



Australian Government
Department of Social Services



2024–25 **Annual Report**

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Acknowledgement of Country

The department acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the Elders both past and present.

Artwork: Reconciliation Journeys.

Artists: Mr James (Jim) Abednego and Ms Nikki Gallagher

About this report

This report describes the operations and performance of the Department of Social Services during 2024–25. It was prepared to meet legislated reporting requirements.

- 1 Introduces the Department of Social Services with a description of our department and the portfolio. Provides information about Machinery of Government changes and the transfer of functions to other portfolios (see page 10).

- 2 Presents our audited Annual Performance Statements for 2024–25.

- 3 Provides the annual report on the operation of the National Redress Scheme consistent with the requirements of section 187f of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

- 4 Details our management and accountability processes, including corporate governance, policy initiatives, external scrutiny, human resources, and a review of financial management for 2024–25.

- 5 Presents our audited Financial Statements for 2024–25.

- 6 Provides additional information including an index of requirements and where to find this information in the report.

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Outcome and program structure

Figure 1 : Outcome and program structure as at 30 June 2025



Disability and Carers

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



Programs

- Disability and Carers

Some functions in Disability and Carers and NDIS previously reported under this outcome have transferred to the Department of Health, Disability and Ageing (DHDA) under Machinery of Government changes.

Housing

Supporting access to safe and secure housing for individuals, including social housing, and providing targeted supports for preventing and addressing homelessness



Programs

- Housing and Homelessness
- Affordable Housing

All Housing functions previously reported on under this outcome have transferred from the department to Treasury under Machinery of Government changes.



Australian Government

Department of Social Services

The Hon Tanya Plibersek MP
Minister for Social Services
Member for Sydney
Parliament House
CANBERRA ACT 2600

Dear Minister

I am pleased to present the Department of Social Services' (the department's) Annual Report (the report) for the year ending 30 June 2025 under section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). The report has been prepared in accordance with Resource Management Guide No. 135 – Annual reports for non-corporate Commonwealth entities issued by the Department of Finance.

This report includes the department's audited financial statements, as required by section 43(4) of the PGPA Act. The report meets the reporting requirements under the *Social Security (Administration) Act 1999*, the *A New Tax System (Family Assistance) (Administration) Act 1999*, the *Child Support (Assessment) Act 1989* and the *Child Support (Registration and Collection) Act 1988*.

The report also includes the 7th annual report of the National Redress Scheme Operator on the operation of the National Redress Scheme for Institutional Child Sexual Abuse, under section 187 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

In accordance with section 10 of the Public Governance, Performance and Accountability Rule 2014, I certify that the department has prepared fraud risk assessments and fraud control plans, and has in place appropriate fraud prevention, detection, investigation, and reporting mechanisms that meet its specific needs. All reasonable measures have been taken to appropriately deal with fraud relating to the department.

Yours sincerely

A handwritten signature in black ink, appearing to read 'm lye'.

Michael Lye
Secretary
29 October 2025

Secretary's review



I am pleased to present the department's Annual Report 2024–25.

This year, following the federal election, the Hon Tanya Plibersek MP was appointed as the Minister for Social Services, and the Hon Ged Kearney MP, appointed as the Assistant Minister for Social Services and the Assistant Minister for the Prevention of Family Violence.

We have strengthened our focus on creating safer and more supportive environments for women, children, people with disabilities, and Aboriginal and Torres Strait Islander communities. Every Australian deserves a life rich in opportunity.

Ending gender-based violence within a generation is fundamental to the wellbeing of all Australians. Consequently, the Australian Government (the government) has invested \$365.8 million for the states and territories to deliver family, domestic and sexual violence frontline services under the Federation Funding Agreement. The Supporting Adolescent Boys Trial saw 12 trial sites established to offer early intervention for young men who are survivors of family and domestic violence. It is anticipated that the trial will directly benefit more than 1,800 boys over the coming year.

Closing the Gap remains a priority. We have implemented 4 immediate priority grants under the Aboriginal and Torres Strait Islander Action Plan 2023–2025, supporting 54 Aboriginal and Torres Strait Islander community-controlled and Indigenous-led organisations to deliver 62 culturally safe, community-led activities addressing family, domestic and sexual violence. These reach an estimated 6,800 people annually across Australia.

Ensuring the safety and wellbeing of children also remains a priority. The National Commission for Aboriginal and Torres Strait Islander Children and Young People started operations on 13 January 2025, with an interim National Commissioner, Ms Lil Gordon. The Commissioner's role is to protect and promote the rights, interests and wellbeing of First Nations children and young people, amplify their voices, and drive greater accountability and improvement in relevant policy areas.

We are continuing to support people in vulnerable circumstances. In the past year, the department implemented 10 grant rounds for Financial Wellbeing and Capability, to establish new grants from 2025–26 totalling \$150 million a year. The grant rounds offered funding of up to 5 years for organisations to deliver frontline and resilience-building services for Australians in financial crisis, including Emergency and Food Relief, Financial Counselling and the No Interest Loans Scheme.

We progressed \$21 million of the \$100 million Commonwealth Outcomes Fund (the Fund), working with states to deliver better, measurable outcomes for families and children experiencing homelessness or unemployment, through access to accommodation, employment opportunities and family support. The government investment was matched by jurisdictions. The Fund will test innovative, scalable policy ideas and programs, and build better evidence about what works to tackle entrenched disadvantage.

The Paid Parental Leave scheme continues to expand. Each year, around 180,000 families access Paid Parental Leave. The duration of leave will increase by 2 weeks each year to 24 weeks from 1 July 2025 and to 26 weeks from 1 July 2026. We implemented a new superannuation payment on Paid Parental Leave for parents with babies born or adopted on or after 1 July 2025. This is a significant step towards gender equality and will help close the gender gap in retirement savings. Adding superannuation to Paid Parental Leave recognises the vital work of caregiving and reinforces parental leave as a fundamental workplace entitlement like annual leave and sick leave.

In addition to new ministerial leadership, there have been alterations in the Administrative Arrangements Orders which included the transfer of most of our disability responsibilities to the Department of Health, Disability and Ageing and the realignment of housing responsibilities to the Treasury. Despite this transition, we have retained focus on giving people with disability an equal opportunity for employment. Important milestones have been achieved towards our new Inclusive Employment Australia program. Commencing on 1 November 2025, this program will replace the current Disability Employment Services, with 81 providers expected to assist around 250,000 participants. The new Centre for Inclusive Employment is already working to develop evidence-based resources for the Inclusive Employment Australia providers.

Looking forward

In 2025–26 the department will deliver key policy and programs under our 2 outcome areas – Social Security and Families and Communities. We will be guided by a new Impact Strategy with a renewed focus on delivery and strengthened capabilities, drawing on insights from an Australian Public Service Commission Capability Review, our APS Employee Census results, and the expertise and energy of our people.

Delivering on our purpose will be focused on our key priorities:

- ▶ Getting more people into work
- ▶ Ensuring a fair and trusted social security payment system that supports people when they need it most
- ▶ Implementing Closing the Gap reforms by 2031 to meet Target 12 to reduce the out-of-home care rate by 45% and Target 13 to reduce all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children by at least 50%
- ▶ Breaking the cycle of entrenched disadvantage to build resilient individuals, strong families and communities
- ▶ Working to end family, domestic and sexual violence through the National Plan to End Violence against Women and Children 2022–2032
- ▶ Supporting children to be safe and thrive through ongoing implementation of the Paid Parental Leave scheme, and reforms of services to families and children.

I trust all Australians will support our purpose by looking out for each other in the community and working towards a better and supported Australia for us all.



Michael Lye
Secretary



1

Overview

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Chapter 1.1 Our department

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

We fund services and payments that assist families, children, and older people; provide financial security for those who cannot fully support themselves; assist people in vulnerable circumstances; assist those who need help with care; help those with injury, disability or illness to overcome barriers to securing employment; and support a diverse and harmonious society.



Our purpose¹

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



Our values

Our values are those of the Australian Public Service (APS), which are: impartial, committed to service, accountable, respectful, ethical, and stewardship. These values are central to the way we work with our Ministers, colleagues and stakeholders.

We have a set of expected behaviours (the 4Cs), which build upon the APS Values and enable an adaptive workplace culture. The 4Cs are demonstrated by:

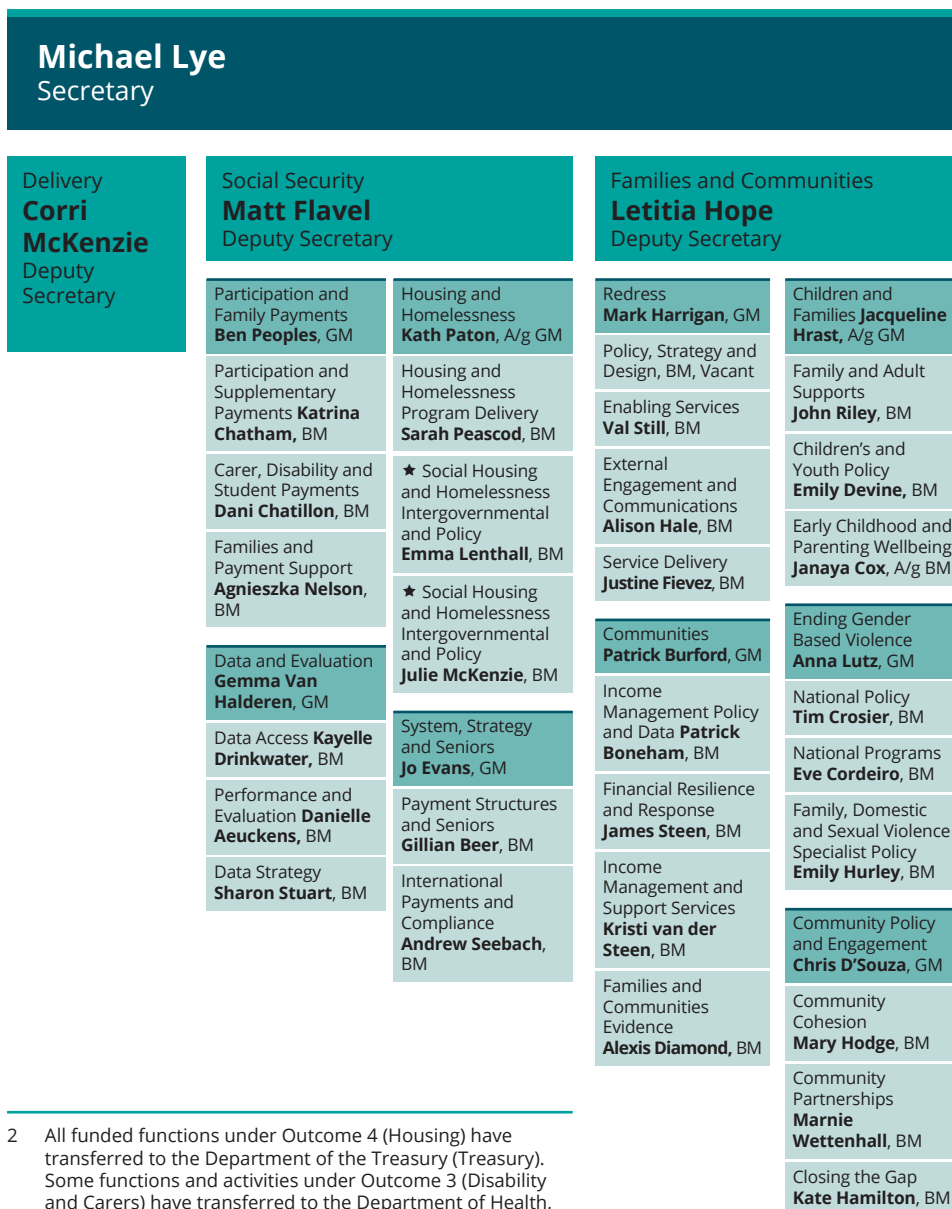
- ▶ being **curious**
- ▶ **contesting** ideas respectfully
- ▶ working **collaboratively**, both internally and with our stakeholders and partners
- ▶ having the **courage** to call out what needs to be called out, including poor behaviour.

¹ The department's mission and purpose published in the 2025–26 Corporate Plan have been aligned.

Organisational structure

Our department is led by the Secretary and supported by Deputy Secretaries. Our organisational structure as at 30 June 2025² is shown at figure 2.

Figure 2: Organisational structure at 30 June 2025



² All funded functions under Outcome 4 (Housing) have transferred to the Department of the Treasury (Treasury). Some functions and activities under Outcome 3 (Disability and Carers) have transferred to the Department of Health, Disability and Ageing. Refer to Machinery of Government changes on page 10.

Legend

A/g: Temporarily acting in the role

GM: Group Manager

BM: Branch Manager

NDIS: National Disability Insurance Scheme

■ Indicates a temporary group/branch

... Chief Counsel reports to both the Secretary and the Chief Operating Officer

★ Job share arrangement

Office of the Secretary | Chief of Staff Ellen Fitzgerald, A/g BM

Chief Operating Officer Patrick Hetherington

Chief Counsel Legal Services, **Bronwyn Worswick**, GM

Corporate and Commercial **Emma White**, BM

Public Law **Catherine Seaberg**, BM

Legislation Development, Data Access and Governance **Heidi Kiekebosch-Fitt**, BM

Social Policy **Andrew Whitecross**, GM

Community Grants Hub **Emma Kate McGuirk**, GM

Hub Operations **Tamsin Jackson**, BM

Hub Strategy **Veronica Westacott**, BM

Client Grants **Warren Pearson**, BM

DSS Grants **Mike Mays**, A/g BM

Disability Employment Services Grants **Tanya George**, BM

Chief Finance Officer **Cheryl-Anne Navarro**, A/g GM

Budget Development **Hitesh Rohra**, BM

Financial Services **Josephine Banchit**, A/g BM

Financial Management **Leung Lau**, BM

Corporate **Bruce Taloni**, GM

Campaigns and Strategic Communication **Mardi Stewart**, BM

Corporate Communication and Media Relations **Melissa Evans**, BM

People Services **Sam Ursich**, BM

Property and Security **Vacant**

Chief Information Officer **Alana Lundy**, BM

Portfolio Coordination **Richard Baumgart**, GM

Portfolio Governance **Kraig Lowes**, BM

Government and Executive Services **Janet Gavey**, A/g BM

Audit and Assurance **Rob Stedman**, BM

Disability and Carers Robyn Shannon Deputy Secretary

NDIS Markets and Safeguards **Ross Schafer**, GM

Quality and Safeguards Policy **Natasha Shahidullah**, A/g BM

Markets and Workforce Policy **Alex Abel**, BM

Disability Evidence **Louise O'Rance**, BM

Disability Employment **Kellie Spence**, GM

Disability Employment Programs **Cath Pou**, A/g BM

Disability Employment Implementation **Jacinda Still**, BM

Disability Employment Policy **Alex Buckley**, BM

Disability and Carer Programs **Hope Peisley**, A/g GM

Advocacy and Inclusion Programs **Suzanne Muir**, BM

Decision Support and Inclusion Programs **Lydia Ross**, BM

Carers and Early Childhood **Vacant**

Disability Reforms and Royal Commission **Luke Mansfield**, GM

Australia's Disability Strategy **Jodi Cassar**, BM

Foundational Supports and Early Childhood Reform **Lisha Jackman**, BM

■ National Disability Data Asset **Melissa Catania**, A/g BM

NDIS Participants and Performance **James MacIsaac**, GM

NDIS Finance and Performance **Sidesh Naikar**, BM

Commonwealth/State Engagement **Nerissa Stewart**, A/g BM

NDIS Governance, Policy and Legislation **Sarah Hawke**, BM

■ Disability Royal Commission Taskforce **Tarja Saastamoinen**, GM

Machinery of Government changes

On 13 May 2025, the Prime Minister announced ministerial and Machinery of Government changes to better align outcomes in disability, health, housing and homelessness. These changes affected the department and portfolio agencies. The Administrative Arrangements Orders (AAOs) were amended on 13 May 2025 and 26 June 2025 to reflect these changes.

Following the Prime Minister's announcement, all funded functions under Outcome 4 (Housing) included in our 2024–25 Corporate Plan have transferred to Treasury. Some functions and activities under Outcome 3 (Disability and Carers) have transferred to the Department of Health, Disability and Ageing (DHDA). Additionally, under the 13 May 2025 AAO, Hearing Australia, the National Disability Insurance Scheme Quality and Safeguards Commission (NDIS Commission) and the National Disability Insurance Agency (NDIA) also transferred to the Health, Disability and Ageing Portfolio. Under the 26 June 2025 AAO amendment, portfolio changes include Services Australia transferring to the Finance Portfolio.

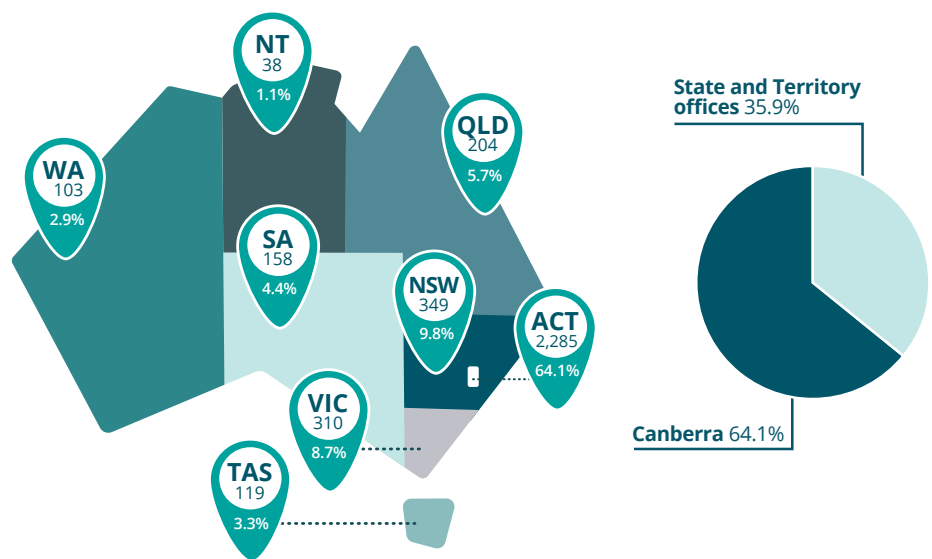
The information relating to the transferred functions to be included in the annual report of the reporting entity is required under subsection 17J(6) of the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule). The accountable authority of the reporting entity would be expected to report in relation to the transferred functions for the full reporting period. As the gaining entity of functions moved under Machinery of Government changes, Treasury and DHDA are expected to report on those functions.

Treasury and DHDA will report in their Annual Performance Statements on the functions that transferred to them. The gaining entity summary tables are included at the beginning of each outcome in the Annual Performance Statements chapter in this report and indicate where a measure has been transferred to (and therefore will be reported on by) Treasury or DHDA.

Our people

We operate across Australia with a total of 3,566 employees, of whom 64.1% (2,285) are based in Canberra and 35.9% (1,281) are based in other state, territory and regional offices.

Figure 3: National distribution of employees at 30 June 2025



The following table is a detailed description of Figure 3.

State	Number	Percentage	Distribution	Percentage
ACT	2,285	64.1%	Canberra	64.1%
NSW	349	9.8%	State and territory	35.9%
VIC	310	8.7%		
QLD	204	5.7%		
SA	158	4.4%		
TAS	119	3.3%		
WA	103	2.9%		
NT	38	1.1%		
Total	3,566	100.0%		

Chapter 1.2 The portfolio

Ministers and portfolio responsibilities

The department is established as a Department of State under the AAOs. As at 30 June 2025,³ one Minister and one Assistant Minister had responsibilities in the Social Services Portfolio.

Figure 4: Social Services Portfolio (as at 30 June 2025)



³ The Hon Tanya Plibersek MP and the Hon Ged Kearney MP were sworn into the Social Services Portfolio in May 2025. As detailed on page 10, in response to the Machinery of Government changes there have been structural changes within the portfolio. As at 13 May 2025, the NDIA, the NDIS Commission, and Hearing Australia moved to the Health, Disability and Ageing Portfolio, with Services Australia remaining in the Social Services Portfolio until 30 June 2025. Services Australia moved to the Finance Portfolio on 1 July 2025 under the revised AAOs of 26 June 2025. These changes are reflected in Figure 4.





2



Annual Performance Statements

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Statement of preparation

As the accountable authority of the Department of Social Services, I present the 2024–25 Annual Performance Statements of the Department of Social Services, as required under paragraphs 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and section 16F of the Public Governance, Performance and Accountability Rule 2014. In my opinion, these Annual Performance Statements accurately reflect the performance of the entity for the reporting period and comply with subsection 39(2) of the PGPA Act.

A handwritten signature in black ink, appearing to read 'M Lye', with a stylized flourish at the end.

Michael Lye
Secretary
2 October 2025

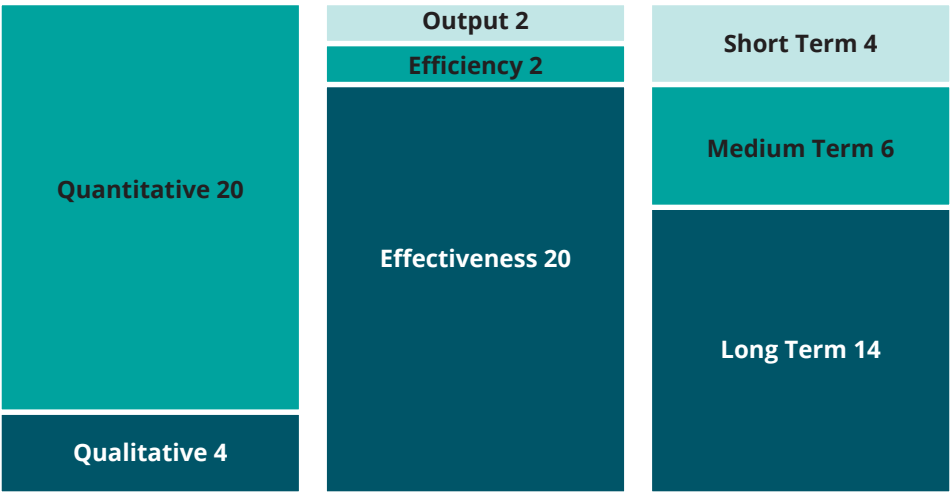
Overview

In compliance with the PGPA Act, this report includes the department’s Annual Performance Statements for the year 2024–25. The statements present the outcomes achieved in relation to performance criteria outlined in the 2024–25 Portfolio Budget Statements and the 2024–25 Corporate Plan.

The department’s key activities are delivered in partnership with a range of third parties including portfolio agencies and for-profit and not-for-profit organisations contributing to the department’s purpose. We source data from our delivery partners to measure and report in our Annual Performance Statements. The department aims to ensure the performance data it collects is reliable, verifiable, and supported by assurance processes. The data collected is aligned with privacy principles and better practice data governance. In the interest of transparency, we disclose limitations associated with the data and methodology used to assess our performance.

Our performance measures include a mix of qualitative and quantitative measures to capture the multiple dimensions of the department’s performance, where this is reasonably practical. When selecting qualitative or quantitative approaches to measure the performance of our key activities, the department considers the cost of data collection, the value of the data to the department and the needs of our stakeholders. Across the entity, our performance measures have a mix of measurement by time, outputs, efficiency and effectiveness. We continue to review measures, methodologies and controls for good governance and to reflect the department’s responsibilities.

Figure 5: Summary of mix of performance measure targets





Subsequent events

Following changes to the AAOs on 3 July 2025, the Minister for Finance revised the 4-outcome structure to 2 outcomes:

- ▶ Outcome 1 – Social Security: Encourage self-reliance and support people who cannot fully support themselves through targeted payments and quality services.
- ▶ Outcome 2 – Families and Communities: Promote stronger and more resilient families, children, individuals and communities by providing targeted supports.



Our performance

For 2024–25, the department met 15 out of the 24 performance targets, partially met one and did not meet 8.

The department reports all quantitative metrics as either met or not met. However, for certain qualitative measures, particularly those that involve alignment between outputs and large datasets or composite measures such as Family Safety, a partially met rating may be applied. The criteria for applying a partially met rating are defined on a measure-by-measure basis and supported by a narrative that explains the rating.

A range of factors contribute to the achievement of these results. Environmental factors such as cost-of-living pressures, labour mobility and natural disasters can affect results for some targets and are identified through these Annual Performance Statements using the diamond symbol (◆). The Annual Performance Statements include the rationale and methodology for performance measures to provide a complete narrative for the reader.

Much of the information in the Annual Performance Statements is abridged from the 2024–25 Corporate Plan to assist in providing a complete narrative for the reader. The performance content for each key activity references the relevant page number from the Portfolio Budget Statements and Corporate Plan where unabridged information, such as a complete methodology, can be located. Additional information for some performance measures is included in the addendum section at the end of each outcome. The addendums provide further context about the scale and impact of the department's performance.

The department will continue to work towards achieving planned performance as set out in the Portfolio Budget Statements and Corporate Plan.

Figure 6: Performance measure target results overview

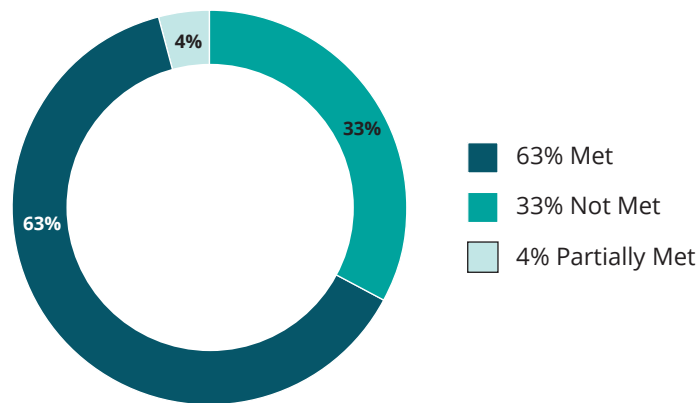
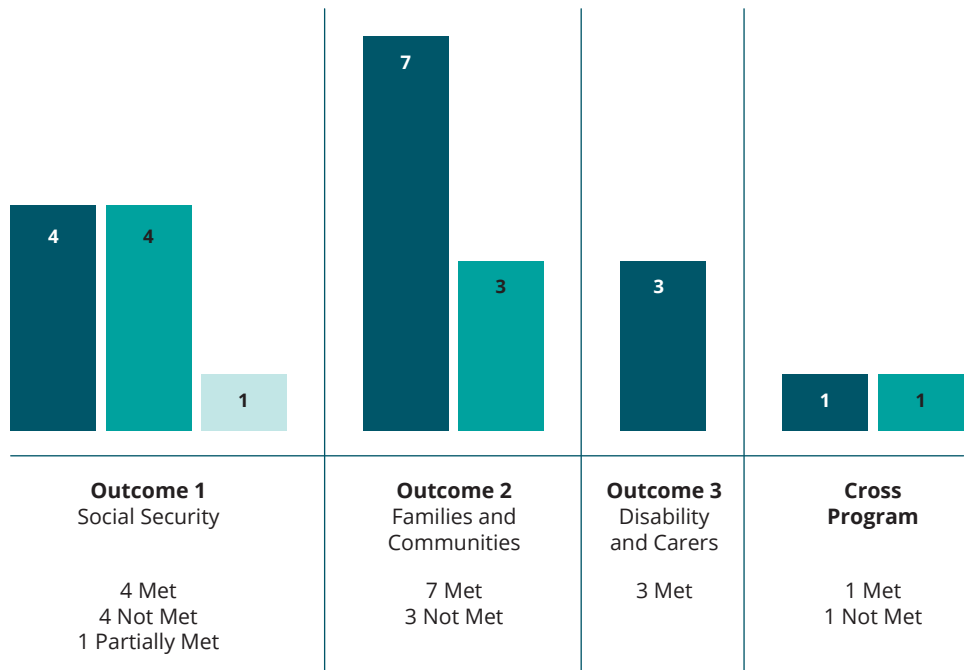


Figure 7: Performance measure target results per outcome



Categorising data sources

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

Data source	Definition
Primary source	Data generated from within the department.
Secondary source	Data sourced from another Commonwealth or state and territory entity.
Tertiary source	Data sourced from a contracted business or service provider.

In the planning phase of the performance cycle, the department categorised data according to the characteristics of assurances in place. Risks associated with assurances over data are categorised in the following way. Where relevant, the Disclosures sections of the Annual Performance Statements provide additional information about the nature and level of assurance obtained.

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 and action needs to be taken throughout the reporting year to mitigate risk to assurance.
Tier 3	Data is sourced from a third party, such as a contracted business or services provider. The department has minimal mechanisms by which to assure the data reported by the third party, and action needs to be taken throughout the reporting year to mitigate risk to assurance.

Key changes for 2024–25

In the time since the release of the 2024–25 Corporate Plan, there have been some further changes to performance measures.

