insurance Scheme Act 2013*.
- Services Australia, established as an Executive Agency under the *Public Service Act 1999*.
- Hearing Australia, established under the *Australian Hearing Services Act 1991*.
- Domestic, Family and Sexual Violence Commission (to commence as an Executive Agency on 1 July 2022).

The Department

The Department of Social Services (the department) is responsible for a diverse range of policies, payments, programs and services that improve the lifetime wellbeing of people and families in Australia.

We fund services and payments that assist families, children and older people, provide a safety net for those who cannot fully support themselves, enhance the wellbeing of people with high needs, assist those who need help with care, help those with injury, disability or illness to overcome barriers to securing employment, and support a diverse and harmonious society.

The portfolio's total expense is \$172 billion in 2022-23, including the department's administered expenses, of \$153 billion in 2022-23.

Budget 2022-23 and Appropriation Funding

On 1 April 2022, the 2022-23 Supply Bill received royal assent and as a general rule, existing recurrent programs across Government were provided interim funding for around five months, being 5/12ths of their total 2022-23 Appropriation Bills 1 and Bill 2 excluding funding for new measures. The 2022-23 Supply Bill provided DSS funding in line with this principle, except the administered programs in Outcome 2 and Outcome 3 which received the full 12/12ths. Generally the outstanding 7/12ths funding will not be required until later in the year but the department will need to carefully monitor cash flow requirements until the full year's appropriations have been received after the October Budget. Please note, this does not impact special appropriations such as for the Age Pension and Job Seekers which are funded as required.

The Supply Bills enable the department to fund business as usual activities. Should the Government wish to proceed to implement new budget measures¹⁴ in the 2022-23 Budget ahead of the planned October budget this may be possible – the department will need to work with your office on a case by case basis to address the funding, spending authority and cash management requirements for such expenditure ahead of parliament passing the remaining appropriation bills for 2022-23 after the October Budget. The most significant new measure that will require consideration on a case by case basis is the Women’s Safety \$1.3 billion package (\$93 million in 2022-23).

A summary of the appropriation status of the department’s administered programs is as follows:

Program	Appropriation Status	2022-23 \$billion
Outcome 1 Special Appropriations	As needed	125.7
Outcome 2 Annual Administered Programs – Recurring	12/12ths	\$0.9
Outcome 2 Annual Administered Programs – New Measures (primarily Women’s Safety)	Pending	\$0.1
Outcome 2 Special Appropriations – Redress Scheme Payment	As needed	\$0.4
Outcome 3 Annual Administered Programs – Recurring	12/12ths	\$2.1
Outcome 3 Annual Administered Programs – New Measures	Pending	\$0.0*
Outcome 3 NDIS Commonwealth Contribution	12/12ths	\$23.8
Outcome 4 Annual Administered Programs – Recurring	5/12ths	\$0.1
Total Administered Programs		153.1

* These measures amount to \$6 million which round to \$nil.

¹⁴ Budget measures which require consideration on a case by case basis are set out in the Social Services Portfolio Budget Statements at pages 23 - 25. The relevant measures are Women’s Safety (2022-23: \$93 million), Building the Long-Term Viability of the Financial Counselling Sector (2022-23: \$5 million), Support for People with Disability (2022-23: \$4 million) and Ageing and Aged Care (2022-23: \$2 million).

Outcome 1: Social Security

Purpose:

A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.

We support those most in need and help people become and remain financially self-reliant. We provide a range of payments through the administration of a social security system including family payments student payments, income support payments, payments for people of workforce age, people with disability and carers, and for seniors. Additional payments and non-cash benefits include Commonwealth Rent Assistance and concession cards.

Programs:

- Family Assistance
- Support for Seniors
- Financial Support for People with Disability
- Financial Support for Carers
- Working Age Payments
- Student Payments

Outcome administered expenditure (\$'000):

2021-22	2022-23	2023-24	2024-25	2025-26
124,065,999	125,746,618	130,028,238	134,040,792	139,762,064

Outcome 2: Families and Communities

Purpose:

Contribute to stronger and more resilient individuals, children, families and communities by providing targeted supports.

Overview:

Outcome 2 comprises policy and programs that support vulnerable individuals, children, families and communities, including Indigenous Australians, and that promote family safety and financial wellbeing. Outcome 2 also includes the National Redress Scheme which was established in response to the Royal Commission into Institutional Responses to Child Sexual Abuse.

We support individuals, children and families to improve their lifetime wellbeing by targeting our activities to address specific needs that have been identified by them, using evidence-based approaches. We do this through a range of grants programs, procurements and payments that are delivered directly to individuals, or through non-government providers.

Programs:

- Families and Communities

Outcome administered expenditure (\$'000):

2021-22	2022-23	2023-24	2024-25	2025-26
1,358,915	1,355,770	1,302,214	1,255,122	1,254,565

Outcome 3: Disability and Carers

Purpose:

Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.

We deliver a number of targeted programs and work across the Commonwealth and with state and territory governments and sector stakeholders, to support the independence and wellbeing of children and adults with disability and carers. We also oversee the delivery of the Australia's Disability Strategy 2021–2031.

Programs:

- Disability and Carers
- National Disability Insurance Scheme

Outcome administered expenditure (\$'000):

2021-22	2022-23	2023-24	2024-25	2025-26
21,356,850	25,902,637	29,016,178	31,941,144	34,680,230

Outcome 4: Housing

Purpose:

Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.

We work with other government agencies, and states and territories to improve the supply of social housing and reduce the level of homelessness. We provide incentives to non-government housing providers to deliver housing to low and moderate-income households through the National Rental Affordability Scheme.

