



Australian Government
Department of Social Services

Corporate Plan

2025–26

Covering reporting period Financial Years 2025–26 to 2028–29

Acknowledgement of Country

The Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community.
We pay our respects to the Elders both past and present.



Artwork: Reconciliation Journeys.

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Part one: Introduction

Secretary's foreword

I am pleased to present the Department of Social Services (the department) 2025-26 Corporate Plan (the plan). The plan details our purpose, priorities, capabilities and key activities over the next 4 years. It also shows how we measure success and ensures we are accountable.

The department's purpose is delivered under 2 key outcome areas — Social Security, and Families and Communities.

Our priorities

The department's priorities are to:

- get more people into work
- ensure a fair social security system
- break the cycle of entrenched disadvantage
- enable people to be well connected to their community
- end violence in families, relationships and communities
- help parents and carers to support their children's development.

Our key deliverables for 2025-26 are:

- Consider people's complex circumstances to improve their prospects of employment.
- Ensuring a fair and trusted social security payment system supporting people when and where they need it most, by working with Services Australia to simplify and improve service delivery arrangements.
- Working to end family, domestic and sexual violence through the stewardship of the *National Plan to End Violence against Women and Children 2022-2032* and initiatives such as the Leaving Violence Program.
- Contributing to the Priority Reforms of the National Agreement on Closing the Gap targets to reduce the rate of representation in out-of-home care and family violence by transforming how we work with First Nations people, communities and organisations.
- Building resilient individuals, strong families and communities, to break cycles of entrenched disadvantage.
- Supporting children to be safe and thrive through ongoing implementation of the Paid Parental Leave Scheme Early Years Strategy 2024-2034, and a fully legislated, National Commissioner for Aboriginal and Torres Strait Islander Children and Young People.

Our people are critical to delivering the department's key priorities and improving outcomes for Australians. We are committed to:

- strengthening user-centred data and evidence to enhance the quality of our advice
- building our workforce capability and leadership
- fostering a respectful and inclusive workplace
- promoting our strong pro-integrity culture.

Over the period of the plan, the department will focus on supporting the government to deliver strong outcomes for Australians. From policy ideation to implementation, the department will adapt, iterate and innovate our policies and programs to address contemporary social policy issues and ensure wellbeing and opportunity for all Australians, their families and the communities they are a part of.

The plan, combined with the department's impact strategy and outcomes of the capability review will guide how we work to deliver our priorities.

I look forward to working with our Portfolio Minister, Assistant Minister and their staff, Commonwealth agencies, states, territories and other stakeholders to deliver these outcomes.

Statement of preparation

As the accountable authority of the Department of Social Services, I present the 2025-26 Department of Social Services Corporate Plan (The Plan), covering the financial years 2025-26 to 2028-29, as required under paragraph 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013*.

Michael Lye
Secretary

Our purpose

To improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.

How we deliver on our purpose

We work in partnership with government and non-government organisations and communities to ensure the effective development, management and delivery of payments, evidence-based policies, programs and services to support individuals and families.

Our outcomes

Social Security – Encourage self-reliance and support people who cannot fully support themselves through targeted payments and quality services.

Families and Communities – Promote stronger and more resilient families, children, individuals and communities by providing targeted supports.

Our programs

Social Security – 1.1 Support for Families, 1.2 Paid Parental Leave, 1.3 Support for Seniors, 1.4 Financial Support for People with Disability, 1.5 Financial Support for Carers, 1.6 Working Age Payments, 1.7 Student Payments, 1.8 Disability Employment Services.

Families and Communities – 2.1 Families and Communities.

Our key activities

The department undertakes key activities that contribute to the achievement of our purpose. The key activities are a function of our funded programs that are outlined in the Portfolio Budget Statements and are listed under each program in Part Three: Our performance section of this document.

Our policies and programs are the foundations through which we achieve our purpose. The performance measures in Part Three demonstrate the value and impact of our initiatives to improve the economic and social wellbeing of individuals, families and vulnerable members in Australian communities.

Our planning and reporting framework

The department's planning and reporting framework supports the delivery of our obligations under the *Public Governance, Performance and Accountability Act 2013 (PGPA Act)* and ensures the business planning, performance measurement and budget processes are aligned.

The plan is our primary planning document. It integrates our outcomes, performance, priorities, and workplace values. Detailed group business plans and individual performance plans cascade down from the plan, providing the department with a clear line of sight between our purpose and performance. We measure and assess our performance in contributing to government policy objectives.



Part two: Our operating context

Our environment

The department operates in a dynamic environment where, despite the existence of strong social support systems, some individuals and families experience persistent disadvantage.

For those in the greatest need connecting services and supports across government and between the Commonwealth, States and Territories can be complex.

The social security system supports around 5.5 million people in Australia. There are over a million people on working age payments (JobSeeker, Youth Allowance, Parenting Payment) who access the social security system to meet their living expenses. Workforce participation for income support recipients remains a priority to deliver better outcomes. There are significant individual benefits to employment. It allows for greater economic participation within community and society, but greater than that it enables a sense of purpose, self-worth and self-esteem.

Australia's evolving demographics

Life expectancy is rising, and fertility rates are declining, reducing the working age population and influencing family composition and structures. Overseas migration is expected to continue to support population growth. This offsets demographic and economic challenges to some extent, as higher immigration correlates with higher tax revenue and increases in the working age population.

Women's workforce participation in Australia is strong, having experienced significant growth over the past 40 years.

We must remain responsive to how these changes affect the outcomes of the department, the relative demand for services and overall impact on the social security system. Future productivity will depend on strategic and impactful investment in social services, as well as health and education, to support all Australians to fulfil their potential.

The shape of households is changing, while the number of households has increased, the average household size continues to fall (2.5 in 2021). Particularly relevant is the rise in single person households which has increased from 18% in 1981 to 26% in 2021. Of these 55% of single person households are women living alone. There are also intergenerational impacts, with the number of families with dependent children declining while couple-only households increase, especially older couples. Young people are increasingly living with parents at later ages, particularly young people with disability.

Employment opportunities

Australia's labour market features record employment and low unemployment, but many of the most vulnerable are still missing out on work. Labour markets are competitive across all sectors, presenting challenges for employers to attract and retain diverse talent.

Social policy is an enabler of workforce participation, critical for job preparedness and fundamental for improving economic outcomes for all people. The implementation of Inclusive Employment Australia and continued reforms to the supported employment sector represent an important change in specific employment supports for people with disability. We continue to work in collaboration with the Department of Employment and Workplace Relations to help people on income support to find and sustain employment.

Challenging the drivers of violence and abuse remain critical to addressing severe disadvantage

The prevalence of family, domestic and sexual violence is a major issue in Australia. The safety of women and children is a national priority and a whole of society response is needed. Delivering innovative, responsive programs and services that keep victim-survivors safe and working with young men and boys in particular on healthy relationships, is key to breaking the cycle and ending violence in families, relationships and communities.

Our responses need to both support people to leave violent relationships as well as building key protective factors to support families to thrive. Holistic services and program responses which support families and individuals to succeed are essential to achieve better life outcomes.

Progress towards equality and inclusion

Women's employment continues to increase, and women's workforce participation has reached record highs of 63.5%. Importantly the gender pay gap has fallen, supporting the aspiration of an equal and fair society for all. The trajectory on increasing employment for First Nations peoples aged 25-64 (Closing the Gap - Outcome 8) is tracking towards the target rate of 62% by 2031. Inclusion and employment of people with disability is a central policy concern.

While progress is being made, further work towards equality and inclusion will reduce disadvantage and improve employment and social wellbeing.

Natural disasters

The frequency and intensity of natural disasters has been challenging and disproportionately impacts our most vulnerable members of the community. We continue to collaborate with Australian Government (government) agencies such as the National Emergency Management Agency to prepare for and respond to natural disasters. Services Australia helps people directly affected by natural disaster events with targeted support such as Australian Government Disaster Recovery Payment and Disaster Recovery Allowance.

Reconciliation

Our goal is to work in genuine partnership with First Nations people. We want to create better outcomes across all areas of work. We commit to advancing reconciliation by embedding cultural understanding, strengthening relationships, and creating opportunities that support the self determination of First Nations People. Responsibility for each commitment lies with everyone and strong governance is required to successfully deliver these commitments.

Our procurement practices also demonstrate active investment into sustainable economic empowerment of First Nations peoples.

Inclusion and accessibility

The department is committed to building and embedding an inclusive and accessible workplace where everyone feels safe, valued and empowered to do their best work. The department is actively partnering with our people to embed accessibility and inclusion seamlessly into our culture, systems, and practices.

We achieve this by:

- increasing meaningful employment of people with disability, including in leadership roles
- delivering targeted initiatives to remove systemic barriers, embedding inclusive practices (in policy, processes and systems), and building workforce capability
- providing confidential, practical advice and support to our people on workplace adjustments, flexibility, and resolving inclusion challenges
- partnering with and supporting employee-led Diversity Committees and Networks to amplify their impact.

Workforce

Our strength and impact are underpinned by how we value every employee's unique perspective and skills, fostering an inclusive environment where everyone can make a meaningful contribution. We collaborate, expecting our people to bring their diverse perspectives, life experiences, cultural backgrounds and expertise to our work and be heard. We aim to balance our social policy focus with good governance and a clear purpose. We need our people to be curious, to challenge and contest how to best solve problems and be courageous in delivering the right outcome.

The department is looking for ways to address challenges through our workforce and business planning processes, with a particular focus on skills shortages within data and digital capabilities.

Our use of flexible work arrangements continues to transform our workplace by delivering better designed, inclusive and accessible workspaces. Our flexible way of working enables an environment that supports improved collaboration, performance and hybrid working. Our footprint across the country continues to realise significant benefits. It is broadening talent pools and building our capability. A strong focus on maintaining and strengthening team communication and cohesion contributes to a culture of trust. The department is actively participating in the Capability Review Program to ensure we are well placed to support the government into the future with a skilled and capable workforce.

Our cross-government priorities

The National Agreement on Closing the Gap

The department is working to improve performance against the Priority Reforms. This includes working across the Commonwealth agencies to develop a Portfolio Transformation Plan for Priority Reform 3. This aims to better position the department to tackle complex and intersecting socio-economic targets and improve life outcomes for First Nations people.

Safe and Supported: the National Framework for Protecting Australia's Children (2021–2031) (Safe and Supported) embeds Priority Reforms from the National Agreement on Closing the Gap, to transform how governments work to improve outcomes for Aboriginal and Torres Strait Islander children, young people and families. It is a key mechanism in responding to Closing the Gap Target 12 to reduce the rate of over-representation of Aboriginal and Torres Strait Islander children in out-of-home care by 45% over 10 years.

Safe and Supported sets out how all governments will work in partnership with First Nations representatives. This includes close collaboration with the non-government sector to help children, young people and families in need of support, particularly those who are experiencing disadvantage or are vulnerable to abuse or neglect. Shared-decision making is embedded in Safe and Supported through a formal partnership agreement that includes the design and delivery of services affecting Aboriginal and Torres Strait Islander peoples.

Decisions are made through a Shared Decision Making Committee and supporting groups, with an emphasis on membership parity between all governments and the Aboriginal and Torres Strait Islander Leadership Group.

Safe and Supported has 4 focus areas to achieve outcomes:

1. a national approach to early intervention and targeted support for children and families experiencing vulnerability or disadvantage
2. addressing the over-representation of Aboriginal and Torres Strait Islander children in child protection systems
3. improving information sharing, data development and analysis
4. strengthening the child and family sector and workforce capability.