Content in this section reflects Machinery of Government changes under section 17J of the PGPA Rule. Where a function or office is transferred between entities as a result of Machinery of Government changes, the gaining entity takes responsibility for the mandatory reporting requirements under the PGPA Act for those functions. These Annual Performance Statements do not report on those functions and activities that have transferred to Treasury or DHDA.

A summary of key changes is provided below.

1.7.1 Youth Allowance (Student), Austudy and ABSTUDY

The target has been corrected (to state 'able' where it previously stated 'unable').

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.

2.1.2 Family Safety

The calculation methodology has been updated.

Department-led initiatives reporting under the Family Safety performance measure are now mapped to report under the outcomes of the *National Plan to End Violence against Women and Children 2022–2032* Outcomes Framework.

Our Watch

Has changed from reporting on the number of people engaged in a financial year to instead procuring an independent evaluation of the Our Watch primary prevention activities. The outcome of this evaluation will form the basis of a more meaningful performance measure that considers reach and impact of Our Watch campaigns, to commence in 2025–26.

The department did not report a result for the Our Watch initiative in the 2024–25 reporting year.

Safe Places

Now reported by Treasury.

Stop it at the Start campaign

Measure updated to include consideration of phase 6 commencing.

Australia's National Research Organisation for Women's Safety (ANROWS)

The target has been raised from 3 to 6 reports delivered.

3.1.2 Disability and Carer Support

3.2.1 NDIS Transition

3.2.2 Sector Development Fund and Jobs and Market Fund

3.2.3 NDIS Participant Plans

Some functions and activities under Outcome 3 (Disability and Carers) have transferred to DHDA.

4.1.1 National Agreement on Social Housing and Homelessness

4.2.1 National Rental Affordability Scheme

Safe Places initiative⁴

All functions under Outcome 4 (Housing) included in the department's 2024–25 Corporate Plan have transferred to Treasury.

⁴ Safe Places Emergency Accommodation was funded under Outcome 4 (Housing) but was previously reported under Outcome 2 (Families and Communities).

Outcome 1: Social Security

Purpose

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

Programs and activities

Outcome 1 comprises 7 programs and a number of activities contributing to the achievement of the social security outcome. The diagram below depicts how this purpose is translated into measurable activities.

OUTCOME 1 – SOCIAL SECURITY				
Program 1.1 Support for Families		Program 1.2 Paid Parental Leave		Program 1.3 Support for Seniors
Key activities		Key activities		Key activities
1.1.1 Family Tax Benefit		1.2.1 Paid Parental Leave		1.3.1 Age Pension
1.1.2 Child Support Scheme				
Program 1.4 Financial Support for People with Disability		Program 1.5 Financial Support for Carers	Program 1.6 Working Age Payments	Program 1.7 Student Payments
Key activities		Key activities	Key activities	Key activities
1.4.1 Disability Support Pension		1.5.1 Carer Payment and Carer Allowance	1.6.1 JobSeeker Payment, Youth Allowance (Other) and Parenting Payment	1.7.1 Youth Allowance (Student), Austudy and ABSTUDY
Cross-Program Rent Assistance				
Key activities				
Rent Assistance				

Summary of key achievements

The social security system supports vulnerable Australians and promotes self-reliance. It is a targeted and needs-based system, with support designed to assist a person with their specific circumstances based on their age and stage of life. In 2024–25, the department met 4 out of 9 targets in the social security outcome, partially met one and did not meet 4.

Throughout 2024–25, the department delivered a number of measures to better support people and respond to cost-of-living challenges.

On 20 September 2024, a 10% increase to the maximum rates of Commonwealth Rent Assistance (CRA) was implemented. The government's investment of \$1.9 billion over 5 years helps relieve rental cost pressures for recipient households, and builds on the 15% increase to maximum rates applied in 2023–24.

As part of the 2024–25 Budget, the government allocated \$41.2 million from 2023–24 to extend access to a higher JobSeeker Payment rate for single recipients with an assessed partial capacity to work of less than 15 hours per week. By 27 June 2025, around 4,285 people were receiving this higher rate.

In September 2023, access to Parenting Payment Single (PPS) was expanded by increasing the age of the youngest child from 8 to 14 years, enabling recipients to remain on PPS for longer. By June 2025, there were an estimated 102,400 people receiving PPS, an increase from about 90,000 in June 2024.

The government continues to expand the Paid Parental Leave scheme. In September 2024, the Parliament passed legislation ensuring the payment of superannuation on government-funded Paid Parental Leave. Eligible parents of children born or adopted from 1 July 2025 will receive an additional payment, based on the Superannuation Guarantee rate of 12%, as a contribution to their nominated superannuation fund. This change will boost women's economic security and help close the gender gap in retirement incomes.

The *Universities Accord (Student Support and Other Measures) Act 2024* amended all student income-contingent loans to provide that the calculation of a person's loan or debt will be indexed to the lower of the Consumer Price Index (CPI) or the Wage Price Index. These changes were implemented in December 2024 and applied retrospectively from 1 June 2023 to Student Start-up Loans and Student Financial Supplement Scheme loans.

Outcome 1: Social Security

Key performance results

Program	Key activities	Target	Result
1.1 Support for Families	1.1.1 Family Tax Benefit	Payment targeted to low income families (67% of support received by families under the FTB lower income free area).	Not met
	1.1.2 Child Support Scheme	At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.	Not met
1.2 Paid Parental Leave	1.2.1 Paid Parental Leave	At least 95% of eligible Paid Parental Leave families receive payment.	Met
1.3 Support for Seniors	1.3.1 Age Pension	75% or below of people of Age Pension age are supported by the Age Pension or other income support.	Met
1.4 Financial Support for People with Disability	1.4.1 Disability Support Pension (DSP)	At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.	Not met
1.5 Financial Support for Carers	1.5.1 Carer Payment and Carer Allowance	At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.	Not met
1.6 Working Age Payments	1.6.1 JobSeeker Payment, Youth Allowance (Other) and Parenting Payment	Recipient numbers reflect the number of people who are unable to fully support themselves through work.	Partially met
1.7 Student Payments	1.7.1 Youth Allowance (Student), Austudy, ABSTUDY	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.	Met
Cross-Program Rent Assistance	Rent Assistance	Commonwealth Rent Assistance reduces the proportion of recipient households in rental stress by at least 25 percentage points.	Met

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

The Family Tax Benefit key activity makes payments to eligible low and medium income families to help with the direct and indirect costs of raising dependent children.

Performance measure

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

Target

♦ 1.1.1-1A – Payment targeted to low income families (67% of support received by families under the FTB lower income free area).

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥67%	63.7%	66.8%	66.7%	Not met

Source: 2024–25 PBS page 41 and 2024–25 Corporate Plan page 23.

Measure type

This is an effectiveness measure. This measure demonstrates the effectiveness of the department in ensuring lower income families are helped with the cost of raising children.

Program analysis

The 2024–25 result relates to the 2022–23 FTB entitlement year because reconciliation data is not considered mature until 8 quarters (2 years) following the end of the entitlement year. Generally, all FTB claims for a financial year need to be lodged by the end of the following financial year (the lodgement year) to be payable.

For the 2024–25 reporting year, the percentage of total FTB expenditure received by families with combined adjusted taxable income (ATI) at or below \$58,108, the 2022–23 FTB Part A lower income free area (LIFA), was 66.7%, which is slightly below the 67% target. This is consistent with the previous year’s results, where the target had not been met, and is attributable to an increasing number of FTB families with incomes above the LIFA who are also receiving income support payments. Families on an above nil rate of income support generally receive the maximum rate of FTB Part A.

From 1 April 2021, there was a \$50 increase to working age payments, including JobSeeker and Parenting Payment, and a permanent increase in the income-free area for Parenting Payment (Partnered) and JobSeeker. This measure allows FTB families on income support to earn more income before they receive a nil rate of income support, which means they would generally attract the maximum rate of FTB Part A. This has contributed to the performance measure not being met for 2023–24 and for 2024–25. Further, this result is due to more FTB expenses going to families who are receiving income support, who are above the FTB LIFA. As a result, the payment is still being targeted to families who are less able to support themselves through private income.

Methodology

The measure is calculated using the total number of FTB recipients and filtered by annual family adjusted taxable income:

- ▶ equal to, or less than, the LIFA (low-income families)
- ▶ greater than the LIFA.

This is used to evaluate the percentage of support, measured in entitlement amounts, that is received by those families with income under the FTB LIFA.

Disclosures

- ▶ Reconciliation data is reported at June 2025 for 2022–23. FTB reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The 2-year period allows time for the data to include recipients lodging income tax returns over a longer period, undertaking the reconciliation process, and/or claiming FTB as a lump sum.
- ▶ For the purposes of FTB, reconciliation refers to the process by which people lodge a tax return which is then reconciled with the income estimates made throughout the year. FTB reconciliation data provides the most complete picture of the population who have received FTB for a given financial year as it includes those who received FTB instalments for that year as well as those who received a lump sum payment in respect of that year.

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

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 key activity aims to ensure children continue to receive an appropriate level of support from their parents, following separation. Child support payments and FTB Part A are closely linked. To receive more than the base rate of FTB Part A for a child from a previous relationship, an individual must take reasonable action to apply for a child support assessment.

This is known as the Maintenance Action Test (MAT). The requirement to meet the MAT applies regardless of whether the parent is or would be assessed to receive or pay child support. A parent can apply for an exemption from this requirement, including if there is a risk of family and domestic violence.

Performance measure

1.1.2-1 Extent to which separated parents in the child support system are supporting their children.

Target

♦ 1.1.2-1A – At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥85%	83.8%	81.8%	81.0%	Not met

Source: 2024-25 PBS page 42 and 2024-25 Corporate Plan page 25.

Measure type

This is an effectiveness measure.

This measure demonstrates how the MAT requirement influences parents to engage with the Child Support Scheme, to maximise the level of financial support available to raise their children following separation.

Program analysis

The department has not met this key performance measure. A parent meets the MAT if they apply for a child support assessment (pass the MAT) or receive an exemption from the MAT.

Between July 2024 and June 2025, the number of children whose parent had applied for a child support assessment reduced by 1.63% (13,314). Those granted a MAT exemption increased by 2.80% (4,925) while those who failed the MAT increased by 5.61% (11,604). Although the number of parents granted an exemption from the MAT continued to increase, it was more than offset by the increase in the number of parents who failed the MAT.

The department is finalising a review of the interactions between the Child Support Scheme and FTB in response to Recommendation 7 of the Joint Select Committee on Australia’s Family Law System’s Third Interim Report. This includes work to consider the experiences of separated parents to inform the department’s understanding of the barriers within the system for parents applying for child support or an exemption. The department is working with Services Australia to progress improvements to child support processes including communication and services delivery arrangements for the MAT.

Methodology

The number of FTB Part A children of separated parents that meet the MAT requirements is based on the number of children subject to the MAT that:

- ▶ are exempt from the MAT requirement
- ▶ pass the MAT requirement.

The percentage is based on the number of children that are exempt from the MAT, plus the number of children that satisfy the MAT, as a proportion of all children subjected to the MAT.

Disclosures

- ▶ This measure does not include FTB Part A families with only regular care children or FTB Part B only families, as these families are not subject to MAT.
- ▶ This measure does not include families who are subject to the MAT but who claim FTB Part A by a lump sum claim after the financial year.
- ▶ A parent may have a child that meets the MAT and one that fails the MAT; where both parents receive FTB Part A for the same child, that child is counted twice.
- ▶ The number of children subject to the MAT also includes children whose parent is yet to decide on applying for child support or an exemption and are in the MAT grace period.

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

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 Paid Parental Leave

Paid Parental Leave provides financial support to help eligible parents to take time off work to care for a newborn or recently adopted child in order to encourage women’s workforce participation, enhance the health and development of mothers and their children, provide opportunities for fathers and partners to take a greater share in caring responsibilities, and promote equality between men and women and balance between work and family life.

Performance measure

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

Target

♦ 1.2.1-1A – At least 95% of eligible Paid Parental Leave families receive payment.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	98.5%	97.0%	96.8%	Met

Source: 2024–25 Corporate Plan page 27.

Measure type

This is an effectiveness measure.

This measure demonstrates that families are assisted financially to take time off work following the birth or adoption of a child.

Program analysis

The target for eligible families accessing Paid Parental Leave was met for the 2024–25 financial year. The performance measure captures families that were assessed under different scheme rules depending on their child’s date of birth or adoption.

For births and adoptions prior to 1 July 2023, Paid Parental Leave was available to eligible primary carers (usually birth mothers) for up to 18 weeks and Dad and Partner Pay was available to eligible fathers and partners for up to 2 weeks.

For births and adoptions on or after 1 July 2023, Paid Parental Leave and Dad and Partner Pay were combined into a single entitlement to be shared between parents, with 2 weeks reserved for each parent on a ‘use it or lose it’ basis. Single parents can access the full entitlement. Parents have up to 2 years from their child’s date of birth or adoption to use Paid Parental Leave.

Paid Parental Leave is available to eligible families for up to 20 weeks for births and adoptions between 1 July 2023 and 30 June 2024 and for up to 22 weeks for births and adoptions between 1 July 2024 and 30 June 2025. Paid Parental Leave will continue to expand until it reaches 26 weeks from 1 July 2026.

Methodology

Eligible families is defined as the number of children whose parents or carers received Paid Parental Leave for the entire 18-week (90 day) entitlement period for children born or adopted prior to 1 July 2023 or received Paid Parental Leave for at least the entire unreserved period for children born or adopted on or after 1 July 2023. For children born or adopted:

- ▶ between 1 July 2023 and 30 June 2024, there are 18 weeks (90 days) of unreserved Paid Parental Leave
- ▶ between 1 July 2024 and 30 June 2025, there are 20 weeks (100 days) of unreserved Paid Parental Leave.

The percentage is based on the number of children whose parents or carers took 18 weeks or at least the entire unreserved weeks of Paid Parental Leave as a proportion of the total number of Paid Parental Leave children whose claim was completed or whose 2-year claim period finished during the financial year.

Disclosures

The population for the performance measure is all children whose parents’ claim for Paid Parental Leave was considered completed in the 2024–25 financial year as at 30 June 2025. This includes claims where at least the maximum number of unreserved days has been claimed for a child, claims where 2 years has passed since the child’s birth or entry to care, and claims cancelled for other reasons.

The population includes claims started in previous financial years, as parents have up to 2 years from a child’s birth or entry to care to take Paid Parental Leave.

Paid Parental Leave data is not considered mature until 2 years after the end of an entitlement year. Parents have up to 2 years from a child’s birth or entry to care to take Paid Parental Leave, and changes to claim days are permitted throughout this period. Data produced before full maturity may change as parents access further entitlements.

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

PROGRAM 1.3 SUPPORT FOR SENIORS

To assist eligible senior Australians financially and to encourage them to use 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. It provides income support to senior Australians who need it, while encouraging pensioners to maximise their overall 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 price and wage increases.

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

◆ 1.3.1-1A – 75% or below of people of Age Pension age are supported by the Age Pension or other income support.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≤ 75%	68.7%	67.8%	67.0%	Met

Source: 2024-25 PBS page 44 and 2024-25 Corporate Plan page 29.

Measure type

This is an effectiveness measure.

This measure demonstrates the effectiveness of the department in achieving the objective of the key activity that senior Australians are assisted financially in a manner that encourages them to productively manage resources and life transitions.

Program analysis

The long-term gradual reduction in the proportion of senior Australians receiving the Age Pension continued into 2024-25. This reduction continues to be driven by new retirees having more assets at retirement than previous cohorts, largely reflecting the maturation of the superannuation system, as well as a continued increase in the number of senior Australians remaining in the workforce longer.

Targeting 75% or below 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 number of:

- ▶ Age Pension recipients
- ▶ 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 for the calculation) is based on the Australian Bureau of Statistics (ABS) population projections, which draw on the base population dataset released on 23 November 2023.

Disclosures

- ▶ Farm Household Allowance recipients of Age Pension age are not included in the recipient numbers.
- ▶ The Department of Veterans' Affairs (DVA) Service Pension and Income Support Supplement recipients over pension age make up around 2.0% of the ABS population projection for people over Age Pension age.
- ▶ DVA data relating to veterans over Age Pension age receiving Service Pension and Income Support Supplement is aggregated and the department has not independently verified this data. DVA has provided confirmation that a consistently applied process for extraction and activity is followed every quarter. The data is checked against previous data provision and the client database which underpins all client demographic publications. The data also undergoes a clearance process where the data is reviewed prior to release by a separate analyst and then by the DVA Chief Data Officer.
- ▶ Population data for June 2025 is sourced from Population Projections, Australia, 2022 (base) – 2071, published by the ABS – *Population projections Table B9 – Population projections, by age and sex, Australia – medium series*.

Categorisation of data source		Data source
Secondary source	Tier 1	Services Australia administrative data.
Secondary source	Tier 1	Department of Veterans' Affairs administrative data.
Secondary source	Tier 1	ABS – Population Projections, Australia 2022–2071.

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 (DSP) is an income support payment for people who are unable to fully support themselves financially through work due to their physical, intellectual or psychiatric impairment.

Performance measure

1.4.1-1 Extent to which people of working age with a profound or severe disability are paid Disability Support Pension.

Target

♦ 1.4.1-1A – At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.

Target	2022–23 Actual result	2023–24 Actual result	2024–25 Actual result	Outcome
≥90%	98.6%	68.5%	72.6%	Not met

Source: 2024–25 PBS page 44 and 2024–25 Corporate Plan page 31.

Measure type

This is an effectiveness measure.

This measure demonstrates effectiveness against the objective of the key activity and that people with disability who cannot fully support themselves are being financially assisted.

Program analysis

The DSP population increased by 4.2% in 2024–25, which is larger than the increase in 2023–24 (3.5%). While there has been an improvement in the overall result in 2024–25, to 72.6%, this is still below the 2022–23 result of 98.6%. This is due to the use of the 2022 Survey of Disability, Ageing and Carers (SDAC) data published by the ABS, which reported a significant increase in the number of people identifying with disability. In 2018, the SDAC estimated number of people with disability was 521,000. This increased by nearly 50% to 776,800 in 2022.

The 2022 SDAC had variances in its collection method from the previous surveys. The 2022 survey could be self-completed and online without the presence of an ABS interviewer to provide guidance. The survey was also conducted with a smaller sample size than 2018. The sample results were then applied to the whole population. The rise in disability numbers may also be attributed to a growing awareness of disability in Australia as well as the increase in prevalence of long-term health conditions. All these factors may have attributed to the increase in the estimated number of people with disability.

Methodology

The number of people receiving DSP (the numerator for the calculation) is calculated using the number of DSP recipients, aged 16–64 inclusive, who are severely or profoundly disabled.

The number of people with a profound or severe disability of working age (the denominator for the calculation) is based on the number of Australians who are severely or profoundly disabled between the ages of 15 and 64.

Disclosures

Population data is sourced from 2022 SDAC, Australia, conducted by the ABS – *Disability tables Table 3.1 – All persons, disability status, by age and sex 2022 estimate* and is compared to payment population data as at 27 June 2025.

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.

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 and/or adult with disability or a medical condition prevents the carer from supporting themselves through paid employment.

Carer Allowance is an income supplement paid to people who provide daily care and attention in a private home to a person with disability or a severe medical condition.

Performance measure

1.5.1-1 Extent to which payments are made to, or with respect to, carers unable to fully support themselves.

Target

♦ 1.5.1-1A – At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥70%	76.7%	59.5%	61.5%	Not met

Source: 2024-25 PBS page 45 and 2024-25 Corporate Plan page 33.

Measure type

This is an effectiveness measure.

This measure demonstrates the effectiveness of the Carer Payment and Carer Allowance in achieving the objectives of the department’s policy and legislative oversight in assisting eligible carers of people with disability or a severe medical condition.

Program analysis

The Carer Payment population increased in 2024–25 by almost 4%, while the Carer Allowance population increased by over 3%. The overall result for this measure increased to 61.5% in 2024–25. The decline in the result since 2022–23 can be attributed to the use of the 2022 SDAC data published by the ABS. The performance measure has been calculated using ABS 2022 SDAC data, with the number of primary carers increasing from 861,000 in 2018 to 1,154,300 in 2022.

The 2022 SDAC had variances in its collection method from the previous surveys. This time the survey could be self-completed and online without the presence of an ABS interviewer to provide guidance. Additionally, there were changes to the survey questions to identify carers during household screenings, with the intent of maximising primary carer identification. The survey was conducted with a smaller sample size than in 2018, with sample results applied to the whole population. All these factors are likely to have contributed to the increase in the number of carers reported in the SDAC data which would not be replicated in social security payment recipients.

Methodology

The number of primary carers supported (the numerator for this calculation) is calculated using the number of payment recipients of Carer Payment and Carer Allowance as a percentage of the number of primary carers (the denominator for the calculation), which is based on the ABS SDAC.

Disclosures

Population of primary carers is derived from the 2022 SDAC, Australia, conducted by the ABS. This is the latest available data. This is compared with payment population data as at 27 June 2025.

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.

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 limited capacity to work due to disability or caring responsibilities, as well as bereaved partners.

Performance measure

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

Target

♦ 1.6.1-1A – Recipient numbers reflect the number of people who are unable to fully support themselves through work.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
Changes align	Changes align	Changes align	Changes partially align	Partially met

Source: 2024-25 PBS page 45 and 2024-25 Corporate Plan page 36.

Measure type

This is an effectiveness measure.

This measure demonstrates that people who are temporarily unable to or have limited capacity to support themselves through work are assisted financially.

Program analysis

While the seasonally adjusted unemployment rate stayed flat in parts of the 2024-25 financial year, it rose slightly in June 2025 in line with increases in the number of Working Age Payment recipients. While both datasets trended in the same direction for less than 6 months of the financial year, when considered from an annual perspective, both the seasonally adjusted unemployment rate and the number of Working Age Payment recipients increased over the course of the 2024-25 financial year. This means the performance target for 2024-25 was partially met.

Although the target was partially met, the growth in recipient numbers reflects the demand driven nature of targeted support provided to Working Age Payment recipients who are unable to fully support themselves through work. The increase is largely due to fewer recipients leaving payment. For example, the number of JobSeeker Payment recipients spending between one and 2 years on payment has increased from 15.7% of the JobSeeker Payment population in July 2024 to 19.5% of the population in May 2025.

Working Age Payment recipient numbers are also impacted by the 1 July 2024 changes to the employment income nil rate period, which allowed recipients to stay on income support for up to 12 fortnights when their payment rate reduces to \$0 due to income from employment. This has resulted in an increase in the number of recipients who remain on payment but with a nil rate of payment.

Parenting Payment (Single) recipient numbers have continued to increase as a result of the 2023–24 Budget measure which expanded eligibility by raising the youngest dependent child age limit from 8 to 14 years.

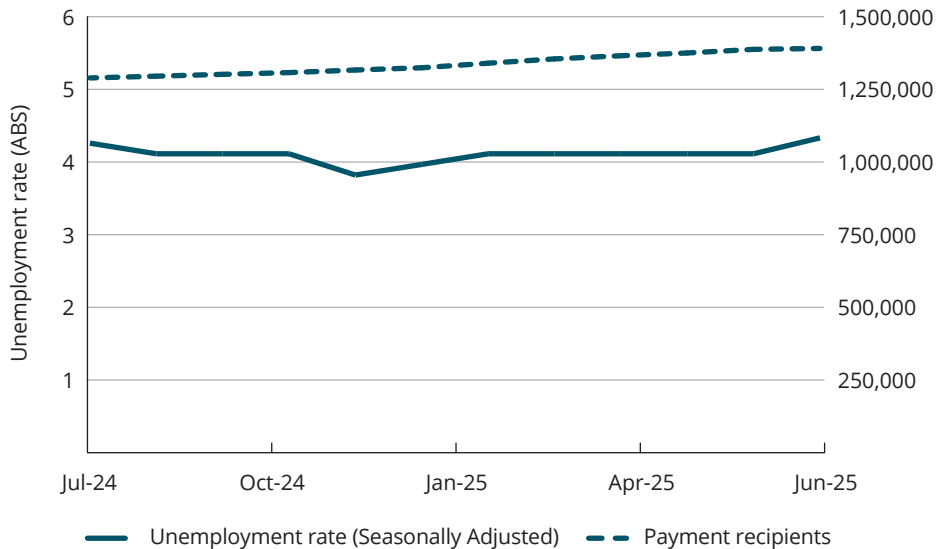
Methodology

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

- ▶ JobSeeker Payment
- ▶ Youth Allowance (Other)
- ▶ Parenting Payment (Single and Partnered).

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

Figure 8: Payment recipients versus ABS unemployment rate 2024–25



The following table is a detailed description of Figure 8.

Date	Unemployment Rate (Seasonally Adjusted)	Payment Recipients
Jul-24	4.2	1,291,913
Aug-24	4.1	1,300,679
Sep-24	4.1	1,304,341
Oct-24	4.1	1,307,777
Nov-24	3.9	1,317,534
Dec-24	4	1,327,257
Jan-25	4.1	1,341,564
Feb-25	4.1	1,355,352
Mar-25	4.1	1,361,604
Apr-25	4.1	1,367,059
May-25	4.1	1,374,239
Jun-25	4.3	1,376,063

Disclosures

It is important to note there are significant differences between the population measured by the ABS to calculate the unemployment rate, and the population of Working Age Payment recipients. Broadly, the ABS measure of unemployment captures individuals who are not in employment but actively looking for work and are available to take up employment.

Working Age Payments are designed to target assistance based on individual circumstances and need. As a function of payment eligibility criteria and means testing, the Working Age Payment population includes individuals who the ABS defines as being engaged in some form of employment, unemployed, and not in the labour force. In this context, the unemployment rate should be understood as one indicator of national labour market conditions.

It is also important to note that the unemployment rate calculated by the ABS is a proportion of unemployed people in the labour force. As a result, the unemployment rate is impacted by changes in the size of the broader labour force population. This cohort can fluctuate with international migration and people previously deemed not to be in the labour force acting to re-enter the labour market.

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.

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 Australian students in secondary and tertiary education and accelerate their educational outcomes.

Key Activity: 1.7.1 Youth Allowance (Student), Austudy and ABSTUDY

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

Youth Allowance 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.

Performance measure

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

Target

♦ 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.

Target	2022–23 Actual result	2023–24 Actual result	2024–25 Actual result	Outcome
Movements aligned	Movements aligned	Movements aligned	Movements aligned	Met

Source: 2024–25 PBS page 46 and 2024–25 Corporate Plan page 38.

Measure type

This is an effectiveness measure.

This measure demonstrates that students receiving income support and other financial assistance achieve growth in skills and qualification, to support their participation in the workforce.

It demonstrates the effectiveness of ABSTUDY, Austudy and Youth Allowance (Student) in achieving the objective that recipients have improved financial self-reliance.

Program analysis

The performance target for 2024–25 was met. The majority of Youth Allowance (Student), Austudy and ABSTUDY recipients are not receiving income support payments 12 months after exiting student payments. The movement over a calendar year in people exiting student payments and not receiving income support at the 12-month mark declined, correlating with the increase in the seasonally adjusted unemployment rate as measured by the ABS.

While there was a decrease in the proportion of Austudy, Youth Allowance (Student) and ABSTUDY recipients on income support 12 months after exiting a student payment, this exit trend aligns with the increase in unemployment over the same period.

The number of students receiving Austudy and Youth Allowance in 2020–21 grew significantly with the economic impacts of COVID-19. The economic downturn saw more recipients on payment who otherwise would have been financially self-reliant. Performance results in 2021 and 2022 reflect students leaving payment as the economy rebounded, and correlate with the decline in the seasonally adjusted unemployment rate over the same period.

The 2023 decrease in student payment recipients receiving income support 12 months after receiving a student payment brings exit trends more closely aligned with performance results experienced pre-COVID.

The number of Austudy and ABSTUDY recipients remained stable from the previous reporting period, while Youth Allowance (Student) numbers increased by 9%. This result reflects the increase in the seasonally adjusted unemployment rate.

Percentage of recipients who are not receiving income support 12 months after exiting Student Payments^a

	2020	2021	2022	2023
Austudy	67.9%	80.6%	79.5%	73.2%
▶ within 12 months				
Youth Allowance (Student)^b	79.3%	87.7%	86.5%	82.0%
▶ within 12 months				
ABSTUDY (secondary and tertiary)^c	54.6%	64%	64.1%	58.8%
▶ within 12 months				

Methodology

The number of recipients who exit student payments and have improved financial self-reliance is calculated by comparing the:

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

Student payment recipient numbers are based on the number of people receiving a student payment for more than 3 months over a calendar year.

Disclosures

- a. Comprises recipients who exited from student payments in calendar years 2020, 2021, 2022 and 2023.
- b. Includes Australian Apprentices.
- c. ABSTUDY Living Allowance only.
- ▶ Reporting is calendar year based, to align with the standard educational year.
- ▶ Latest reported calendar year is 2023, to allow for a full 12-month period to elapse following the reported exits.