Programs:

- Housing and Homelessness
- Affordable Housing

Outcome administered expenditure (\$'000):

2021-22	2022-23	2023-24	2024-25	2025-26
139,894	102,016	71,423	54,423	40,051 ¹⁵

¹⁵ The reduction in administered expenditure relates to the conclusion of the National Rental Affordability Scheme (NRAS). NRAS dwellings began exiting the Scheme from August 2018 and will continue to progressively exit through to the Scheme's end in June 2026.

The Social Services Portfolio

Agencies in the portfolio that will report to the Ministers allocated to this portfolio are: the Department of Social Services, Services Australia, the National Disability Insurance Agency (NDIA), the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission, Hearing Australia and the Australian Institute of Family Studies. The Domestic, Family and Sexual Violence Commissioner is also due to commence within the portfolio on 1 July 2022.

Services Australia



CEO: Rebecca Skinner

E: rebecca.skinner@servicesaustralia.gov.au

P: s47F

As the Government's primary service delivery agency, Services Australia has responsibility for supporting individuals, families, businesses and communities by efficiently delivering high-quality, accessible services and payments on behalf of Government.

Services Australia makes over \$230 billion in payments on behalf of Government each year, including for Medicare, Centrelink and emergency responses.

The agency collaborates with policy agencies, the community and third parties to improve the systems that support Australians, in line with its vision: making government services simple so people can get on with their lives.

Rebecca Skinner commenced as Services Australia Chief Executive Officer on 16 March 2020. Before coming to Services Australia, Ms Skinner held the role of Associate Secretary of Defence where she was responsible for Defence enterprise planning, performance and risk management, and the integration of all corporate enabling functions across the department. Ms Skinner has also held other senior positions at the Department of Defence including Deputy Secretary, Strategic Policy and Intelligence and Deputy Secretary, Defence People.

National Disability Insurance Agency (NDIA)



CEO: Martin Hoffman

E: martin.hoffman@ndis.gov.au

P:s47F

The NDIA is an independent statutory Agency, created to administer and implement the National Disability Insurance Scheme (NDIS) and improve economic and social outcomes for NDIS participants, while ensuring the ongoing financial sustainability of the Scheme.

Martin Hoffman was appointed Chief Executive Officer of the National Disability Insurance Agency from 4 November 2019.

NDIS Quality and Safeguards Commission



Commissioner: Tracy Mackey

E: tracy.mackey@ndiscommission.gov.au

P:s47F

The NDIS Quality and Safeguards Commission (the NDIS Commission) is an independent agency established to improve the quality and safety of NDIS supports and services. The role of the NDIS Commission is to promote the provision of safe and quality supports and services to people with disability under the NDIS.

The NDIS Commission is responsible for delivering nationally consistent and responsive regulation of all NDIS supports and services. The NDIS Commission commenced in New South Wales and South Australia on 1 July 2018.

It commenced in Victoria, Tasmania, Queensland, Northern Territory and the Australian Capital Territory on 1 July 2019. The NDIS Commission commenced in Western Australia on 1 December 2020.

Ms Mackey was appointed as Commissioner from 10 January 2022 until 9 January 2025.

Hearing Australia



Managing Director: Kim Terrell
E: kim.terrell@hearing.com.au
P: S47F

Hearing Australia operates under the *Australian Hearing Services Act 1991*. The organisation's mission is to provide world leading research and hearing services for the wellbeing of all Australians.

During 2020-21 it helped over 275,000 children, adults, pensioners and veterans through a national network of 170 hearing centres and 330 visiting sites. One third of the organisation's work (some \$100m per annum) involves the delivery of community services funded by the Government. Two thirds of its work (some \$180m per annum) involves the delivery of commercial services in a highly competitive market.

In addition to its day-to-day services, Hearing Australia is developing a National Strategy to reduce the rate of avoidable hearing loss in high-risk communities, especially in Aboriginal and Torres Strait Islander children. Recent data collected by Hearing Australia indicates that some 25-30 per cent of First Nations' children aged 0-6 have undiagnosed ear disease and hearing loss and face unacceptable wait times to access the clinical help they need.

Mr Terrell was appointed to the role of Managing Director in 2018. He has previously held positions in the Australian Government, including working to establish the Digital Transformation Office, the Australian Sports Anti-Doping Authority and myGov.

Australian Institute of Family Studies (AIFS)



Director: Dr Sharman Stone
E: sharman.stone@aifs.gov.au
P: S47F

The role of the AIFS is to create and communicate knowledge for policy makers, service providers and the broader community to improve the wellbeing of children, families and communities.

AIFS' research builds evidence about what works for every kind of family to thrive and translates it into information that can be applied in policy and practice.

The Australian Institute of Family Studies is a statutory body established under the *Family Law Act 1975* and includes the Australian Gambling Research Centre established under the *Gambling Measures Act 2012*. The Australian Institute of Family Studies is a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013*.

The Hon Dr Sharman Stone was appointed to the role of Director AIFS. Dr Stone's appointment from 1 May 2022 and expires on 20 April 2027 (inclusive).

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Legislation

The Social Services portfolio has an active legislative program. The 46th Parliament passed an average of 9 to 10 portfolio related bills each year. The portfolio's legislative program focuses primarily on amendments to various aspects of the social security law, the *National Disability Insurance Scheme Act 2013* (NDIS Act) and the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*. Legislative reform in the portfolio involves the implementation of new initiatives, but also modifying, updating and clarifying aspects of existing legislation.

The portfolio also administers over 300 legislative and notifiable instruments. The large majority of these instruments clarify or operationalise aspects of the social security law. While most instruments are made by the minister, some instrument making powers are delegated to the Secretary or other senior departmental officials. Some instrument making powers under the NDIS Act are also delegated to the NDIS Quality and Safeguards Commissioner.

Legislative Instruments due to Sunset 1 October 2022

There are 21 instruments within the portfolio due to sunset on 1 October 2022 (see **Table 1** below). The department has identified that seven of the instruments need replacement and the department has commenced preliminary work on new instruments. The replacement instruments require making before 1 October 2022.