Safe and Supported is being delivered through 2 Action Plans - Safe and Supported: Aboriginal and Torres Strait Islander First Action Plan 2023-2026 and Safe and Supported: First Action Plan 2023-2026.

The implementation of the Safe and Supported Aboriginal and Torres Strait Islander first Action Plan 2023-26 will assist in addressing the unacceptable rates of First Nations children in out-of-home care.

The department is committed to working collaboratively across government to enhance existing data governance processes and practices in accordance with the Framework for the Governance of Indigenous Data. We have specific regard to building data capability that is culturally appropriate and informed.

The National Plan to End Violence against Women and Children 2022-2032

The National Plan to End Violence against Women and Children 2022-2032 (National Plan) is the national policy framework that will guide 10 years of action. The National Plan and its two action plans require a coordinated approach to delivering outcomes across a complex system including government, states, territories and delivery partnerships. The department provides governance, oversight and strong coordination across the system as well as engagement with stakeholders.

Commonwealth, state and territory governments share responsibility for effectively responding to family, domestic and sexual violence and abuse. There are 14 government agencies and over 60 jurisdictional agencies involved with implementing initiatives under the National Plan.

Early Years Strategy 2024-2034

The *Early Years Strategy 2024-2034* (Strategy) sets out the government's vision to support Australia's children and their families. Recognising how critical the early years are for children's development and continued success over their lifetime, the Strategy articulates how the government will prioritise and support child-centred policy development and target investment in early years supports and services over the next 10 years.

The Strategy outlines a vision, 8 outcomes, principles to guide how the government will work to support children and families in the early years, and 4 priority focus areas, which are:

1. value the early years
2. empower parents, caregivers and families
3. support and work with communities
4. strengthen accountability and coordination.

The Strategy will be delivered through 3 action plans across the 10 years of the strategy and measured against an outcome's framework. The First Action Plan was released in December 2024.

The department continues to support the Parents and Carers Reference Group (PCRG), which is a direct response to Priority Focus Area 1 of the Strategy, 'Value the Early Years - Embed the voices of children and their families'. The PCRG provides parents, carers and key peak bodies with an opportunity to have their say on government policies, programs and supports and allows the government to hear directly from members on what matters most to them.

Disability employment reforms

A new disability employment program, Inclusive Employment Australia, will commence on 1 November 2025. It will replace the current Disability Employment Services (DES) program. Inclusive Employment Australia was designed to contribute to the implementation of the key government strategies: the Australian Disability Strategy and Employ My Ability. Inclusive Employment Australia will deliver on the government's vision for a stronger and more inclusive Australia for people with disability. It will focus on assisting more people with disability to find and maintain sustainable employment. It will improve the quality of service for participants by ensuring the support provided is tailored to their circumstances. There will be a greater focus on quality providers, with staff and leadership that reflects the diversity of the communities they are working with. Providers will place clients and employers at the centre of their service design and build meaningful relationships with both clients and employers.

The new program will be complemented by the Centre for Inclusive Employment, which commenced in March 2025. It will develop best practice, evidence-based information and resources to help providers deliver high-quality employment services and supports for people with disability.

To ensure that quality is central for all reforms, a new DES Performance Framework (the Framework) was released in July 2024. This incorporated and built on the DES Quality Framework. The Framework is designed to measure providers against key performance indicators, with the aim to drive continuous improvements in the delivery of disability employment services. The Framework will continue under Inclusive Employment Australia with refinements to support the objectives of the new program.

The department is also supporting the evolution of the supported employment sector through programs such as the Structural Adjustment Fund. This fund aims to ensure people with high support needs have access to a range of meaningful employment opportunities and pathways to open employment. Consultation on next steps in supported employment was undertaken between March and June 2025. It will continue in the second half of 2025.

Build Financial Resilience and Capability

Financial resilience and capability is built through the Financial Wellbeing and Capability Activity which provides services and initiatives to support vulnerable individuals and families navigate financial crises, manage financial stress and hardship, and to improve financial wellbeing.

Programs under the Financial Wellbeing and Capability Activity support people through a range of circumstances from immediate crisis response situations to capability building and long-term financial literacy.

The Financial Wellbeing and Capability Activity includes the provision of financial crisis and recovery supports through the Emergency Relief and Food Relief and Material Aid programs, broad financial capability building services including through the Saver Plus financial education program, financial counselling including specialist financial counselling services to support people at risk of/or impacted by gambling harm, and access to microfinance products such as no interest loans.

Our cooperation and collaboration

Collaboration

Strong cooperation and collaboration across government, including with our Commonwealth agencies, the states and territories and the community sector is essential in delivering our policy program and service delivery responsibilities. We will continue to cultivate open and respectful relationships with our partners and the community to deliver meaningful change to the lives of individuals and families in Australian communities.

Our Commonwealth agencies

Under the PGPA Act, the portfolio is comprised of non-corporate Commonwealth entities (one Department of State and 3 listed entities). Each agency publishes their own Corporate Plan detailing their purpose and performance measures.

Non-corporate Commonwealth Entities

- Australian Institute of Family Studies
- Domestic, Family and Sexual Violence Commission
- National Commission for Aboriginal and Torres Strait Islander Children and Young People.

Our integrity

Our integrity is reinforced through a focus on pro-integrity culture and commitment to our purpose to improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities. To drive our culture of integrity the department has:

- a set of expected behaviours (the 4Cs) which build upon the APS Values and enable an adaptive workplace culture. The 4Cs are demonstrated by:
 - being **curious**
 - **contesting** ideas respectfully
 - having the **courage** to call out what needs to be called out, including poor behaviour
 - working **collaboratively**, both internally and with our stakeholders and partners.
- a dedicated Integrity Unit to provide education, advice and support for the National Anti-Corruption Commission
- an integrity strategy and framework for 2024-26.

Throughout 2025-26, we will continue to support pro-integrity culture for the department and the broader APS through implementation of the APS Reform Agenda, APS Integrity Taskforce recommendations, and participation in the Secretaries Board, as well as supporting the ongoing work of the National Anti-Corruption Commission.

Our capability

Our workforce

There are approximately 3,000 people working in the department in various locations around Australia. We are a department that spans policy and program development, corporate services, stakeholder engagement, and frontline service delivery.

We will undertake targeted actions to attract, retain, engage, and develop talent while strengthening the capability needed now and into the future. We will invest in our workforce through continuous development of our people providing learning opportunities for all staff. Our success relies on clear workforce priorities to transform, optimise and grow our capability.

Our diversity

Our workforce embraces diversity and reflects the different perspectives, expertise and experiences of the community we serve. We value the range of views and approaches diversity brings to our workplace. We are committed to being inclusive, culturally aware and responsive to the needs of individuals in our policies and practices. We actively pursue initiatives to broaden diversity and inclusion in our workplace. We support a wide range of diversity dimensions including cultural, gender, age, disability, LGBTQIA+ and First Nations staff.

We acknowledge that to deliver high-quality and culturally appropriate services, policies and programs, we must demonstrate our understanding and respect of First Nations peoples, cultures and histories. We will continue to build the department's cultural competence, supporting our staff to form genuine, respectful and collaborative partnerships with each other and First Nations peoples, stakeholders and community groups.

Our health, safety and wellbeing

The ongoing commitment to health, safety and wellbeing of staff remains crucial. We continually build our strong safety culture by integrating safety into relevant areas of our business including building staff and manager capabilities. We use a risk-based approach that is based on evidence as we build the overall safety and wellbeing of our people.

We fulfil our due diligence obligations through effective communication and consultation with our people. Our people engage in decisions so that their expertise and experiences are valued and incorporated into our safety initiatives. Together, we create a safety culture that promotes staff wellbeing and meets our safety goals.

In the coming year we will strengthen our approach to assessing psychosocial hazards and risks, with a continued focus on prevention and early intervention. We understand a strong safety culture promotes a positive work environment, improving the wellbeing and overall job satisfaction of our people.

Our focus on prevention and early intervention ensures our people are at the centre of what we do, and lessens the impact of injuries, illness or critical incidents.

Our learning and development

To meet workforce challenges now and in the future and to effectively manage risks, we are committed to retaining, developing and investing in our people.

We offer contemporary learning and development opportunities to our staff, with multiple ways to learn in the workplace. We are applying a continuous learning approach with learning solutions available, from bite-sized learning through to intensive programs. We have a focus on policy excellence through our Social Policy Toolkit, the department's central resource for guidance on better practice policymaking. We are providing the tools and resources to build the capability of our staff wherever they are in their career.

We are committed to developing the capability of the department. This includes a new Social Policy Group to promote skills and discussion to develop social policy which is human-centered and future focused.

Our ways of working

It is essential that we remain at the forefront of innovation to attract and maintain the essential skills and talent required to stay ahead of our competitors.

We are transforming our workplace by delivering better designed policies that will enable more inclusive workspaces and improved technology. We will invest in manager development, giving them the tools to deliver on our purpose. The way in which we work is underpinned by a strong focus on enabling our people to be leaders at all levels to drive change and innovation with respect and integrity in all that we do.

Our department operates in line with the Strategic Commissioning Framework. Core work is done in-house in most cases, and any outsourcing of core work is minimal and aligns with the limited circumstances permitted under the Strategic Commissioning Framework.

We recognise the importance of an appropriate balance between employees' personal and working lives, and the role flexible working arrangements can play in helping to achieve this. Our flexible approach supports productivity and business continuity, enabling us to operate safely and seamlessly from any location. Our target of 90% APS staff continue and the department will manage outsourcing to meet this target over the coming year.

Our grants capability

Since its establishment in 2016, the Community Grants Hub has continued to provide best practice grant administration services to government departments. In 2024–25, the Community Grants Hub managed 32,034 grants for the department and client agencies totalling \$11.7 billion in value for the financial year. Through shared services arrangements and partnerships with government departments and funded organisations, the Community Grants Hub strives to deliver grants that are fit for purpose and meet the needs of the individuals and communities that access services.

The Community Grants Hub has robust assurance mechanisms designed to ensure deliverables are of high quality and effective grants administration services and maintain compliance with the government's grants policy framework including the PGPA Act and the Commonwealth Grants Rules and Principles 2024.

The Community Grants Hub facilitates strategic engagement between the department and the social, disability, health and aged care services sectors, leveraging opportunities, evidence and engagement to target programs more effectively and maximise outcomes. Through the department's geographically dispersed network of staff, including Funding Arrangement Managers, based in all states and territories, our aim is to better understand our operating environment to support the ongoing development and improvement of the policies, programs and grant activity delivered by the department and client agencies.

Our Emissions Reduction Plan

The Net Zero in Government Operations Strategy further describes the approach for implementing the government's commitment to achieve net zero government operations by 2030.

The department is committed to achieving net zero emissions by 2030, including through the following actions:

- procuring renewable electricity
- improving building standards
- transitioning the fleet vehicles to low emission vehicles
- sustainable procurement
- encouraging low-emission sources of travel

- people, culture and capability uplift
- reporting departmental emissions in our Annual Report.

Our data

The department's data and evaluation capability supports our performance monitoring and reporting. The department draws on extensive data from our policies, programs and services, and applies various analytical techniques to examine appropriateness, efficiency, and effectiveness of programs and policies.