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

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

Commonwealth 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.

Performance measure

1XP.1-1⁵ Australians receiving income support or family assistance payments are assisted with the cost of private rental or community housing.

Target

◆ 1XP.1-1A – Commonwealth Rent Assistance (CRA) reduces the proportion of recipient households in ‘rental stress’ by at least 25 percentage points (pp).

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥25 pp lower	27.7 pp lower	30.9 pp lower	31.8 pp lower	Met

Source: 2024–25 PBS page 46 and 2024–25 Corporate Plan page 41.

Measure type

This is an effectiveness measure.

This measure demonstrates the effectiveness of CRA in improving affordability of housing costs for recipient households.

Program analysis

Demand for rent assistance is driven by the number of people receiving social security payments.

In the short to medium term, this is influenced by macro-economic conditions. Over the long term, this is influenced by home ownership rates and demographic changes, such as family formation and population ageing.

As at June 2025:

- ▶ 1,377,654 Australian households received rent assistance payments.
- ▶ Overall, rent assistance reduced the proportion of households in rental stress by 31.8 percentage points (from 74.8% to 43.0%).

5 XP means ‘Cross Program’. Commonwealth Rent Assistance is not a standalone program for the purposes of Budget appropriations.

- ▶ The government increased CRA maximum rates by 10% on 20 September 2024, which assisted in alleviating rental stress. Prior to the 10% increase (as at 28 June 2024), the proportion of CRA recipient households in rental stress was 41.8%. This declined to 39.3% after the increase was implemented (as at December 2024).

Percentage of CRA income units in rental stress before and after receiving CRA ^a	2022-23	2023-24	2023-24	2024-25
Before	71.9%	70.6%	72.6%	74.8%
After	43.9%	42.9%	41.8%	43.0%
Difference (pp)	28%	27.7%	30.9%	31.8%

Methodology

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

- ▶ percentage of CRA recipient households paying more than 30% of their income in rent prior to receiving CRA
- ▶ percentage of CRA recipient households paying more than 30% of their income in rent after receiving CRA.

Disclosures

- a. Differences may not sum due to rounding.
- ▶ Affordability or rental stress cannot be calculated for a small number of recipient households where income is not available for the instalment period.
- ▶ 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.
- ▶ The proportion of households in rental stress is calculated based on the number of households as at the last Friday in June of the reporting year.

Categorisation of data source	Data source
Secondary source Tier 1	Services Australia administrative data – Social Services Housing Data Set.

Addendum 1: Outcome 1

Social Security – payment accuracy

The Payment Accuracy Review Program (PARP) provides assurance over the accuracy of social security and family payments. Payment accuracy reviews are conducted by Services Australia using a random sample of population for in-scope payments. In the 2024–25 financial year, 22,301 reviews were completed as part of the PARP.

The PARP reviews payments with the highest expenditure: Age Pension, ABSTUDY, Austudy, Carer Payment, Carer Allowance, DSP, FTB, JobSeeker Payment, Parenting Payment (Partnered and Single), Special Benefit and Youth Allowance (Student and Other). The payments within PARP account for a large proportion of administered payments.

Each review is a point-in-time assessment of a recipient's circumstances to establish if the payment was calculated accurately and provides reasons for any debt, error or change in payment rate.

This assurance activity measures the accuracy of total outlays and provides benchmark data on the level of inaccurate payments.

These results are then extrapolated to estimate the potential financial risks. These estimations cannot be used to draw conclusions about the accuracy of payments not reviewed by the program.

Individual payments have targets which are monitored through joint governance arrangements between the department and Services Australia. Results for each payment surveyed are available in Table 1.1.1.

Variations to a recipient's payment rate captured by the review are used to calculate payment accuracy. Variations to a recipient's payment can include a change in circumstances which is not indicative of an error by the recipient or Services Australia. Therefore, variation amounts cannot be considered as potential savings. PARP results may underestimate overpayments which are paid due to fraud, as the program is not designed to uncover fraudulent behaviour. The detection of serious fraud requires a specialist skill set and training due to its covert nature.

Table 1.1.1: Payment accuracy (2024-25 financial year)

	Number of reviews completed*	Payment accuracy (%)	Confidence interval (±)	Annual outlays (\$m)	Inaccuracy risk (%)	Inaccuracy risk (\$m)	Downward variation (%)	Downward variation (\$m)	Upward variation (%)	Upward variation (\$m)
ABSTUDY	877	72.64%	3.17%	112.60	27.36	30.81	27.05	30.46	0.31	0.35
Age Pension	3,500	97.12%	0.41%	62,155.91	2.88	1,792.41	2.09	1,298.83	0.79	493.58
Austudy	874	75.78%	2.90%	371.21	24.22	89.92	24.04	89.23	0.19	0.69
Carer Allowance	1,500	95.89%	0.96%	3,033.99	4.11	124.70	4.11	124.70	0.00	0.00
Carer Payment	1,168	93.83%	1.33%	8,077.83	6.17	498.68	5.77	465.74	0.41	32.95
Disability Support Pension	2,721	98.07%	0.46%	23,069.22	1.93	446.00	1.75	404.07	0.18	41.93
Family Tax Benefit	3,595	96.50%	0.57%	17,669.08	3.50	618.06	3.40	599.94	0.10	18.12
JobSeeker Payment	3,524	87.35%	1.10%	15,388.03	12.65	1,946.82	12.40	1,908.46	0.25	38.36
Parenting Payment (Partnered)	984	77.32%	2.60%	887.52	22.68	201.26	22.43	199.11	0.24	2.15
Parenting Payment (Single)	1,181	92.67%	1.47%	7,136.90	7.33	523.16	7.00	499.57	0.33	23.60
Special Benefit	594	94.24%	1.83%	121.63	5.76	7.00	5.63	6.85	0.13	0.16
Youth Allowance (Other)	895	83.98%	2.48%	1,187.27	16.02	190.15	15.59	185.05	0.43	5.10
Youth Allowance (Student)	888	81.99%	2.66%	1,847.91	18.01	332.75	17.68	326.71	0.33	6.05
Overall	22,301	95.01%	0.27%	141,059.15	4.99	7,042.40	4.52	6,374.32	0.47	668.09

Please note:

- The overall figure is not equal to the sum of individual payments, due to the effects of rounding and weightings.
- Medical eligibility for recipients of Disability Support Pension and income for Family Tax Benefit recipients are not examined by the review process.
- * Recipients are sampled from the population of recipients who are in receipt of the payment at the time of the program. A small number of recipients are excluded from the selection process for practical or humanitarian reasons based upon agreed business rules. The timing of the selection process also means recipients whose payments were granted shortly before the selection is drawn, or whose payments were suspended, may not be included in the selectable population.

Addendum 2: Outcome 1

Social Security – supporting information

The tables below provide recipient numbers over the last 3 financial years for social security payments. This provides additional information on the payments being made.

Social security payments are eligibility based, and are based on recipients meeting eligibility criteria. The social security system responded to the economic impacts resulting from health measures put in place for the COVID-19 pandemic. Monitoring recipient numbers informs policy development to ensure the social security system remains responsive to the broader economic conditions in providing support to Australians who are unable to support themselves.

Table 1.2: Number of recipients – Family Tax Benefit Part A and Part B

Entitlement year ^a	2019–20	2020–21	2021–22	2022–23
1.1.1 Family Tax Benefit				
FTB Part A	1,522,768	1,475,888	1,404,201	1,343,303
FTB Part B	1,242,071	1,188,501	1,158,999	1,113,923

Table 1.3: Number of children – Family Tax Benefit Part A and Part B

Entitlement year ^a	2019–20	2020–21	2021–22	2022–23
1.1.1 Family Tax Benefit				
Number of eligible FTB Part A children	2,983,177	2,888,774	2,751,181	2,628,660
Number of children in eligible FTB Part B families ^b	2,317,439	2,216,684	2,157,479	2,069,864

Disclosures

- Reconciliation data is reported at June 2025 for 2022–23, June 2024 for 2021–22, June 2023 for 2020–21 and June 2022 for 2019–20. FTB reconciliation recipient information is reported after 2 years to capture future actions in respect of the financial year. The 2-year period allows time for the data to capture many recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.
- FTB Part B is a per family payment and is received by fewer families than FTB Part A. FTB Part B income testing settings are also different from Part A. While FTB Part A uses a combined family income test, FTB Part B uses a primary earner income limit, above which the family cannot receive Part B; and a secondary earner income free area, which dictates the rate of Part B payable.

Table 1.4: Number of recipients – income support payments (excluding FTB Part A and B)*

	2021–22	2022–23	2023–24	2024–25
1.1.2 Child Support Scheme				
Child support scheme (number of cases) ^a	744,213	736,388	727,451	719,808
1.3.1 Age Pension				
Age Pension	2,557,691	2,601,995	2,610,012	2,671,205
1.4.1 Disability Support Pension				
Disability Support Pension	764,967	770,496	797,449	830,857
1.5.1 Carer Payment and Carer Allowance^b				
Carer Payment	301,217	305,332	314,322	325,844
Carer Allowance (Adult and Child)	622,765	634,179	657,276	678,966
Carer Supplement	655,538	660,178	672,040	689,970
Child Disability Assistance Payment	164,834	168,087	173,794	181,947
1.6.1 JobSeeker Payment, Parenting Payment, Youth Allowance (Other)^g				
JobSeeker Payment	831,601	808,153	819,583	883,702
Parenting Payment (Partnered)	70,295	60,586	60,162	59,131
Parenting Payment (Single)	231,999	226,635	320,931	331,772
Pensioner Education Supplement	19,397	16,099	15,699	16,988
Youth Allowance	77,237	73,803	88,702	101,458
Special Benefit	10,854	8,777	6,468	5,669

	2021-22	2022-23	2023-24	2024-25
1.7.1 Youth Allowance (Student), Austudy, ABSTUDY				
Austudy ^c	37,417	30,444	23,688	23,753
ABSTUDY – Secondary ^{c,d}	17,812	17,004	14,988	14,843
ABSTUDY – Tertiary ^{c,d}	10,940	10,423	9,733	9,477
Youth Allowance (Student) ^{c,d}	176,238	152,631	133,936	146,173
Student Start-up Loan ^{e,f}	89,300	74,268	60,463	52,370
Student Start-up Loan – ABSTUDY ^e	2,288	2,276	1,862	1,696

*Recipient data as at 27 June 2025.

Disclosures

- a.** Includes current cases and excludes cases which are closed with no balance or arrears.
- b.** Excludes carers whose care receiver qualified for a Health Care Card only.
- c.** These figures are monthly averages due to the seasonal nature of student payments.
- d.** Includes Australian Apprentices.
- e.** These figures are unique counts of recipients across the calendar year, due to the nature of the payment.
- f.** Youth Allowance and Austudy recipients only.
- g.** In January 2023 the department introduced revised reporting populations for JobSeeker Payment, Parenting Payment and Youth Allowance (Other) recipients. Reporting populations now include all current (including those on zero rate of payment) and suspended recipients. The department is committed to transparent and open data; this revision provides transparency of the total number of JobSeeker Payment, Parenting Payment and Youth Allowance (Other) recipients interacting with the social security system.

Table 1.5: Number of individuals assisted – Paid Parental Leave

	2021–22	2022–23	2023–24	2024–25
1.2.1 Paid Parental Leave				
Paid Parental Leave (number of individuals assisted) ^a	178,778	171,282	226,120	252,340

Disclosures

- a.** This is the number of individuals who started receiving payments in the financial year. The number of recipients is higher in 2023–24 and 2024–25 than previous years due to legislated changes to the scheme from 1 July 2023 which meant recipients who would have previously claimed Dad and Partner Pay now claim Paid Parental Leave instead.

Table 1.6: Number of Commonwealth Rent Assistance income units

	2021–22	2022–23	2023–24	2024–25
XP.1 Commonwealth Rent Assistance				
Number of Commonwealth Rent Assistance income units ^a	1,347,902	1,263,889	1,311,348	1,377,654

Disclosures

- a.** 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

Purpose

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

Program and activities

Outcome 2 comprises one program with 4 activities contributing to the achievement of the Families and Communities outcome. The diagram below depicts how this purpose is translated into measurable activities.

OUTCOME 2 – FAMILIES AND COMMUNITIES
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 2024–25 Portfolio Budget Statements appropriation numbering.

Summary of key achievements

In 2024–25, the department met 7 performance measure targets in the Families and Communities outcome and did not meet 3.

The department's work in Family Safety supports the goal to end gender-based violence in one generation. The department led and delivered a number of initiatives this year including delivering Phase 5 of the Stop it at the Start campaign, which promoted positive attitudes and behaviours on respectful relationships and gender equality among young people. Over 5,000 women and their children impacted by domestic and family violence were supported to remain safely in their homes of choice through security and the personal safety programs. The Escaping Violence Payment trial ceased taking applications on 30 June 2025; over the lifetime of the program more than 100,000 victim-survivors were supported, and approximately \$500 million in financial assistance provided.

Under the Families and Children key activity, the department delivered services to 404,267 clients in 2024–25. These services supported families, strengthened relationships, improved the wellbeing of children and young people, enhanced family and community functioning, and built capacity across the families and communities sector.

The department's Financial Wellbeing programs continued to support people experiencing financial stress and hardship. Financial Wellbeing programs also supported 370,438 people to access Emergency Relief services for immediate financial or material aid. Additional funding of \$20 million was provided in response to increased demand and support needs, including from cost of living impacts and natural disasters.

Outcome 2: Families and Communities

Key performance results

Program	Key activities	Target	Result
2.1 Families and Communities	2.1.1 Families and Children	At least 75% of clients in reporting services have improved family functioning.	Not met
	2.1.2 Family Safety	Demonstrated achievement of continued successful delivery of departmental initiatives under the National Plan to End Violence against Women and Children 2022–2032.	Met
	2.1.5 Financial Wellbeing and Capability	20% or less of people with multiple requests for Emergency Relief.	Met
		At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.	Not met
	2.1.5-2 Enhanced Income Management	Non-remote Enhanced Income Management participant proportional spend on food is within 5 percentage points of the food spend weighting in the ABS Pensioner and Beneficiary Living Cost Index as part of the Selected Living Costs Index.	Met
	2.1.7 National Redress Scheme for Institutional Child Sexual Abuse	The Scheme will notify at least 75% of survivors about an outcome within 6 months of the date that all required information is received.	Not met
		The Scheme will maintain quality decision-making, with at least 95% of initial determinations reflecting the final outcome.	Met
		The Scheme will engage and maintain participation, with institutions onboard to cover at least 95% of applications in progress.	Met
		The Scheme will issue at least 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation.	Met
		The Scheme will issue at least 80% of survivors a redress payment within 14 days of receiving acceptance documentation.	Met

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

The Families and Children (FaC) 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.

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

Performance measure

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

Target

♦ 2.1.1-1A – At least 75% of clients in reporting services have improved family functioning.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥75%	70.7%	70.9%	69.5%	Not met

Source: 2024-25 PBS page 53 and 2024-25 Corporate Plan page 43.

Measure type

This is an effectiveness measure.

This measure is intended to demonstrate that funded FaC service providers are building capacity within the families and communities sector, and that a significant majority of clients that received services from funded providers had improved individual and family functioning.

Program analysis

A number of factors influenced the program’s performance in 2024-25. External issues beyond the control of service providers have been a major contributor to the measure not being met. These include broader ongoing cost of living challenges, clients’ significant life events and operational challenges for providers, such as recruitment.

Although inflation has eased,^{a,b} Australians continue to struggle with a worsening cost of living^c and further deterioration in housing affordability,^d which places pressure on family functioning and lessens providers’ ability to improve client outcomes.

Providers have advised that they are seeing more clients in crisis rather than at the point of early intervention, due to waitlists in non-FaC services including state and territory led supports. In these circumstances, FaC providers are likely to help clients with complex, compounding issues and trauma to access specialised support through other service systems that will assist with their critical, immediate needs. For example, they may help families to access mental health support, health services, housing and social security.

FaC providers have continued to report difficulties recruiting qualified staff to fill vacancies and challenges retaining staff. This mirrors trends seen across Australia with continued low levels of unemployment of around 4.1% for most of the 2024–25 financial year.^{a,b} Recruitment concerns are particularly pronounced in remote and regional areas, where providers are more likely to need to recruit nonlocal staff and where housing availability was low across 2024–25.^e

Methodology

Service providers conduct a scored assessment of a sample of clients to assess a client’s circumstances and progress towards achieving goals. An initial assessment is conducted when the client starts receiving services and subsequent assessment(s) are conducted later in the client’s service journey. The result is determined by the percentage of surveyed clients that show a positive change in assessed circumstances and/or progress towards achieving goals, when comparing their latest assessment score in the 2024–25 reporting period to their initial assessment score.

Disclosures

- a. www.rba.gov.au/publications/smp/2025/feb/economic-conditions.html#2-3-labour-market-and-wages
- b. www.rba.gov.au/publications/smp/2025/may/australian-economic-conditions.html#3-2-labour-market-and-wages
- c. www.aph.gov.au/Parliamentary_Business/Committees/Senate/Cost_of_Living/costofliving/Report
- d. nhsac.gov.au/sites/nhsac.gov.au/files/2025-05/ar-state-housing-system-2025.pdf
- e. www.ahuri.edu.au/sites/default/files/documents/2024-07/PES-424-Overcoming-the-challenges-of-supplying-regional-housing.pdf

Categorisation of data source		Data source
Tertiary source	Tier 2	Department’s Data Exchange – Family Functioning SCORE 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: 2.1.2 Family Safety

All governments have committed to the implementation of the *National Plan to End Violence against Women and Children 2022–2032* (the National Plan). The National Plan utilises a public health approach, with clear objectives spanning 4 domains that are interdependent and work together: prevention, early intervention, response, and recovery and healing.

All Australian governments have committed to clear actions for implementation as outlined in the *First Action Plan 2023–2027* (First Action Plan) and the dedicated *Aboriginal and Torres Strait Islander Action Plan 2023–2025*.

The National Plan is supported by an Outcomes Framework. The *National Plan Outcomes Framework 2023–2032* (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 under the National Plan, the department has a number of national policy implementation priorities and programs that it is responsible for. There are 7 key national initiatives that represent the work the department is implementing for the National Plan. These are listed below and mapped to the corresponding outcomes from the National Plan Outcomes Framework.

Performance measure

2.1.2-1 Successful implementation of DSS led initiatives under the National Plan to End Violence against Women and Children 2022–2032.

Target

♦ 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.

Target	2022–23 Actual result	2023–24 Actual result	2024–25 Actual result	Outcome
The department will report outputs against the 6 Linked Outcomes	The department reported on all 8 outputs and met the success criteria of 75% of initiatives (6 out of 8)	The department reported on outputs for all 8 initiatives and met the success criteria of 75% of initiatives (6 out of 8)	The department met outputs against all Linked Outcomes^	Met

Source: 2024–25 PBS page 54 and 2024–25 Corporate Plan page 45.

^ The department reported on 6 outputs for significant DSS led initiatives that linked to 5 Outcomes.

Measure type

This is an output measure.

This measure demonstrates the delivery of significant initiatives administered by the department to support implementation of the National Plan.

Program analysis

Family and domestic violence in Australia remains a significant and complex crisis. The National Plan sets the national policy agenda for addressing violence against women and children in Australia over 10 years. The National Plan is supported by the First Action Plan, which details the actions and initiatives being implemented by the Commonwealth and state and territory governments; and the Outcomes Framework, which outlines what we are aiming to achieve over the life of the plan. A dedicated Aboriginal and Torres Strait Islander Action Plan sits alongside the First Action Plan to address the disproportionately high rates of family, domestic and sexual violence that Aboriginal and Torres Strait Islander women experience.

All initiatives listed in the action plans are making a contribution towards the achievement of the 6 long-term outcomes and 34 sub-outcomes outlined in the Outcomes Framework. The outcomes focus on improving community attitudes and beliefs towards violence against women, improving systems and services to better support people impacted by violence, holding perpetrators accountable for their actions, making sure children grow up safe and supported, and ensuring women are safe and respected in all settings.

Under the action plans, the department leads 67 of the 122 Commonwealth initiatives, including 7 national initiatives which align to 5 of the 6 long-term outcomes. Of these 7 initiatives, 6 successfully met their delivery targets for 2024–25.

In 2024–25, Australia's National Research Organisation for Women's Safety (ANROWS) contributed to **Outcome 1** of the National Plan by producing and disseminating high-quality and policy-relevant research to strengthen the national evidence base and ensure systems and institutions effectively support and protect people impacted by gender-based violence. The initial target for this program was revised from 3, with the program successfully meeting the new higher target and delivering 6 research and technical reports.

The Escaping Violence Payment (EVP) trial commenced in October 2021 to reduce the financial insecurity individuals face when leaving a violent intimate partner relationship. The EVP trial contributed towards **Outcomes 2 and 6** of the Outcomes Framework by providing a culturally responsive and accessible service that supported over 20,556 victim-survivors between 1 July 2024 to 31 January 2025. The EVP trial ceased accepting applications on 30 June 2025 and the final report will be for 2024–25. The lessons from the EVP trial led to the establishment of the permanent Leaving Violence Program, which commenced delivering services on 1 July 2025.

The Leaving Violence Program is available across Australia for eligible victim-survivors regardless of visa status, gender or sexuality. The Leaving Violence Program has 2 service delivery models: a national program, and 4 regional trials delivered by Aboriginal and Torres Strait Islander led organisations in the Broome, Cairns, Darwin and Dubbo regions.

The Stop it at the Start phase 5 campaign was delivered as planned, with advertising live from 17 June 2024 to 30 April 2025. The campaign increased awareness of the new negative influences affecting young people's attitudes towards disrespect and violence and encouraged the target audience to take action. Delivery of the next phase supports **Outcomes 3 and 5** by addressing gender inequality, promoting respectful behaviour, and challenging attitudes and behaviours that enable violence. The campaign is an important part of generational change to shift community attitudes.

DV-alert is a nationally accredited training program delivering workshops that contribute to **Outcome 2** of the National Plan. It has delivered 429 workshops to frontline workers and to the general public, empowering them to recognise the signs of violence and how to confidently and appropriately respond and refer. The training covers the nature, scope, patterns and impacts of domestic and family violence, as well as responding to diverse groups, communication skills, safety planning, referral pathways and more.

1800RESPECT provides free and confidential counselling, information and support for people affected by domestic, family or sexual violence, 24 hours 7 days a week via phone, SMS, online chat and video call. With over 92% of calls answered within 20 seconds (noting that the measure considers phone calls only) the service contributes towards **Outcomes 3, 5 and 6** of the National Plan by providing support to people, including young people, affected by domestic, family or sexual violence, including referrals to specialist support services and safety planning guidance. For adults supporting children and young people affected by domestic, family and sexual violence, 1800RESPECT also provides information and advice on how to start a conversation.

The Keeping Women Safe in their Homes program contributes to **Outcome 6** of the National Plan by enabling women to remain safely in their homes or a home of their choice and helping maintain their economic and social participation. It aims to reduce the housing and financial instability that often follows violence and supports families to remain connected to important networks including workplaces and schools. Through a range of safety responses and home security upgrades, it enables women to make choices about their lives without being forced to relocate due to violence.

As the Outcomes Framework covers the 10-year life of the National Plan, the department demonstrates accountability for sustaining consistent service delivery by maintaining the 80% target year on year, even as demand levels change.

The increased effort and awareness the National Plan and its activities generate is likely to mean the reporting of all forms of gender-based violence will increase in the short-term, as individuals feel more safe and supported to come forward and seek help. Ongoing challenges for programs under the National Plan include entrenched gender norms, meeting demand in rural, remote and Indigenous communities, and the need for sustained cultural change through education and prevention. With these in mind, the department will continue to progress work under the National Plan to shift community attitudes towards embracing gender equality and recognising and addressing violence against women and children.

Measure and target	Result
Linked Outcome 1: Systems and institutions effectively support and protect people impacted by violence.	Met
Australia's National Research Organisation for Women's Safety: Met The total number of research and/or technical reports provided to the department by ANROWS in the 2024–25 financial year. The success criterion is met if the number of research and/or technical reports provided to the department is greater than or equal to 6.	6
Linked Outcome 2: Services and prevention programs are effective, culturally responsive, intersectional and accessible.	Met
Escaping Violence Payment (EVP) trial: Met The total number of financial assistance packages delivered nationally by the funded provider for the trial between 1 July 2024 and 31 January 2025. The success criterion is met if the number of EVP client packages delivered nationally meets or exceeds the target amount of 19,999 for the financial year 2024–25.	20,556
DV-alert: Met The total number of workshops delivered equals the target number of workshops listed for each financial year. The success criterion is met if ≥400 workshops are delivered each year.	429
Linked Outcome 3: Community attitudes and beliefs embrace gender equality and condemn all forms of gendered violence without exception.	Met
Stop it at the Start Campaign: Met Delivery of phase 5 and phase 6 of the Stop it at the Start campaign. The success criterion is met if there is evidence supporting delivery and evaluation of phase 5 and approval is provided to commence development of phase 6 of the Stop it at the Start campaign.	Phase 5 was delivered and evaluated by 30 June 2025.

Measure and target	Result
Our Watch: N/A The performance measure for Our Watch in 2024–25 is not reported on while an independent evaluation is under development.	No result available
Outcome 4: People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours. The department does not currently have a significant initiative as the lead agency under Outcome 4.	
Linked Outcome 5: Children and young people are safe in all settings and are effectively supported by systems and services.	Met
1800RESPECT: Met 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). The success criterion is met if the percentage is equal to or greater than 80%.	92.53%
Linked Outcome 6: Women are safe and respected in all settings, and experience economic, political, cultural and social equality.	Met
Keeping Women Safe in their Homes program: Met 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. 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. The target for 2024–25 is a minimum of 3,420 clients, which is 80% of last year's total (4,276).	The number of Keeping Women Safe in their Homes clients assisted nationally was 5,379, which is a 26% increase when compared to the same period last year.

Methodology

The target will be considered met if each linked 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 to 5 of the linked outcomes are met, and not met if less than 3 linked outcomes have no initiatives that meet their target.

Disclosures

Outcome 4

The department reports on 7 nationally significant initiatives which represent work it is leading to support the National Plan. These 7 initiatives are linked to 5 outcomes under the Outcomes Framework. The department does not currently have a significant initiative for which it is the lead agency under Outcome 4: People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours.

Escaping Violence Payment

The result of 20,556 EVP trial packages delivered reflects 7 months of EVP trial data from 1 July 2024 to 31 January 2025; this represents around 49% of total packages for the 2024–25 financial year that were possible to verify at the time of reporting.

Stop it at the Start campaign

There are 2 parts to this target: delivery of phase 5 and securing agreement to commence phase 6. Five of 6 milestones were achieved for this performance measure, all relating to delivery of phase 5. The 6th milestone (agreement to commence development) was not achieved in the reporting period but was subsequently provided on 19 July 2025. The department considers this target to have been met.

Our Watch

In the 2024–25 Corporate Plan, the Our Watch performance measure committed to report on the number of participants engaged. However, during the 2024–25 reporting year, the department commenced working towards a more meaningful reflection of performance through an evaluation. The evaluation will provide an independent assessment of the extent to which the government-funded program of primary prevention activities delivered by Our Watch has been effective in delivering its intended outcomes. It will also provide critical information to support the development of the new performance measure. Results of the evaluation are not available at the time of reporting. An interim performance measure is expected to be available for the 2025–26 reporting year.

Keeping Women Safe in their Homes

For the majority of jurisdictions, the Keeping Women Safe in their Homes initiative is embedded within their own Safe at Home programs and, as such, the supports to clients funded through Keeping Women Safe in their Homes may vary slightly based on the jurisdiction. The dataset is not easily comparable between states and territories, and comparisons in client numbers are not made across states and territories. As the client count is reported as an aggregate of all jurisdictions, this can limit the scope of inferences made from client count alone.

Categorisation of data source		Data source
Tertiary source	Tier 2	1800RESPECT: Telstra Health Contact Management System.
Tertiary source	Tier 2	DV-alert: Department's Data Exchange.
Tertiary source	Tier 1	Australia's National Research Organisation for Women's Safety (ANROWS): ANROWS research/technical reports.
Tertiary source	Tier 2	Stop it at the Start campaign – phase 5: ► Final campaign evaluation report ► Public relations evaluation reports ► Media performance report.
Tertiary source	Tier 2	Keeping Women Safe in their Homes program: Department's Data Exchange – Client Session data.
Tertiary source	Tier 2	Escaping Violence Payment: Monthly data generated by funded providers – Community Data System.

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

The Financial Wellbeing and Capability (FWC) key activity provides services and initiatives to support vulnerable individuals and families to navigate financial crises and manage financial stress and hardship, and to increase financial wellbeing for individuals and families.

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.