The majority of instruments which will sunset are no longer necessary, as they deal with the effect of payments which are no longer being made.

Delegations and Authorisations

The portfolio administers a range of programs and legislation that confer functions and powers on the Minister for Social Services.

Generally, portfolio Ministers delegate to or authorise officials to perform functions or exercise certain powers for reasons of efficacy. For example, the former Minister authorised the Secretary and Deputy Secretaries of the department to decide applications made under the Compensation for Detriment caused by Defective Administration scheme.

Separately, the Secretary of the Department of Social Services exercises a range of statutory functions and powers under portfolio legislation, including social security laws.

The delegations and authorisations made prior to the election will continue to have legal effect until replaced. As a matter of best practice, the department reviews delegations and authorisations regularly to ensure currency, accuracy and appropriateness.

The department will provide updated Ministerial instruments of authorisation and delegation for consideration within six weeks of your taking office.

Table 1: Legislative Instruments due to sunset October 2022

No.	Instrument	To be replaced	Maker
1	<i>Social Security (Administration) (Declared child protection State — New South Wales, Queensland, South Australia and Victoria) Determination 2012</i>	No, pending consultation	Minister
2	<i>Social Security (Administration) (Declared income management area — Anangu Pitjantjatjara Yankunytjatjara lands) Determination 2012</i>	No, pending consultation	Minister
3	<i>Social Security (Administration) (Declared voluntary income management areas — New South Wales, Queensland, South Australia and Victoria) Determination 2012</i>	No, pending consultation	Minister
4	<i>Social Security (Administration) (Recognised State or Territory — Northern Territory) Determination 2012</i>	No, pending consultation	Minister
5	<i>Social Security (Administration) (Specified income management Territory — Northern Territory) Specification 2012</i>	No, pending consultation	Minister
6	<i>Social Security (Administration) (Vulnerable income management areas) Specification 2012</i>	No, pending consultation	Minister
7	<i>Social Security Regulation</i>	Yes	Governor-General in Council
8	<i>ETR Payments Administrative Scheme (FaHCSIA) Determination 2012</i>	No	N/A
9	<i>Family Assistance (Clean Energy Advances in Certain Circumstances) Determination 2012</i>	No	N/A
10	<i>Social Security (Clean Energy Advance – Top-up Payment) (DEEWR) Determination 2012</i>	No	N/A
11	<i>Social Security (Clean Energy Advance – Top-up Payment) (DIISRTE) Determination 2012</i>	No	N/A
12	<i>Social Security (Clean Energy Advance – Top-up Payment) (FaHCSIA) Determination 2012</i>	No	N/A
13	<i>Social Security (Clean Energy – Multiple Qualification Exclusion) (DEEWR) Determination 2012</i>	No	N/A
14	<i>Social Security (Clean Energy – Multiple Qualification Exclusion) (DIISRTE) Determination 2012</i>	No	N/A
15	<i>Social Security (Clean Energy – Multiple Qualification Exclusion) (FaHCSIA) Determination 2012</i>	No	N/A
16	<i>Social Security (Exempt Lump Sum) (Stolen Wages Reparation Scheme WA) (DEEWR) Determination 2012</i>	No	N/A
17	<i>Social Security (Exempt Lump Sum) (Stolen Wages Reparation Scheme WA) (DIISRTE) Determination 2012</i>	No	N/A

18	<i>Social Security (Exempt Lump Sum) (Stolen Wages Reparation Scheme WA) (FaHCSIA) Determination 2012</i>	No	N/A
19	<i>Social Security (Exempt Lump Sum) (Commonwealth Bank Officers Superannuation Corporation Pty Limited – OSF DB Rectification Project Payment) (DIISRTE) Determination 2012</i>	No	N/A
20	<i>Social Security (Exempt Lump Sum) (Commonwealth Bank Officers Superannuation Corporation Pty Limited – OSF DB Rectification Project Payment) (FaHCSIA) Determination 2012</i>	No	N/A
21	<i>Social Security (Exempt Lump Sum) (Commonwealth Bank Officers Superannuation Corporation Pty Ltd – OSF DB Rectification Project Payment) (DEEWR) Determination 2012</i>	No	N/A

Portfolio Statutory Appointments

There are a number of appointments across the portfolio, with responsibility resting with the Minister responsible for individual agencies. For example, the Minister responsible for Social Services is responsible for appointments relating to the Australian Institute of Family Studies (AIFS) and the Domestic, Family and Sexual Violence Commission. The Minister responsible for the National Disability Insurance Scheme (NDIS) and Government Services is responsible for appointments relating to the National Disability Insurance Agency (NDIA), the Board of the NDIA and Hearing Australia. Further information on specific appointments is below.

There are currently several appointments due to expire in the next six months, for example the Chief Executive Officer of the NDIA (3 November 2022), two NDIA board members (31 December 2022) and two Hearing Australia Board members (31 December 2022). Additionally, there are three existing vacancies on the NDIA Board, one vacancy on the NDIS Independent Advisory Council (IAC) and one vacancy on the Hearing Australia Board.