In 2025, the department released a new Data and Analytics Strategy 2025-2027 (the Strategy). The Strategy builds on the strategic direction set by the DSS Data Strategy 2022-2024 and the DSS Analytics Strategy. The Strategy is informed by cross government strategies and commitments and will continue to:

- ensure our data governance builds trust, reflects best-practice and enables the use of data in a safe, secure, lawful and ethical way
- ensure data provides the evidence to deliver with impact and support improvements to payments, policies, programs and services
- ensure our technology and systems support all aspects of the data lifecycle
- support open access to data by default, contributing to the data ecosystem and sharing and leveraging data, internally and externally
- increase staff capability and confidence in using data to support departmental priorities
- create a culture of data-driven curiosity and enquiry where data is embedded into all aspects of our business.

The department also released a new Evaluation Strategy 2025-27 to guide understanding of the impacts of our payments, policies and programs, and what difference they make to Australians. Evaluation is an integral part of our work, and the Evaluation Strategy has a focus on continuing to build evaluation capability and ensuring findings are shared and used to drive positive outcomes and deliver better services for Australians.

The department is actively engaging in the DATA Scheme established under the Data Availability and Transparency Act 2022 (Cth) (DAT Act) for safe, secure, legal and ethical data sharing arrangements.

In 2025-26, the department will:

- implement the Data and Analytics Strategy and Evaluation Strategy
- deliver on commitments in the whole-of-APS Framework for Governance of Indigenous Data
- move from interim to final accreditation status as an Accredited Data Service Provider and Accredited User under the DATA Scheme
- support DATA Scheme data sharing requests
- continue to update the Australian Government Data Catalogue.

Our financial capability

The Finance and Information Services Group (the Group) leads the department's financial capability, ensuring compliance with legislative and policy requirements. The Group provides strong oversight of the department's financial control framework, its associated systems and supports the facilitation of external and internal budget processes, reports on financial performance and produces the financial statements.

The Group manages the Australian Government Budget process by working closely with the department's policy areas, central agencies, our Portfolio entities and other agencies. The department has built sound working relationships with our key stakeholders, which enables us to collaborate and deliver our priorities and commitments.

It is a key enabler in the financial stewardship of the department, providing advice to the:

- Executive Management Group in a timely and accurate manner about financial performance, forecast, pressures and risks
- departmental managers, in relation to:
 - the development of robust and easy to use financial management policies, systems and processes
 - assisting in the development of new policy proposals and coordinating the Budget process
 - the provision of timely and accurate financial information, analysis and advice
 - anticipating financial issues and working collaboratively in developing solutions
 - financial literacy training and support to enhance financial knowledge
 - procurement advice, use of credit cards, travel and fleet management.

The Group ensures departmental stakeholders understand their financial obligations when undertaking their work, and facilitates regular capability development opportunities through mentoring, training modules and on the job learning.

Our climate disclosure

The department is committed to environmentally sustainable operations, including meeting the Commonwealth Climate Disclosure requirements set out by the Department of Finance and the Department of Climate Change, Energy, the Environment and Water. The Commonwealth Climate Disclosure requirements will focus on the 4 key aspects of climate related reporting:

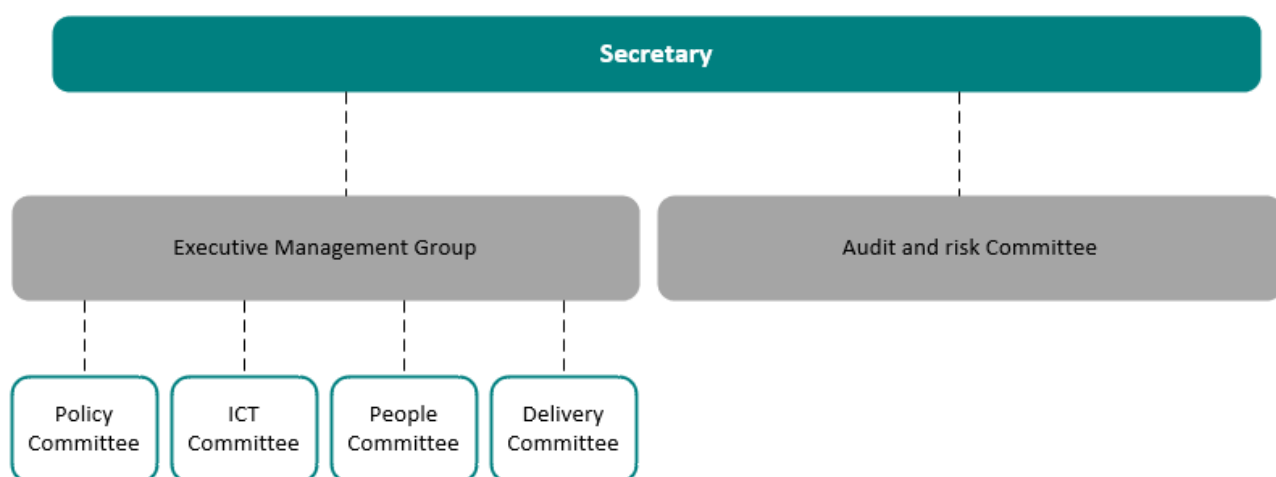
- **Governance:** This includes governance processes, controls and procedures in place to support climate risk management within entities.
- **Strategy:** This includes strategic approaches an entity uses to manage climate-related risks and opportunities and reduce its emissions over time.
- **Risk Management:** This includes the methods used to assess an entity's overall risk profile and embed climate risk management practices across its organisation.
- **Metrics and Targets:** This includes processes and methodologies an entity uses to track its performance and meet its targets.

Our governance

Our strong and supportive governance arrangements underpin our decision making by ensuring transparency, accountability and integrity are applied to all our activities.

Our governance structure includes the Executive Management Group and its sub-committees, which consider information and communication technologies (ICT), people related and policy and program matters.

Our governance structure informs the strategic prioritisation of resources as part of policy setting, program and workforce planning, risk management and audit and compliance activities.



Our risk management

Our Risk Management Framework (the RM framework) assists staff at all levels across the department to effectively identify and manage risk. The RM framework includes a risk management policy, along with a risk and issues management procedures, and a legal risk reporting framework. It also provides clear responsibilities for all our staff to consistently escalate and report on risk and issues. Identification, reporting and management of legal and other specialist risks is iterative and needs to be incorporated in all activities and operations of the department.

Our processes align with the Commonwealth Risk Management Policy and section 16 of the PGPA Act.

Our risk governance

Executive Management Group oversees the approach and effectiveness of the RM Framework and makes decisions about strategic risks. The strategic risks are continuously monitored and reviewed.

The Chief Risk Officer provides oversight of risk management culture and capabilities across the department and is supported by senior executives to manage and report on risk.

Significant risks, including emerging risks are escalated to the Secretary or relevant Deputy Secretary, through Group and Branch Managers. Issues are reported to the relevant senior executive and as appropriate to the Secretary.

The Audit and Risk Committee provides independent assurance and advice to the Secretary, and Executive Management Group, on the design and operation of our department's risk, control and compliance framework, including its external accountabilities.

Our strategic risks

The department's 5 strategic risks, identified by the Executive Management Group, have the potential to impact our purpose. These risks are interdependent and cut across organisational boundaries. Our strategic risks and associated risk treatments are detailed below:

STRATEGIC RISK	DESCRIPTION	RISK MITIGATIONS
Policy Development and Delivery	There is a risk that the department fails to design and deliver key policy, programs, projects and services that are citizen centric and meet government priorities.	<ul style="list-style-type: none">▪ Continue delivering against our outcomes by implementing Government priorities in line with relevant legislation, frameworks and guidance.▪ Continue embedding good design principles through guidance tools and resources to foster citizen-centric policy design, implementation and monitoring.▪ Prioritise and invest in policy capability development including resources such as the Social Policy Toolkit, the department's centralised resource for guidance on better practice policymaking.▪ Work collaboratively with our key partners and stakeholders to ensure all views are considered and policy advice is timely, influential, and has a strong evidence base.▪ Continue to embed more robust scrutiny of current and future policies.

STRATEGIC RISK	DESCRIPTION	RISK MITIGATIONS
Integrity	There is a risk to the department that not upholding a culture of integrity and professionalism will reduce the effectiveness of the delivery of outcomes for Australian communities.	<ul style="list-style-type: none"> Continue working to build our pro-integrity culture through an Action Plan that meet the expectations of the APS and implements the department's Integrity Strategy and Framework. Continue educating staff on their responsibilities for maintaining integrity through the delivery of training on Integrity in the APS as well as an introduction to the National Anti-Corruption Commission, complemented by department specific integrity training. Additionally, deliver mandatory training on APS values, code of conduct, fraud awareness, employment principles and expectations.
Our People	There is a risk to the department having the workforce capability needed, including managing the safety, wellbeing and development of staff.	<ul style="list-style-type: none"> Implement and monitor the department's Workforce Strategy that sets direction and priorities to support and develop our people. Through Work Health and Safety Management Arrangements, continue demonstrating the department's commitment to managing health and wellbeing in the workplace. Mature diversity and inclusion efforts in the department through continued implementation of the Diversity and Inclusion Action Plan.
Partnerships	There is a risk to ensuring the department's partnerships with other agencies and organisations maximises the outcomes for the Australian community.	<ul style="list-style-type: none"> Implement best-practice principles identified through the Australian Public Service Commission's Charter of Partnerships and Engagement and good practice guidance, which supports leveraging partnerships to develop community/person-centred policies and services. Continue to consult with key stakeholders on policy and program solutions to ensure that outcomes are maximised. Contractual Agreements with our key stakeholders are in place, regularly monitored and adapted to support emerging risks to meet our policy, program and service delivery responsibilities.
Systems and Data Integrity	There is a risk to maintaining and protecting data held by the department and using data and information effectively to support our outcomes.	<ul style="list-style-type: none"> Implement strategies within our 2025-27 Data and Analytics Strategy to embed data-driven improvements to the economic and social wellbeing of Australians and continue to ensure strong governance processes are in place in relation to the quality, use, and sharing of our data. Continue to ensure that Service Level Agreements are in place with our key stakeholders in relation to our IT systems and support for our data. We will also continue to review these on a regular basis.

Fraud and Corruption

Fraud and corruption pose a serious risk to the department's programs, schemes and corporate functions. To meet its obligations under the PGPA Act and Commonwealth Fraud and Corruption Control Framework, the department has in place a Fraud and Corruption Control Plan 2024-26, Fraud and Corruption Policy, and Secretary's Instruction 1.3 Fraud and Corruption Control. These documents outline the governance, roles and responsibilities of officers, fraud and corruption risk assessments and other fraud management activities the department undertakes to meet its requirements under the Commonwealth Fraud and Corruption Framework.

The department maintains systems of fraud and corruption risk management and oversight, ensuring all reasonable measures are in place to prevent, detect, deter, disrupt and respond to fraud and corruption.

Part three: Our performance

The department's key activities are delivered in partnership with a range of third parties including Commonwealth agencies, for-profit and not-for-profit organisations. The majority of the data used to report our performance is sourced from our third-party delivery partners. The department aims for better practice approaches to ensure third-party data is reliable, verifiable, and supported by proportionate assurance processes. In practice, some third-party data may have limitations. In the interest of transparency, we disclose any limitations associated with the data and methodology used to assess our performance.

Within our operating context, there are external factors beyond the department's control that can impact our performance. Performance measures that may be impacted by external factors are identified in this chapter using the diamond symbol (♦).