Enhanced Income Management (enhanced IM) is a component of the FWC key activity in the Families and Communities program. Performance results are in tables further below.

Performance measure

2.1.5-1 Extent to which individuals and families can navigate through financial crises, build financial resilience and reduce vulnerability to financial shock.

Target

- ◆ 2.1.5-1A – 20% or less of people with multiple requests for Emergency Relief.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≤20%	21.1%	7.8%^	6.9%^	Met

Target

- ◆ 2.1.5-1B – At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥70%	63.6%	55.6%	51.6%	Not met

Source: 2024-25 PBS page 55 and 2024-25 Corporate Plan page 51.

^ Calculations for target 2.1.5-1A changed in 2023-24 to remove a reporting discrepancy that double-counted clients receiving multiple Emergency Relief services on the same day at the same venue.

Measure type

This is an effectiveness measure.

This measure demonstrates effectiveness in providing support to vulnerable individuals and families to navigate financial stress or crisis and improve financial wellbeing.

Program analysis

2.1.5-1A

In 2024–25, 370,438 people accessed Emergency Relief (ER) services for immediate financial or material aid 5 or more times on different days within a 90-day period. Results cannot be compared to previous years as the methodology was changed from the previous measure, which did not account for organisations reporting the same clients receiving multiple types of support on same day at the same outlet.

The current economic environment is a significant driver for people's use of ER, in terms of both frequency and intensity, and this may have attributed to the results for target 2.1.5-1A. Cost of living pressures have a substantial impact on some individuals' use of ER services and may result in individuals using more ER than they might otherwise have done.

2.1.5-1B

In 2024–25, 475,338 people accessed FWC services. This included 370,438 clients who accessed ER services, with the remainder accessing other FWC services such as financial counselling. Changes to client numbers reflect shifts in client complexity and increased sessions per client.

The percentage of clients reporting a positive outcome following engagement with a funded FWC service has decreased in the past 12 months from 55.6% in 2023–24 to 51.6%. As the 2024–25 result is lower than the 2023–24 result, the measure is reported as not met.

The percentage of clients reporting neutral or consistent outcomes following engagement with a funded FWC service was 36.7%. This represents an increase when compared to the 2023–24 result (31.4%).

Financial wellbeing programs support people in crisis and financially vulnerable individuals. The presenting needs of these clients may be more complex than the immediate support available, and referral pathways are available to provide broader support. Cost of living continues to impact the percentage of people reporting positive outcomes, with issues such as interest rates and rental affordability and availability impacting people's financial stability, resilience and material wellbeing.

Methodology

2.1.5-1A The percentage for ER is based on the cohort of clients that had at least 5 sessions of ER on different days within a 90-day period in the current reporting year.

2.1.5-1B Service providers conduct a scored assessment of a sample of clients to assess a client's financial circumstances. An initial assessment is conducted when the client starts receiving services and subsequent assessments are conducted later in the client's service journey.

The result is determined by the percentage of assessed clients that show a positive change in circumstances, when comparing their latest assessment score in the 2024–25 reporting period to their initial assessment score.

Disclosures

www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/latest-release

Categorisation of data source	Data source
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Tertiary source	Tier 2
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Department's Data Exchange – Standard Client/Community Outcome Reporting (SCORE) and administrative intake (session) data.
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Key Activity: 2.1.5-2 Enhanced Income Management

Performance measure

2.1.5-2 Participants on enhanced Income Management in non-remote areas have food expenditure of a similar proportion to the food spend weighting in the Australian Bureau of Statistics' Pensioner and Beneficiary Living Cost Index as part of the Selected Living Costs Index.

Target

♦ 2.1.5-2A – Non-remote enhanced Income Management participant proportional spend on food is within 5 percentage points (pp) of the food spend weighting in the ABS Pensioner and Beneficiary Living Cost Index as part of the Selected Living Costs Index.

Target	2024–25 Actual result	Outcome
≤ 5pp	4.0 pp	Met

Source: 2025–26 PBS page 50 and 2024–25 Corporate Plan page 52.

Measure type

This is an effectiveness measure.

This measure demonstrates that enhanced IM participants are able to access their funds and are using their enhanced IM account to purchase essential needs.

Program analysis

Participants on the enhanced IM program have a portion of their income support payment managed to support financial stability and prioritise spending on essential items. From 4 September 2023, individuals were able to choose to move from Income Management to enhanced IM, with participant numbers on enhanced IM rising from 15,496 to 21,642 for the year ending 27 June 2025.

The March 2025 update to the ABS Pensioner and Beneficiary Living Cost Index indicated 19.5% of income principally received from government pensions or benefits by people residing in capital cities was spent on food and non-alcoholic beverages. By comparison, non-remote enhanced IM participants spent 15.5% of their income support payment income at food merchants, which is broadly consistent with people on similar incomes in similar regions. This is a difference of 4 percentage points and meets the target. This result is likely lower than that actually experienced, as the department does not have visibility of participant spend on food from personal funds.

Methodology

The department worked in collaboration with Services Australia to provide information on account usage, such as transaction data, to determine if participants in metropolitan and regional areas are purchasing food at a similar level to those not on income management programs in comparable regions. The classification of transactions for this measure are based on the merchant category code.

Disclosures

This calculation considers people who are income support payment recipients and participating in the enhanced IM program, referred to here as participants. The measure relies on a number of assumptions and the department has limited assurance over the accuracy of the reported result.

The department is only able to observe a proportion of participants' food expenditure that flows through the enhanced IM card and through Centrepay. The measure could still be met where further food expenditure is purchased through other, unobservable, means. For example, a participant who spends 10% of their income-managed funds on food (the observable proportion) may spend a further 5% of their funds from their personal bank account and this will not be captured. The department has no quantifiable way of knowing how much that difference may impact the result.

A limitation in this measure is that food spend through the enhanced IM card is analysed by the broader merchant category codes, with item-level purchase information unavailable to the department. Assumptions are made about merchant category codes and the types of expenditure they relate to. For example, supermarkets are classified as food merchants; however, they also sell other non-food items such as cleaning products. All expenditure at these merchants is counted as a food spend in this result. Conversely, service stations, which can sell food items, are not classified as food spend. All expenditure at these merchants are not included in this result.

The target makes food expenditure comparisons according to residential address and not place of expenditure. Participants who registered for enhanced IM with a home address or university term address that falls outside of the ABS remoteness areas of 'Remote Australia' or 'Very Remote Australia' are included for measure reporting regardless of where money is spent. Only home and university term addresses are considered when determining program eligibility. Postal addresses and temporary addresses are not used to determine eligibility under this measure. Food expenditure of non-remote participants is captured at the pricing levels at point of sale, remote or urban.

This measure includes data on expenditure even when participants are not receiving a welfare payment but are spending money through their enhanced IM account. Only enhanced IM participants who are active in the reporting period are captured in the analysis, and only for the period they were active. Across periods of welfare payment entitlement suspension, enhanced IM participants have access to their enhanced IM account, remaining active participants, with relevant transactions being captured for measure reporting.

Categorisation of data source		Data source
Secondary source	Tier 2	Services Australia administrative data.
Tertiary source	Tier 2	Financial institution transaction data.
Tertiary source	Tier 2	ABS – Selected Living Costs Index.

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 aims to provide support to people who have experienced institutional child sexual abuse.

Performance measure

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

Target

2.1.7-1A – The Scheme will notify at least 75% of survivors about an outcome within 6 months of the date that all required information is received.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥75%	76.5%	52.3%	27.2%	Not met

Target

2.1.7-1B – The Scheme will maintain quality decision-making, with at least 95% of initial determinations reflecting the final outcome.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	99.3%	99.7%	99.4%	Met

Source: 2024–25 PBS page 57, 2024–25 Corporate Plan page 55.

For further information on the National Redress Scheme, see Chapter 3 in this publication.

Measure type

This is a proxy measure of efficiency.

Measuring the quality and timely finalisation of applications and offers made to survivors indicates the department has efficiently processed and managed applications.

Performance measure

2.1.7-2 Maximise institution participation with the Scheme.

Target

2.1.7-2A – The Scheme will engage and maintain participation, with institutions onboard to cover at least 95% of applications in progress.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	98.7%	98.9%	99.1%	Met

Source: 2024-25 PBS page 57 and 2024-25 Corporate Plan page 56.

Measure type

This is an effectiveness measure.

This performance measure demonstrates that the department has effectively worked with institutions to join the Scheme.

Performance measure

2.1.7-3 Provide survivors a redress payment.

Target

2.1.7-3A – The Scheme will issue at least 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥80%	95.5%	94.8%	93.0%	Met

Target

2.1.7-3B – The Scheme will issue at least 80% of survivors a redress payment within 14 days of receiving acceptance documentation.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥80%	94.9%	94.1%	92.3%	Met

Source: 2024-25 PBS page 57 and 2024-25 Corporate Plan page 56.

Measure type

This is an effectiveness measure.

Measuring the issuing of survivors a redress payment demonstrates that the department has effectively administered the Scheme.

Program analysis

The Scheme continued to receive a high number of applications – a record 19,726 applications in 2024–25, an increase on the previous year of 18%. The Scheme delivered a record number of finalised applications this year (4,209 applications) and 4 out of the 5 performance targets for the Scheme have been met.

The target for timeliness of application processing was not met this year or in the previous year. The Scheme has reviewed the target for application timeliness in the 2025–26 Corporate Plan and adjusted the targets, in better keeping with the current operations. The current target was developed when the predicted number of applications to the Scheme was around half the current number. In addition to changing the 6-month target, the department has added targets for 9 and 12 months to give applicants a clearer view of finalisation timeframes. Further operational improvements are being implemented to increase Scheme performance and deliver more timely outcomes to applicants:

- ▶ Increased funding to Redress Support Services to increase the number of supported applicants.
- ▶ Recruiting additional independent decision-makers to improve the timeliness of providing outcomes to applicants.
- ▶ Improved application management to ensure required information is captured earlier in the process and reduce the number of contacts needed to verify identity and confirm information.

It is anticipated that these improvements will reduce the average time taken to finalise applications and allow more applications to be finalised over the coming year. The Scheme continues to make a range of data on timeliness publicly available in the Success Measures Reports on the Scheme website.

Methodology

2.1.7-1A 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 Percentage of completed applications where a review of the initial outcome was not requested 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.

2.1.7-2A 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.

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.

Disclosures

Application data is published in monthly updates on the Scheme website: www.nationalredress.gov.au

2.1.7-1A

- ▶ Any dates when an application is administratively 'on hold' in the decision-making period, and therefore outside of the Scheme's control, are removed from this calculation.

2.1.7-1B

- ▶ Completed applications include circumstances where an applicant has not responded to the outcome within the 6-month response period or asked for a review.

2.1.7-2A

- ▶ The 'on hold reason' field in the Case Manager system with the value of 'Institution not opted in' is used as an indicator that an application is not covered by participating institutions.
- ▶ All applications that are not on hold for this reason (even if not yet associated with any institutions) are considered 'in progress' and to be covered by a participating institution, until verified otherwise.

2.1.7-3A and 2.1.7-3B

- ▶ The Scheme considers a payment to be issued at the time payment is first generated. This does not consider when the payment is received.
- ▶ Periods when an application is on hold (and therefore outside of the Scheme’s control) are not included in the processing time when calculating the 7 day or 14 day timeliness for these measures.

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 Siebel System.

Addendum 3: Outcome 2

Families and Communities – supporting information

The following information provides additional context to the Families and Communities program.

Table 2.1: Number of individuals assisted

	2021–22	2022–23	2023–24	2024–25
2.1.1 Families and Children^a				
Families and Children	356,157	430,138	428,728	404,267
2.1.5 Financial Wellbeing and Capability^a				
Financial Wellbeing and Capability Program	580,771	592,833	522,147	475,338

Table 2.2 shows the extent to which Indigenous and culturally and linguistically diverse people are accessing services.

Table 2.2: Percentage of assisted individuals from priority groups

	2021–22	2022–23	2023–24	2024–25
2.1.1 Families and Children^b				
Indigenous	12%	13%	13%	14%
Culturally and linguistically diverse	5%	6%	7%	7.3%
People with disability	8%	9%	11%	12%
2.1.5 Financial Wellbeing and Capability				
Indigenous	22%	24%	25%	25%
Culturally and linguistically diverse	7%	6%	6%	7%
People with disability	19%	22%	23%	24%

Table 2.3: Number of organisations contracted or receiving grant funding to deliver services

	2021-22	2022-23	2023-24	2024-25
2.1.1 Families and Children				
Families and Children	444	456	424	436 ^c
2.1.5 Financial Wellbeing and Capability^d				
Financial Wellbeing and Capability Program	261	261	257	254

Disclosures

- a.** Includes individual and group clients from programs that contribute to the performance measure.
- b.** Number of individual clients from programs that contribute to the performance measure.
- c.** Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements from programs that contribute to the performance measure.
- d.** Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements.

Table 2.4: Family Safety – 1800RESPECT

1800RESPECT	2022-23	2023-24	2024-25
2.1.2 Family Safety			
Calls answered under 20 seconds	184,417	212,659	243,222
Calls answered	226,171	241,740	258,896
Calls abandoned post Interactive Voice Response (IVR)	16,751	12,005	6,778
Calls abandoned under 5 seconds post IVR	2,398	2,766	2,814

There are many reasons why a call might be abandoned by a caller, including where it may no longer be safe for the caller to continue.

1800RESPECT Service Level Calculation:

- ▶ Calls answered under 20 seconds / (calls answered + calls abandoned post IVR – calls abandoned under 5 seconds post IVR) = service level.
- ▶ $243,222 / (258,896 + 6,778 - 2,814) = 92.53\%$

Table 2.5: Family Safety – DV-alert Workshops

DV-alert	2022-23	2023-24	2024-25
2.1.2 Family Safety			
Target number of workshops and assessments	363	693	400
Workshops and assessments delivered	372	399	429

Table 2.6: Number of National Redress Scheme recipients

	2021-22	2022-23	2023-24	2024-25
2.1.7 National Redress Scheme for Institutional Child Sexual Abuse				
Recipients	2,675	3,416	3,654	3,180
Applications received	5,987	10,723	16,324	19,726
Institutions joined	94	152	55	81

Disclosures

The number of new institutions joining the Scheme in 2024-25 was 81, and one institution left the Scheme in this same period.

Outcome 3: Disability and Carers

Purpose

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

Programs and activities

Outcome 3 comprises one program and one activity contributing to the achievement of the Disability and Carers outcome. The diagram below depicts how this purpose is translated into measurable activities.

The Disability and Carers and National Disability Insurance Scheme (NDIS) functions previously reported under this outcome have transferred to the Health, Disability and Ageing portfolio under Machinery of Government changes and are reported in the DHDA 2024–25 Annual Report.

OUTCOME 3 – DISABILITY AND CARERS Program 3.1: Disability and Carers
Key activities 3.1.1 – Disability Employment Services

Outcome 3: Disability and Carers

Key performance results

Program	Key activities	Target	Result
3.1 Disability and Carers	3.1.1 Disability Employment Services	At least 40% of job placements sustained to 13 weeks.	Met
		At least 30% of job placements sustained to 26 weeks.	Met
		At least 20% of job placements sustained to 52 weeks.	Met
	3.1.2 Disability and Carer Support	Percentage of carers registered with Carer Gateway local service providers assessed as having improved carer wellbeing in the current reporting period.	Transferred to DHDA
		Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of carer wellbeing since the program commenced.	Transferred to DHDA
	3.1.2-2 Australia's Disability Strategy	Increase measures under ADS 2021–2031 Outcomes Framework with data reported.	Transferred to DHDA
		The department's workforce includes at least 7% of people identifying with disability.	Transferred to DHDA
	3.1.2-4 Younger People in Residential Aged Care	No people under 65 years living in residential aged care by 2025 apart from in exceptional circumstances.	Transferred to DHDA
3.2 National Disability Insurance Scheme	3.2.1 NDIS Transition	Full Scheme Agreements signed with all states and territories by 30 June 2025.	Transferred to DHDA
	3.2.2 Sector Development Fund and Jobs and Market Fund	Number of market initiatives advised on and/or delivered by the department to develop the market and workforce.	Transferred to DHDA
	3.2.3 NDIS Participant Plans	Annual growth in the total costs of the Scheme of no more than 8% by 1 July 2026, with further moderation of growth as the Scheme matures.	Transferred to DHDA
		Legislative amendments being developed for government.	Transferred to DHDA

PROGRAM 3.1 DISABILITY AND CARERS

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

Key Activity: 3.1.1 Disability Employment Services

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

Performance measure

3.1.1-1 Extent to which people with disability are supported to find and maintain employment through Disability Employment Services.

Target

- ◆ 3.1.1-1A – At least 40% of job placements sustained to 13 weeks.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥40% to 13 weeks	41%	41%	42.8%	Met

Target

- ◆ 3.1.1-1B – At least 30% of job placements sustained to 26 weeks.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥30% to 26 weeks	37%	36%	37.3%	Met

Target

- ◆ 3.1.1-1C – At least 20% of job placements sustained to 52 weeks.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥20% to 52 weeks	25%	24%	23.9%	Met

Source: 2024-25 PBS page 64 and 2024-25 Corporate Plan page 60.

Measure type

This is an effectiveness measure.

This measure demonstrates the extent to which the DES program has supported people with disability, injury or health condition to secure and maintain employment outcomes.

Program analysis

Between June 2024 and June 2025, the number of DES participants decreased by 4.9% (12,720), from 257,876 to 245,156. In comparison to 2023–24, the number of DES employment placements (also known as employment anchors)^a decreased by 9.9% (or 6,961), from 70,167 as reported in the 2023–24 Annual Report to 63,206. Over the same period the number of 26-week employment outcomes decreased by 14.0% (or 4,879), from 34,960 to 30,081.

While there has been a decrease in participant numbers and the number of DES employment placements, the DES targets have been met for all 3 measures. The DES program has been in a period of transition. In the 2024–25 Budget, it was announced that the new specialist disability employment program, known as Inclusive Employment Australia (IEA), would commence on 1 July 2025 and replace the current DES program. An open tender process for IEA was conducted from 4 October to 4 November 2024. Due to the timing of the 2025 federal election, the DES program was extended and a new IEA implementation date of 1 November 2025 was announced.

Another contributing factor in the decrease in employment placements is the Internet Vacancy Index (IVI).^b The IVI is the measurement of job listings on recruitment websites. The IVI decreased between June 2024 and June 2025 by 6.7%. Labour market conditions in Australia have declined from the peak in June 2022 post the COVID-19 pandemic, which is likely contributing to the decreased DES employment placements and outcomes during 2024–25, compared to 2023–24.

In addition to the program measures reported here, the department monitors DES provider performance. A new performance framework was developed and implemented on 1 July 2024 to continue to support the focus on delivering quality services for participants, with the performance scorecards supporting participant choice.

Methodology

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

Disclosures

- a. An employment placement is anchored by moving a participant into the post-placement support phase of DES and is recorded on the department’s IT systems when a participant starts progressing to an employment outcome.
 - b. Jobs and Skills Australia website, Internet Vacancy Index, IVI Vacancy Report – June 2025.
- ministers.dss.gov.au/media-releases/14656

Categorisation of data source		Data source
Secondary source	Tier 1	Department of Employment and Workplace Relations Employment Business Intelligence Warehouse.

Addendum 4: Outcome 3

Disability and Carers – supporting information

The tables below report the numbers of people with disability, carers, organisations and projects receiving funding from the department to improve independence and participation for people with disability, and support for carers. The numbers of people with disability and carers receiving supports funded by the department indicate the breadth of support provided by the department, while the financial figures indicate the department’s level of investment to improve outcomes for people with disability and their carers.

Table 3.1: Number of participants

	2021–22	2022–23	2023–24	2024–25
3.1.1 Disability Employment Services				
Number of DES participants ^a	296,485	268,980	257,876	245,156

Table 3.2: Number of organisations contracted or receiving funding to deliver services

	2021–22	2022–23	2023–24	2024–25
3.1.1 Disability Employment Services				
Disability Employment Services ^b	104	93	86	81

Disclosures

- a. The number of DES participants on the caseload as at 30 June each financial year.
- b. The number of DES providers (distinct count) as at 30 June each financial year.

Outcome 4: Housing

All Housing and Homelessness functions previously reported under this outcome have transferred from the department to Treasury and are reported in Treasury's 2024–25 Annual Report.

Key performance results

Program	Key activities	Target	Result
4.1 Housing and Homelessness	4.1.1 National Agreement on Social Housing and Homelessness (NASHH)	A publicly available housing and homelessness strategy that meets the requirements outlined in the NASHH from each state.	Transferred to Treasury
		Complete and timely reporting by the states against the compulsory measures in the National Outcomes Framework on social housing measures, including number and change in social housing dwellings, overcrowding and dwelling condition.	Transferred to Treasury
		Complete and timely reporting by the states against the compulsory measures in the National Outcomes Framework on homelessness, including unmet demand and supported requests for homelessness services, and return to homelessness.	Transferred to Treasury
		Complete and timely reporting by the states against the compulsory measures in the National Outcomes Framework on homelessness, including unmet demand and supported requests for homelessness services, and return to homelessness.	Transferred to Treasury
4.2 Affordable Housing	4.2.1 National Rental Affordability Scheme	At least 90% of statements of compliance are processed within 60 business days.	Transferred to Treasury
		At least 90% allocations set under the National Rental Affordability Scheme are active and receiving incentive payments.	Transferred to Treasury

CROSS-OUTCOME – PROGRAM SUPPORT

Key Activity: Advice and Support to Ministers

Advice and Support to Ministers is a key activity across all outcomes, and aims to ensure Ministers and Assistant Ministers are provided with timely advice and support from the department.

Performance measure

CO-1 Timeliness of advice and support provided to Portfolio Ministers and Assistant Ministers by the department across the 4 outcomes.

Target

CO-1A – At least 95% of ministerial briefs and correspondence across the 4 outcomes are provided on time.

Target	2022-23 Actual result	2023-24 Actual result	2024-25 Actual result	Outcome
≥95%	71%	72%	78%	Not met

Source: 2024-25 Corporate Plan page 83.

Measure type

This is an output measure.

This measure demonstrates the timeliness of the department in providing Ministers and Assistant Ministers with the support and advice to make decisions that support the department to achieve its objectives.

Program analysis

There has been overall improvement in the timeliness of advice to the Ministers’ offices from 2023 to 2025. The department will continue to improve and proactively manage ministerial briefs and correspondence to ensure timely advice and support is provided to Ministers and Assistant Ministers.

Concurrently, the department is actively maturing its policy capability to ensure that advice and support delivered to the Ministers’ offices is timely as well as effective in helping address government priorities and achieving positive outcomes for individuals and communities.

The department is investing in improving the quality of its policy advice and communication strategies.

Departmental staff have been equipped with a suite of better practice resources in a Social Policy Toolkit, launched in June 2025. The resources will help staff to articulate the policy issues and rationale underpinning the advice and deliver compelling and evidence-informed options to help drive positive policy outcomes.

Efforts are also underway to provide more learning opportunities for staff, including through immersion in collaboration activities to build policy capability. This program of capability improvements is designed to strengthen the department’s ability to provide high-quality, responsive and evidence-informed outcomes for government and the community.

Methodology

The number of records provided on time is represented as the percentage of records provided to the relevant Minister’s Office on or before the associated due date.

Categorisation of data source		Data source
Primary source	Tier 1	Department’s Parliamentary Document Management System.

CROSS-PROGRAM – GRANTS ADMINISTRATION

Key Activity: Community Grants Hub

Through the application of person-centred design principles, the Community Grants Hub (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

CO-2 Proportion of grant applicants and recipients satisfied with their Hub grant experience.

Target

CO-2A – Grant applicant and recipient experience is 70% positive or above.

Target	2024–25 Actual result	Outcome
≥70%	80%	Met

Source: 2024–25 Corporate Plan page 84.

Measure type

This is an effectiveness measure.

This measure demonstrates the effective delivery of services to Australian communities through the ongoing management of grants.

Program analysis

In 2024–25, the Hub continued to provide grant administration services on behalf of the department and partner agencies, supporting the delivery of government programs to communities across Australia. A key measure of performance is the proportion of grant applicants and recipients satisfied with their experience of the Hub. The annual customer satisfaction survey found that 80% of respondents were satisfied with the Hub's services, exceeding the departmental performance target of 70%.

This result reflects ongoing efforts to provide accessible, user-friendly and responsive services. Respondents highlighted timely communication, clear guidance and helpful staff as contributing factors in their positive experience. The Hub's focus on person-centred design, including simplifying language and processes, has supported this outcome.

Importantly, the Hub continued to support the implementation of the National Agreement on Closing the Gap by improving service accessibility for Aboriginal and Torres Strait Islander organisations. This includes ensuring culturally appropriate engagement and reducing barriers to participating in government-funded programs.

The Hub’s performance contributes to the department’s broader goal of delivering effective, accessible and people-centred services to improve the wellbeing of individuals, families and communities.

Methodology

The Hub’s customer satisfaction survey seeks to identify grant users’ experiences of the Hub across the various Hub interaction purposes and channels and the different attributes of user satisfaction.

Disclosures

The result is based on self-reported satisfaction data collected through a voluntary anonymous survey with an approximate 11% response rate from the randomly selected sample group.

Categorisation of data source		Data source
Primary source	Tier 1	Department’s survey of grant stakeholders.

Addendum 5:

Cross-Outcome – supporting information

Table 5.1: Number of briefs requested by Ministers or Assistant Ministers

	2021–22	2022–23	2023–24	2024–25
Total on time	234	515	626	610
Total sent to Minister’s office	342	748	887	810
Percentage on time (%)	68	69	71	75

Table 5.2: Number of correspondence for Minister or Assistant Minister signature

	2021–22	2022–23	2023–24	2024–25
Total on time	841	1,441	884	871
Total sent to Minister’s office	1,024	2,023	1,201	1,095
Percentage on time (%)	82	71	74	80

In 2024–25 the Hub, in partnership with the department and our client agencies, supported the effective delivery of services to Australian communities through the ongoing management of grants. Table 5.3 outlines the total number and value of grants managed at 30 June 2025.

Table 5.3: Number of grants managed

	2022–23	2023–24	2024–25
Total number of grants managed	31,282	43,893	29,228
Total value of grants	\$10.6 billion	\$11.5 billion	\$11.6 billion





3



National Redress Scheme

How the Scheme operates

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Summary of Scheme operations

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The National Redress Scheme (the Scheme) was established in response to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme commenced on 1 July 2018 and will operate for 10 years. The Scheme acknowledges that many children were sexually abused in Australian institutions and seeks to hold institutions to account for this abuse and help people who have experienced abuse to gain access to redress.

The Scheme operates under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act). The Act was passed by the Commonwealth Parliament in June 2018 following consultation with state and territory governments, institutions, survivors, support groups and advocates. Under the Act, the Secretary of the department is the Scheme Operator.

Section 75 of the National Redress Scheme for Institutional Child Sexual Abuse Rules 2018 (the Rules) sets out what must be included in the Scheme's annual report. The Minister must present the report to Parliament.

This annual report describes the key operations of the Scheme in its 7th year of operation (from 1 July 2024 to 30 June 2025) as required by the Act and the Rules.



How the Scheme operates

Under the Scheme, a person can apply for redress if they:

- ▶ experienced institutional child sexual abuse before 1 July 2018
- ▶ are aged over 18 or will turn 18 before 30 June 2028
- ▶ are an Australian citizen or permanent resident.

Under the Scheme, an offer of redress consists of 3 components:

- ▶ a counselling and psychological care component
- ▶ a redress monetary payment
- ▶ a direct personal response (DPR) from each participating institution responsible for the abuse.

The redress monetary payment is calculated in accordance with the Scheme's Assessment Framework. This framework considers the person's individual circumstances and the nature of the abuse they experienced as a child. The maximum redress payment a person can receive is \$150,000, with any relevant prior payments related to the abuse deducted from this amount.

Counselling and psychological care services differ depending on where the person lives at the time of applying for redress. In most states and territories, the person is offered state-based counselling and psychological services. For those residing in South Australia or overseas, a direct payment is offered to support access to services in their local area.

A DPR is an opportunity to have the experience of abuse and its impacts recognised by the responsible institution(s) in a manner that is meaningful to the person. The person decides if, how and when their DPR will happen. A DPR can involve a senior official or representative from the responsible institution listening to the applicant, and acknowledging and apologising for the harm they caused. The representative of the responsible institution may also outline what steps the institution has taken to prevent future abuse.

Summary of Scheme operations

In its 7th year of operation, the Scheme continued to deliver on key recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse.