Minister responsible for Social Services

Heads of Agencies	Position	Name	Current Appt. Start Date	Current Appt. End Date
AIFS	Director	Dr Sharman Stone	1/05/2022	30/04/2025
Domestic, Family and Sexual Violence Commissioner	Commissioner	s47E, s47C, 47F		

Minister responsible for the NDIS and Government Services

Heads of Agencies	Position	Name	Current Appt. Start Date	Current Appt. End Date
NDIA	CEO	Mr Martin Hoffman	4/11/2019	3/11/2022
Hearing Australia	Managing Director	Mr Kim Terrell	1/09/2018	31/08/2023
National Disability Insurance Scheme Quality and Safeguards Commissioner	Commissioner	Ms Tracy Mackey	10/01/2022	9/01/2025
Services Australia	Chief Executive Officer	Ms Rebecca Skinner	16/03/2020	15/03/2025

NDIA Board <i>*section 127 of NDIS Act - the</i>	Chair	Dr Denis Napthine	1/04/2022	31/03/2025
	Member	Prof Jane Burns	1/01/2022	31/12/2022
	Member	Mr Glenn Keys AO	1/01/2022	31/12/2022
	Member	Ms Estelle Pearson	1/01/2022	30/06/2023

<i>Board consists of the Chair and up to 11 other members</i>	Member	Mr James Minto	1/01/2022	30/06/2023
	Member	Ms Sandra Birkensleigh	1/01/2022	30/06/2023
	Member	Ms Meredith Allan	1/01/2022	31/12/2024
	Member	Ms Leah van Poppel	1/01/2022	31/12/2024
	Member	Dr Peta Seaton	1/01/2022	31/12/2024
	Member	Vacant x3		

NDIS IAC <i>*Subsection 146 of NDIS Act - the IAC consists of the Principal Member and up to 12 other members</i>	Principal Member	Ms Leah van Poppel	1/01/2022	31/12/2024
	Member	Ms Tricia Malowney OAM	1/07/2020	30/06/2023
	Member	Ms Sharon Boyce	1/07/2020	30/06/2023
	Member	Ms Sam Paior	1/07/2020	30/06/2023
	Member	Dr Leighton Jay	21/10/2020	30/06/2023
	Member	Mr Mark Tonga	1/07/2020	30/06/2023
	Member	Ms Sylvana Mahmic	1/01/2022	31/12/2024
	Member	Ms Jennifer Cullen	1/01/2022	31/12/2024
	Member	Dr George Taleporos	1/01/2022	31/12/2024
	Member	Mr James Manders	1/01/2022	31/12/2024
	Member	Ms Liz Reid AM	1/01/2022	31/12/2024
	Member	Ms Kerry Allan-Zinner	1/01/2022	31/12/2024
	Member	Vacant		

Hearing Australia <i>*part 3, s 15 of the Australian Hearing Services Act the board consists of a chairperson, the managing director and 4 other members and special purpose members</i>	Managing Director	Mr Kim Terrell	1/09/2018	31/08/2023
	Chairperson	Ms Elizabeth Crouch	1/04/2022	31/03/2025
	Director	Ms Jody Currie	3/09/2020	31/12/2022
	Director	Ms Sarah Vaughan	3/09/2020	31/12/2022
	Director	Ms Shirley Liew	3/09/2020	31/12/2023
	Director	Vacant		
	Special Purpose Director	Mr Kim Keogh	2/04/2019	-

Ministerial Powers relating to appointments

The powers of Ministers in respect to the appointments varies depending upon the governing legislation. In summary:

- The National Disability Insurance Agency, established under the *National Disability Insurance Scheme Act 2013*, states that appointments to the board require the support of a majority of jurisdictions. **s47E, s47C**

s47E, s47C

In general, once the Commonwealth has decided on candidates to propose, the required consultation with states and territories takes a minimum of four weeks, and can extend to several months.

Statement of Strategic Guidance to the NDIA Board

The NDIS Act provides for the Minister for the NDIS to issue a statement of strategic guidance to the NDIA Board setting out expectations and key priorities, provided the statement is agreed to by all state and territory disability ministers.

A statement of strategic guidance was issued in 2013, 2016 and 2017 and is recommended for 2022.

While not legislatively based, the Minister may also set out the government's expectations of the department in a letter.

Ministerial direction to the NDIA Board

The NDIS Act provides for the Minister for the NDIS to issue ministerial directions to the NDIA Board, provided each such direction is agreed by all state and territory disability ministers.

A ministerial direction has never been attempted.

NDIA Executive

The NDIA Board appoints the Chief Executive Officer of the NDIA under section 160 of the NDIS Act. Only the Board may terminate the appointment of the CEO, this can only occur in certain circumstance, for example for misbehaviour or if the CEO is unable to perform the duties of the office¹⁷. The Board must notify the Minister of the termination.

While not an appointment made by the Executive, it is considered a significant appointment under the Cabinet Handbook and should be brought to the Prime Minister's attention, or that of the Cabinet, as it involves a 'full-time chief executive officer position where the board selects the CEO, noting the Minister should not signify agreement without the approval of the Prime Minister'.

The CEO is responsible for the appointment of staff.

s47E, s47C

¹⁷ These circumstances are contained in section 167 of the Act.

Increasing appointments of people with disability on the NDIA Executive requires the NDIA CEO to make appointments that do so, noting that the most recent APS census data indicates that 12% of NDIA SES officers self-identify as having a disability and 19% of general staff, both well above the APS average.

Ministerial direction to NDIS Quality and Safeguards Commissioner

The NDIS Act provides for the Minister to issue ministerial directions to the Commissioner about the exercise of her functions and powers. State and territory consultation/agreement is not required.

A ministerial direction has not previously been made.

- The Australian Institute of Family Studies, established under Part XIVA of the *Family Law Act 1975*, allows the responsible Minister to appoint the Director and give directions to the Director as to the performance of her functions. Powers do exist to terminate the appointment of the Director, although the circumstances are quite specific, for example for misbehaviour or physical or mental incapacity.
- The NDIS Quality and Safeguards Commission, established under the *National Disability Insurance Scheme Act 2013*, provides the Minister with the ability to appoint the Commissioner for a period not exceeding 3 years. The Minister may give directions to the Commissioner about the performance of her functions and there are powers to terminate the appointment of the Commissioner, although the circumstances are quite specific, for example for misbehaviour or physical or mental incapacity.
- Hearing Australia is established under the *Australian Hearing Services Act 1991*, with Directors to the Board appointed by the Minister. The responsible Minister may give written directions as to the performance of the agencies' functions and the exercise of its powers.