The assessment of performance measures outlined in this Corporate Plan will be published in the 2025–26 Annual Report.

Categorising Data Sources

The PGPA Rule requires that performance measures should use sources of information and methodologies that are reliable and verifiable. This includes appropriate assurances and controls of data. Reliable and verifiable data is key to supporting advice to better inform government decisions which the department is continuously working towards. Performance statements will include categorisations of data that underpin the department's performance measures. Data categorisations are identified as follows:

Data Source	Definition
Primary Source	Generated from within the department.
Secondary source	Data sourced from another Commonwealth or state and territory entity.
Tertiary source	Contracted business or service provider.

Assurance	Definition
Tier 1	The department has assurances over this data.
Tier 2	The data is sourced from a third party. The department has some controls in place which assure this data, for example an agreement with the data provider outlining data quality expectations or data is supported by a quality statement.
Tier 3	Data is sourced from a third party, such as a contracted business or service provider. The department has minimal mechanisms by which to assure the data reported by the third party.

Machinery of Government Changes

The revised Administrative Arrangement Orders (AAOs) released on 13 May resulted in programs and policies being transferred to either the Department of the Treasury or the Department of Health, Disability and Ageing. The following performance measures are not included in this department's 2025-26 Corporate Plan and are now the responsibility of the receiving entities. These entities will have their own mechanisms for determining what performance measures to report.

Performance Measures transferring to the Department of Health, Disability and Ageing:

Outcome 3: Disability and Carers

3.1.2 Disability and Carer Support

3.1.2-1 Carer Gateway

3.1.2-2 Australia's Disability Strategy

3.1.2-4 Younger People in Residential Aged Care

3.2.1 National Disability Insurance Scheme Transition

3.2.2 Sector Development Fund and Jobs and Market Fund

3.2.3 National Disability Insurance Scheme Participant Plans.

Performance Measures transferring to the Department of the Treasury:

Outcome 2:

2.1.2 Safe Places Initiative, within the Women's Safety Performance Measure.

Outcome 4:

4.1.1 - 1 – National Agreement on Social Housing and Homelessness

4.2.1 - 1 – National Rental Affordability Scheme.

Following the Machinery of Government changes, the department has considered its functions and appropriations. The Key Activities and their performance measures on the remaining pages reflect the way the department intends to achieve its purpose and objectives in 2025-26 and beyond.

Outcome 1: Social Security

Programs and activities

Outcome 1 comprises 8 programs and a number of activities, all of which contribute to achieving the social security outcome.

An in-depth description of each of the activities, performance measures, targets, rationale, methodology and outputs are in the Performance Tables Section on the pages that follow.

Outcome 1 – Social Security

Encourage self-reliance and support people who cannot fully support themselves through targeted payments and quality services.

Program 1.1 Support for Families	Program 1.2 Paid Parental Leave	Program 1.3 Support for Seniors	Program 1.4 Financial Support for People with Disability
Key activities 1.1.1 Family Tax Benefit 1.1.2 Child Support Scheme	Key activities 1.2.1 Parental Leave Pay	Key activities 1.3.1 Age Pension	Key activities 1.4.1 Disability Support Pension
Program 1.5 Financial Support for Carers	Program 1.6 Working Age Payments	Program 1.7 Student Payments	Program 1.8 Disability Employment Services
Key activities 1.5.1 Carer Payment and Carer Allowance	Key activities 1.6.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment	Key activities 1.7.1 Youth Allowance (Student), Austudy and ABSTUDY	Key activities 1.8.1 Disability Employment Services

Cross-Program Rent Assistance

Key activities

Rent Assistance

PROGRAM 1.1 SUPPORT FOR FAMILIES

Assist eligible families with the cost of raising children while ensuring that parents remain primarily responsible for supporting their children.

Key Activity — 1.1.1 Family Tax Benefit

Family Tax Benefit (FTB) is a key activity of the Support for Families Program. The FTB activity makes payments to eligible low and medium income families to help with the direct and indirect cost of raising dependent children. It comprises two parts:

- FTB Part A – this is paid per child and the amount paid is based on the family's circumstances.
- FTB Part B – this is paid per family and gives extra help to single parents and some couple families with one main income.

FTB can be paid fortnightly or as a lump sum at the end of the financial year. Families who are eligible for FTB may also be eligible for other payments and supplements, such as Newborn Supplement, Newborn Upfront Payment, and Rent Assistance. FTB Part A recipients must also meet immunisation and health check requirements (where applicable).

The department is responsible for designing and implementing the key activity. This includes providing advice to government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting key performance indicators, and providing guidance and advice to Services Australia on the administration of the program.

Services Australia is responsible for administering FTB on the department's behalf, including receiving, processing, and managing payment applications and making payments.

Performance Measure

1.1.1-1 Extent to which families with lower incomes are supported with the costs of raising children through FTB.

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.1.1-1A - The number of FTB Part A families with adjusted taxable income under the FTB Part A Lower Income Free Area is aligned with the number of families in Australia with family income under the FTB Part A Lower Income Free Area.	Recipient numbers align with the proportion of families with income under the FTB Part A Lower Income Free Area	Recipient numbers align with the proportion of families with income under the FTB Part A Lower Income Free Area	Recipient numbers align with the proportion of families with income under the FTB Part A Lower Income Free Area	Recipient numbers align with the proportion of families with income under the FTB Part A Lower Income Free Area

Rationale

Measuring the extent to which families with lower incomes are supported with the costs of raising children through the FTB aims to demonstrate how the payment is targeted towards these families. This measure demonstrates the **effectiveness** of the FTB in achieving the objective of the key activity, which is to ensure eligible families are helped with the cost of raising children.

The target demonstrates the **effectiveness** of the department's role in delivering the key activity by showing the extent to which low income families are supported by FTB.

Methodology

The number of FTB Part A families with adjusted taxable income under the FTB Part A Lower Income Free Area is aligned with the number of families in Australia with family income under the FTB Part A Lower Income Free Area is calculated by:

- using the number of FTB Part A families with adjusted taxable income under the FTB Part A Lower Income Free Area, divided by,
- the number of families in Australia with family income under the FTB Part A Lower Income Free Area.

This is used to measure the proportion of lower income families in Australia who are supported by receiving FTB.

Data Categorisation

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data.
Secondary source Tier 1	Australian Bureau of Statistics (ABS).

Note: FTB data is not considered mature until 2 years (8 quarters) after the end of the entitlement year.

Supporting Information

- Administered outlays
- Payment accuracy
- Number of recipients – FTB Part A and Part B
- Number of children – FTB Part A and Part B

Program 1.1 Support for Families

Assist eligible families with the cost of raising children while ensuring that parents remain primarily responsible for supporting their children.

Key Activity — 1.1.2 Child Support Scheme

The Child Support Scheme is a key activity of the Support for Families Program. The Child Support Scheme ensures children receive an appropriate level of support from their parents following separation.

Child support payments are calculated according to an administrative formula that uses an income shares approach and is based on research into the cost of raising children in Australia. Child support payments can be transferred privately (Private Collect), or Services Australia can collect and transfer the payments on parents' behalf (Agency Collect).

Child support legislation provides Services Australia with extensive collection and enforcement powers to collect child support in Agency Collect cases.

The department is responsible for designing and implementing the Child Support Scheme, including child support policy and legislation.

Services Australia delivers the Child Support Scheme on the department's behalf and provides services to parents and carers. Services Australia assists parents to apply for a child support assessment, determines the amount payable and, where applicable, facilitates the collection and transfer of child support payments. Where payments are not made voluntarily, Services Australia has a range of powers to enforce the collection of child support. The Child Support Registrar in Services Australia has decision making powers under child support legislation.

Performance Measure

1.1.2.1 Extent to which separated parents in the child support system are supporting their children.

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.1.2.1A - More than 95% of child support liabilities in Agency Collect cases are collected each year.	>95%	>95%	>95%	>95%

Rationale

Measuring the extent to which separated parents who are assessed to pay child support in Agency Collect cases are complying with their obligation demonstrates the effectiveness of the Child Support Scheme in supporting children of separated parents. The measure is also relevant to the effectiveness of enforcement payments in the Child Support Scheme. This demonstrates how the Child Support Scheme is effective in maximising the economic resources available to raise their children.

The target demonstrates the **effectiveness** of the key activity by showing:

- the proportion of child support which is assessed to be paid in Agency Collect cases, which is collected by Services Australia and paid to the receiving parent,
- a significant percentage of children continue to receive financial support from their parents following separation.

Methodology

For each financial year (from 2025–26 onwards):

- Annual Agency Collect liabilities assessed; and

- Annual Agency Collect liabilities collected.

The percentage is the Annual Agency Collect liabilities collected divided by the Annual Agency Collect liabilities assessed.

Data Categorisation		
Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.

Supporting Information

Child Support Scheme (number of cases)

Program 1.2 Paid Parental Leave

Assist parents to take time out of the workforce to bond with their children following birth or adoption and encourage continued participation in the workforce.

Key Activity — 1.2.1 Parental Leave Pay

Parental Leave Pay is a key activity of the Paid Parental Leave Program. Paid Parental Leave provides financial support to help eligible parents to take time off work to care for a newborn or recently adopted child, to encourage women’s workforce participation, to enhance the health and development of mothers and their children and promote equality between men and women, and the balance between work and family life. It also aims to increase the time that fathers and partners take off work around the time of birth or adoption to provide further opportunities for fathers and partners to take a greater share of caring responsibilities.

For children born or adopted from 1 July 2025, Paid Parental Leave provides eligible families with up to 24 weeks of pay based on the national minimum wage. To support a more balanced approach to paid and unpaid work within families, 3 weeks are reserved on a dedicated ‘use it or lose it’ basis for each parent. Single parents can access the full 24 weeks. To be eligible for Paid Parental Leave, a claimant must meet the scheme’s work test, income test, and residency requirements. Paid Parental Leave will be expanded by an additional 2 weeks from 1 July 2026, reaching a total of 26 weeks, which includes an increase in the reserved period to 4 weeks.

For children born or adopted from 1 July 2025, eligible parents will receive an additional 12% of their Parental Leave Pay as a contribution to their superannuation account.

The department is responsible for designing and implementing the key activity, including providing advice to government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines, and providing guidance and advice to Services Australia on the administration of the program.

Services Australia is responsible for administering Paid Parental Leave on the department’s behalf, including receiving, processing, and managing payment applications and delivering Paid Parental Leave.

Employers are responsible for providing Paid Parental Leave on the government’s behalf to eligible employees in their usual pay cycle.

Performance Measure

1.2.1-1 Extent to which eligible families use their unreserved entitlement to Parental Leave Pay.

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.2.1-1A At least 95% of eligible Parental Leave Pay families receive payment.	≥95%	≥95%	≥95%	≥95%

Rationale

Measuring the extent to which families use their unreserved entitlement to Parental Leave Pay aims to demonstrate that parents are financially assisted to take time off work following the birth or adoption of a child.

This performance measure demonstrates the effectiveness of Parental Leave Pay in achieving the objectives of enhancing the health and development of mothers and children, encouraging women's workforce participation, and promoting equality between men and women and balance between work and family life.

Targeting at least 95% of eligible Parental Leave Pay families using at least the entire unreserved entitlement demonstrates the effectiveness of the key activity by showing the extent of assistance accessed by eligible families to take time off work following the birth or adoption of a child.