During the period 1 July 2024 to 30 June 2025:

- ▶ 19,726 people applied to the Scheme for redress⁶
- ▶ 5,108 determinations were made, and of these:
 - ▷ 3,656 people were eligible for redress
 - ▷ 1,452 people were deemed ineligible
- ▶ 3,087 people accepted an offer of redress
- ▶ 75 people declined an offer of redress
- ▶ 1,971 institutions were found responsible for abuse
- ▶ 4,209 applications were finalised, including 3,180 redress payments ranging from less than \$10,000 to \$150,000, with an average payment of \$89,328. The total value of redress monetary payments was \$284,065,313
- ▶ 2,367 people accepted the offer of counselling and psychological care services as part of their redress outcome:
 - ▷ 276 people accessed a total of 6,814 hours of counselling and psychological care services nationally
 - ▷ an average of around 11 hours of these services were provided per person
- ▶ 1,815 people accepted the offer of a DPR from an institution:⁷
 - ▷ 130 people completed their DPR process with or in respect of 166 institutions
 - ▷ 133 people made contact with 177 institutions to begin the process to receive their DPR
- ▶ 48% of applications named more than one institution in their application, and 6% of applications named 4 or more institutions.

6 This period represents the number of new applications received between 1 July 2024 and 30 June 2025. Some of these applications are currently being assessed by the Scheme.

7 A person may receive a DPR from more than one institution. DPR completions and in-progress data may be incomplete due to changes in the way DPR data has been collected from participating institutions since 2021–22.

- ▶ As at 30 June 2025, all Commonwealth and state and territory government institutions, and 619 non-government institutions or groups of institutions, were participating in the Scheme. This figure includes 81 non-government institutions that joined the Scheme during 1 July 2024 to 30 June 2025 and reflects 5 institutions which were revoked in that period. Of these:
 - ▷ 3 institutions that were participating in a group were revoked and re-declared under the funder of last resort (FOLR) arrangements
 - ▷ one institution was revoked from a participating group
 - ▷ one lone institution was revoked and re-declared the same day under the expanded FOLR arrangements set out in section 164B of the Act
 - ▷ one participating group, while not revoked, underwent a restructure and merged with another participating group.
- ▶ This brings the total number of sites (such as churches, schools and community groups) covered by the Scheme to over 70,000 across Australia.
- ▶ In the period 1 July 2024 to 20 June 2025, 53 institutions were declared under the FOLR arrangements as set out in the Act across all states and territories and the Commonwealth. Of these:
 - ▷ 10 institutions have been declared under the original FOLR arrangements as set out in section 164 of the Act – institution is defunct and a participating government institution is equally responsible
 - ▷ 31 institutions have been declared under the expanded FOLR arrangements as set out in section 164A of the Act - Institution is Defunct and no participating government institution is equally responsible state or territory has agreed to provide FOLR arrangements
 - ▷ 12 institutions have been declared under the expanded FOLR arrangements as set out in section 164B of the Act – institution does meet financial requirements to join the scheme and has agreed to partly participate, and a state or territory has agreed to provide FOLR arrangements.
- ▶ Of the 53 institutions counted above, there are only 32 unique institutions. This is because an institution can be assessed under both section 164 and section 164A of the Act. From the start of the Scheme to 20 June 2025, 158 individual institutions have been declared under the FOLR arrangements. Of these:
 - ▷ 3 institutions are declared under the original FOLR arrangements
 - ▷ 41 institutions are declared under the expanded FOLR arrangements, including 16 partly participating institutions
 - > 98 institutions are declared under both FOLR arrangements.

A number of steps have been taken to encourage institutions to join the Scheme:

- ▶ The original date for institutions to join the Scheme was extended until the end of the Scheme. As survivors can apply for redress at any time until 30 June 2027, this ensures institutions are able to 'do the right thing' by survivors and join the Scheme.
- ▶ Institutions that refuse to join the Scheme within 6 months of their first engagement with the Scheme after being named in an application may be publicly named and subject to a range of financial consequences, including:
 - ▷ being restricted from accessing future Commonwealth grant funding
 - > possible loss of charitable status and the associated tax concessions and benefits, and Basic Religious Charity Status.

Publicly naming institutions is a lever to encourage institutions to join the Scheme. The list may change during a financial year.

As at 30 June 2025, 13 institutions have been publicly named by the Scheme by virtue of having been named in the Royal Commission and/or in an application made to the Scheme, and failed to join the Scheme. They are:

- ▶ Forrest Tennis Club, ACT
- ▶ Kenja Communication, NSW
- ▶ De La Salle Caringbah Junior Rugby League Football Club, NSW
- ▶ Darwin Cycling Club, NT
- ▶ Home Hill Cricket Association, QLD
- ▶ Reby Enterprises t/a Townsville Indoor Sports and Wildcatz Indoor Sports, QLD
- ▶ South Australian National Football League (SANFL) Umpires Association, SA
- ▶ Devonport Community Church, TAS
- ▶ New Norfolk District Football Club, TAS
- ▶ CYMS Basketball Association, VIC
- ▶ Knox Basketball Incorporated, VIC
- ▶ Woodlands Golf Club, VIC
- ▶ Christian Youth Camps, WA.

Applications finalised

From 1 July 2024 to 30 June 2025, the Scheme finalised a total of 4,209 applications, with an average of 351 per month over the period. This is compared to 4,044 applications, with an average of 337 finalised per month, in 2023–24.

A total of 5,108 determinations were made, with outcomes advised to applicants, who have up to 6 months to accept or decline their outcome, or to seek a review of the determination.

The Scheme is continually seeking to implement efficiencies in its operations to address the large number of applications received (19,726 applications in 2024–25), while maintaining its survivor-focused approach and ensuring procedural fairness is offered to survivors and institutions. The government provided funding in the 2024–25 Budget for new and expanded services to assist applicants to submit ‘more complete’ applications, and to receive independent legal advice from Knowmore Legal Services. Additionally, the Scheme will recruit additional independent decision-makers to increase the timeliness of providing outcomes to applicants.

The Scheme has now embedded various reforms following the Second Year Review of the Scheme, following the Final Australian Government Response (Response) to the Review (released on 4 May 2023).

These reforms have generally been well received by victim-survivors and have assisted in expanding Redress to a larger cohort.

Following the passage of the *National Redress Scheme for Institutional Child Sexual Abuse Amendment Act 2024* and changes to other parts of the Scheme’s legislative framework in 2023 and 2024, key reforms into effect include:

- ▶ removing the restriction on people applying from gaol
- ▶ refining the special assessment process for serious criminal convictions
- ▶ allowing applicants to provide additional information with a request for review of their redress offer
- ▶ additional authorisations for sharing protected information, including for the purposes of sharing information about non-participating institutions with applicants
- ▶ combining the impact of sexual abuse payment with the recognition for sexual abuse payment through amendments to the Assessment Framework
- ▶ enabling certain former child migrants who are not Australian citizens or permanent residents to apply.

Direct personal response

Under the Scheme, a DPR from an institution to a person who experienced abuse within that institution is a survivor-led process via one or more of the following:

- a.** an apology or a statement of acknowledgement or regret
- b.** an acknowledgement of the impact of the abuse on the person
- c.** an assurance as to the steps the institution has taken, or will take, to prevent abuse occurring again, and/or
- d.** an opportunity for the person to meet with a senior official of the institution.

The Scheme established the DPR Information and Support Service in 2022 to support eligible survivors to connect with the responsible institution(s) after an offer of a DPR is accepted. The service also assists participating institutions by providing more information about the DPR process and supporting them to deliver a meaningful outcome for the survivor. In 2024–25, there were 892 referrals to the service.

Redress support services

Cumulative figures to the end of June 2025 show that approximately 16.2% of all applicants to the Scheme were being supported to apply. Of those who indicated they had support in preparing their application, approximately 11.7% were supported by a Redress Support Service and approximately 4.5% were supported by Knowmore Legal Services. Knowmore Legal Services assists survivors with free legal advice and a range of support services.

Key statistics for 2024–25

Table 1: Applications received by gender and age for the period 1 July 2024 to 30 June 2025

Age group	Male	Female	Indeterminate / intersex / unspecified
21–30	2,796	1,427	50
31–40	4,469	1,995	102
41–50	3,290	1,406	56
51–60	1,566	897	16
61–70	564	344	9
71–80	145	83	0
81–90	18	13	0
91+	1	1	0
<=20	239	216	11
Missed	9	0	3

Figure 9: First Nations applications received for the period 1 July 2024 to 30 June 2025

First Nations applications received	Non-First Nations applications received
6,861	12,865

1 out of 3 applicants identified as Aboriginal and/or Torres Strait Islander

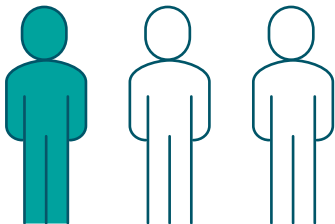
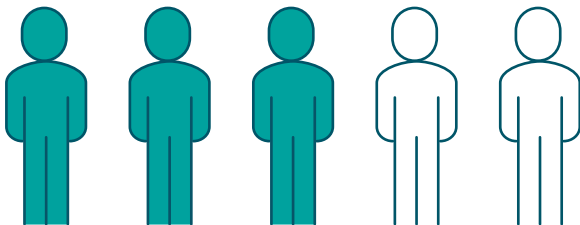


Figure 10: Applications received for the period for the period 1 July 2024 to 30 June 2025⁸

Male applications received	Female applications received
13,088	6,615

Around 3 out of 5 applicants identified as male.



8 Female figure includes all non-male applicants including other and not disclosed.

Figure 11: Applications received by state/territory for the period 1 July 2024 to 30 June 2025



The following table is a detailed description of Figure 11:

State	Applications received
QLD	6,908
NSW	4,891
SA	2,982
WA	1,954
VIC	1,757
TAS	769
ACT	159
NT	155
Overseas/unknown	151



4

Management and accountability

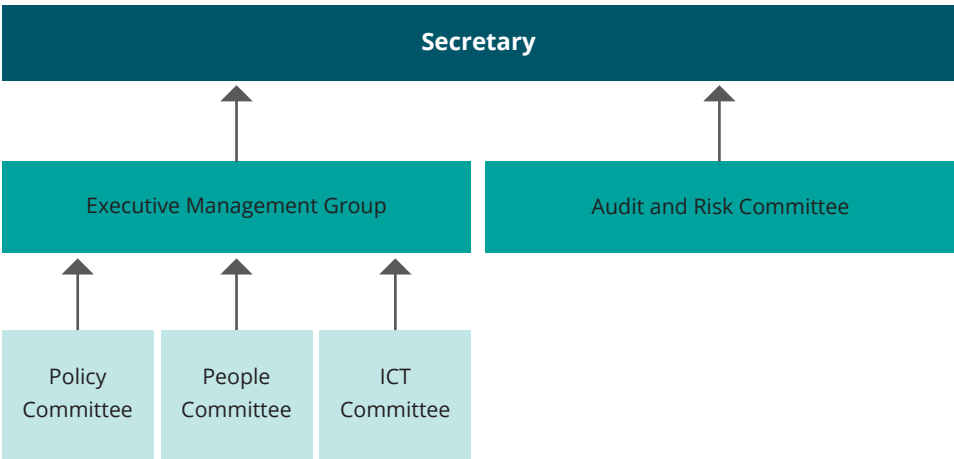
Chapter 4.1 Governance structure	106
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Chapter 4.1 Governance structure

Committees supporting our business

At 30 June 2025, our governance committee structure included the Executive Management Group, which is supported by 3 Tier 2 committees, which provide advice and assurance to the Secretary on the administration and operation of the department and the Audit and Risk Committee, which provides independent assurance and advice to the Secretary.

Figure 12: Our governance structure as at 30 June 2025⁹



The following text is a detailed description of Figure 12:

Secretary

- ▶ Executive Management Group
 - ▷ Policy Committee
 - ▷ People Committee
 - ▷ ICT Committee
- ▶ Audit and Risk Committee

⁹ On 8 April 2025 the Program Committee was disbanded. On 11 August 2025, a Delivery Committee was instated. It provides advice on opportunities and challenges in achieving priority outcomes for the Australian community and monitors the delivery performance of the department.

Executive Management Group

The Executive Management Group is the most senior governance committee. This group comprises the Secretary as Chair and Deputy Secretaries as members. It provides the department with guidance on overall strategic direction, priorities, management and performance, and oversees our financial position by allocating resources, monitoring performance and risks, and ensuring our accountability and regulatory requirements are met. More information on the Audit and Risk Committee and the 3 supporting Tier 2 committees is provided in the following sections.

Audit and Risk Committee

The Audit and Risk Committee provides independent assurance and advice to the Secretary on financial and performance reporting responsibilities, risk oversight and management, and our system of internal control. This committee has an independent Chair, 3 external experts and 2 internal senior advisors with observer status, all appointed by the Secretary. It meets up to 6 times a year. The Audit and Risk Committee Charter provides further information about the committee's role and membership. For further information on the Audit and Risk Committee Charter, go to www.dss.gov.au/publications-articles-corporate-publications/audit-and-risk-committee.

Table PGPA Rule Section 17AG (2A)(b)-(e) – Audit and Risk Committee

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended / total number of meetings	Total annual remuneration (Excl. GST)
Mr Nick Baker	Bachelor of Arts in Computing Studies. Graduate Diploma in Professional Accounting. Certificate IV in Commonwealth Fraud Investigations. Fellow of CPA Australia. Member Australian Computer Society. Extensive public sector management consulting experience in financial accounting, performance improvement and IT.	6 of 6	\$27,273

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended / total number of meetings	Total annual remuneration (Excl. GST)
Mr Ian McPhee AO PSM	Bachelor of Business. Bachelor of Arts. Financial management and budget experience, Department of Finance. Fellow and Life Member of CPA Australia and fellow of the Institute of Public Administration Australia. Financial statement and performance audit experience with the Australian National Audit Office.	6 of 6	\$22,045
Ms Cath Ingram	Bachelor of Arts (Accounting). Certificate IV Commonwealth Fraud Investigations. Fellow of Chartered Accountants Australia and New Zealand and the Institute of Public Administration Australia. Registered Company Auditor for over 20 years and experienced internal auditor and risk management practitioner. Public and private sector experience in governance, risk and assurance.	6 of 6	\$22,045
Mr Darren Box	Bachelor of Business (Accounting). Fellow of CPA. Public sector experience as a Chief Operating Officer with the Australian Federal Police (AFP) and Chief Financial Officer with the AFP and Services Australia.	6 of 6	\$18,371

Committees reporting to the Executive Management Group (as at 30 June 2025)

Policy Committee

The Policy Committee provides early advice on the development of major policy proposals and emerging strategic issues ahead of consideration by the Executive Management Group. The committee is responsible for supporting the development of robust policy proposals that align with our policy agenda. Mr Matt Flavel, Deputy Secretary, Social Security chairs the committee.

People Committee

The People Committee is responsible for ensuring effective delivery of government requirements through improved oversight of our workforce. Its remit includes work health and safety, workforce strategy, and diversity and inclusion, and other priorities as directed by the Executive Management Group. Ms Robyn Shannon, Deputy Secretary, Disability and Carers chaired the committee.

ICT Committee

The ICT Committee provides advice and assurance to the Executive Management Group on our ability to create and protect value with the use of information and technology, including the alignment of IT with the current and future needs of the department and our stakeholders. Mr Pat Hetherington, Chief Operating Officer chairs the committee.

Program Committee

The Program Committee provides guidance and advice on risks, challenges and opportunities for efficient and effective implementation and delivery of departmental priorities. The Committee's deliberations continuously improve the department's overall program management maturity and capabilities.

It looks at significant implementation and delivery issues across the department, and Commonwealth and other organisations, and addresses recommendations from performance audit reports relating to program management and grant funding. Ms Letitia Hope, Deputy Secretary, Families and Communities chaired the committee.

Business planning and risk management

Strategic and business planning

Our Corporate Plan is our primary planning document. It integrates our outcomes, performance, priorities and workplace values. Our group business plans and individual performance plans translate these priorities and performance measures into objectives for each area to work towards and track progress for the year ahead. This allows us to have a clear line of sight between our strategic objectives, performance and key risks.

For further information on our Corporate Plan, go to www.dss.gov.au/corporate-plans.

Risk management

Our Risk Management Framework is aligned to the 9 elements of the Commonwealth Risk Management Policy.

In 2024–25 our key framework documents were enhanced and, as part of our commitment to improving our risk culture, we developed key online learning modules to educate staff at all levels on risk management and their requirements as departmental officials.

Risks are managed in the context of achieving organisational goals and objectives. While all staff contribute to managing risks, Senior Executives are accountable for ensuring controls are effective in managing risk within acceptable levels.

The Secretary's Instructions (Part 1 – Corporate Governance) were also updated this year and are operationalised through the Risk Management Framework. These instructions clearly articulate that the escalation of significant risks and issues must be reported to the Senior Executive, including the Secretary as required.

The Chief Operating Officer holds the title of Chief Risk Officer and Chief Sustainability Officer, having oversight of the department's 6 Risk Stewards and their respective strategic risks. The Executive Management Group reviews recommendations on risk management from the Audit and Risk Committee and other assurance and review activities and provides oversight on improvements as required.

Business continuity management

We continue to refine our business continuity framework to support the delivery of critical outcomes during a business disruption. In 2024–25, we established a simulation exercise program targeted at strengthening our preparedness and response capabilities across a range of key business areas, testing our preparation and response capability against a range of key business outcomes to further strengthen our continuity posture. We continue to contribute to the Australian Government Crisis Management Framework, where required.

Internal audit assurance activities

Our Internal Audit is an independent assurance and advisory function designed to strengthen accountability of our activities and functions, and improve risk-based decision-making across our operations.

Internal Audit is integral to the system of internal control established under the PGPA Act.

The 2024–25 Internal Audit Work Plan considered our risk profile and was approved by the Secretary following consideration by the Audit and Risk Committee. In 2024–25, 12 audits were undertaken across our policy, program and enabling activities.

The Head of Internal Audit is independent from our policy and program management activities. To strengthen accountability, the Head of Internal Audit provides the Audit and Risk Committee with all internal audit findings and advises the committee on progress towards implementing audit recommendations.

The independence of the Head of Internal Audit allows the position to provide objective insights into the state of our governance, performance, risk management and internal controls, systems, policies, processes and practices.

Compliance framework

We promote a strong compliance culture that enables us to deliver outcomes effectively and achieve high levels of performance.

Our Enterprise Compliance Framework establishes a foundation for a strong compliance culture enabling us to deliver outcomes effectively and achieve high levels of performance in a manner consistent with relevant legal and policy obligations.

It forms part of a broader, coordinated approach to promoting good governance, underpinned by principles such as accountability, transparency, integrity, efficiency and leadership. It complements other key governance frameworks, including those addressing security, risk and fraud.

Annual Statement – Commonwealth Child Safe Framework

The department is committed to the safety of children in all aspects of its work including in the delivery of the services it provides on behalf of the government. The Commonwealth Child Safe Framework (the Framework) is an important initiative designed to ensure child safety and wellbeing within organisations and programs that engage with children. The Framework sets minimum standards for creating and maintaining child safe culture and practices across government entities. The department is compliant with the Framework. The department's overarching risk rating for 2024–25 is low.

The department's direct contact with children is limited and largely occurs through interaction with funded third-party organisations. Child safety obligations of departmental funded third parties are identified in grant opportunity guidelines, requests for tender, contracts, grant agreements, and other relevant grant and procurement documentation for activities that involve interaction with children.

Grantees are required to provide a child safe statement of compliance to the department annually. The compliance period for grantees with child safe clauses in their agreements is by calendar year (2024).

The department extends its commitment to child safety through:

- ▶ requiring third-party organisations to provide it with a statement of child safe compliance
- ▶ monitoring organisations that are non-compliant until they are compliant
- ▶ undertaking an annual risk assessment to identify and mitigate risks to children through any interactions they may have with it
- ▶ ensuring all departmental staff undertake the department's worker screening processes
- ▶ an internal communication campaign on child safety
- ▶ an annual review of key policies
- ▶ providing access to training relating to the Framework to all staff.

The department is responsible for the administration of the National Redress Scheme for institutional child sexual abuse. During the 2024–25 financial year, 19,726 applications, representing all applications received, were screened against Child Safe reporting protocols, with 748 matters referred to jurisdictions.

Fraud and corruption control

Under section 10 of the Public Governance, Performance and Accountability Rule 2014 (the Fraud Rule) we are required to have in place mechanisms to prevent, detect, and deal with fraud.

We are committed to preventing fraud against the department, our programs, and operations.

Fraud is managed through a number of strategies, including:

- ▶ educating our employees on risk management
- ▶ identifying and mitigating our fraud and corruption risks
- ▶ making our employees aware of their fraud and corruption control responsibilities
- ▶ integrating fraud and corruption prevention, detection and investigation arrangements, and using data analysis to identify trends and issues
- ▶ ensuring fraud and corruption reporting is transparent and accountable.

The Fraud and Corruption Control Plan 2024–26 reflects our current business activities and meets the requirements listed under the Commonwealth Fraud and Corruption Control Framework (2024). Regular and ongoing assessments of fraud and corruption risks are undertaken to improve understanding of our exposure to internal and external fraud and corruption. These fraud and corruption risk assessments involve identifying areas where fraud and corruption could be committed, identifying controls in place, evaluating existing risk mitigation strategies, and identifying possible new or emerging risks that may require treatment. The fraud and corruption risk assessments form an integral part of our overall risk assessment framework.

Fraud and corruption awareness

In 2024–25, fraud awareness training was mandatory for all staff, with a new e-learning training module introduced in November 2024. Fraud and corruption awareness training strengthens our staff's ability to identify fraud and corruption. The training enhances staff members' understanding of their responsibilities in relation to fraud and corruption risk management, including what to do if they suspect fraud and how to report it.

Training includes communicating definitions of fraud and corruption, why people might commit fraud and corruption, what fraud and corruption could look like in the department, different approaches to prevent and respond to fraud, and reporting procedures. It provides staff with an opportunity to learn through case studies and to ask questions about our approach to fraud and corruption.

Fraud investigation

In 2024–25, the department assessed 171 suspected internal and external fraud incidents through established referral mechanisms in accordance with section 10(d) of the Fraud Rule. These mechanisms allow officials, clients, and members of the public to confidentially report incidents of suspected fraud. Of these 171 assessments, 32 matters were referred for full investigation.

In circumstances where there was not sufficient evidence of criminal offending, there were appropriate referrals to relevant entities or programs for consideration of compliance and/or other preventive actions.

In 2024–25, we continued to work in partnership with other agencies regarding information sharing to improve inter-agency responses to fraud. The development of these partnerships aligns with the aims of managing risk and incidents of fraud across the department and the Commonwealth.

We undertake all investigations in accordance with the Australian Government Investigation Standards, and all departmental investigators have at least the minimum qualifications stipulated in the standards.

Agreement with third parties

To enable effective delivery of outcomes, the department enters into a range of agreements with third parties, including other government entities, state and territory government entities, and external organisations. These agreements govern the way in which one party delivers programs, payments and services on behalf of the other.

Ethical standards and a pro-integrity culture

Our ethical standards and focus on building a pro-integrity culture have been promoted and reinforced in the department through a variety of measures. To ensure this culture is fostered and embedded, we:

- ▶ have 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
 - ▷ working **collaboratively**, both internally and with our stakeholders and partners
 - ▷ having the **courage** to call out what needs to be called out, including poor behaviour
- ▶ provide mandated annual training for employees, such as APS Values and Behaviours, Integrity in the APS, and Bullying and Harassment
- ▶ have a dedicated Integrity Unit to provide education, advice and support to staff and liaison with the National Anti-Corruption Commission
- ▶ have developed a standalone Sexual Harassment and Sex-Based Harassment Policy to further educate employees on their shared responsibilities for contributing to a safe and respectful workplace.

Complaints management

We value feedback on the experiences the public has with our department or department-funded service providers. This enables us to improve our quality of service to all Australians.

In 2024–25, the department received 997 formal complaints through our Feedback Management System. The top 3 areas of complaints were:

- ▶ National Redress Scheme
- ▶ Social Security Payments
- ▶ Disability and Carer Support Services.¹⁰

Freedom of information

As part of our obligations under the Information Publication Scheme (IPS) in Part 2 of the *Freedom of Information Act 1982* we are required to publish certain information on our website. The department's IPS plan, which outlines this information, is available at www.dss.gov.au/about-the-department/freedom-of-information/information-publication-scheme.

Privacy

We are bound by the provisions of the *Privacy Act 1988* (Privacy Act), including the Australian Privacy Principles (APP) and the *Privacy (Australian Government Agencies – Governance) APP Code 2017* (Privacy Code), which regulate the handling of personal information by Commonwealth agencies. We require staff to be mindful of their obligations, report suspected privacy incidents as soon as possible, and consider requests to access personal information under the Privacy Act.

Our privacy management is guided by our Privacy Policy. The Privacy Policy sets out how we deal with personal information in respect of our functions and activities. For further information on our Privacy Policy, go to www.dss.gov.au/privacy-policy. The Office of the Australian Information Commissioner (OAIC) may look into a privacy issue, including breach notifications and complaints, and issue a report or determination.

¹⁰ Complaint topics referring to Disability and Carer Support Services have been included for 2024–25 reporting purposes. This includes complaints in relation to Disability Employment Services. Refer to page 10 for Machinery of Government changes.

Privacy incidents

We investigate all privacy incidents reported internally and externally, including those reported by individuals. Most privacy incidents are identified by staff and are effectively managed internally by the department.

Through contractual arrangements, we also require third-party organisations such as DES providers and Community Grants providers to notify us of privacy breaches. These are breaches that arise from the action or inaction of a third-party organisation and do not relate to our handling of personal information. We assess those notifications to ensure the proper process has been followed and make recommendations to mitigate against further breaches.

Sometimes privacy breaches result from personal information that has been lost, inadvertently disclosed or not appropriately secured. When those breaches arise, we and our third-party organisations are required to consider our notification obligations under the Notifiable Data Breaches Scheme. This will only occur where a breach is likely to result in serious harm to an individual whose personal information is involved in the breach, and where we have not been able to prevent that serious harm from arising. These breaches are referred to as eligible data breaches (EDBs).

In 2024–25, we registered 412 internal incidents and were notified of 117 third-party organisation incidents. We finalised 240 internal incidents and 77 third-party organisation incidents.

Compared to 2023–24, we registered 87 more incidents. However, there was a decrease in the total number of EDBs, and all incidents identified as EDBs related to third-party organisations.

The majority of privacy incidents arose from human error, such as staff sending an email or letter to the wrong person or organisation. These incidents are contained as they are often self-identified and reported by staff, and action is promptly taken.

Staff involved in privacy incidents were required to undergo refresher privacy training, were reminded of their privacy obligations, and were given guidance to prevent further incidents. Where appropriate, changes were made to our practices to minimise the risk of future incidents occurring. This included reviewing and updating quality assurance processes, operational policies, and guidance material.

Table 4.1: Overview of privacy incident outcomes finalised in 2024–25

	Incidents that resulted in findings of a privacy breach	Incidents that resulted in findings that no privacy breach occurred	Incidents that resulted in an eligible data breach requiring notification	Total incidents finalised
Internal	151	89	0	240
Third-party organisation	68	5	4	77
Total	219	94	4	317

Privacy Impact Assessments

The Privacy Code requires us to undertake a Privacy Impact Assessment for all ‘high privacy risk’ projects or initiatives that involve a new or changed way of handling personal information.

We finalised 2 Privacy Impact Assessments in 2024–25. Details of these assessments are available on our website at the Privacy Impact Assessment Register; go to www.dss.gov.au/about-the-department/privacy-impact-assessment-register.

Privacy complaints

Individuals can make a complaint to the department or the OAIC if they believe their personal information has been mishandled by us.

In 2024–25, we received 2 complaints directly to the department. One related to the handling of a redress application, and the second related to the lodgment of forms for compensation. We received 2 external complaints, one from the OAIC and one from the Commonwealth Ombudsman (on behalf of the complainants). All 4 complaints were resolved during the financial year.

Office of the Australian Information Commissioner

The OAIC did not issue any privacy determinations about us during 2024–25, and there were no reports made to the Minister for Social Services under section 30 of the Privacy Act about any act or practice by us.

Case study:

Individual Placement and Support Program

Sarah* is a 21-year-old university law student residing in Sydney.

She had a challenging year in 2023 and struggled with her mental health. As a result, she decided to defer her full-time university studies, regroup and focus on her wellness. To take this next step, she decided to reach out to Headspace.

Headspace is an early intervention program that supports young people aged 12 to 25. The services provide holistic care in 4 key areas:

- ▶ mental health
- ▶ related physical health
- ▶ substance misuse
- ▶ social and vocational support.

The vocational supports are delivered using the Australian Government funded Individual Placement and Support program (IPS program). Clinical and vocational specialists focus on work and study goals. These are based on the young person's preferences while also addressing barriers to work.

Headspace was able to match Sarah with a clinician helping with her mental health, as well as a referral to a Vocational Specialist. The specialist was able to help Sarah secure meaningful employment in a field of her choosing.

A year later, Sarah is still employed and doing part-time study. She is supporting herself financially and has gained a range of skills and experience to use in different aspects of her life.