The Minister must terminate the appointment of all of the Directors if the Minister is of the opinion that the performance of the Board has been unsatisfactory for a significant period of time. The Minister may also terminate an appointed Director's appointment for misbehaviour or physical or mental incapacity.

The Managing Director of Hearing Australia is appointed by the Minister after receiving a recommendation from the Board. The Minister may, on the recommendation of the Board, terminate the Managing Director's appointment for misbehaviour or physical or mental incapacity.

- The Domestic, Family and Sexual Violence Commission (Commission) was established as an Executive Agency by Order of the Governor-General on 17 March 2022. The Commissioner is the Head of the Commission, and is due to commence in her role on 1 July 2022.

The Minister for Women's Safety is the Minister responsible for the Commission, with the functions of the Commission including:

- i. provide strategic policy advice to the Minister for Women's Safety;
- ii. promote and enhance coordination across Commonwealth, state and territory governments, and the not-for-profit and private sectors;

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- iii. promote coordinated and consistent monitoring and evaluation frameworks by all governments for the National Plan to End Violence against Women and Children 2022-2032 (National Plan);
- iv. develop and maintain a supportive and structured approach to victim-survivor engagement;
- v. inform priorities for policy, research and data collection in cooperation with jurisdictions and relevant organisations and agencies; and
- vi. promote the objectives of the National Plan across all parts of Australian society

External Scrutiny

Australian National Audit Office (ANAO) audits

There is currently one ANAO key performance audit underway in the department.

ANAO audit in progress	Next steps
<p>Implementation and Performance of the Cashless Debit Card Trial – follow on</p> <p>The objective of the audit was to examine the effectiveness of DSS' administration of the Cashless Debit Card program, including implementation of the recommendations made in Auditor-General Report No.1 2018–19, <i>The Implementation and Performance of the Cashless Debit Card Trial</i>.</p> <ol style="list-style-type: none"> 1. To form a conclusion against the audit objective, the following criteria were applied: 2. Do DSS and Services Australia have effective risk management, procurement and contract management processes in place for the CDC program? 3. Has DSS implemented effective performance measurement and monitoring processes for the CDC program? 4. Was the expansion of the CDC program informed by findings and lessons learned from an effective evaluation, cost–benefit analysis and post-implementation review of the CDC Trial? <p>Contact: Liz Hefren-Webb, Deputy Secretary, Families and Communities Mobile: S47F Phone: 02 6146 0036</p>	<p>The department received the draft section 19 report on 5 April 2022, with the department providing a formal response to the ANAO on 6 May 2022.</p> <p>The report includes two recommendations. The department has formally disagreed with one recommendation, and has included in its response reasons for not agreeing with the recommendation.</p> <p>The department has been advised that the Auditor-General will include in the final report a rejoinder to the department's formal response.</p> <p>Once the embargoed copy of the final report is provided (two days prior to tabling), you will be briefed on the findings, the department response and any implications for your stated policy position on this program.</p> <p>The final report is anticipated to be tabled in Parliament the week beginning 30 May 2022.</p>

Communication Campaigns

The department has responsibility for developing, implementing and evaluating seven Australian Government advertising campaigns (each at various stages) to support the effective delivery and implementation of policies, programs, payments and services, under the previous Government. Campaign activities seek to inform, educate, or motivate a particular target audience; change levels of awareness, attitudes and behaviours, in order to encourage engagement and dialogue and achieve public policy outcomes.

Stop it at the Start campaign

Campaign Description	Primary prevention campaign aims to help break the cycle of violence against women by encouraging influencers of young people – parents, family members, teachers, coaches and community leaders – to reflect on their attitudes and talk with young people about respectful relationships and gender equality.
Funding profile / Timeframe:	<p>In the 2015-16 Federal Budget, the department was allocated \$15 million (GST excl) for 2015-16 to 2018-19 (Phases one and two). State and territory governments committed an additional \$15 million (GST excl) on a population-level basis. The Department of Prime Minister and Cabinet subsequently committed an additional \$1 million, bringing the total funding to \$31 million (GST excl).</p> <p>In the 2019-20 Federal Budget, the department was allocated \$16.7 million (GST excl) in administered funding to deliver Phase three (2019-20 to 2021-22). South Australia, the Australian Capital Territory and Tasmania committed additional funding totalling \$2.008 million (GST excl) bringing the total Phase three investment to \$18.727 million (GST excl).</p> <p>In the 2021-22 Federal Budget, the department was allocated an additional \$21.9 million (GST excl) in administered funding to deliver Phase four (2021-22 to 2022-23).</p> <p>The 2022-23 Federal Budget measure (not yet appropriated) was \$43.35 million (GST excl) in administered funding to develop the fifth and sixth phases of the campaign for 2022-23 to 2024-25</p> <p>Total spend to 30 April 2022 - \$55,846,445</p> <p>FY 2021-22 to 30 April 2022 - \$13,636,079</p>
Key outcomes sought:	<p>Phase four advertising launched on Sunday 27 March 2022 and will run until 3 September 2022 on channels including television, cinema, online video, digital, social media, search and out-of-home.</p> <p>The campaign received bi-partisan agreement to continue activities during the caretaker period.</p>
Recommended next steps:	<p>Advertising and public relations activities for mainstream, culturally and linguistically diverse and Indigenous audiences are due to continue until 3 September 2022.</p> <p>Following completion, the campaign will be evaluated by the whole-of-government evaluation research agency. Following evaluation of Phase four, development of Phase five will commence.</p>
Contact:	Mardi Stewart, BM Campaigns & Strategic Communication Branch (S47F) Amber Shuhya, BM Women's Safety Implementation Branch (6146 0719)