Methodology

'Eligible Parental Leave Pay families' is defined as the number of children whose parents or carers received Parental Leave Pay. 'Receive payment' is defined as the receipt of Parental Leave Pay for at least the entire unreserved period for children born or adopted on or after 1 July 2023.

The percentage is based on the number of Parental Leave Pay children whose parents or combination of carers took at least the full number of unreserved weeks of Parental Leave Pay as a proportion of the total number of Parental Leave Pay children whose entitlement was completed or whose two-year claim period finished during the financial year.

As the scheme expands the number of unreserved weeks will increase. For children born or adopted:

- between 1 July 2024 and 30 June 2025, there are 20 weeks of unreserved Parental Leave Pay;
- between 1 July 2025 and 30 June 2026, there are 21 weeks of unreserved Parental Leave Pay; and
- from 1 July 2026, there are 22 weeks of unreserved Parental Leave Pay.

Data Categorisation

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia Administrative data

Supporting Information

- Administered outlays
- Number of recipients

PROGRAM - 1.3 SUPPORT FOR SENIORS

Assist eligible senior Australians financially and to encourage them to use their financial resources to support their retirement income.

Key Activity — 1.3.1 Age Pension

The Age Pension is a key activity of the Support for Seniors Program. The key activity provides income support to senior Australians who need it, while encouraging pensioners to maximise their overall retirement incomes. The Age Pension is paid to people who meet age and residency requirements, subject to a means test. Pension rates are indexed to ensure they keep pace with Australian price and wage increases.

The department is responsible for designing and implementing the Age Pension, including providing advice to government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

Services Australia is responsible for administering the Age Pension, including receiving, processing and managing applications and delivering payments.

Performance Measure

1.3.1-1 Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support.

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.3.1-1A 75% or below of people of Age Pension age are supported by the Age Pension or other income support.	≤ 75%	≤ 75%	≤ 75%	≤ 75%

Rationale

Measuring the extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension, or other income support, aims to demonstrate that senior Australians with low to moderate means are assisted financially. This measure demonstrates the **effectiveness** of the Age Pension in achieving the objective of the key activity: senior Australians are assisted financially in a manner that encourages them to productively manage resources and life transitions.

The target demonstrates the **effectiveness** of the key activity by showing:

- funding is targeted to senior Australians with low to moderate means to maintain their financial wellbeing, in a manner that encourages self-reliance during retirement
- the remaining proportion of senior Australians not receiving a payment can fully support themselves due to the level of their income and assets, consistent with the objective of self-reliance.

Methodology

The number of people supported by the Age Pension or other income support (the numerator for the calculation of the measure) is calculated using the sum of:

- Age Pension recipients
- Department of Veterans Affairs (DVA) Service Pension and Income Support Supplement recipients over pension age
- other income support recipients over pension age.

The number of people over pension age (the denominator) is based on ABS population projections.

Data Categorisation

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data
Secondary source Tier 1	DVA administrative data
Secondary source Tier 1	ABS - Population Projections, Australia 2022-2071

Supporting Information

- Administered outlays
- Payment accuracy
- Number of recipients

Program 1.4 Financial Support for People with Disability

To financially assist eligible people with disability.

Key Activity — 1.4.1 Disability Support Pension

The Disability Support Pension key activity aims to make payments to eligible people with disability who cannot fully support themselves.

The Disability Support Pension is an income support payment, for people who have a physical, intellectual or psychiatric impairment which is expected to persist, in light of available evidence, for at least 2 years, and attracts at least 20 points under the tables for the assessment of work-related impairment for Disability Support Pension (the Impairment Tables). People who are eligible to claim Disability Support Pension include people who are unable to work for at least 15 hours per week at or above the relevant minimum wage. The person must be aged 16 years or over and under Age Pension age at the time of claim. Disability Support Pension recipients are automatically issued with a Pensioner Concession Card. Disability Support Pension is income and assets tested.

The department is responsible for designing and implementing the key activity, including providing advice to government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

Services Australia is responsible for administering the Disability Support Pension on the department's behalf, including managing applications and making payments.

Performance Measure

1.4.1-1 Extent to which Disability Support Pension policies support a Disability Support Pension recipient to participate in the workforce

Target	2025-26	2026-27	2027-28	2028-29
• 1.4.1-1A - Longer-term Disability Support Pension recipients participate in the workforce at a higher rate than newly granted Disability Support Pension recipients	Met/Not Met	Met/Not Met	Met/Not Met	Met/Not Met

Rationale

Comparing the extent to which Disability Support Pension recipients participate in the workforce when they first enter the payment (up to the first 2 years on payment) against longer term recipients of payment (more than 2 years on payment) demonstrates that the payment supports recipients who are less likely to be able to fully support themselves when they seek social security support and supports recipients to increase workforce participation, where they can, to improve self-reliance over time.

Arrangements currently built into the Disability Support Pension eligibility criteria seek to encourage and support people to re-enter or increase participation in the workforce, where they can. The measure demonstrates the effectiveness of those policies in supporting people to take up additional work while in receipt of payment, subject to income testing.

The measure compares the proportion of working age Disability Support Pension recipients (those aged 16 to age pension age) participating in paid work, by their duration on Disability Support Pension. Specifically, Disability Support Pension recipients that have been in receipt of payment for

more than two years are compared to recipients that have been on payment for up to two years. Recipients are considered to be in paid work where they report hours worked.

Methodology

Disability Support Pension recipients below age pension are grouped into two categories:

- those that became entitled for payment more than two years prior to the reported date; and
 - those that became entitled for payment two years prior to the reported date or more recently.
- These 2 groups are separated into those reporting hours worked and those not reporting any hours worked.

The proportion of each group reporting hours worked are then compared.

Data Categorisation

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data

Supporting Information

- Administered outlays
- Payment accuracy
- Payment recipients

PROGRAM 1.5 FINANCIAL SUPPORT FOR CARERS

To financially assist eligible carers of people with disability or a severe medical condition.

Key Activity — 1.5.1 Carer Payment and Carer Allowance

The Carer Payment and Carer Allowance are key activities of the Financial Support for Carers Program and provide financial assistance to eligible carers of people with disability or a severe medical condition.

Carer Payment is for eligible carers of people with disability or a severe medical condition. Carer Payment may be paid where the constant care a carer provides to a child (under 16 years) and/or adult (16 years and over) with disability or medical condition prevents the carer from supporting themselves through paid employment. Carer Payment is income and assets tested and paid at the same rate as other social security pensions. Most Carer Payment recipients also qualify for Carer Allowance.

Carer Allowance is an income supplement to people who provide daily care and attention in a private home to a person with disability or a severe medical condition. Carer Allowance is a fortnightly payment for carers who provide daily care and attention to a child (under 16 years) or an adult (over 16 years).

The department is responsible for designing and implementing the key activity. This includes providing advice to government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

Services Australia is responsible for administering the Carer Payment and Carer Allowance on the department's behalf including managing applications and making payments.

Performance Measure

1.5.1-1 Extent to which payments are made to, or with respect to, carers unable to financially support themselves, and trends align with broader population trends.

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.5.1-1A The proportion of the Australian population who are Carer Payment and/or Carer Allowance recipients remains within 3 percentage points of the proportion of people who identify as primary carers.	≤ 3p.p.	≤ 3p.p.	≤ 3p.p.	≤ 3p.p.

Rationale

The measure seeks to ensure the payments are reaching intended recipient cohorts by comparing trends in the number of primary carers with those who receive Carer Payment and/or Carer Allowance as a proportion of the overall Australian community.

In turn, this measure demonstrates the **effectiveness** of the Carer Payment and/or Carer Allowance in achieving the objective of the key activity: to make payments and allowances to financially assist eligible carers of people with disability or a severe medical condition.

The target of the proportion of the Australian population who are Carer Payment and/or Carer Allowance recipients remaining within 3 percentage points of the proportion of Australian population

who are primary carers demonstrates the effectiveness of the key activity by matching trends of the broader Australian community.

Methodology

The number of primary carers that are supported is calculated using the number of payment recipients of Carer Payment, Carer Allowance (Adult) and Carer Allowance (Child).

The number of primary carers in Australia is based on the ABS – Survey of Disability, Ageing and Carers.

The Australian population is based on the ABS – National state and territories population tables.

Data Categorisation

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data
Secondary source	Tier 1	ABS - Survey of Disability, Ageing and Carers
Secondary source	Tier 1	ABS - National state and territories population tables

Supporting Information

- Administered outlays
- Payment accuracy
- Number of payment recipients

Program 1.6 Working Age Payments

To provide financial assistance to people while they are unable to fully support themselves through work.

Key Activity — 1.6.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment

JobSeeker Payment, Youth Allowance (other) and Parenting Payment are key activities of the Working Age Payments program.

Working Age Payments assist people who are temporarily unable to support themselves through work or who have a limited capacity to work due to injury or illness or parenting responsibilities. Eligibility for payments is targeted with means testing and supplementary payments are available where people have additional costs, ensuring that assistance is directed to those with the greatest need.

JobSeeker Payment is the main income support payment for eligible people aged between 22 years to Age Pension qualification age who are looking for work, who temporarily cannot work or study because of an injury or illness, or bereaved partners in the period immediately following the death of their partners.

Youth Allowance (other) is the main income support payment for eligible young people aged 16–21 years who are looking for full time work or undertaking approved activities to improve their job prospects.

Parenting Payment is the main income support payment for single parents, partnered parents, or guardians who have principal care for a young child; it provides them with incentives to increase workforce participation.

The department is responsible for designing and implementing these payments, including providing advice to government on policy and legislation, program management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

Services Australia is the agency responsible for administering the key activities on the department's behalf including receiving, processing and managing claims for payment, ensuring recipients' continued eligibility for payment and delivering the JobSeeker Payment, Youth Allowance (other) and Parenting Payment.

Performance Measure

1.6.1-1 Extent to which payments are made to, or with respect to, people unable to fully support themselves.

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.6.1-1A Recipient numbers reflect the number of people who are unable to fully support themselves through work.	Recipient numbers align with changes in the unemployment rate	Recipient numbers align with changes in the unemployment rate	Recipient numbers align with changes in the unemployment rate	Recipient numbers align with changes in the unemployment rate

Rationale

Measuring the extent to which payments are made to people unable to fully support themselves demonstrates that people are assisted financially when they are temporarily unable to support

themselves through work or who have a limited capacity and availability to work. This includes due to injury or illness or parenting responsibilities.

This measure demonstrates the **effectiveness** of JobSeeker Payment, Parenting Payment & Youth Allowance (other) in achieving the objectives of the key activities: to financially assist people who are temporarily unable to support themselves through work or have a limited capacity to work.

The extent to which changes in recipient numbers align with the unemployment rate demonstrates the **effectiveness** of the key activities, by showing how closely the system responds to need in the community as they change (measured in terms of movement in the unemployment rate). It also demonstrates the **effectiveness** of payment policy in providing the right incentives for income support recipients to take up available and suitable work to fully support themselves.

Over the past year, the unemployment rate and the number of people supported by working age payments have been broadly aligned, with levels for both measures steadily increasing.

Methodology

The number of people supported by Working Age Payments is calculated using the number of recipients of:

- JobSeeker Payment
- Parenting Payment (Partnered + Single)
- Youth Allowance (other).

The unemployment rate uses the ABS, Labour Force Survey - Seasonally adjusted unemployment rate.