Sarah said, 'I believe that services and programs such as Headspace and the IPS program really care about making a positive change in the lives of today's youth. Headspace and the IPS program don't require a formal mental health diagnosis to access the program. This means support is given early on, before mental health issues become unmanageable.'

'The IPS program helps young people by ensuring they have support from both a clinician and a vocational specialist at the same time. This equips us with the necessary tools and resources we need to head on the right path. These support services really work towards improving the quality of life of today's youth and I believe I'm a living testimony to that.'

* Please note the individual's name has been changed to maintain privacy.

Chapter 4.2 External scrutiny

Reports by the Australian National Audit Office

In 2024–25, the Australian National Audit Office (ANAO) tabled 2 performance audit reports that specifically related to the department and our programs or included us as a participating entity.

The 2 ANAO performance audits were:

- ▶ Effectiveness of the Board of the NDIA¹¹
- ▶ Ministerial Statements of Expectations and Responding Statements of Intent.

Completed audits can be found on the ANAO website. To view the completed audits, go to www.anao.gov.au.

Reports by the Commonwealth Ombudsman

In 2024–25, the Commonwealth Ombudsman released 2 significant reports relating to Child Support:

- ▶ Published in March 2025: *Without judgement – Services Australia – improving the interface between Child Support and victim-survivors*
- ▶ Published in June 2025: *Weaponising Child Support – when the system fails families.*

For further information, go to www.ombudsman.gov.au.

Judicial decisions

No court decisions significantly impacted our operations during the year.

Administrative tribunal decisions

No decisions of an administrative tribunal significantly impacted our operations during the year.

¹¹ With regard to this audit, the department had policy responsibility at the time; however, some disability policy responsibility has since transferred under Machinery of Government changes.

Royal Commission into the Robodebt Scheme

On 7 July 2023, the Royal Commission into the Robodebt Scheme delivered its report, finding that the Robodebt Scheme failed the public interest in myriad ways and that it was neither fair nor legal. On 13 November 2023, the government tabled its response to the Royal Commission into the Robodebt Scheme, agreeing, or agreeing in principle, to all 56 recommendations. The implementation of the government's response is led by the Department of the Prime Minister and Cabinet.

The department and Services Australia are working collaboratively to implement recommendations from the Royal Commission into the Robodebt Scheme, particularly on payment assurance and debt reforms. As at 30 June 2025, the department has implemented 12 of the 13 recommendations it has responsibility for.

Reports by parliamentary committees

Senate Standing Committees on Community Affairs

These committees cover the Health and Social Services portfolios. The work is divided between 2 committees – the Legislation Committee and the References Committee. During 2024–25, we had the following engagement.

Legislation Committee:¹²

- ▶ On 18 July 2024, we provided a submission; and on 25 July 2024, we attended a hearing for the Inquiry into the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Bill 2024
- ▶ On 29 October 2024, we attended a hearing for the Inquiry into National Housing and Homelessness Plan Bill 2024 (No. 2).

References Committee:

- ▶ On 3 October 2024, we tabled government responses for the Inquiry into the Purpose, Intent and Adequacy of the Disability Support Pension, and Inquiry into the Adequacy of Newstart and Related Payments and Alternative Mechanisms to Determine the Level of Income Support Payments in Australia.

¹² Included is engagement the department was responsible for at the time of the relevant committee, but for which policy responsibility has since transferred under Machinery of Government changes.

Senate Standing Committees on Economics

These committees cover the Industry, Science and Resources, and Treasury portfolios. The work is divided between 2 committees – the Legislation Committee and the References Committee. During 2024–25, we had the following engagement:

Legislation Committee:¹³

- ▶ On 29 October 2024, we attended a hearing for the Inquiry into National Housing and Homelessness Plan Bill 2024 (No. 2).

Senate Standing Committees on Legal and Constitutional Affairs

These committees cover the Attorney General and Home Affairs portfolios. The work is divided between 2 committees – the Legislation Committee and the References Committee. During 2024–25, we had the following engagement:

References Committee:

- ▶ On 3 February 2025, we attended a hearing for the Inquiry into Australia's Youth Justice and Incarceration System.

Senate Select Committee on Measuring Outcomes for First Nations Communities

This committee was appointed by resolution of the Senate on 28 November 2024. During 2024–25, we had the following engagement:

- ▶ On 7 March 2025, we provided a submission for the Inquiry into Measuring Outcomes for First Nations Communities.

House of Representatives Standing Committee on Social Policy and Legal Affairs

This committee may inquire into and report on any matter referred to it by either the House of Representatives or a Minister, including any pre-legislation proposal, bill, motion, petition, vote, or expenditure, other financial matter, report or document. During 2024–25, we had the following engagement:

- ▶ On 25 July 2024, we provided a submission; on 10 October 2024, we provided a supplementary submission; and on 11 October 2024, we attended a hearing for the Inquiry into Family Violence Orders.

¹³ Included is engagement the department was responsible for at the time of the relevant committee, but for which policy responsibility has since transferred under Machinery of Government changes.

Joint Standing Committee on Implementation of the National Redress Scheme

This committee was appointed by resolution of the House of Representatives on 26 July 2022 and by resolution of the Senate on 27 July 2022. During 2024–25, we had the following engagement:

- ▶ On 21 August 2024 and 18 September 2024, we attended hearings; and on 11 October 2024 and 12 February 2025, we attended private briefings for the Inquiry into the Operation of the National Redress Scheme.

Parliamentary Joint Committee on Corporations and Financial Services

This committee monitors and reviews activities of the Australian Securities and Investments Commission and the operation of the corporations legislation. During 2024–25, we had the following engagement:

- ▶ On 20 September 2024, we attended a hearing for the Inquiry into Financial Services Regulatory Framework in Relation to Financial Abuse.

Joint Committee on Human Rights

This committee was established in 2012. Its main function is to examine all bills and legislative instruments for compatibility with human rights, and to report to both Houses of Parliament on its findings (see the *Human Rights (Parliamentary Scrutiny) Act 2011*). During 2024–25, we had the following engagement:

- ▶ On 5 July 2024 and 29 July 2024, we attended hearings for the Inquiry into Compulsory Income Management.

Other parliamentary committee inquiries

During 2024–25, we had the following engagement:

- ▶ On 28 January 2025, we provided a submission to the South Australian Parliament Select Committee for the Inquiry into Stillbirth in South Australia.

For further information on the department's submissions, responses to questions on notice, and transcripts of the hearings, go to Committees – Parliament of Australia (www.aph.gov.au).

Case study:

Strong and Resilient Communities – Inclusive Communities

Kanyini Connections' Hoofbeats Sanctuary (the Sanctuary) received a Strong and Resilient Communities – Inclusive Communities grant from 3 July 2023 to 30 June 2025. It delivered a project to vulnerable women on the Sunshine Coast that aims to increase social participation. The program does this through intensive, trauma-healing equine therapy, with sessions delivered on an individual basis. At the end of the project, each participant was invited to become a volunteer mentor to care for the horses, or train to become a program facilitator.

Josie's* journey to the Sanctuary began when she searched online for animal-assisted therapies and supports. Josie has a major depressive condition that was exacerbated through physical injury.

She sought help from allied health professionals to address both her physical and mental health, however, she felt dismissed and unsupported. She underwent an operation for her injuries, which left her feeling isolated, misunderstood and without adequate mental health care.

Initially unsure if she could afford the sessions, Josie applied for a volunteer position to connect with the horses and the Sanctuary. During her first meeting with one of the program facilitators, she felt an immediate connection and sense of trust. The facilitator recognised Josie's critical need for support and arranged for her to join the equine therapy program through a scholarship.

Over 12 weeks, Josie was deeply engaged in the therapeutic process, which she described as both incredibly challenging and rewarding. The program helped her confront her emotions in a safe space, supported by the horses and the facilitators. Josie found the grounding techniques and emotional regulation strategies invaluable, particularly when she felt overwhelmed. Her bond with the horses, who had also experienced trauma, became a source of healing.

The program had a life-changing impact on Josie's life where she:

- ▶ gained the tools to manage her mental health
- ▶ began studying equine-assisted learning
- ▶ started volunteering at the Sanctuary.

Josie credits the equine-assisted program at the Sanctuary with saving her life. It provided not only a pathway to healing but also a renewed sense of purpose and community.

* Please note the individual's name has been changed to maintain privacy.

Chapter 4.3 Supporting our people

Overview

During 2024–25, the department developed and implemented a number of initiatives to enable business areas to deliver on their commitments.

These initiatives included strengthening available supports and opportunities, resulting in positive outcomes for our people. Key achievements during this period included:

- ▶ supporting Aboriginal and Torres Strait Islander employees to participate in specialist programs to increase career opportunities
- ▶ increasing proactive mental health initiatives and supports
- ▶ improving retention rates for employees participating in the Graduate Development Program
- ▶ delivering new employee support programs
- ▶ continuing to provide training to support recruitment selection panels
- ▶ developing and implementing support tools for recruitment processes
- ▶ initiating a range of activities in response to the 2024 APS Employee Census
- ▶ delivering a number of learning and development activities to improve capability
- ▶ reviewing and updating flexible working arrangements to provide clarity on flexibility, balanced with business needs.

Developing our workforce

Workforce planning

In 2024–25, the department made strong progress in strengthening its workforce planning capability in response to recent Machinery of Government changes and in preparation for the Australian Public Service Commission's Capability Review findings. We made significant progress in enhancing our employee experience and engagement. The key focus has been on improving the quality and completeness of position data to better identify capability gaps, support succession planning, and inform strategic decisions on work effort and workforce deployment.

To support business areas in meeting their workforce planning responsibilities, new tools and resources have been developed, including practical guides, refreshed role profiles and capability profiles, data dashboards, and planning templates. These enhancements enable more consistent and informed planning within the department. The Census Action Plan 2024–25 was developed in response to the 2024 APS Employee Census results. Our areas of focus included:

- ▶ empowering our mid-level executive leaders
- ▶ enabling innovation
- ▶ communication and change management
- ▶ integrity.

The Executive Management Group has continued to review real-time workforce metrics and trends, identifying actions to build the workforce and address operational planning processes. Data from the APS Employee Census continues to be utilised to identify positive trends and emerging workforce issues, informing targeted action plans. The department continues to gain valuable insights from the APS Employee Census results and remains committed to taking action to improve our working environment.

Capability development

In 2024–25 our capability development program focused on building capability where it mattered most – equipping our leaders and other employees with the skills and confidence to meet evolving workplace demands. Targeted investment in manager capability demonstrated the department's ongoing commitment to supporting its workforce and strengthening leadership, evidence-based policy-making, and outcomes focus across the agency.

We are focused on building greater policy capability and have launched the Social Policy Toolkit to assist staff at all competency levels to continue to develop their skills in this area.

The department established a Delivery Unit, which will assist in the development of learning materials focused on delivery, which is another important step in building our capability to transform policy ideas into tangible actions and outcomes for the people we serve.

These initiatives supported managers and employees to drive delivery and effective policy development. Managers are supported to navigate performance and change discussions fostering growth and accountability. The department also strengthened its support for self-directed learning through an increased investment in study assistance and expanded access to a curated online learning catalogue, aligned with the department's priorities and APS capability frameworks. A range of APS craft, writing and leadership development courses were delivered to build core skills essential for policy development and operational excellence.

The department continued to support the participation of employees across a range of high-value learning programs during 2024–25. These learning opportunities included the Diploma of Government, the Public Sector Management Program, the Graduate Certificate in Placed Based Policy, Programs and Evaluation, the Indigenous Development and Employment Program, the Garma Festival, and the Jawun APS Secondment Program.

During 2024–25, employees attended 10,387 live learning sessions, completed 61,995 e-learning courses, and accessed 48,423 videos on demand. The annual mandatory training program included 12 e-learning modules on a range of topics and legislative matters.

During 2024–25, 6 Aboriginal and Torres Strait Islander employees completed a Graduate Certificate in Management with the Australian National University, one employee completed the Indigenous Development and Employment Program, 3 employees completed the Institute of Public Administration Australia ACT First Nations Emerging Leaders Program, and 2 employees completed the First Nations EL 2 Talent Program (Bulabul). These programs are all focused on building critical skills of the individual employee for their future in the APS.

The Footprints Program is a self-directed initiative that supports employees to build knowledge and awareness of the diverse cultural backgrounds of all Australians. It encourages employees to engage at their own pace in self-selected activities designed to:

- ▶ increase and enhance their knowledge and understanding of the cultures that make Australians who we are
- ▶ support respectful learning about other cultural backgrounds
- ▶ encompass the principles of creating and maintaining a culturally safe work environment.

The department remained committed to building the cross-cultural awareness of employees during 2024–25. Alongside the mandatory training program, employees were required to complete the Core Cultural Learning program in support of the department's ongoing commitment to building cultural capability. As at 30 June, 3,243 employees – representing 91.2% of the workforce – have satisfied this requirement.

During 2024–25, Senior Executive Service officers (SES) attended mandatory development programs including the APS Academy SES Integrity Masterclass Series, SES Orientation, SES Band 1 Leadership, SES Band 2 Leadership, SES Welcome Sessions, and Appearing before Parliamentary Committees programs. Additionally, several SES have undertaken Australian and New Zealand School of Government leadership programs, the Institute of Public Administration Senior Executive Leadership Conversations Program, and the Yawarra – First Nations SES Talent Development Program.

Graduate Development Program

In 2024, 56 graduates participated in the Graduate Development Program. Graduates undertook a curated learning and development program to build the foundational skills necessary to become high-performing APS contributors, improving the wellbeing of people and families in Australia. This program focused on building departmental skills while undertaking learning events to foster interdepartmental networking and nurture APS knowledge building.

This program was delivered in collaboration with the APS Academy and specifically designed for new graduate employees within the APS. The program focuses on developing graduates’ sense of identity as a public servant, building foundational skills, behaviours, mindsets and networks in the craft required to make a significant contribution in the APS. In 2025, 57 graduates commenced in the department and have since been exposed to a range of learning and development courses, events, applied learning activities, individual coaching sessions and internal departmental events which are aligned to the APS Continuous Learning Model.

Diversity in our workplace

Throughout 2024–25, we continued to engage with employees and work areas on a range of initiatives to enable and support inclusion of all employees. In addition, we foster a diverse workforce empowered to utilise their unique experiences and backgrounds in ensuring that our department’s programs, projects and policy initiatives meet the needs of the diverse Australian community.

Table 4.3: Department of Social Services (DSS) diversity statistics at 30 June 2025*

Diversity category	DSS %	Number	APS %
Disability	7.1%	252	5.5%
Female SES	70.0%	70	55.2%
LGBTIQ+	11.8	329	9.4%**
Indigenous	4.5%	161	3.4%
Over 55	17.3%	618	18.9%
Non-English speaking background	6.1%	219	26.1%

* DSS figures are as at 30 June 2025. APS figures are as at 31 December 2024 (sourced from the APS Employment Database). **LGBTIQ+ DSS and APS figures are from the 2025 APS Employee Census.

Diversity committees

Diversity committees remained active throughout 2024–25, regularly collaborating to ensure inclusion and representation of all employees, including those who experience intersectional diversity. Diversity Champion roles were held by SES employees and played a critical role in providing leadership and support for issues affecting diverse groups. To ensure ongoing engagement with internal and external programs and policies, the following committees continued to operate:

- ▶ National Indigenous Committee
- ▶ Culturally and Linguistically Diverse (CALD) Committee
- ▶ Disability and Carers Committee
- ▶ Gender Equality Committee
- ▶ Pride Committee.

Employment of Aboriginal and Torres Strait Islander people

The department actively engages the lived experiences, skills and knowledge of Aboriginal and Torres Strait Islander people as a source of advice on policy, service delivery and capability development. As at 30 June 2025, 161 (4.5%) employees identified as being Aboriginal and/or Torres Strait Islander.

The department's Indigenous Champion, at a Deputy Secretary level, provided senior leadership support to implement Indigenous employment strategies.

The National Indigenous Committee (NIC), made of Aboriginal and Torres Strait Islander staff from across the department, continued to represent the interests, perspectives and concerns of all Aboriginal and Torres Strait Islander employees during 2024–25, through advocacy and engagement and by providing advice on issues that impact employees. The NIC also provided input into all relevant strategies and action plans.

Employment of people from culturally and linguistically diverse backgrounds

As at 30 June 2025, 219 (6.1%) of employees self-identified as coming from a non-English speaking background. The CALD Committee represents CALD employee interests, perspectives and concerns. In 2024–25 the committee was proactive in identifying ways to support CALD staff and raise awareness of CALD issues and days of significance, and engaged with the department on the development of a departmental CALD Action Plan to meet the goals of the APS CALD Employment Strategy, which was launched in June 2024.

Employment of people with disability

The department is committed to increasing employment outcomes for people with disability. As at 30 June 2025, 252 (7.1%) of our employees identified in our human resources system as a person with disability.

The department's Diversity and Inclusion Action Plan supported our approach to recruiting, developing and retaining people with disability. The action plan incorporates key learnings from the APS Disability Employment Strategy 2020–25 and supports our employees through the Disability and Carers Committee (DCC) and other key internal support mechanisms.

A range of supports and guidance were provided to employees with disability and their managers throughout 2024–25. These supports included fostering a safe workplace culture, engaging a dedicated Disability Liaison Officer, and providing reasonable workplace adjustments for employees and specialised training for employees with disability and their managers.

The department's Disability and Carers Champion provided senior leadership support to drive workforce initiatives on relevant issues for employees with disability and those who are carers. This role was held by a Deputy Secretary who is a member of the APS Disability Champions Network and represents the department at relevant external events such as the Australian Network on Disability Champions Roundtable.

Throughout 2024–25, the DCC represented the interests, perspectives and concerns of employees with disability and those who are carers. The DCC has been actively consulted on relevant corporate policies and programs and has provided valuable advice and guidance to strengthen these for the workforce. The Disability and Carers Network is open to anyone interested in disability issues and provides input and recommendations to the DCC.

Gender equality

The department has a Gender Equality Committee to represent the interests, perspectives and concerns of all employees, and assist the department to achieve its gender equality goals. The committee commenced work on its initial forward work plan and identified 3 key areas of focus: building departmental capability, building workforce capability and building leadership pathways. These areas of focus align with the department's broader goals under the Diversity and Inclusion Action Plan.

The Gender Equality Champion, a role performed at the Group Manager level, drove workforce initiatives throughout 2024–25 to advance gender equality and provided leadership on relevant issues. The department, the Gender Equality Committee and the Gender Equality Champion worked collaboratively to progress the implementation of applicable recommendations of the Respect@Work: Sexual Harassment National Inquiry Report and the APS Gender Equality Strategy 2021–26 to continue to improve gender equality and inclusion within the department and across the APS.

Support for LGBTIQ+ employees

In the 2025 APS Employee Census, 329 (11.8%) of employees identify as LGBTIQ+. The department's Pride Committee, Pride Network, and Pride Champion support LGBTIQ+ employees and their allies at work.

The Pride Committee strives to ensure all employees are valued for their differences, and that our policy and programs are inclusive of LGBTIQ+ people. While the committee and departmental documentation may refer specifically to LGBTIQ+, the committee has represented all people of diverse sexualities and gender even if they are not specifically identified in the LGBTIQ+ acronym.

The Pride Network continues to be open to all employees, including allies of LGBTIQ+ employees. It receives regular information about issues relevant to gender and sexual orientation and provides input to the committee on the views of employees.

Workplace arrangements

Enterprise Agreement

The department is committed to improving employment conditions and embracing change in the workplace. The department's Enterprise Agreement 2024–2027 (the Agreement) commenced operation on 19 March 2024. The Agreement sets out remuneration and employment conditions for non-Senior Executive Service employees as determined through APS-wide and agency-level bargaining negotiations. It offers a range of benefits to employees such as access to flexible work arrangements, leave entitlements, study assistance, and learning and development opportunities. With the support of the Agreement the department has adapted and embraced flexibility. The department is in the process of formulating policies to complement the Agreement. In addition, the Workplace Consultative Forum discusses workplace matters for employees covered by the Agreement.

Individual flexibility arrangements for non-Senior Executive Service employees

In accordance with the *Fair Work Act 2009*, individual flexibility arrangements are used to provide varied terms and conditions for non-SES employees. Individual flexibility arrangements can also be used to attract and retain employees and to recognise highly valued skills and critical roles.

As at 30 June 2025, the department had 35 individual flexibility arrangements in place. This number does not include all the flexible work provisions available to our employees.

Performance pay

There were no performance payments made to departmental employees during the 2024–25 period.

Secretary remuneration

The Secretary is remunerated under the Remuneration Tribunal (Departmental Secretaries – Classification Structure and Terms and Conditions) Determination 2024, which is made under Division 4 of Part II of the *Remuneration Tribunal Act 1973*.

Senior Executive Service remuneration

As at 30 June 2025, 79 SES employees were remunerated through a *Public Service Act 1999* section 24(1) determination. This number includes SES employees on temporary transfer to the department, on secondment out of the department or on leave.

Common law contracts

The department does not use common law contracts to engage employees.

Non-salary benefits to employees

Our Enterprise Agreement 2024–2027 offers a range of non-salary benefits to our people, including leave, flexible working arrangements, access to salary packaging, and remote locality assistance.

Work health and safety

The department acknowledges and is committed to fulfilling its responsibilities under the *Work Health and Safety Act 2011*, the Work Health and Safety Regulations 2011 and the *Safety, Rehabilitation and Compensation Act 1988*.

In 2024–25, the department implemented various improvements to increase safety risk management capabilities and provide increased training on and awareness of physical and psychological hazards in the workplace. The department has focused on maturing the department's response to psychosocial risk and implementing a tailored approach to risk management.

The department has continued to focus on proactively identifying psychosocial hazards at work; consulting with different employee cohorts about their needs and providing meaningful advice; designing bespoke preventative strategies, appropriate training and resources; and supporting the implementation of these strategies with hands-on support.

The department has implemented several proactive engagement models to ensure our people are aware of and are engaging with the available support offerings. This includes the Employee Assistance Program, Cancer Support Program, Mental Health First Aid Officer and several other embedded services.

Continued focus on encouraging early identification, reporting and response to workplace hazards and injuries remained a priority to further improve work health and safety and return-to-work performance.

In 2024–25 the department embedded wellbeing and inclusion at the core of the work health and safety model to evolve the service offering as the needs of our people and department are evolving.

Other initiatives implemented in 2024–25 to ensure the wellbeing, health, safety and inclusion of our people included:

- ▶ effective early intervention frameworks embedded in all aspects of the work, health and safety life cycle
- ▶ enabling managers to lead with empathy and to support ill or injured employees to remain at work or return to work in a safe and sustainable manner
- ▶ accessible and inclusive tailored case management support, grounded in universal design principles and person-centred care
- ▶ uplifting and embedding accessibility and inclusion across the department through a range of improvement initiatives

- ▶ establishing a new framework to improve the employee experience for (d)Deaf or hearing-impaired employees
- ▶ accessible, user-friendly processes to support employees to access workstation assessments and relevant ergonomic equipment to enable them to work safely
- ▶ improving knowledge and capability around identifying and responding to psychosocial hazards
- ▶ proactive audit of the internal psychosocial risk management approach and continued improvement in the established model
- ▶ implementing various corrective actions resulting from previous audits on the rehabilitation management and work health and safety systems, confirming policies and processes continue to support employees and provide for a safe workplace
- ▶ working towards achieving work health and safety targets and rehabilitation case management key performance indicators, to ensure legislative compliance and that we maintain a high level of service
- ▶ promoting and encouraging employees to access the services of our Employee Assistance Program, as part of supporting positive physical and mental health and wellbeing
- ▶ continuing to embed the Mental Health First Aid Officer network for employees and managers to connect with a trained responder, including family and domestic violence contact officers
- ▶ continuing to improve mandatory training provided to employees, to ensure worker and officer safety responsibilities are clearly understood by all
- ▶ inviting employees to participate in the annual influenza vaccination program; employees are also encouraged to be vaccinated against COVID-19
- ▶ continuing the work to protect employees from COVID-19 within the workplace.

Notifiable incidents

In 2024–25, 11 notifiable incidents occurred in relation to a serious injury or illness of a person. No investigations were carried out under Part 10 of the *Work Health and Safety Act 2011*.

Chapter 4.4 Managing our finances

Financial overview

In 2024–25, the department reported a net cash operating loss of \$6.8 million and administered expenses of \$185.4 billion on behalf of the government. Personal benefits expenses increased by \$9.3 billion to \$146.3 billion, mainly due to a rise in payments resulting from an increase in indexation rate to match inflation as well as cost-of-living measures. Payments to the National Disability Insurance Agency increased by \$3.5 billion to \$35.8 billion, mainly due to an increase in participant plan payments.

Further information on the department's 2024–25 financial performance, position and cash flows is available in Part 5 Financial Statements.

Table 4.4.1: Trends in departmental finances

		2024–25 \$ million	2023–24 \$ million	Change \$ million
Revenue from the Australian Government		589.0	520.0	69.0
Other revenue		122.3	99.7	22.6
Total income		711.3	619.7	91.6
Employee benefits		472.5	390.8	81.7
Suppliers		213.0	174.7	38.3
Other expenses		51.5	60.5	(9.0)
Total expenses		737.0	626.0	111.0
Deficit attributed to the Australian Government		(25.7)	(6.3)	(19.4)
Add back non-appropriated depreciation and amortisation expense		41.5	39.2	2.3
Less principal repayments – leased assets		(22.6)	(21.7)	(0.9)
Surplus/(Deficit) attributed to the department		(6.8)	11.2	(18.0)
Financial assets	A	143.4	146.0	(2.6)
Non-financial assets	B	488.1	514.2	(26.1)
Liabilities	C	667.1	675.8	(8.7)
Net assets (A+B–C)		(35.6)	(15.6)	(20.0)

Table 4.4.2: Trends in administered finances

	2024-25 \$ million	2023-24 \$ million	Change \$ million
Recoveries	271.5	354.8	(83.3)
Interest	109.9	111.2	(1.3)
Other revenue	112.5	67.2	(45.3)
Total revenue	493.9	533.2	(39.3)
Suppliers	238.5	203.3	35.2
Subsidies	42.3	67.1	(24.8)
Personal benefits	146,290.1	136,962.1	9,328.0
Grants	2,779.5	2,556.4	223.1
Payments to National Disability Insurance Agency	35,813.9	32,312.9	3,501.0
Other expenses	198.4	160.1	38.3
Total expenses	185,362.7	172,261.9	13,100.8
Financial assets	5,949.6	7,894.6	(1,945.0)
Liabilities	7,765.5	7,424.7	340.8

Consultants

During 2024-25, 47 new reportable consultancy contracts were entered into involving total actual expenditure of \$6.5 million. In addition, 55 reportable ongoing consultancy contracts were active during the period, involving total expenditure of \$11.6 million.

The department engages consultants when it requires specialist expertise or when independent research, review or assessment is required. Decisions to engage consultants were made after considering the skills and resources required for the task, internal capacity, and the cost-effectiveness of contracting an external service provider. Consultants were engaged in line with the PGPA Act and related regulations.

Annual reports contain information about expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.

Summary information on consultancy services is set out in Tables 4.4.3 and 4.4.4.

Table 4.4.3: Expenditure on reportable consultancy contracts 2023–24 to 2024–25

	2023–24 Number	2023–24 Expenditure (\$ million, GST incl.)	2024–25 ¹ Number	2024–25 ¹ Expenditure (\$ million, GST incl.)
New contracts entered into during the reporting period	59	8.3	47	6.5
Ongoing contracts entered into during a previous reporting period	54	13.5	55	11.6
Total	113	21.8	102	18.1

1. Contracts and expenditure relating to the transfer of functions under the AAO of 13 May 2025 have been excluded. This includes 23 new consultancy contracts with expenditure of \$3.8 million and 10 ongoing consultancy contracts with expenditure of \$1.8 million.

Table 4.4.4: Top consultants in 2024–25

Organisations receiving a share of reportable consultancy contract expenditure 2024–25	Total spend \$ million, (GST incl.)	Proportion of 2024–25 total spend (%)
Nous Group Pty Ltd ¹	2.2	12.4
Scyne Advisory Pty Ltd ²	1.8	10.1
Ernst & Young ³	1.8	9.8
Department of the Treasury	1.6	8.7
Whereto Research Based Consulting Pty Ltd ⁴	1.3	7.3
ARTD Pty Ltd ⁵	1.0	5.3
KPMG Australia	0.9	5.2
Total of the largest shares	10.6	58.8

- Three contracts with expenditure of \$0.1 million relating to functions under the AAO of 13 May 2025 have been excluded
- Two contracts with expenditure of \$0.05 million relating to functions under the AAO of 13 May 2025 have been excluded.
- One contract with expenditure of \$0.01 million relating to functions under the AAO of 13 May 2025 has been excluded.
- Three contracts with expenditure of \$0.1 million relating to functions under the AAO of 13 May 2025 have been excluded.
- Two contracts with nil expenditure relating to functions under the AAO of 13 May 2025 have been excluded.