Consent campaign

Campaign Description	The department is working to develop a new campaign on consent and respectful relationships, to help keep young people safe from sexual violence.
Funding profile / Timeframe:	<p>In the 2021-22 Federal Budget, the department was allocated \$10.1 million (GST excl) in administered funding for 2021-22 to 2024-25</p> <p>The 2022-23 Federal Budget measure (Not Yet Appropriated) for the period 2022-2023 to 2024-2025, was an additional \$29.9 million (GST excl), bringing the total administered campaign funding to \$40 million (GST excl).</p> <p>Total spend to 30 April 2022 - \$585,095</p> <p>FY 2021-22 to 30 April 2022 - \$585,095</p>
Key outcomes sought:	The campaign is currently under development. It was expected to launch in August 2022, however concept testing research and creative development has been delayed due to the caretaker period.
Recommended next steps:	We suggest briefing you on the campaign and, if supported, a new timeline will be developed for a revised launch date, and concept testing and creative development will re-commence.
Contact:	Mardi Stewart, BM Campaigns & Strategic Communication Branch (S47F) Amber Shuhya, BM Women's Safety Implementation Branch (6146 0719)

Men's campaign

Campaign Description	An early intervention campaign aimed at confronting the violence-supportive attitudes held by some boys and men. This is an initiative under the 2022-2023 Women's Safety Budget package.
Funding profile / Timeframe:	<p>The 2022-23 Federal Budget measure (not yet appropriated) was \$45 million (GST excl) in administered funding for 2023-24 to 2026-27.</p> <p>Total spend to 30 April 2022 - nil (GST excl)</p> <p>FY 2021-22 to 30 April 2022 - nil (GST excl)</p>
Key outcomes sought:	Under the previous Government, the department received departmental funding to commence campaign development in 2023-24.
Recommended next steps:	Confirm this campaign is supported and if so, begin development as planned in 2023-24.
Contact:	Mardi Stewart, BM Campaigns & Strategic Communication Branch (S47F) Amber Shuhya, BM Women's Safety Implementation Branch (6146 0719)

Disability Gateway

Campaign Description	Raise awareness of the Disability Gateway phone line and website as a trusted service and source of information to people with disability, their families and carers.
Funding profile / Timeframe:	\$11.69 million 2019-20 to 2021-22 Total spend to 30 April 2022: \$9,309,654 FY 2021-22 to 30 April 2022 \$6,801,146
Key outcomes sought:	The campaign launched on 4 July 2021 and included television, print, out-of-home, digital display and social media advertising. Since the launch, the website at www.disabilitygateway.gov.au has been viewed more than 600,000 times, the phone line has received over 35,000 calls and over 3,478, 418 unique users have seen content on the Disability Gateway Facebook page. An additional Disability Gateway COVID-19 themed advertisement went live on 20 March 2022. All campaign advertising ceased on 13 April 2022 due to caretaker.
Recommended next steps:	The campaign is due to cease on 4 June 2022 and post-campaign evaluation will need to occur. There is no allocated funding for this campaign to continue in 2022-2023. Confirm if this campaign is supported to continue.
Contact:	Mardi Stewart, BM Campaigns & Strategic Communication Branch Ph: 6146 3825 Mob: S47F Sarah Guise, BM, Disability Support Branch Ph: 6146 5701 Mob: S47F

Care and Support Workforce

Campaign Description	The campaign aims to raise awareness of the employment opportunities in the care and support sector – specifically disability support, aged care and veterans' care – and encourage consideration and take-up among potential workers.
Funding profile / Timeframe:	\$13,326,000 2020-21 to 2021-22 Total spend to 30 April 2022 - \$9,211,070 FY 2021-22 to 30 April 2022 - \$7,514,728 In response to the Aged Care Royal Commission, \$9.45 million (GST excl) in additional funding was allocated in the 2021-22 Budget to the Department of Health. These funds were transferred to DSS to continue the campaign. The unpassed Budget allocation for the 2022-23 Federal Budget is \$9.1 million (GST excl) in administered funding.
Key outcomes sought:	A <i>Life Changing Life</i> launched on 15 August 2021 and stopped due to caretaker. Advertising included television, digital and out of home advertising, with the addition of radio for Indigenous and CALD audiences. The site careandsupportjobs.gov.au has been viewed 2.63 million times as at 30 April 2022.
Recommended next steps:	Seek Government approval for the campaign to recommence in the new financial year with the same creative assets.
Contact:	Mardi Stewart, BM Campaigns & Strategic Communication Branch Ph: 6146 3825 Mob: S47F Thomas Abhayaratna, BM Markets Policy Branch Ph: 6146 0339 Mob: S47F

Carer Gateway

Campaign Description	The Carer Gateway national advertising campaign aims to increase awareness of Carer Gateway services and supports, and encourage unpaid carers to access the phone line and website.
Funding profile / Timeframe:	\$15 million over four years (2020-21; 2021-22; 2022-23; 2023-2024)` Total spend to 30 April 2022 - \$2,626,818 FY 2021-22 to 30 April 2022 - \$2,432,502 The previous Government committed a total of almost \$770 million over four years 2021-22 to 2024-25 to deliver carer services including the administration and promotion of the Carer Gateway.
Key outcomes sought:	The campaign is currently under development. If supported, it is recommended the campaign goes live as soon as possible.
Recommended next steps:	Seek Government approval of the creative assets already developed and seek approval of a revised media plan.
Contact:	Mardi Stewart, BM Campaigns & Strategic Communication Branch Ph: 6146 3825 Mob: S47F Vanessa Beck, BM Disability Employment and Carers Branch Ph: 6146 0200

Improving Parenting Practices

Campaign Description	Increase awareness of strengths-based parenting practices and provide supports and resources for parents and non-parent carers. It will build on previous and existing work to enable parents and non-parent carers to understand the importance of child development and learned parenting, and reduce the stigma associated with families seeking support to improve their parenting practices.
Funding profile / Timeframe:	The 2022-23 Federal Budget measure (not yet appropriated) was \$3 million (GST excl) for 2022-23 to 2026-27. <ul style="list-style-type: none"> • 2022-23 - \$950,000 • 2023-24 - \$550,000 • 2024-25 - \$450,000 • 2025-26 - \$400,000 • 2026-27 - \$230,000
Key outcomes sought:	Increase awareness among target audiences of the importance of child development and learned parenting.
Recommended next steps:	Seek Government approval of suggested campaign messaging, creative approach and next steps.
Contact:	Mardi Stewart, BM Campaigns & Strategic Communication Branch Ph: 6146 3825 Mob: S47F Tim Crosier, BM Children's Policy Branch Ph: 6146 2701 Mob: S47F

State of Parliamentary Committee Inquiries

There are currently **13** Government Responses being led by the department for Parliamentary Committee Inquiries.