Data Categorisation

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data
Secondary source Tier 1	ABS - Labour Force Survey - Seasonally adjusted unemployment rate

It is important to note there are significant differences between the population measured by the ABS to calculate the unemployment rate and Working Age Payment population recipients. There is also a lag between changes in labour market conditions (as reflected in the change in unemployment rate) and people moving on to or off income support payments.

Supporting Information

- Administered outlays
- Payment accuracy

Program 1.7 Student Payments

To support eligible students whilst they undertake education and training, so that they can gain employment. To increase access and participation by Indigenous students in secondary and tertiary education and accelerate their educational outcomes.

Key Activity — 1.7.1 Youth Allowance (Student), Austudy, ABSTUDY

Youth Allowance (Student), Austudy and ABSTUDY are key activities of the Student Payments program.

- **Youth Allowance (Student)** is a payment to eligible students or apprentices aged 16-24 years who are in need of financial assistance to undertake education or training.
- **Austudy** is a payment to eligible students or apprentices aged 25 years and over who are in need of financial assistance to undertake education or training.
- **ABSTUDY** includes a number of payments to eligible Aboriginal and Torres Strait Islander students or apprentices to address the particular educational disadvantages faced by Aboriginal and Torres Strait Islander people.

The department is responsible for designing and implementing the key activity, including providing advice to government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program.

Services Australia is responsible for administering the key activities on the department's behalf including receiving, processing and managing payment applications and delivering student payments.

Performance Measure

1.7.1-1 Extent to which payment recipients have improved financial self-reliance

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.7.1-1A The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 12 months after exiting student payments reflect the number of people who are able to fully support themselves through work.	Increases in exit rates align with decreases in the unemployment rate.	Increases in exit rates align with decreases in the unemployment rate.	Increases in exit rates align with decreases in the unemployment rate.	Increases in exit rates align with decreases in the unemployment rate.

Rationale

Measuring the extent to which payment recipients have improved financial self-reliance demonstrates that students receiving income support and other financial assistance achieve growth in skills and qualifications, to support their participation in the workforce. This measure demonstrates the **effectiveness** of ABSTUDY, Austudy and Youth Allowance (Student) in achieving the objectives of the key activity: recipients have improved financial self-reliance.

Targeting the proportion of recipients who are not receiving income support 12 months after exiting student payments aligns with movements in the unemployment rate and demonstrates the **effectiveness** of the key activity by showing that those leaving the temporary payments are able to support themselves through employment.

Methodology

The number of recipients who exit student payments and have improved financial self-reliance (for example, by remaining in employment) is calculated by comparing the:

- percentage of people who are not receiving income support 12 months after exiting student payments
- the unemployment rate as measured by the ABS.

Student payment recipients include recipients of Austudy, Youth Allowance (Student) and ABSTUDY over a 12-month calendar year, where the recipient has been on a student payment for more than 3 months.

Data Categorisation

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data
Secondary source Tier 1	ABS, National Accounts – Labour Force Australia

Supporting Information

- Administered outlays
- Payment accuracy
- Payment recipients

PROGRAM 1.8: DISABILITY EMPLOYMENT SERVICES

To support people with disabilities and carers to actively participate in community and economic life.

Key Activity 1.8.1 — Disability Employment Services

Disability Employment Services (DES) is the key activity of the DES Program. DES helps individuals with injury, disability, or a health condition to secure and maintain sustainable open employment. Through DES, eligible participants receive assistance to prepare for, find and keep employment.

Grants are provided to **DES providers** to deliver 2 services:

- **Disability Management Service** for job seekers with disability, injury or health condition who need assistance to find employment and occasional support in the workplace to keep a job.
- **Employment Support Service** for job seekers with permanent disability who need assistance to find employment and who are expected to need regular, ongoing support in the workplace to keep a job.

DES providers are a mix of large, medium, and small for-profit and not-for-profit organisations that are experienced in supporting people with disability, as well as providing assistance to employers to put in place practices that support the employee in the workplace.

When a person with disability has been placed in a job, their DES provider will support them and their employer for up to 52 weeks to ensure the placement is successful. Support is available beyond 52 weeks, where needed.

DES can help employers by providing advice and support to employ a person with disability, finding a suitable employee and offering a wage subsidy while the employer tests the person's suitability. DES providers can also help employers access funding for workplace adjustments or information through JobAccess. JobAccess is a government funded program delivered by industry professionals to provide free and expert support to help remove barriers to employing people with disability.

The current DES program continues to strengthen its focus on improving quality. A new performance framework came into effect from 1 July 2024 and will continue to support the focus on quality services for participants with the new performance scorecards supporting participant choice.

The government has committed to implementing Inclusive Employment Australia (IEA), a new specialist disability employment program from 1 November 2025 that will replace the existing DES program. Providers for IEA will be sourced through an open tender process. Implementation includes moving to a new digital platform with a focus on delivery of essential features for program commencement on 1 November 2025.

The Centre for Inclusive Employment (the Centre), previously named the Disability Employment Centre of Excellence, provides best-practice, evidence-based information for employment service providers assisting job seekers with disability. The Centre commenced on 7 March 2025. The first suite of resources and online hub will be established in September 2025.

The department's role is to:

- Manage the current grants for DES
- Conduct the assurance and compliance program
- Manage service providers against the DES performance framework
- Manage the JobAccess website and Complaints Resolution and Referral (CRRS) service
- Implement the new IEA program.

Performance Measure

1.8.1-1 - Extent to which people with disability are supported to find and maintain employment through Disability Employment Services*.

Target	2025–26	2026–27	2027–28	2028–29
◆ 1.8.1-1A - At least 40% of job placements sustained to 13 weeks.	≥ 40% to 13 weeks	≥ 40% to 13 weeks	≥ 40% to 13 weeks	≥ 40% to 13 weeks
◆ 1.8.1-1B - At least 30% of job placements sustained to 26 weeks.	≥ 30% to 26 weeks	≥ 30% to 26 weeks	≥ 30% to 26 weeks	≥ 30% to 26 weeks
◆ 1.8.1-1C - At least 20% of job placements sustained to 52 weeks.	≥ 20% to 52 weeks	≥ 20% to 52 weeks	≥ 20% to 52 weeks	≥ 20% to 52 weeks

* The DES Program will transition to the new IEA program. This performance measure will be updated when the new contracts are in place. This is anticipated to be in the 2025-26 financial year.

Rationale

Measuring the extent to which people with disability are supported to find and maintain employment through DES aims to demonstrate the extent to which the DES program has assisted people with disability, injury, or a health condition to secure and maintain sustainable open employment. This measures the **effectiveness** of the program in achieving the objective of the key activity and in particular measuring the effectiveness of the program in supporting sustained employment outcomes.

Targeting at least 40, 30 and 20% of job placements sustained to 13, 26, and 52 weeks respectively demonstrates the **effectiveness** of the key activity by showing the extent to which the disability employment service providers have provided support to individuals with injury, disability, or a health condition to secure and maintain sustainable open employment.

Methodology

The percentage is the proportion of job placements sustained to 13, 26 and 52 weeks.

Data Categorisation

Categorisation of data source	Data source
<div>Secondary source</div> <div>Tier 1</div>	The Department of Employment and Workplace Relations Employment Business Intelligence Warehouse.

Supporting Information

- Number of Disability Employment Services participants
- Number of Disability Employment Services

CROSS PROGRAM - RENT ASSISTANCE

To make payments to income support or family payment recipients to assist with the costs of renting private and community housing

Key Activity — Rent Assistance

Cross Program Rent Assistance is a supplementary payment to assist eligible Australians receiving income support or family assistance payments with the cost of private rental or community housing. Individuals receiving the following payments may be eligible for Rent Assistance:

- Age Pension, Carer Payment or Disability Support Pension
- ABSTUDY Living Allowance, Austudy or Youth Allowance
- Special Benefit
- FTB Part A, at more than the base rate
- Parenting Payment, partnered and single
- JobSeeker Payment or Farm Household Allowance
- Service Pension, Income Support Supplement, Veteran Payment, or Department of Veterans' Affairs Education Schemes.

In the 2024-25 Budget, the government announced it would increase maximum rates of Commonwealth Rent Assistance (CRA) by a further 10% to help relieve rental cost pressures for recipient households. This represents an investment of \$1.9 billion over five years from 2023-24.

The 10% increase was implemented on 20 September 2024, with regular indexation occurring on top of this on the same day.

In 2025-26, the government expects to spend around \$6.7 billion on CRA to assist households who are in private rental accommodation or community housing and receiving income support or FTB.

The department is responsible for Rent Assistance policy and program management.

Services Australia is responsible for administering Rent Assistance, including assessments, compliance and payments.

Performance Measure

Australians receiving income support or family assistance payments are assisted with the cost of private rental or community housing.

Target	2025–26	2026–27	2027–28	2028–29
◆ Commonwealth Rent Assistance (CRA) reduces the proportion of recipient households in "rental stress" by at least 25 percentage points ¹ .	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points.	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points.	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points.	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points.

Rationale

This measure demonstrates the effectiveness of CRA in achieving the objective of Outcome 1 in delivering: a sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.

Reducing the proportion of recipient households in "rental stress" by at least 25 percentage points measures the effectiveness of CRA for recipient households.

Methodology

Rental stress is defined as a rent assistance recipient household paying more than 30% of their income on rent. The proportion of individuals and families experiencing rental stress after receipt of CRA is calculated using:

- Percentage of CRA recipients paying more than 30% of their income in rent prior to receiving CRA
- Percentage of CRA recipients paying more than 30% of their income in rent including after receiving CRA.

Data Categorisation

Categorisation of data source	Data source
<div>Secondary source</div> <div>Tier 1</div>	Services Australia administrative data - Social Services Housing Data Set.

Supporting Information

- Administered outlays

¹ A recipient household or 'income unit' comprises a single person (with or without dependent children) or a couple (with or without dependent children) receiving a social security or family assistance payment and expected to share financial resources. Single social security recipients living together in the same dwelling are regarded as separate recipient households.

Outcome 2: Families and Communities

Programs and activities

Outcome 2 comprises one program underpinned by a number of activities that seek to contribute to stronger and more resilient individuals, children, families and communities. The table below depicts how this purpose is translated into measurable activities.

An in-depth description of each of the activities, performance measures, targets, rationale, methodology and outputs are in the Performance Tables Section on the pages that follow.

Outcome 2 – Families and Communities	
Promote stronger and more resilient families, children, individuals and communities by providing targeted supports.	
Program 2.1 Families and Communities	
Key activities*	
2.1.1 – Families and Children	
2.1.2 – Family Safety	
2.1.5 – Financial Wellbeing and Capability	
2.1.7 – National Redress Scheme for Institutional Child Sexual Abuse	
*The key activity numbering in Outcome 2 is not consecutive as it reflects the 2025-26 Portfolio Budget Statement appropriation numbering.	

PROGRAM 2.1 FAMILIES AND COMMUNITIES

To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, and strengthen family and community functioning.

Key Activity — 2.1.1- Families and Children

Families and Children is a key activity of the Families and Communities Program. The Families and Children key activity provides services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.

Families and children service providers deliver early intervention and prevention activities to improve the wellbeing of families and children (including after separation), including parenting programs, relationship counselling, playgroups and other supports.

The department is responsible for designing and implementing the Families and Children key activity, including:

- designing policy and legislation
- designing and managing grants to service providers.