Non-consultancy contracts

During 2024–25, 205 new reportable non-consultancy contracts were entered into with a total spend of \$64.6 million (GST inclusive). In addition, 308 reportable non-consultancy contracts were ongoing from a previous period, with a total spend of \$223.5 million (GST inclusive).

Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Further information on the value of reportable non-consultancy contracts is available on the AusTender website.

Summary information on non-consultancy services is set out in Tables 4.4.5 and 4.4.6.

Table 4.4.5: Non-consultancy contracts in 2024–25

	Number	Expenditure (\$ million, GST incl.)
New contracts entered into during the reporting period	205	64.6
Ongoing contracts entered into during a previous reporting period	308	223.5
Total	513	288.1

Contracts and expenditure relating to the transfer of functions under the AAO of 13 May 2025 have been excluded. This includes 35 new non-consultancy contracts with expenditure of \$3.3 million and 54 ongoing non-consultancy contracts with expenditure of \$24.7 million.

Table 4.4.6: Top non-consultancy contracts in 2024–25

Organisations receiving a share of reportable non-consultancy contract expenditure 2024–25	Total spend (\$ million, GST incl.)	Proportion of 2024–25 total spend (%)
Telstra Health Pty Ltd	63.8	22.1
Jones Lang LaSalle (ACT) Pty Ltd	45.4	15.8
Mediabrand Australia Pty Ltd	32.7	11.4
The University of Melbourne ¹	24.8	8.6
Karlka Recruiting Group Pty Ltd ²	13.0	4.5
Total of the largest shares	179.7	62.4

1. One contract with expenditure of \$1.5 million relating to functions under the AAO of 13 May 2025 has been excluded.
2. One contract with expenditure of \$0.1 million relating to functions under the AAO of 13 May 2025 has been excluded.

Australian National Audit Office access clauses

All departmental contracts in the past year required the Auditor-General to have access to the contractor's premises.

Exempt contracts

In 2024–25, no contracts were exempted from reporting on www.tenders.gov.au.

Purchasing

Our purchasing activities are consistent with the Secretary's Instructions and internal procurement guidelines, which are in accordance with the Commonwealth Procurement Rules 2024.

Purchasing is made in an accountable and transparent manner, complying with Australian Government policies and meeting relevant international obligations.

In 2024–25, we exceeded our targets under the Indigenous Procurement Policy by awarding more than 3% of contracts to Indigenous businesses.

Procurement initiatives to support small business

The department of Social Services supports small business in the government procurement market. Small and medium enterprise (SME) participation statistics are available on the Department of Finance's website. To view SME and small enterprise participation statistics, go to www.finance.gov.au.

We support the use of SMEs through various means including:

- ▶ using standardised contracts for low-risk procurements valued under \$200,000
- ▶ using an electronic invoice processing system
- ▶ incorporating Australian Industry Participation Plans in procurement where applicable.

We recognise the importance of ensuring small businesses are paid on time.

The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website. To view the results, go to www.treasury.gov.au.

Grants administration

The Community Grants Hub is a trusted provider of grants administration and management services, supporting the government to deliver 692 grant programs which support the care economy and local communities across Australia. Since 2016, the Community Grants Hub has partnered with 11 government agencies to design and manage grants that are user-focused, efficient, and aligned to national priorities.

The Community Grants Hub is moving into its second decade of operation and is continuing to adapt the delivery of grants to meet the requirements of a wide variety of organisations and better connect with local communities. In 2024–25, the Community Grants Hub managed 29,228 grants for the department and client agencies totalling \$11.6 billion in value for the financial year, including fee-for-service arrangements and reimbursement payments. As at 13 May 2025, the total number of grants managed for the department was 7,641, with a total value for the financial year of \$3 billion. Following the AAO of 13 May 2025, ownership of 764 grants with a value of \$495 million for the financial year was transferred from the department to other agencies, but will remain under Community Grants Hub administration.

The Community Grants Hub enjoys a high level of satisfaction from grant applicants and recipients, with 80% of clients satisfied with the organisation. Nine out of 10 clients surveyed value working with the Community Grants Hub, and a similar proportion report receiving professional and helpful information from staff.

In 2024–25 the Community Grants Hub efficiently executed 15,616 grant agreements (including variations) and delivered 95,858 payments.

The Community Grants Hub State Network connects the government with local communities through ongoing engagement aimed at supporting citizen-centric grant design and promoting grant programs to local organisations.

Information on grants awarded by the department during 2024–25 is available at www.grants.gov.au.

Case study:

Strengthening Families and Communities Partnership

The Strengthening Families and Communities Partnership (the Partnership) is delivering \$30 million over 5 years (2023–24 to 2027–28) to support family and community safety initiatives in Central Australia (Northern Territory). This is part of the Investing in Families measure under the A Better Safer Future for Central Australia Plan. The department has supported community-led design and implementation through on-the-ground engagement. This aims to address underlying disadvantage and improve safety outcomes for children and families in Central Australia.

The department works closely with the Central Australia Plan Aboriginal Leadership Group – a place-based governance structure where Aboriginal leaders represent their communities. The ALG works with:

- ▶ regional councils
- ▶ representatives from the relevant Land Council
- ▶ youth representatives
- ▶ grandmothers' groups.

The leaders inform planning, engagement, development and implementation of all proposals under the Partnership, making sure funding is targeted to local needs.

The following projects are funded under the Partnership in 2024–25:

- ▶ Mutitjulu Community Aboriginal Corporation, which has direct input from community members, to deliver a holistic approach to health and safety. This includes leadership workshops for young people, recreational and creative programs, and a community garden to address food insecurity. Staff at the school are particularly excited about the construction of a fence around the basketball court and outdoor gym to create a safe and secure space for student activities.

- ▶ Supporting current family violence services who experience high demand and low capacity. They have low resourcing and ability to offer services in communities around Alice Springs.
 - ▷ Central Australian Aboriginal Family Legal Unit (CAAFLU) to expand their legal services and refresh their community developed legal education resources, which will ensure communities have access to consistent and culturally safe support. CAAFLU are the only specialist family and domestic violence service exclusively dedicated to representing Aboriginal women, men, and children in Central Australia.
 - ▷ Central Australian Women's Legal Service aims to address an increasing demand for prevention, early intervention, response and healing services. They can also offer training to local first responders to build their capability to identify domestic violence.
- ▶ NPY Women's Council, to deliver a program to reconnect young boys with cultural knowledge and practices. They also visit Anangu men in Alice Springs prison to create safe spaces for discussions on trauma, violence, and pathways to healing.

The Partnership will help to address family safety and improve outcomes for children and families in Central Australia. It is all about delivering genuine community engagement and community-led design and implementation.

Chapter 4.5 Cross-government policy initiatives

Safe and Supported

Overview of Safe and Supported: the National Framework for Protecting Australia's Children 2021–2031

The government, state and territory governments, First Nations representatives and the non-government sector are working through Safe and Supported: the National Framework for Protecting Australia's Children 2021–2031 (Safe and Supported) towards the shared goal of reducing the rate of child abuse and neglect and its intergenerational impacts.

Safe and Supported sets out a 10-year strategy to improve the lives of children, young people and families who are experiencing disadvantage or are vulnerable to abuse and neglect. It drives change through collective efforts across governments and sectors that impact the safety and wellbeing of children and young people. One of the primary aims of Safe and Supported is to achieve Target 12 under the National Agreement on Closing the Gap, to reduce the rate of over-representation of First Nations children in out-of-home care by 45% by 2031. While Safe and Supported focuses on Target 12, all 17 of the socio-economic targets under Closing the Gap are interconnected and contribute to creating safe and supported environments for First Nations children and young people.

Summary of Safe and Supported operations

Safe and Supported has 4 priority groups:

- ▶ children and families with multiple and complex needs
- ▶ First Nations children and young people who are experiencing disadvantage or are vulnerable
- ▶ children and young people and/or parents/carers with disability who are experiencing disadvantage or are vulnerable
- ▶ children and young people who have experienced abuse and/or neglect, including children in out-of-home care and young people leaving out-of-home care and transitioning to adulthood.

Progress and achievements

Delivery of Budget measures

The 2022–23 October Budget reconfirmed \$30 million to support outcomes under Safe and Supported to protect children from violence, abuse and neglect. Over the years to 2026–27, the department is implementing 5 measures:

- ▶ develop a National Child and Family Investment Strategy and trial the principles through an Innovation Fund grant opportunity.
- ▶ establish a National Commissioner for Aboriginal and Torres Strait Islander Children and Young People. The National Commission for Aboriginal and Torres Strait Islander Children and Young People commenced operations on 13 January 2025 as a separate and independent non-corporate Commonwealth entity within the Social Services Portfolio.
- ▶ target communication and support to improve parenting practices. Queensland Aboriginal and Torres Strait Islander Child Protection Peak has developed a Cultural and Parenting Practices Framework and is testing this with communities and practitioners.
- ▶ establish a National Aboriginal and Torres Strait Islander Centre for Excellence in Child and Family Support. SNAICC – National Voice for our Children completed a comprehensive community-led design process and published their blueprint for the Centre’s structure, governance, and operations on the department’s website.
- ▶ improve support for non-parent carers funding was provided to the New South Wales and South Australian governments to upgrade their carers registers.

In addition, the department is implementing 4 measures totalling \$98.5 million under the 2021 Commonwealth Closing the Gap Implementation Plan, which includes 3 measures addressing Target 12 (out-of-home care) and one measure addressing Target 12 and Target 13 (family violence). Progress to date includes:

- ▶ implementing the Improving Multidisciplinary Responses (IMR) program
 - 15 Aboriginal Community Controlled Organisations have received \$44 million in grant funding to deliver community-led projects with the aim to enhance and support holistic responses to First Nations families with multiple and complex needs.
- ▶ up to 1,005 participants from 254 different service provider organisations have completed cultural competence and trauma responsiveness training.

Governance of Safe and Supported

The Safe and Supported Partnership Agreement, launched on 8 March 2024, expresses the formal partnership between Aboriginal and Torres Strait Islander Leadership and Commonwealth, state and territory governments to implement Safe and Supported, in line with Closing the Gap Priority Reform One.

Voices of young people in the delivery of Safe and Supported

Engagements with the Safe and Supported Youth Advisory Group concluded in February 2025. The views of the 6 young Australians from diverse backgrounds and living experience were instrumental in embedding the voice of the child and living experience in program and policy design in the context of Safe and Supported.

Youth Advisory Group members provided advice on how to design or improve programs that support vulnerable youth, including the National Early Intervention Trial for Adolescent Boys, the National Homelessness Plan, and the National Model of Care. The department is leading a stocktake of existing lived experience mechanisms under Action 4 of the Safe and Supported First Action Plan to embed the voice of the child and living experience in program and policy design.

Monitoring and reporting on progress

Safe and Supported has a strong focus on monitoring, implementation and measuring of its progress. Monitoring and evaluation strategies will explain how Safe and Supported is being evaluated; this includes how progress tracks towards the Aboriginal and Torres Strait Islander Outcomes Framework and the National Outcomes Framework.

Delivery of Transition to Independent Living Allowance

The department continues to administer the Transition to Independent Living Allowance (TILA), which is a one-off payment to eligible young people aged 15 to 25 years who are about to leave, or have left, formal out-of-home care. It provides up to \$1,500 to help with the costs of starting to live independently. TILA is applied for by the young person with the assistance of a case worker, and the use of the payment must align with the young person's leaving care plan. Total TILA paid for 2024–25 was \$2.026 million, with a total of 1,571 payments made to 1,486 unique recipients.

A review of the TILA payment is underway as part of the Safe and Supported First Action Plan and will report in 2025–26. The review will include possible different approaches for the funding and ways to improve access and utilisation.

National Plan to End Violence against Women and Children 2022–2032

Why we have the National Plan

The National Plan to End Violence against Women and Children 2022–2032 (National Plan) puts in place a national policy framework to guide action to reduce and prevent gender-based violence in Australia over the next 10 years.

It outlines a collective commitment to a country free of gender-based violence, where all people live free from fear and violence and are safe at home, at work, at school, in the community and online.

The National Plan

The National Plan commits all levels of government and government organisations to ending violence against women and children in one generation. This includes strengthening the workforce and developing the evidence base.

The National Plan's priority areas for action span the continuum of prevention, early intervention, response, and recovery and healing.

Development of supporting action plans

The National Plan is supported by 2 action plans: the First Action Plan; and the dedicated Aboriginal and Torres Strait Islander Action Plan, which aims to address the disproportionately high rates of violence First Nations women and children experience in Australia.

Actions within the dedicated Aboriginal and Torres Strait Islander Action Plan acknowledge that while some underlying causes of violence against First Nations people are the same as those for non-Indigenous Australians, such as male-perpetrated violence, others are different. In particular, some of the underlying causes are based on the ongoing impacts of colonisation, including the forced removal of children and intergenerational trauma, that manifest at an individual, community and structural level and include institutional and systemic racialised abuse and marginalisation.

Measuring progress against the National Plan

The Outcomes Framework 2023–2032 includes 6 long-term outcomes across the 4 domains of the National Plan:

- ▶ People who choose to use violence are accountable for their actions and stop their violent, coercive and abusive behaviours.
- ▶ Systems and institutions effectively support and protect people impacted by violence.
- ▶ Services and prevention programs are accessible and effective.
- ▶ Community attitudes and beliefs embrace gender equality and condemn all forms of gendered violence without exception.
- ▶ Children and young people are safe in all settings and are effectively supported by systems and services.
- ▶ Women are safe and respected in all settings and experience economic, political, cultural and social equality.

In addition to these outcomes, the Commonwealth, states and territories have agreed to 6 national-level targets:

- ▶ 25% reduction per year in female intimate partner homicide
- ▶ increased knowledge of behaviours that constitute family, domestic and sexual violence
- ▶ 50% reduction of the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children by 2031
- ▶ increase in community attitudes that condemn violence against women
- ▶ increase in community attitudes that reject gender inequality
- ▶ increase in community attitudes that reject sexual violence.

Closing the Gap

During 2024–25, the department led the Commonwealth response to the following Closing the Gap targets:

- ▶ Target 9a: By 2031, increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88%.¹⁴
- ▶ Target 12: By 2031, reduce the rate of over-representation of Aboriginal and Torres Strait Islander children in out-of-home care by 45%.
- ▶ Target 13: By 2031, the rate of all forms of family violence and abuse against Aboriginal and Torres Strait Islander women and children is reduced at least by 50%, as progress towards zero.

¹⁴ The department's lead role for housing and disability has been impacted by the Machinery of Government changes in 2025. The department will continue to lead on Targets 12 and 13.

The department also led the government's commitment to the cross-cutting disability outcome, and contributed to Target 4 (Children thrive in their early years).

The department is strongly committed to implementing the National Agreement on Closing the Gap (National Agreement) to improve life outcomes for Aboriginal and Torres Strait Islander peoples. It recognises that structural change is essential and has committed to shifting the way governments engage and work with Aboriginal and Torres Strait Islander peoples in line with embedding the National Agreement's 4 Priority Reforms:

- ▶ Formal partnership and shared decision-making
- ▶ Building the community-controlled sector
- ▶ Transforming government organisations
- ▶ Shared access to data and information at a regional level.

Progress over the last 12 months against the Priority Reforms demonstrates the department's strong commitment to the National Agreement.

In 2024–25, the department strengthened its commitment to shared decision-making and collaborative governance through actively participating in a range of formal partnerships. The department jointly co-chaired the Housing Policy Partnership with the National Aboriginal and Torres Strait Islander Housing Association, reflecting a strong commitment to improving housing outcomes for First Nations communities. The department also contributed as a stakeholder in the Early Childhood Care and Development Policy Partnership, worked collaboratively with the Justice Policy Partnership and supported emerging initiatives such as the Data Policy Partnership. The department maintained its role as a member of the East Kimberley Place Based Partnership, further embedding place-based approaches to service delivery.

Partnerships and co-design principles were also embedded in program delivery. The department worked closely with First Nations stakeholders to co-design the Closing the Gap Outcomes and Evidence Fund and the Improving Multidisciplinary Responses Program. It engaged the Aboriginal and Torres Strait Islander Coalition of Peaks to lead the establishment of the National Peak Body for Aboriginal and Torres Strait Islander Family Safety, ensuring the representative body reflects the needs of the First Nations family safety sector.

The department is involved in the implementation of the Early Childhood Strengthening Plan, Care and Development Strengthening Plan, Disability Strengthening Plan, and Housing Sector Strengthening Plan and is working with key stakeholders on developing a Domestic, Family and Sexual Violence Sector Strengthening Plan. These initiatives form part of a joint national effort to enhance service delivery, coverage, capacity, quality, and investment across critical sectors.

In 2024–25, the department significantly expanded its support for Aboriginal and Torres Strait Islander organisations, doubling the number of organisations from 83 at the commencement of the National Agreement to 175. This growth has significantly increased

the department's footprint across Australia and reflects a deepening commitment to community-led service delivery. Concurrently, grants administration reform continued across the department, aimed at reducing barriers for First Nations organisations and communities to access funding and participate in program design and delivery.

The department is leading the development of a Social Services Portfolio Transformation Plan, in direct response to the Productivity Commission's 2024 Closing the Gap Review.

The plan addresses the recommendation that all government departments develop and implement a transformation strategy to drive systemic change across their portfolios. This work reflects the department's commitment to organisational reform and improved outcomes for First Nations peoples.

The department supported the Commonwealth's efforts, in partnership with First Nations representatives, to develop the Australian Public Service Framework for Governance of Indigenous Data, first published in May 2024. The department is implementing the framework to ensure Indigenous data is governed in a way that respects the rights, cultural practices and priorities of First Nations peoples and communities.

The department also contributes to the Commonwealth's efforts, in partnership with communities, peak bodies and jurisdictional governments, to deliver 6 Community Data Project pilots in Blacktown (NSW), Doomadgee (QLD), Kimberley (WA), Adelaide (SA), Maningrida (NT) and Gippsland (VIC). These projects are progressing at different stages, and the department is working with communities as they are ready to match data to locally identified priorities. It is supporting communities to access, analyse and use regional data to drive community-led development aligned with their aspirations and needs.

The department reports and monitors its contributions to the National Agreement through the Commonwealth Closing the Gap Annual Report, Commonwealth Implementation Plan and Commonwealth Partnership Stocktake. All are published annually on the National Indigenous Australians Agency's website.

Targeting Entrenched Disadvantage

The department is leading the implementation of the Targeting Entrenched Disadvantage (TED) package that was announced as part of the 2023–24 Budget and enhanced through the 2024–25 Budget.

The TED package commits the government to working to address entrenched intergenerational disadvantage and will facilitate this through partnering with communities, building strategic partnerships with philanthropy, delivering innovative funding approaches and supporting government to work closer with communities.

Whole-of-government Framework to Address Community Disadvantage

The Whole-of-government Framework to Support Community Change will support a more integrated, coordinated and evidence-based approach to address entrenched and concentrated disadvantage.

Consultations with community leadership, philanthropy, academia and government are informing the design of the framework, which includes a range of supporting resources. The framework, which has been developed with Treasury, will be finalised in 2025–26. It will support the APS to work in place, undertake place-based evaluations and enable shared decision-making with communities.

The department is also working with Geoscience Australia to map current Commonwealth investments to geographic boundaries. Part of the Digital Atlas of Australia, which brings together, curates and connects trusted national datasets from across government, will improve the visibility of investment flows to communities. It will inform opportunities for working in place, co-design and shared decision-making.

Place-based partnerships – Stronger Places, Stronger People

The Stronger Places, Stronger People (SPSP) initiative is a partnership between the Australian Government, state and territory governments and 10 communities experiencing entrenched disadvantage. It supports community-led change to create better outcomes for children, their families and communities.

The SPSP initiative was extended for a further 5 years to 2028–29 and enhanced to enable shared decision-making between governments and communities and support the implementation of locally designed and led solutions that meet local community needs.

In 2024–25, partners commenced co-design of an enhanced SPSP model, including embedding shared decision-making as a central feature of the partnership. SPSP partner communities also commenced local solutions projects, aligned with the community's strategy for change. Early evaluation and learning from these activities will be a strong focus in 2025–26.

Outcomes Fund

The department is delivering the \$100 million Outcomes Fund over 10 years from July 2024. The fund is part of a broad global shift towards strategic commissioning and collaborative approaches to improving services for those Australians who are most in need. The fund works with stakeholders to design projects for impact, and deliver with intent – learning and scaling what works.

Four projects have been selected and are now underway:

- ▶ In South Australia, the Young Parent Program works with young parents to build parenting capacity and support child development. It provides practical parenting support to help with child development, life skills, and health and wellbeing activities in safe, supportive environments.
- ▶ The Workplace Program provides accommodation and wraparound service to people leaving custody. It will play a crucial role in reducing recidivism, by ensuring pathways to jobs and housing, which are needed to stop reoffending and set participants on the right path.
- ▶ In Victoria, Self-Determined Aboriginal Employment Initiatives is an Aboriginal-led, government-enabled model which is co-designing and delivering locally tailored employment services and supporting economic empowerment of First Nations communities.
- ▶ In New South Wales, Get Back in the Game will support the engagement and re-engagement of young people in education and employment. It supports young people who are disengaged, providing supported pathways to get back to school, work or training.

A stronger, more diverse and more independent community sector

In response to its 2022 election commitment for a stronger, more diverse and more independent community sector, the government announced, as part of the 2024–25 Budget, the development of a Community Sector Partnership Framework.

This announcement was informed by public consultations conducted by the department in late 2023, as well as ongoing engagement with community sector organisations. A summary report of the consultation was published on the department's Engage website in May 2024.

The Community Sector Grants Engagement Framework was developed in close consultation with the Community Services Advisory Group and released in March 2025.

The framework seeks to drive whole-of-government administrative and cultural change by improving the design of community sector grants, including longer-term grant durations.

Early Years Strategy 2024–2034

The government continued to implement the Early Years Strategy 2024–2034 (the Strategy), which was launched in May 2024. The Strategy sets out the government’s vision to best support Australia’s children and their families in the early years.

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 also provides a framework to enable better co-ordination of government early childhood programs, policies and services.

To support the implementation of the strategy, a new Parents and Carers Reference Group (PCRG) has been established. The PCRG delivers on the Strategy’s First Priority Focus Area of valuing the early years – embedding the voices of children and their families. It provides a forum for all Commonwealth agencies to hear from parents and caregivers on future reform activities and new policies and programs for families with children aged 0–12 years.

The first meeting of the PCRG was held on 26 November 2024 and the group met a further 2 times in 2024–25.

Case study:

Victim-survivor supported by Escaping Violence Payment trial

Tammy* is a 40-year-old woman who was in a violent relationship where she experienced physical, psychological, emotional and financial abuse.

Tammy had tried to leave the relationship on multiple occasions. She always returned due to experiencing homelessness and having no financial independence. She wanted to contact the police and local domestic violence services, but she was fearful. When police were notified by a third party of violent incidents, Tammy would deny she was experiencing violence. This was to protect herself from future harm.

The physical violence was escalating, and Tammy was now determined to leave. Tammy started looking for another place to live to protect herself from further violence. She was offered a room in share accommodation but did not have the financial means to secure it. Tammy contacted 1800RESPECT. They advised her to apply for the Escaping Violence Payment (EVP) trial.

Tammy contacted an EVP trial case worker via the trial's phone line. The EVP trial provided end-to-end support through their service delivery model. It meant that she received help from the same worker at the initial eligibility assessment stage through to case work. This was very important for Tammy's safety as she had limited availability for conversations. Immediate safety planning delivered a strengths-based approach to keep Tammy safe during this high-risk time.

Tammy was approved for priority payments and these supported her to secure a rental property and relocate as soon as possible. Ongoing emotional support was provided, including validation and encouragement to build her confidence and mental wellbeing. The EVP trial funds also supported Tammy to replace items left behind after urgently moving to her new property.

The EVP trial case worker provided Tammy with referrals for local domestic violence support services. They also helped her arrange therapy to support her to heal her from the intimate partner violence.

After accessing the EVP trial, Tammy reported feeling like a new person saying, 'I am free'. Tammy was extremely grateful for the EVP trial case worker's support: 'I have a lot of healing to do which makes me feel nervous, but I am safe and can make my own decisions'.

* Please note the individual's name has been changed to maintain privacy





5

Annual Financial Statements



INDEPENDENT AUDITOR'S REPORT

To the Minister for Social Services

Opinion

In my opinion, the financial statements of the Department of Social Services (the Entity) for the year ended 30 June 2025:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2025 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2025 and for the year then ended:

- Statement by the Secretary and Chief Finance Officer;
- Statement of comprehensive income;
- Statement of financial position;
- Statement of changes in equity;
- Cash flow statement;
- Administered schedule of comprehensive income;
- Administered schedule of assets and liabilities;
- Administered reconciliation schedule;
- Administered cash flow statement; and
- Notes to and forming part of the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and her delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Key audit matter	How the audit addressed the matter
Validity of grants expenses <i>Refer to Note 2.1B 'Grants'</i> I considered this a key audit matter as there are a large number of grant programs with differing legislative and policy requirements which make the management of grant processes complex. This has the potential to impact the validity of grant expenses. Further, the Entity has implemented manual compliance processes to manage the risk of invalid grants being made. For the year ended 30 June 2025 the grants expenses were \$2.8 billion.	The audit procedures undertaken to address this matter included: • assessing the design, implementation and operating effectiveness of the IT general and application controls that support grant approval by authorised delegates and prevent and detect inaccurate payment processing; • assessing the design, implementation and operating effectiveness of manual controls supporting grants management, including controls related to risk management and compliance processes; and • examining supporting documentation for a sample of grant agreements to assess the validity of expenditure amounts.
Accuracy and occurrence of personal benefits expense <i>Refer to Note 2.1C 'Personal Benefits'</i> <i>I focused on this area as the accuracy and occurrence of personal benefits expense is dependent on the correct self-disclosure of personal circumstances by a large number of diverse recipients. The accuracy of personal benefits expense is also reliant on a complex information technology system for the processing of a high volume of payments across numerous personal benefit types with varying conditions for determining payment amount.</i> <i>Personal benefits expenses increased by \$9.3 billion from the previous year to \$146.3 billion for the year ended 30 June 2025 mainly due to increases in working age payments, income support for seniors and carers, and disability support which have all experienced increased demand.</i>	The audit procedures undertaken to address this matter included: • assessing the design, implementation and operating effectiveness of internal controls in place over the personal benefits payments, focusing on controls for monitoring compliance with requirements to disclose accurate personal information; • assessing the information technology general controls, specifically access controls, to personal circumstances data and controls designed to prevent and detect unauthorised changes to the information technology environment; and • recalculating a sample of personal benefits payments made to recipients, based on relevant legislation and personal circumstances data held by the Australian Government.
Valuation of personal benefits provisions, personal benefits receivables <i>Refer to Overview, Note 4.3A 'Personal Benefits and Other Provisions', and Note 4.1B 'Receivables'</i>	The audit procedures undertaken to address this matter included: • evaluating the design, implementation and operating effectiveness of management's processes to assess whether judgements and

I focused on this area as the valuation of the provisions and receivables involve estimation models which require significant judgements and assumptions including, but not limited to:

- new budget measures affecting benefit programs timing of payments;
- personal circumstances of recipients; and
- the economic environment.

The accuracy and completeness of the source data used by the actuary in developing the estimation of the provisions and receivables is also a key component of the valuation process.

As at 30 June 2025 the provisions totalled \$4.2 billion and the receivables totalled \$5.9 billion.

assumptions used in the estimation models remain appropriate for key assumptions involving the personal circumstances of recipients, doubtful debt percentages, interest rates and the broader economic environment;

- assessing the work undertaken by the Entity's actuary, particularly the reasonableness of the assumptions underpinning the estimation models by reviewing the support for those assumptions with reference to historical data, and available market benchmarks such as projected inflation and discount rates, and
- assessing the accuracy and completeness of data used in the estimation models.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Secretary of the Department of Social Services is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Secretary is also responsible for such internal control as the Secretary determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Secretary is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Secretary is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude

that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and

- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Authority, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office



Rona Mellor PSM
Deputy Auditor-General
Canberra
10 September 2025

Department of Social Services

Financial Statements

for the period ended 30 June 2025

CFO Approved
2025 Financial Statements



Thea Connolly

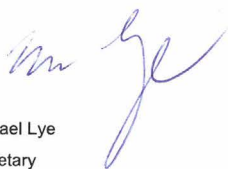
Date: 8 Sept 2025

Department of Social Services

Statement by the Secretary and Chief Finance Officer

In our opinion, the financial statements for the year ended 30 June 2025 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Department of Social Services (the department) will be able to pay its debts as and when they fall due.