As per the Government's tabling guidelines, the department has 3 months in which to provide the Government's response to Senate and Joint Committee reports, and 6 months to respond to House Committee reports.

Inquiry Description	Senate Community Affairs References Committee Inquiry into Adequacy of Newstart and related payments and alternative mechanisms to determine the level of income support payments in Australia
Responsible Minister	Minister for Social Services
Status of Government Response	Overdue
Key Timeframes	The Committee tabled its report on 30 April 2020 and makes 27 recommendations. The Government response was due to be tabled on 30 July 2020.
Relevant Deputy Secretary:	Matt Flavel

Inquiry Description	House Standing Committee on Social Policy and Legal Affairs Inquiry into Family, Domestic and Sexual violence
Responsible Minister	Minister for Social Services
Status of Government Response	Overdue The Government response has been delayed until after the launch of the next National Plan to Reduce Violence against Women and their Children 2010-2022. A Government statement was emailed to the Chair of the Committee on 2 September 2021.
Key Timeframes	The Committee released the final report, which was tabled in the House of Representatives on 1 April 2021. The report made 88 recommendations. The Government response was due to be tabled on 1 October 2021.
Relevant Deputy Secretary:	Liz Hefren-Webb

Inquiry Name	Joint Standing Committee on the National Disability Insurance Scheme Inquiry into Independent Assessments
Responsible Minister	Minister for the National Disability Insurance Scheme
Status of Government Response	Overdue
Key Timeframes	The Committee released the final report on 19 October 2021 and makes 6 recommendations. The Government response was due to be tabled on 19 January 2022.
Relevant Deputy Secretary:	Debbie Mitchell

Inquiry Name	Joint Select Committee on Australia's Family Law System Inquiry into Australia's
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	Child Support System - Third Interim Report
Responsible Minister	Minister for Social Services
Status of Government Response	Overdue
Key Timeframes	The Committee tabled the Third Interim Report on 22 November 2021 and makes 19 recommendations. The Government response was due to be tabled on 22 February 2022.
Relevant Deputy Secretary:	Matt Flavel

Inquiry Name	Joint Select Committee on the Implementation of the National Redress Scheme Inquiry into the National Redress Scheme - Second Interim Report
Responsible Minister	Minister for Social Services
Status of Government Response	Overdue The Government response has been delayed to ensure it aligns with the Government's Final Response to the Second Anniversary Review of the National Redress Scheme. A Government statement was emailed to the Chair of the Committee on 10 February 2022.
Key Timeframes	The Committee tabled the second interim report on 23 November 2021 and makes 21 recommendations. The Government response was due to be tabled on 23 February 2022.
Relevant Deputy Secretary:	Liz Hefren-Webb

Inquiry Name	Joint Standing Committee on the National Disability Insurance Scheme Inquiry into the NDIS Quality and Safeguards Commission
Responsible Minister	Minister for the National Disability Insurance Scheme
Status of Government Response	Overdue
Key Timeframes	The Committee tabled the final report on 30 November 2021 and makes 30 recommendations. The Government response was due to be tabled on 28 February 2022.
Relevant Deputy Secretary:	Debbie Mitchell

Inquiry Name	Joint Standing Committee on the National Disability Insurance Scheme Inquiry into General Issues
Responsible Minister	Minister for the National Disability Insurance Scheme
Status of Government Response	Overdue
Key Timeframes	The Committee tabled the final report on 30 November 2021 and makes 2 recommendations. The Government response was due for tabling on 28 February 2022.
Relevant Deputy Secretary:	Debbie Mitchell

Inquiry Name	Senate Standing Committees on Community Affairs Inquiry into Centrelink's compliance program.
Responsible Minister	Minister for Social Services
Status of Government Response	Overdue
Key Timeframes	The Committee tabled the Fifth Interim report in November 2021 and makes 3 recommendations. The Government response was due for tabling in February 2022.
Relevant Deputy Secretary:	Matt Flavel

Inquiry Name	Joint Standing Committee on the National Disability Insurance Scheme Inquiry into the NDIS workforce
Responsible Minister	Minister for the National Disability Insurance Scheme
Status of Government Response	Overdue
Key Timeframes	The Committee tabled the final report on 15 February 2022 and makes 8 recommendations. The Government response was due for tabling on 15 May 2022.
Relevant Deputy Secretary:	Debbie Mitchell

Inquiry Name	Senate Community Affairs References Committee Inquiry into the Purpose, intent and adequacy of the Disability Support Pension.
Responsible Minister	Minister for Social Services
Status of Government Response	Overdue
Key Timeframes	The Committee tabled their report on 18 February 2022 and makes 30 recommendations. The Government response was due for tabling on 18 May 2022.
Relevant Deputy Secretary:	Matt Flavel

Inquiry Name	Senate Select Committee on Autism inquiry into Services, support and life outcomes for autistic Australians.
Responsible Minister	Minister for Social Services
Status of Government Response	Ongoing
Key Timeframes	The Committee tabled their report on 25 March 2022 and makes 81 recommendations. The Government response is due for tabling on 25 June 2022.
Relevant Deputy Secretary:	Debbie Mitchell