Performance Measure

2.1.1-1 Extent to which individuals have improved individual and family functioning

Target	2025–26	2026–27	2027–28	2028–29
◆ 2.1.1-1A - At least 75% of clients in reporting services have improved family functioning.	≥75%	≥75%	≥75%	≥75%

Rationale

Measuring the extent to which individuals have improved individual and family functioning demonstrates that Families and Children Service Providers have strengthened family functioning. This measure demonstrates the **effectiveness** of Families and Children in achieving the objective of the key activity: to provide services and initiatives to support families, strengthen relationships, improve the wellbeing of children and young people, enhance family and community functioning, and build capacity within the families and communities sector.

The target of 'at least 75% of clients in reporting services have improved family functioning' demonstrates the **effectiveness** of the key activity by showing that a significant majority of clients that received services from Families and Children Service Providers have improved individual and family functioning.

Methodology

Funded service providers conduct a survey with a sample of clients to whom they provide a service. Client Circumstances data is based on a self-assessment of functioning, pre-service to establish a baseline and post-service to record the self-assessed outcome.

Data Categorisation

Categorisation of data source		Data source
Tertiary source	Tier 2	The department's Data Exchange - Family Functioning SCORE data.

Supporting Information

- Administered outlays
- Number of individuals assisted
- Percentage of assisted individuals from priority groups

PROGRAM 2.1 Families and Communities

Key Activity — 2.1.2 – Family Safety

The National Plan to End Violence against Women and Children 2022-2032 (National Plan) sets the national policy agenda to guide the work of Commonwealth, state and territory governments, family safety experts and front-line services to end violence against women and children. Under the national plan:

The department is responsible for policy stewardship of the National Plan and creating policies and programs that operate under its remit, following on from the former National Plan to Reduce Violence Against Women (2010-2022). This includes key activity 2.1.2 - Family Safety in part 3 of the Corporate Plan.

The **Domestic, Family and Sexual Violence Commission** (Commission) is responsible for promoting the objectives under the National Plan and providing yearly reporting to Parliament on the National Plan's efficacy at meeting its targets. The Commission also engages with victim survivors, providing lived experience to inform policies and solutions across government.

The **Office for Women (Department of the Prime Minister and Cabinet)** is responsible for coordinating and promoting policies and programs across the public service that address gender inequality, and work to advance the overall commitment for the government to achieve gender equality and improve the lives of people in Australia, such as providing annual gender balance reporting for Australian Government boards.

State and territory governments support delivery of frontline domestic, family and sexual violence services and delivery of housing that supports response, recovery and healing for victim-survivors. This is in addition to policing and judicial responsibilities and providing prevention and early intervention programs focused on gender-based violence.

All governments have committed to the aim of ending gender-based violence in one generation. The main vehicle to achieve this goal is through the implementation of the National Plan. The National Plan utilises a public health approach, with clear objectives spanning 4 domains: prevention, early intervention, response, and recovery and healing. All Australian governments have committed to the National Plan with clear actions for implementation as outlined in the *First Action Plan 2023-2027* and dedicated *Aboriginal and Torres Strait Islander Action Plan 2023-2025*. The department contributes to the aim of ending gender-based violence through policy stewardship of the National Plan and implementing a range of actions and activities in the Action Plans.

The National Plan is supported by an Outcomes Framework. The Outcomes Framework interprets the vision of the National Plan. It paves the way for the next 10 years, to achieve our goal, where Australia is a country in which all people live free from gender-based violence and are safe in all settings including at home, at work, at school, in the community, and online. There are 6 long-term outcomes drawn from the National Plan:

1. Systems and institutions effectively support and protect people impacted by violence.
2. Services and prevention programs are effective, culturally responsive, intersectional and accessible.
3. Community attitudes and beliefs embrace gender equality and condemn all forms of gendered violence without exception.
4. People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours.
5. Children and young people are safe in all settings and are effectively supported by systems and services.

6. Women are safe and respected in all settings and experience economic, political, cultural and social equality.

As part of the Commonwealth initiatives, the department has a number of national programs that it delivers. There are 7 key national initiatives for which the department is responsible, these are outlined further below with output targets and success criterion.

Performance Measure

2.1.2-1 Successful delivery of department led national initiatives under the National Plan to End Violence against Women and Children 2022-2032

Target	2025–26	2026–27	2027–28	2028-29
◆ 2.1.2-1A - Demonstrated achievement of continued successful delivery of initiatives under the National Plan to End Violence against Women and Children 2022-2032.	The department will report outputs against the 6 long-term outcomes	TBD	TBD	TBD

Rationale

This measure primarily demonstrates the achievement of outputs from the national programs (referred to here as initiatives) administered by the department which directly support implementation of the National Plan.

Reporting outputs for initiatives the department administers will demonstrate achievement under this key activity during the initial years of implementing the National Plan.

Methodology

The target will be considered met if each long-term outcome has an initiative that has met its output target based on tailored criteria developed for assessment across the initiatives.

The target will be considered partially met if 3-5 of the long-term outcomes are met and not met if less than 3 long-term outcomes have no initiatives that meet their target.

Performance Measure – 1800RESPECT

The number of calls to the service answered within 20 seconds is calculated as a percentage of the total number of calls answered and number of calls abandoned (minus the number of calls abandoned within 5 seconds).

Target	2025–26	2026–27	2027-28	2028-29
The success criterion is met if the percentage is great than or equal to 80%	≥80%	≥80%	≥80%	≥80%

Our Watch

Our Watch is the national leader in the primary prevention of gender-based violence. Our Watch is funded under the National Plan to deliver activities to embed gender equality in society to prevent gender-based violence, provide national leadership, and build the capability of the primary prevention sector. An independent evaluation of the Our Watch Primary Prevention Activities Program (PPAP) will be conducted over 2025-26 and 2026-27. The evaluation process will include development of a new corporate performance measure.

Our Watch

The department is developing an appropriate performance measure as part of the independent evaluation of Our Watch's program of prevention activities. The measure will be based on the reach of Our Watch's campaigns. This will be updated in the upcoming Portfolio Budget Statements in **May 2026**.

Performance Measure – DV alert

The total number of workshops delivered equals the target number of workshops listed for each financial year.

Target	2025–26	2026–27	2027–28	2028–29
The success criterion is met if the target number of workshops is delivered each year.	≥ 400 workshops	≥ 400 workshops	≥ 400 workshops	≥ 400 workshops

Performance Measure – Australian National Research Organisation for Women's Safety (ANROWS)

The total number of research and data activities including delivery of technical, strategy and/or policy reports by ANROWS in the 2025-26 financial year to track outcomes and sub-outcomes under the National Plan.

Target	2025–26	2026–27	2027–28	2028–29
Greater than or equal to the annual target.	15	TBD	TBD	TBD

Performance Measure – Stop it at the Start

Evidence supporting progress towards delivery of phase 6 of the Stop it at the Start campaign.

Target	2025–26	2026–27	2027–28	2028–29
The success criterion is met if there is evidence of delivery of development of phase 6 of the Stop it at the Start campaign	Campaign is developed as required under the <i>Australian Government Guidelines on Information and Advertising Campaigns by non-corporate Commonwealth entities (the Guidelines)</i> as planned.	Campaign is implemented and evaluated as required under the Guidelines as planned	TBD	TBD

Performance Measure – Keeping Women Safe in Their Homes (KWSITH)

The extent to which victim-survivors of family and domestic violence are supported to safely remain in their homes or a home of their choosing.

Target	2025–26	2026–27	2027–28	2028–29
The total number of Keeping Women Safe in their Homes clients assisted nationally is maintained at a minimum of 80% compared to the same period last financial year.	(n = TBD) At least 80% of 2024-25 client numbers.	(n = TBD) At least 80% of 2025-26 client numbers.	N/A	N/A

Performance Measure – Leaving Violence Payment

Timeliness of assessments completed after applications for Leaving Violence Payment are submitted.

Target	2025–26	2026–27	2027–28	2028–29
The success criterion is met if 85% of assessments are completed within 3 business days of a complete application being submitted.	85%	TBD following the initial year of this program	TBD	TBD

Data Categorisation

Initiative	Data categorisation		Data source
1800RESPECT	Tertiary source	Tier 2	Telstra Health Contact Centre Management System (GENESYS)
Our Watch	N/A		
DV-alert	Secondary source	Tier 2	Department's Data Exchange (DEX)
Australia's National Research Organisation for Women's Safety (ANROWS)	Tertiary source	Tier 1	ANROWS's technical, strategy and/or policy reports
The Stop it at the Start campaign	Tertiary source	Tier 2	1x developmental research report and 1x concept testing report delivered by Verian, the market research Supplier by December 2025 and June 2026.
	Tertiary source	Tier 2	3 x Public relations strategies (mainstream, CALD, First Nations) from 3x suppliers, which outlines the public relations approach for the campaign, delivered by June 2026.
	Tertiary source	Tier 2	1 x Approved Media Strategy from Universal McCann, delivered by June 2026 which outlines the advertising approach for the campaign.
Keeping Women Safe in their Homes	Tertiary source	Tier 2	Department's Data Exchange (DEX)
Leaving Violence Payment trial	Tertiary source	Tier 3	Service Provider Data

PROGRAM 2.1 FAMILIES AND COMMUNITIES

To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, and strengthen family and community functioning.

Key Activity — 2.1.5 Financial Wellbeing and Capability

Financial Wellbeing and Capability (FWC) is a key activity of the Families and Communities Program. It aims to provide services and initiatives to support vulnerable individuals and families to navigate financial crises, manage financial stress and hardship, and to improve financial wellbeing for individuals and families.

The department provides grants to FWC service providers to deliver Financial Crisis and Material Aid, including the provision of Emergency Relief and Food Relief (ER/FR).

- ER provides immediate financial and/or material support to people in financial crisis.
- FR increases emergency relief organisations' access to a cost-effective supply of food items which are provided to people in need across Australia.

Financial Counselling, Capability and Resilience provides financial counselling, financial literacy education, and access to financial services including microfinance products such as no-interest loans.

- Commonwealth Financial Counselling Capability (CFCFC) services helps people in financial difficulty to address their financial problems and make informed choices.
- Financial Capability services aim to help people build longer-term capability to budget and manage their money better.
- Financial Resilience offers a variety of financial services and products targeted at financially vulnerable people that help build self-reliance and provide access to financial products.

The department is responsible for designing and implementing services and initiatives for FWC. The department's role is to:

- design and implement policy
- undertake research and evaluation
- design and manage grants to service providers.

Performance Measure

Extent to which individuals and families can navigate through financial crises, build financial resilience and reduce vulnerability to financial shock.

Target	2025–26	2026–27	2027–28	2028–29
◆ 2.1.5-1A - 10% or less of people with multiple requests for Emergency Relief.	≤10%	≤10%	≤10%	≤10%
◆ 2.1.5-1B - At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.	70%	TBD	TBD	TBD

Rationale

This measure demonstrates the **effectiveness** of FWC in achieving the objective of the key activity: to support vulnerable individuals and families to navigate financial crises, address financial stress and hardship, and increase financial literacy for individuals and families.

- Targeting 10% or less of people with multiple requests for ER demonstrates the effectiveness of the key activity by showing people who have experienced financial crisis (i.e. require ER) have reduced their reliance on ER as a result of being more financially resilient and navigating through financial crisis.
- Targeting at least 70% of people who report an improvement in their financial wellbeing following engagement with a funded service demonstrates the effectiveness of the key activity by showing improvements in 'financial wellbeing' of services provided to clients as they navigate life transitions and/or financial stress or crisis.