Inquiry Name	Joint Standing Committee on the National Disability Insurance Scheme Inquiry into Current Scheme Implementation and Forecasting for the National Disability Insurance Scheme.
Responsible Minister	Minister for the National Disability Insurance Scheme
Status of Government Response	Ongoing
Key Timeframes	The Committee tabled their report on 31 March 2022 and makes 6 recommendations. The Government response is due for tabling on 30 June 2022.
Relevant Deputy Secretary:	Debbie Mitchell

Inquiry Name	Senate Community Affairs References Committee Inquiry into the Accountability and justice: Why we need a Royal Commission into Robodebt.
Responsible Minister	Minister for Social Services
Status of Government Response	Ongoing
Key Timeframes	The Committee tabled their report on 13 May 2022 and makes 1 recommendation. The Government response is due for tabling on 16 August 2022.
Relevant Deputy Secretary:	Matt Flavel

Supporting Ministerial Offices

Supporting the Minister

You can expect a high level of service in relation to ministerial and parliamentary support functions from the department. The types and levels of service can be tailored to meet your needs and requirements to assist you to perform your portfolio roles within government.

Should you require interim support to assist in establishing your office we have a range of volunteers who would be willing to supplement your staff while you on board permanent staff. The Secretary is happy to discuss this with you.

Government and Executive Support Branch (GES) has day-to-day responsibility for managing the interface and the flow of material between the department, your office, and the Parliament. GES Branch Manager Ms Joanna Carey, phone 02 6146 4061, mobile **S47F** is available to discuss your requirements with your Chief of Staff.

GES provides a liaison and quality control point between your office and the department for the flow of:

- ministerial correspondence
- ministerial briefings and submissions
- responses to Parliamentary Questions on Notice (QoNs)
- QTBS
- Senate Estimates briefs
- Senate Estimates QoNs
- cabinet documents
- Parliamentary QoNs

There is an automated whole-of-government Parliamentary workflow system called PDMS which is used for the registration and tracking of correspondence and other paperwork.

The department provides Departmental Liaison Officers to assist your office as a day-to-day operational contact point.

The department also assists you and your office in managing the processes in relation to legislative matters; appointments to statutory and non-statutory bodies, including advisory bodies; preparation of responses to parliamentary reports and inquiries; and the tabling of ministerial statements, annual reports and other documents.

The department is able to assist you with speeches, media releases, and information to respond to media inquiries, communications and events. The Secretary will discuss the protocols you want in place in relation to the management of media inquiries with your Chief of Staff. Corporate Communication and Media Relations Branch Manager, Ms Sam Ursich, phone 02 6146 4615, mobile **S47F** is available to discuss your requirements with your Chief of Staff and Media Relations Officer. For enquires regarding advertising campaigns and strategic communication requirements, please contact Campaigns and Strategic Communication Branch Manager, Ms Mardi Stewart, phone 02 6146 3825, mobile **S47F**

The department also provides administrative assistance in the authorisation and payment of certain expenses, incurred by you and your staff in accordance with government guidelines.

Setting up your Office

In conjunction with the Department of Finance (DoF), the department also assists in setting up your Ministerial Offices in Parliament House and your home State and provides administrative assistance in the authorisation and payment of certain expenses incurred by you and DoF will supply standard furniture and equipment in your Ministerial Office while the department supplies the following additional equipment to the Ministerial Office:

- Desktop PCs or laptop and docking station
- Printers
- Mobile phones
- Stationery
- Security class shredders
- safes (i.e. B class storage units)
- Photocopy machines
- Video conferencing equipment
- TVs for use by advisers
- Additional office furniture
- Kitchen equipment such as a kettle, coffee jug, toaster.

CabNet+

As the senior Portfolio Minister, your Parliament House office has a CabNet+ terminal provided by the Department of Prime Minister and Cabinet. CabNet+ is a secure system that allows Protected documentation to be electronically transmitted between Ministers and between portfolio departments. The department has access to one CabNet+ terminal in Tuggeranong for Secret level documents, while all departmental staff have access to CabNet+ on the secure network for all other Cabinet documents. All Ministerial offices also have access to a secure facsimile machine which enables confidential documents to be faxed to other offices with the secure network.

Departmental Liaison Officers (DLOs)

It has been standard practice for the department to appoint DLOs to the Parliament House offices of Ministers and Assistant Ministers to facilitate sound operational relationships between Ministers and public sector agencies. All portfolio departments, and some major agencies, provide DLOs.

DLOs perform a range of functions, and are a key link between the Ministers' offices and portfolio agencies, not least in providing a direct point of contact in the office for agency staff. They may also provide quality control in regard to routine matters and a feedback point on agency material sent to Ministers. In the typical situation, much of the paperwork going to Ministers and their offices flows through DLOs.

Although DLOs form part of each Minister's working team, they are not formally members of the staff of Ministers. At all times, DLOs remain departmental (or agency) staff while placed in such positions. Their duties do not extend to assisting in ways that could lead to allegations that public servants are being used for party political purposes or political advocacy. However, because of their location and roles, day to day reporting by DLOs is generally to the head of the office of the Minister.

Preferences for Ministerial Paperwork

An early meeting with your Chief of Staff will allow the department to quickly set up templates and signing arrangements to meet your preferences in managing ministerial paperwork such as correspondence and departmental briefings.

Within GES, the Ministerial Coordination team provides you, your office and the department with support on ministerial business by coordinating ministerial business across the portfolio. The team provides the executive and Ministers with monitoring of and reporting on parliamentary services. The team is responsible for ensuring effective coordination of:

- Ministerial correspondence
- QTBS
- Ministerial minutes and briefings
- Cabinet liaison
- QoNs
- provision and support of DLOs to the Minister's office
- purchasing and administrative support for the Minister, and
- a courier service from the department to Parliament House.