Methodology

Target 1A - The percentage for ER is based on the cohort of clients that had at least five sessions of ER on different days within a 90-day period in the current reporting year. The data source used for this calculation is the Department of Social Services Data Exchange using Statistical Linkage Key matching of de-identified clients.

Target 1B - The percentage for financial wellbeing is based on improved financial wellbeing measured as a positive change in financial wellbeing circumstances during the assistance period as compared to initial circumstances, recorded on the five-point Data Exchange Standard Client/Community Outcome Reporting Circumstances domains. The relevant domains used in this measure are Financial Resilience and Material Wellbeing and Basic Necessities.

Data Categorisation

Categorisation of data source	Data source
<div>Tertiary source</div> <div>Tier 2</div>	Department's Data Exchange (DEX)

Supporting Information

- Administered outlays
- Number of individuals assisted
- Number of organisations contracted or receiving grant funding to deliver services

PROGRAM 2.1 FAMILIES AND COMMUNITIES

To strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, and strengthen family and community functioning.

Key Activity — 2.1.7 National Redress Scheme for Institutional Child Sexual Abuse

The National Redress Scheme for Institutional Child Sexual Abuse (the Scheme) is a key activity of the Families and Communities program. The Scheme provides support to people who have experienced institutional child sexual abuse. The Scheme:

- acknowledges that many children were sexually abused in Australian institutions
- recognises the harm caused by this abuse
- holds institutions accountable for this abuse
- helps people who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response, and a monetary payment.

The Scheme has been developed with the needs of survivors at its core. The Scheme provides support to people through free access to Redress Support Services and independent legal support. Eligible people will be able to access the 3 components of redress: counselling; a redress payment; and a direct personal response from an institution (e.g. an apology).

The department is responsible for:

- policy, guidelines, eligibility criteria, and legislation for the activity
- processing and managing applications:
 - considering applications; deciding if an applicant can access redress, and which redress the institution(s) needs to make to the applicant
 - asking the relevant institution(s) for information
 - communicating with the applicant, including requesting more information and about the outcome of the application (an offer of redress).
- providing free access to Redress Support Services and redress-specific financial counselling support
- working with institutions to join the Scheme
- publicly identifying institutions that decline to join the Scheme.

The institutions are responsible for:

- joining the Scheme
- providing information to the department about relevant applicants
- when required, providing redress to people who experienced child sexual abuse while in the care of their institution (counselling, a redress payment and a direct personal response from an institution).

The role of **the applicant** is to:

- complete and submit an application form
- provide true and correct information
- provide extra information when requested from the department
- accept, decline or ask for a review of an offer of redress.

Performance Measure

2.1.7-1 Ensure quality and timely decisions are made on applications to the Scheme.

Target	2025–26	2026–27	2027–28	2028–29
2.1.7-1A - The Scheme will notify at least 25% of survivors about an outcome within 6 months of the date that all required information is received.	≥25%	≥25%	≥25%	≥25%
2.1.7-1B* - The Scheme will notify at least 50% of survivors about an outcome within 9 months of the date that all required information is received.	≥50%	≥50%	≥50%	≥50%
2.1.7-1C - The Scheme will notify at least 75% of survivors about an outcome within 12 months of the date that all required information is received.	≥75%	≥75%	≥75%	≥75%
2.1.7-1D* - The Scheme will maintain quality decision-making, with at least 95% of initial determinations reflecting the final outcome.	≥95%	≥95%	≥95%	≥95%

**The performance measure target numbering of 2.1.7-1B in the 2024-25 Corporate Plan has been changed to 2.1.7-1D, to allow the new targets above to be sequential, with the addition of targets 2.1.7-1B and 2.1.7-1C in this Corporate Plan.*

Rationale

Measuring the quality and timely finalisation of the Scheme applications and offers made to survivors aims to demonstrate the department has efficiently processed and managed applications. This is a **proxy measure of efficiency** that demonstrates achievement of a key output of the Scheme key activity: the department has called or sent the applicant a letter about the outcome of their application. Further, the proportion of initial determinations that reflect the final outcome indicates the quality of decision making – that the details in the application have been fully considered in the determination made, and, where a further review of a decision is requested, the review does not lead to the original decision being overturned in more than a small number of instances.

Targeting a proportion (25%, 50% or 75%) of applications that name institutions that participate in the Scheme have a decision communicated to the applicant within a specified time period (6, 9 or 12 months) of all required information being received by the Scheme demonstrates **proxy efficiency** of the key activity by showing applications are processed within a reasonable timeframe, and is reflective of the complexity of the assessment process, available resources to process applications, and institutions that have joined the Scheme. Adding new targets to this measure maintains transparency of Scheme performance, while setting targets that are achievable. Scheme processes have grown in duration as the Scheme has increased the information provided to applicants with their redress outcome in addition to improving access to the Scheme and managing a large increase in the number of applications received.

Methodology

2.1.7-1A - The percentage of applications that progress with at least one named institution participating in the Scheme and are advised of their redress outcome within 6 months of all required information being received, as a proportion of all applicants who are advised of their redress outcome.

2.1.7-1B - The percentage of applications that progress with at least one named institution participating in the Scheme and are advised of their redress outcome within 9 months of all required information being received, as a proportion of all applicants who are advised of their redress outcome.

2.1.7-1C - The percentage of applications that progress with at least one named institution participating in the Scheme and are advised of their redress outcome within 12 months of all required information being received, as a proportion of all applicants who are advised of their redress outcome.

2.1.7-1D - The percentage of completed applications where the initial outcome was accepted or where a review was requested and the initial outcome was upheld, as a proportion of all applications completed after the initial outcome was advised.

Performance Measure

2.1.7-2 Maximise institution participation with the Scheme.

Target	2025–26	2026–27	2027–28	2028–29
2.1.7-2A - The Scheme will engage and maintain participation, with institutions on-board to cover at least 95% of applications in progress.	≥ 95%	≥ 95%	≥ 95%	≥ 95%

Rationale

Measuring maximising institutional participation with the Scheme aims to demonstrate that the department **effectively** worked with institutions to join the Scheme. This measure demonstrates achievement of a key **output** of the National Redress Scheme key activity: institutions have joined the Scheme and provide redress.

Targeting engagement and maintenance of participation of institutions, with institutions on-board to cover 95% of applications in progress demonstrates achievement of a key output of the key activity, by showing a significant percentage of people who have experienced institutional child sexual abuse are supported by the institutions who have joined the Scheme and are providing redress.

Methodology

Percentage of applications on hand where all of the named institution(s) are participating in the Scheme, or an applicant has chosen to progress with only some of the named institution(s) are participating in the Scheme.

Performance Measure

2.1.7-3 Provide survivors a redress payment.

Target	2025–26	2026–27	2027–28	2028–29
2.1.7-3A - The Scheme will issue at least 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation.	≥ 80%	≥ 80%	≥ 80%	≥ 80%
2.1.7-3B - The Scheme will issue at least 80% of survivors a redress payment within 14 days of receiving acceptance documentation.	≥ 80%	≥ 80%	≥ 80%	≥ 80%

Rationale

Measuring issuing survivors a redress payment within 7 days (advance payments) or 14 days (redress payments) of receiving acceptance documentation aims to demonstrate the department **effectively** administers the Scheme. This measure demonstrates achievement of a key output of the Scheme key activity: people who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response and a monetary payment.

Of the 3 redress outputs (payment, counselling and apology), the payment is the only output delivered by the department. The other 2 are delivered by (mostly) state and territory governments and institutions.

Targeting providing survivors an advance payment or a redress payment demonstrates achievement of a key output of the Scheme.

Advance payments are made to survivors with exceptional circumstances. The shorter timeframe for advance payments reflects the importance placed by the Scheme on making these payments available to survivors.

Methodology

2.1.7-3A - Percentage of survivors who accept an offer of an advance payment and receive the payment within 7 days, as a proportion of all eligible survivors who have received the advance payment.

2.1.7-3B - Percentage of survivors who receive the monetary component of redress within 14 days of the Scheme receiving acceptance of the offer, as a proportion of all applicants with completed redress payments.

Data Categorisation

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia Enterprise Data Warehouse
Primary Source	Tier 1	Department's Administrative data
Primary Source	Tier 1	Institutions Customer Relationships Management System (SIEBEL)

Supporting Information

- Administered outlays
- Number of Scheme applications received
- Number of institutions that have joined the Scheme

PROGRAM - Cross Program Support

Key Activity — Advice and Support to Ministers

Advice and support to Ministers is a key activity of Program Support for Outcomes 1 – 2 and aims to support programs across all outcomes to ensure that Ministers and Assistant Ministers are provided with timely advice and support from the department.

Performance Measure

CO1-1A Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the 2 outcomes.

Target	2025–26	2026–27	2027–28	2028–29
CO1-1A At least 95% of ministerial briefs and correspondence across the 3 outcomes are provided on time.	≥ 95%	≥ 95%	≥ 95%	≥ 95%

Rationale

Measuring timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers aims to demonstrate timely advice and support in order to allow Ministers and Assistant Ministers to make decisions that support the department to achieve its objectives. This measure demonstrates the **efficiency** of the Program Support in achieving the key activity: Timely advice and support to Ministers and Assistant Ministers.

Methodology

A report generated within the record keeping system, filtering records not relevant to the evaluation of the performance measure. The number of records provided on time is represented as the percentage of records provided to the relevant Ministers' Office on or before the associated due date.

Data Categorisation

Categorisation of data source	Data source
<div>Primary Source</div> <div>Tier 1</div>	The department's Parliamentary Document Management System (PDMS).

PROGRAM - Cross Program Support

Key Activity — Community Grants Hub

Improving the customer experience is a key activity of the Community Grants Hub (the Hub). Through the application of person-centred design principles, the Hub places the needs of people and families at the centre of grants administration.

The Hub is responsible for delivering a positive grant experience through the entire life of a grant, from the initial application process to the ongoing management of the grant agreement through the department's geographically dispersed network of Funding Arrangement Managers.

Performance Measure

C0-2A Proportion of grant applicants and recipients satisfied with their Hub grant experience

Target	2025–26	2026–27	2027–28	2028–29
C0-2A Grant applicant and recipient experience is 70% positive or above.	≥ 70%	≥ 70%	≥ 70%	≥ 70%

Rationale

The Hub was established to streamline and standardise grants administration by mandating grants delivery through centralised grants hubs. A benefit of this program is to deliver an improved user experience with grant administration. By understanding and measuring the experience of grant applicants and grantees, the Hub can target investment towards reducing barriers and costs for the community sector in accessing and managing Commonwealth grants.

The target of 70% demonstrates the **effectiveness** of the key activity by showing that the majority of stakeholders who interact with the Hub have a positive experience reflecting the benefits of providing a consistent granting experience

Methodology

The Hub customer satisfaction survey seeks to identify grant users' experiences of the Hub across the various Hub interaction purposes (applicants / recipients) and channels (Helpdesk / point-of-service interactions / engagement with Funding Arrangement Managers), and the different attributes of user satisfaction.

Customer experience is measured through periodic sample surveys of grant applicants (successful and unsuccessful) and grant recipients – disaggregated across the different Hub interaction channels and phases of the grant process.

Data Categorisation

Categorisation of data source	Data source
<div>Primary Source</div> <div>Tier 1</div>	Department of Social Services survey of grant stakeholders.