Michael Lye
Secretary

8 September 2025



Thea Connolly
Chief Finance Officer

8 September 2025

Department of Social Services

Statement of comprehensive income

for the period ended 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	472,512	390,849	424,490
Suppliers	1.1B	213,058	174,691	209,855
Depreciation and amortisation	3.2	41,497	39,275	38,016
Finance costs	1.1C	8,240	8,253	7,872
Contributions to Commonwealth and State entities		-	840	-
Other expenses	1.1D	1,715	12,138	180
Total expenses		737,022	626,046	680,413
Own-Source Income				
Own-source revenue				
Revenue from contracts with customers	1.2A	37,846	41,975	25,313
Resources received free of charge	1.2B	78,756	56,119	57,645
Rental income	1.2C	1,573	1,504	1,868
Other revenue		4,040	9	-
Total own-source revenue		122,215	99,607	84,826
Gains				
Gains from sale of assets		57	95	-
Other gains		29	-	-
Total gains		86	95	-
Total own-source income		122,301	99,702	84,826
Net cost of services		(614,721)	(526,344)	(595,587)
Revenue from Government		589,046	519,981	581,984
Deficit for the period		(25,675)	(6,363)	(13,603)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		1,870	6,371	-
Total other comprehensive income		1,870	6,371	-
Total comprehensive (loss) / income	5.3	(23,805)	8	(13,603)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.4A for explanations of major variances to the Original Budget.

Department of Social Services

Statement of financial position

as at 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
ASSETS				
Financial Assets				
Cash and cash equivalents		8,299	6,091	5,630
Trade and other receivables	3.1A	135,065	139,878	94,679
Total financial assets		143,364	145,969	100,309
Non-Financial Assets				
Buildings and leasehold improvements ¹	3.2	482,604	509,394	466,795
Property, plant and equipment	3.2	2,782	3,060	4,100
Intangibles	3.2	420	7	160
Prepayments		2,309	1,704	1,491
Total non-financial assets		488,115	514,165	472,546
Total assets		631,479	660,134	572,855
LIABILITIES				
Payables				
Suppliers	3.3A	18,179	16,673	13,515
Other payables	3.3B	16,339	17,054	12,829
Total payables		34,518	33,727	26,344
Interest Bearing Liabilities				
Leases	3.4A	504,296	517,968	489,644
Total interest bearing liabilities		504,296	517,968	489,644
Provisions				
Employee provisions	6.1A	124,006	111,654	98,039
Other provisions	3.5A	4,271	12,459	566
Total provisions		128,277	124,113	98,605
Total liabilities		667,091	675,808	614,593
Net assets		(35,612)	(15,674)	(41,738)
EQUITY				
Contributed equity		348,393	344,526	348,393
Asset revaluation reserve		98,723	96,853	90,482
Accumulated deficit		(482,728)	(457,053)	(480,613)
Total equity		(35,612)	(15,674)	(41,738)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.4A for explanations of major variances to the Original Budget.

¹ Includes right-of-use assets.

Department of Social Services

Statement of changes in equity

for the period ended 30 June 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget 2025 \$'000
CONTRIBUTED EQUITY				
Opening balance				
Balance carried forward from previous period		344,526	340,765	344,526
Transactions with owners				
Contributions by owners				
Departmental capital budget		3,867	3,761	3,867
Total transactions with owners		3,867	3,761	3,867
Closing balance as at 30 June		348,393	344,526	348,393
ASSET REVALUATION RESERVE				
Opening balance				
Balance carried forward from previous period		96,853	90,482	90,482
Comprehensive income				
Other comprehensive income		1,870	6,371	-
Total comprehensive income		1,870	6,371	-
Closing balance as at 30 June		98,723	96,853	90,482
ACCUMULATED DEFICIT				
Opening balance				
Balance carried forward from previous period		(457,053)	(450,690)	(467,010)
Comprehensive income / loss				
Deficit for the period		(25,675)	(6,363)	(13,603)
Total comprehensive (loss)		(25,675)	(6,363)	(13,603)
Closing balance as at 30 June		(482,728)	(457,053)	(480,613)
TOTAL EQUITY				
Opening balance				
Balance carried forward from the previous period		(15,674)	(19,443)	(32,002)
Comprehensive (loss) / income for the period		(23,805)	8	(13,603)
Transactions with owners		3,867	3,761	3,867
Closing balance as at 30 June		(35,612)	(15,674)	(41,738)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.4A for explanations of major variances to the Original Budget.

Accounting Policy

Equity Injections

Amounts appropriated and designated as 'equity injections' for a financial year (less any formal reductions) and the Departmental Capital Budget (DCB) are recognised directly in Contributed Equity in that financial year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Australian Government entity under a restructure of administrative arrangements are adjusted at their book value directly against Contributed Equity.

Department of Social Services

Cash flow statement

for the period ended 30 June 2025

			Original Budget 2025
	Notes	2025 \$'000	2024 \$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations		649,861	536,837
Rendering of services		39,015	40,759
GST received		14,692	12,085
Leave liability		11,605	8,958
Other		7,333	7,980
Total cash received		722,506	606,619
Cash used			
Employees		473,599	383,713
Suppliers		148,065	133,952
Section 74 receipts transferred to Official Public Account		57,949	57,620
Interest payments on lease liabilities		8,221	8,231
Contributions to Commonwealth and State entities		-	840
Other		9,930	215
Total cash used		697,764	584,571
Net cash from operating activities		24,742	22,048
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		57	95
Total cash received		57	95
Cash used			
Purchase of leasehold property		3,592	3,780
Purchase of property, plant and equipment		26	1,370
Purchase of intangibles		413	7
Total cash used		4,031	5,157
Net cash used by investing activities		(3,974)	(5,062)
FINANCING ACTIVITIES			
Cash received			
Appropriations - Departmental capital budget		4,027	5,157
Total cash received		4,027	5,157
Cash used			
Principal payments of lease liabilities		22,587	21,682
Total cash used		22,587	21,682
Net cash used by financing activities		(18,560)	(16,525)
Net increase in cash held		2,208	461

Department of Social Services
Cash flow statement

for the period ended 30 June 2025

			Original Budget 2025
	Notes	2025 \$'000	2024 \$'000
Cash and cash equivalents at the beginning of the reporting period		6,091	5,630
Cash and cash equivalents at the end of the reporting period		8,299	6,091

The above statement should be read in conjunction with the accompanying notes.
Refer to Note 8.4A for explanations of major variances to the Original Budget.

Department of Social Services
Administered schedule of comprehensive income
for the period ended 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
NET COST OF SERVICES				
Expenses				
Suppliers	2.1A	238,538	203,321	261,120
Subsidies		42,297	67,078	64,459
Grants	2.1B	2,779,542	2,556,359	2,791,647
Personal benefits	2.1C	146,290,074	136,962,126	143,812,813
Write-down and impairment of other assets	2.1D	173,489	121,611	63,912
Payments to National Disability Insurance Agency	2.1E	35,813,877	32,312,855	35,987,170
Fair value losses	2.1F	-	9,557	39,271
Other expenses	2.1G	24,913	28,902	-
Total expenses		185,362,730	172,261,809	183,020,392
Income				
Revenue				
Non-taxation revenue				
Recoveries ¹	2.2A	271,498	354,752	666,733
Interest		109,901	111,244	70,832
Revenue from contracts with customers ¹		20,067	26,635	26,635
Special accounts revenue		23,282	25,297	3,384
Competitive neutrality revenue		7,206	7,994	7,294
Other revenue ¹		2,935	3,737	9,610
Total non-taxation revenue		434,889	529,659	784,488
Total revenue		434,889	529,659	784,488
Gains				
Fair value gains	2.2B	59,019	3,567	-
Total gains		59,019	3,567	-
Total income		493,908	533,226	784,488
Net cost of services		(184,868,822)	(171,728,583)	(182,235,904)
Deficit for the period		(184,868,822)	(171,728,583)	(182,235,904)

¹ Where necessary, the Original Budget information has been reclassified and presented on a consistent basis with the corresponding financial statement item.

Department of Social Services

Administered schedule of comprehensive income (continued)

for the period ended 30 June 2025

			Original Budget 2025 \$'000
	Notes	2025 \$'000	2024 \$'000
OTHER COMPREHENSIVE LOSS			
Items not subject to subsequent reclassification to net cost of services			
Revaluations transferred to reserves		78	1,002,726
Total other comprehensive loss		78	1,002,726
Total comprehensive loss		(184,868,744)	(170,725,857)
			(182,235,904)

The above schedule should be read in conjunction with the accompanying notes.

Refer to Note 8.4B for explanations of major variances to the Original Budget.

Accounting policies for selected items in the Administered Schedule of Comprehensive Income

Interest

Interest revenue is recognised using the effective interest method.

Competitive neutrality revenue

Hearing Australia provides services on a for-profit basis and is subject to the Australian Government's competitive neutrality policy. Under competitive neutrality arrangements, Hearing Australia is required to make payroll tax and income tax equivalent payments to the Australian Government. These amounts are recognised in the administered financial statements and have been paid or are payable to the Official Public Account.

Department of Social Services

Administered schedule of assets and liabilities

as at 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
ASSETS				
Financial Assets				
Cash and cash equivalents	4.1A	45,289	29,188	22,008
Receivables	4.1B	5,902,776	5,497,990	6,259,284
Equity accounted investments	4.1C	-	2,365,991	1,491,844
Other investments - Unison Housing Limited		1,535	1,457	-
Total financial assets		5,949,600	7,894,626	7,773,136
Total assets administered on behalf of Government		5,949,600	7,894,626	7,773,136
LIABILITIES				
Payables				
Personal benefits	4.2A	3,457,536	3,332,949	3,254,263
Suppliers		57,413	75,523	45,138
Subsidies		31,276	55,761	51,183
Grants	4.2B	17,904	29,506	4,370
Other payables		2,818	6,045	4,221
Total payables		3,566,947	3,499,784	3,359,175
Provisions				
Personal benefits and other provisions	4.3A	4,198,536	3,924,957	3,988,677
Total provisions		4,198,536	3,924,957	3,988,677
Total liabilities administered on behalf of Government		7,765,483	7,424,741	7,347,852
Net assets		(1,815,883)	469,885	425,284

The above schedule should be read in conjunction with the accompanying notes.

Refer to Note 8.4B for explanations of major variances to the Original Budget.

Department of Social Services

Administered reconciliation schedule

for the period ended 30 June 2025

	Notes	2025 \$'000	2024 \$'000
Opening assets less liabilities as at 1 July		469,885	382,656
Net cost of services			
Income		493,908	533,226
Expenses			
Payments to entities other than corporate Commonwealth entities		(149,548,853)	(139,948,954)
Payments to corporate Commonwealth entities	2.1E	(35,813,877)	(32,312,855)
Other comprehensive income			
Revaluations transferred to reserves		78	1,002,726
Transfers (to) / from the Australian Government			
Appropriation transfers from Official Public Account			
Annual appropriations			
Payments to entities other than corporate Commonwealth entities		3,437,680	3,090,050
Payments to National Disability Insurance Agency		2,252,660	2,032,420
Payments to National Disability Insurance Agency for reimbursement of goods and services		33,561,217	30,280,435
Special appropriations			
Payments to individuals and entities other than corporate Commonwealth entities	5.1B	147,135,801	136,966,001
Appropriation transfers to Official Public Account			
Transfers to Official Public Account		(1,379,468)	(1,433,178)
Restructuring (net)	8.2B	(2,365,991)	-
Net withholdings of personal benefit overpayments through equity		(58,923)	(122,642)
Closing assets less liabilities as at 30 June		(1,815,883)	469,885

The above schedule should be read in conjunction with the accompanying notes.

Accounting Policy

Administered Cash Transfers to and from the Official Public Account

Revenue collected by the department for use by the Australian Government rather than the department is reported as administered revenue. Collections are transferred to the Official Public Account maintained by the Department of Finance. Cash is drawn from the Official Public Account by the department to make payments under Parliamentary appropriation on behalf of the Australian Government. These transfers to and from the Official Public Account are adjustments to the administered cash held by the department on behalf of the Australian Government and reported as such in the administered cash flow statement and in the administered reconciliation schedule.

Department of Social Services

Administered cash flow statement

for the period ended 30 June 2025

	Notes	2025 \$'000	2024 \$'000
OPERATING ACTIVITIES			
Cash received			
Interest		7,244	4,969
Special accounts		23,282	25,297
GST received		295,434	267,055
Personal benefits recoveries		658,985	683,308
National Redress Scheme		276,247	323,425
Rendering of services		20,067	26,635
Other		21,422	21,901
Total cash received		1,302,681	1,352,590
Cash used			
Grants		3,060,831	2,778,840
Subsidies		66,782	85,587
Personal benefits		146,830,238	136,719,720
Suppliers		286,761	197,956
Payments to National Disability Insurance Agency		35,813,877	32,312,855
Other		22,241	24,635
Total cash used		186,080,730	172,119,593
Net cash used by operating activities		(184,778,049)	(170,767,003)
INVESTING ACTIVITIES			
Cash received			
Repayments of advances and loans		100,314	105,249
Total cash received		100,314	105,249
Cash used			
Advances and loans made		314,054	262,857
Total cash used		314,054	262,857
Net cash used by investing activities		(213,740)	(157,608)
Cash from Official Public Account:			
Appropriations		186,387,358	172,368,906
Total cash from Official Public Account		186,387,358	172,368,906
Cash to Official Public Account:			
Appropriations		(1,379,468)	(1,433,178)
Total cash to Official Public Account		(1,379,468)	(1,433,178)
Net cash from Official Public Account		185,007,890	170,935,728
Net increase in cash held		16,101	11,117
Cash and cash equivalents at the beginning of the reporting period		29,188	18,071
Cash and cash equivalents at the end of the reporting period	4.1A	45,289	29,188

The above schedule should be read in conjunction with the accompanying notes.

Department of Social Services

Notes to and forming part of the financial statements

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Department of Social Services

Notes to and forming part of the financial statements

Overview

The department is a not-for-profit entity controlled by the Australian Government. It is located in Canberra, ACT and its purpose is to enhance the economic and social wellbeing of individuals, families, and vulnerable members of Australian communities. To achieve its objectives, the department implements various government policies, programs, services, and payments. The department operates through four main outcomes: Social Security, Families and Communities, Disability and Carers, and Housing and Homelessness.

The Basis of Preparation

The financial statements are general purpose financial statements as required by section 42 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The financial statements have been prepared in accordance with:

- the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*
- Australian Accounting Standards and Interpretations, including simplified disclosures for Tier 2 Entities under AASB 1060 *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* issued by the Australian Accounting Standards Board that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities that are reported at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

Taxation

The department is exempt from all forms of taxation except Fringe Benefits Tax and Goods and Services Tax (GST).

Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes. Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

New Accounting Standards

The department has not identified any new accounting standards that would have a material impact to the 2025 financial statements.

Department of Social Services

Notes to and forming part of the financial statements

Events After the Reporting Period

Machinery of Government Change – 13 May 2025

As a result of the *Administrative Arrangements Order* (AAO) issued on 13 May 2025, the following responsibilities were transferred:

- the Housing and Homelessness functions from the Social Services portfolio to the Treasury portfolio
- the responsibility for policy and services for people with disability from the Social Services portfolio to the Health, Disability and Ageing portfolio. The transfer excluded the policy and services to help people with disability obtain employment.

Details of these transfers will be disclosed in the restructure note to the 2025-26 financial statements.

Administered investments associated with these functions were transferred from the date of the AAO and are disclosed in Note 8.2.

The transfer of associated departmental and administered assets and liabilities will take place during the 2025-26 financial year. This process will be carried out in accordance with section 72 of the *Public Service Act 1999*, which authorises the movement of staff between agencies, and section 75 of the *Public Governance, Performance and Accountability Act 2013*, which enables the transfer of appropriation funding. Further details will be disclosed in the 2025-26 financial statements.

Universities Accord (Cutting Student Debt by 20 Per Cent) Act 2025

The Australian Government has passed the *Universities Accord (Cutting Student Debt by 20 Per Cent) Act 2025*. This Act provides a one-time 20% reduction in student loan debts incurred on or before 1 June 2025 before indexation is applied. It will also raise the minimum repayment threshold from \$54,435 in the 2024-25 financial year to \$67,000 in the 2025-26 financial year. Additionally, a new marginal repayment system will be implemented, which will be based on income above the new threshold.

The 20% reduction is expected to decrease the total student loan balance by approximately \$186.1 million. The changes to the repayment threshold and calculation method, which take effect on 1 July 2025, are anticipated to further reduce the balance by around \$97.6 million. In total, these measures are expected to result in an estimated reduction of \$283.7 million, which will be reflected in the financial statements for 2025-26.

According to AASB 110 *Events after the Reporting Period*, these changes are classified as a non-adjusting subsequent event, as they pertain to conditions that arose after the reporting period. Therefore, no adjustments have been made to the financial statements for 2024-25.

Income Apportionment

On 15 July 2025, the Full Court of the Federal Court of Australia handed down its judgment in the matter of *Matthew Chaplin v Secretary, Department of Social Services [2025] FCAFC 89 (Chaplin Case)*. The Court considered the meaning of the term 'first earned, derived or received' and accepted the department's main contention that employment income can be considered in the Centrelink fortnight in which it was 'received' in circumstances where the evidence did not establish the fortnight in which it was 'earned.' While the outcome supports the department's preferred construction of the legislation and affirms the validity of the process used to re-calculate debts prior to December 2020, the Court adopted a different path of reasoning to the Secretary. As the judgment provides additional evidence of conditions that existed on 30 June 2025, the department has treated this as an adjusting event in accordance with AASB 110 *Events after the Reporting Period*. The financial statements have been updated to reflect the outcome of this matter.

In August 2025, 2 special leave applications were filed in the High Court of Australia concerning the *Chaplin Case*. The applications were made by NSW Legal Aid (as intervener) and Victoria Legal Aid (representing Mr Chaplin) and they challenge the Full Federal Court's decision in the *Chaplin Case*. A special leave application is a procedural step before the applicants can argue a substantive appeal before the High Court; it is too early to assess any impact. In the meantime, the Full Federal Court decision in the *Chaplin Case* is binding and is the law to be applied in relation to the calculation of debts. Unless and until the special leave applications are accepted by the High Court, there is no change to financial risk. This matter is disclosed as a legal contingency in Note 7.1.

On 27 August 2025, the Government announced a range of measures to deliver a fairer, more efficient social security system, which includes a measure to provide legal clarity to the historical practice of income apportionment. Although some aspects of this announcement pertain to conditions that existed on the reporting date of 30 June 2025, they were not material to the financial statements and, therefore, the financial statements have not been adjusted.

No other significant events have taken place since the reporting date.

Department of Social Services

Notes to and forming part of the financial statements

1. Financial Performance

1.1 Expenses

	2025	2024
	\$'000	\$'000
Note 1.1A: Employee Benefits		
Wages and salaries	330,767	276,305
Leave and other entitlements	72,747	60,060
Superannuation:		
Defined contribution plans	43,942	33,836
Defined benefit plans	22,956	19,487
Separation and redundancies	2,100	1,161
Total employee benefits	472,512	390,849

Accounting Policy

Accounting policies for employee related expenses are contained in Note 6: People.

Note 1.1B: Suppliers

Goods and services supplied or rendered

IT and communications ¹	91,082	75,284
Contractors ²	51,505	43,326
Legal expenses	10,802	8,507
Independent assessors ³	10,993	6,428
Consultants ²	9,811	8,120
Building expenses	8,156	7,537
Travel and accommodation	7,602	6,352
Training	5,468	5,564
Recruitment	816	1,407
Other	9,989	7,767
Total goods and services supplied or rendered	206,224	170,292

Goods supplied	4,453	3,829
Services rendered	201,771	166,463
Total goods and services supplied or rendered	206,224	170,292

Other suppliers

Workers' compensation expenses	6,834	4,399
Total other suppliers	6,834	4,399
Total suppliers	213,058	174,691

¹. IT and communications includes the IT services provided by Services Australia to the department.

². Contractors and consultants expenses are reported separately in 2025 and comparatives adjusted.

³. Independent assessors relates to specialist Independent Decision Makers for the National Redress Scheme.

Department of Social Services

Notes to and forming part of the financial statements

1.1 Expenses (continued)

Accounting Policy

Short-term leases and leases of low-value assets

The department has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). The department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	2025	2024
	\$'000	\$'000
Note 1.1C: Finance Costs		
Interest on lease liabilities	8,221	8,231
Unwinding of discount	19	22
Total finance costs	8,240	8,253

The above disclosure should be read in conjunction with the accompanying Note 3.5A.

Accounting Policy

All borrowing costs are expensed as incurred.

Note 1.1D: Other Expenses

Payments for resolution of claims	1,500	11,866
Payments for services delivery	213	205
Other ¹	2	67
Total other expenses	1,715	12,138

¹. Other expenses includes write-down and impairments which were reported separately in 2024. Comparatives were adjusted.

The above disclosure should be read in conjunction with the accompanying Note 3.5A.

1.2 Own-Source Income

Own-Source Revenue

Note 1.2A: Revenue from Contracts with Customers

Rendering of services	37,846	41,975
Total revenue from contracts with customers	37,846	41,975

Disaggregation of revenue from contracts with customers

Type of customer:

Australian Government entities (related parties)	37,264	41,413
Non-government entities	582	562
	37,846	41,975

Department of Social Services

Notes to and forming part of the financial statements

1.2 Own-Source Income (continued)

Accounting Policy

Under the revenue recognition model, the department first determines whether an enforceable agreement exists and whether the promises to transfer goods or services to the customer are 'sufficiently specific'. If an enforceable agreement exists and the promises are 'sufficiently specific' (to a transaction or part of a transaction), the department applies the general AASB 15 *Revenue from Contracts with Customers* principles to determine the appropriate revenue recognition. If these criteria are not met, the department considers whether AASB 1058 *Income for not-for-profits* applies.

Services provided to Australian Government entities through the Community Grants Hub operate in accordance with partnership agreements that are provided on the basis of a service package. Revenue is recognised as services are delivered over time. The transaction price is the total amount of consideration to which the department expects to be entitled in exchange for transferring promised goods or services to a customer. The consideration promised in a contract with a customer may include fixed amounts, variable amounts or both.

Receivables for services, which have 30-day terms, are recognised at the nominal amounts due less any impairment allowance. Collectability of debts is reviewed at the end of the reporting period. An allowance is made when collectability of the debt is no longer probable.

	2025 \$'000	2024 \$'000
Note 1.2B: Resources Received Free of Charge		
IT services provided by Services Australia	75,047	54,552
Remuneration of auditors	1,750	1,470
Other	1,959	97
Total resources received free of charge	78,756	56,119

Accounting Policy

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

Note 1.2C: Rental Income

Subleasing right-of-use assets	1,573	1,504
Total rental income	1,573	1,504

The department, in its capacity as lessor, had one sub-lease arrangement ceasing during the year (2024: one arrangement) and fixed memorandum of understanding agreements with Commonwealth agencies in 8 tenancies (2024: 8 tenancies). Due to the nature of these arrangements, the risk associated with any rights the department retains in the underlying assets is low.

The above disclosure should be read in conjunction with the accompanying notes 1.1C, 3.1A and 3.4A.

Maturity analysis of operating lease income receivables:

Within one year	1,431	1,099
1 to 2 years	1,272	494
2 to 3 years	1,310	513
3 to 4 years	1,198	534
4 to 5 years	1,203	418
More than 5 years	1,819	330
Total undiscounted lease payments receivable	8,233	3,388

Department of Social Services
Notes to and forming part of the financial statements

1.2 Own-Source Income (continued)

Accounting Policy <u><i>Sale of Assets</i></u> Gains from disposal of assets are recognised when control of the asset has passed to the buyer. <u><i>Contributions of Assets at No Cost</i></u> Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at fair value when the asset first qualifies for recognition, unless received from another Australian Government entity as a consequence of a restructuring of administrative arrangements (refer to Note 8.2A). <u><i>Revenue from Government</i></u> Amounts appropriated for departmental appropriations for the financial year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation. Appropriations receivable are recognised at nominal amounts (refer to Note 3.1A).
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Department of Social Services

Notes to and forming part of the financial statements

2. Income and Expenses Administered on Behalf of Government		
2.1 Administered – Expenses		
	2025	2024
	\$'000	\$'000
Note 2.1A: Suppliers		
Goods and services supplied or rendered		
Contractors ¹	109,139	85,806
Research services	31,749	32,620
Advertising, legal and marketing costs	26,402	8,733
IT and data services	24,339	20,692
Disability employment services	23,050	24,104
Consultants ¹	12,978	12,939
Program support	5,347	11,757
Other	5,534	6,670
Total goods and services supplied or rendered	238,538	203,321
Goods supplied	1,117	1,333
Services rendered	237,421	201,988
Total goods and services supplied or rendered	238,538	203,321
Total suppliers	238,538	203,321
¹ . Contractors and consultants expenses are reported separately in 2025 and comparatives adjusted.		
Note 2.1B: Grants		
Public sector:		
Local Governments	11,232	12,601
Australian Government entities	408	548
Private sector:		
Non-profit organisations	2,247,585	1,989,789
External parties	520,317	553,421
Total grants	2,779,542	2,556,359
The above disclosure should be read in conjunction with the accompanying Note 4.2B.		
Accounting Policy		
<u>Grants and Subsidies</u>		
The department administers grant and subsidy schemes on behalf of the Australian Government. These schemes include grants to local governments, non-government, not-for-profit organisations and other recipients for activities associated with community development and supporting individuals. Disability Employment Services, classified as grants expenses, are outcomes based and include services and outcome fees paid to providers.		

Department of Social Services

Notes to and forming part of the financial statements

2.1 Administered – Expenses (continued)

	2025	2024
	\$'000	\$'000
Note 2.1C: Personal Benefits		
Direct:		
Income Support for Seniors	62,134,954	59,098,160
Working Age Payments	24,808,394	22,101,211
Income Support for People with Disability	23,097,380	21,505,974
Family Tax Benefit	17,840,596	17,088,732
Income Support for Carers	11,957,557	11,167,242
Paid Parental Leave	3,209,352	2,832,454
Student Payments	2,604,926	2,463,823
National Redress Scheme for Survivors of Institutional Child Sexual Abuse	284,977	343,039
Child Payments	123,117	113,622
Income Support for Vulnerable People	122,631	140,130
Allowances and Concessions for Seniors	66,640	69,494
Other	36,873	35,536
Indirect ¹	2,677	2,709
Total personal benefits	146,290,074	136,962,126

¹ These payments are for counselling and psychological care services relating to the National Redress Scheme for Survivors of Institutional Child Sexual Abuse.

The above disclosure should be read in conjunction with the accompanying notes 4.1B, 4.2A and 4.3A.

Department of Social Services

Notes to and forming part of the financial statements

2.1 Administered – Expenses (continued)

Accounting Policy

Personal Benefits

The department administers personal benefit payments that provide income support, family assistance and other entitlements to individuals on behalf of the Australian Government. Payments to recipients are determined in accordance with provisions under social security law and other legislation, including:

- *Social Security (Administration) Act 1999*
- *A New Tax System (Family Assistance) (Administration) Act 1999*
- *Student Assistance Act 1973*
- *Paid Parental Leave Act 2010*
- *National Redress Scheme for Institutional Child Sexual Abuse Act 2018.*

Payments made under social security law and other legislation are assessed, determined and paid by Services Australia and the Department of Veterans' Affairs under delegation from the department. The department reports payments made by Services Australia and the Department of Veterans' Affairs on behalf of the department.

The *Social Security (Administration) Act 1999* and the *A New Tax System (Family Assistance) (Administration) Act 1999* impose an obligation on recipients to disclose to Services Australia and the Department of Veterans' Affairs information about financial and personal circumstances that affect entitlement to payment. This is a necessary part of Services Australia and the Department of Veterans' Affairs administration, which acknowledges that, at the time certain information is required, only the recipient is in a position to provide that information.

Unreported changes in circumstances can lead to incorrect payment, even if no deliberate fraud is intended. Risks associated with relying on voluntary disclosure by recipients are mitigated by a comprehensive portfolio risk management plan, underpinned by compliance strategies, which have been built up over many years. The compliance framework has been designed to meet the requirements of social security legislation.

The compliance framework does not rely solely on information provided by recipients to determine their entitlement. A comprehensive risk management strategy minimises the potential for incorrect payment by subjecting recipients to a variety of review processes. If debts are identified, Services Australia seeks recovery in a lump sum or by instalments. While the risk management strategy is principally directed at minimising debts, the detection of underpayments will also result in an adjustment to their level of entitlement.

	2025	2024
	\$'000	\$'000
Note 2.1D: Write-Down and Impairment of Financial Assets		
Impairment of personal benefits receivable	172,460	118,743
Other	1,029	2,868
Total write-down and impairment of financial assets	173,489	121,611
Note 2.1E: Payments to National Disability Insurance Agency		
Reimbursement for goods and services	33,561,217	30,280,435
Operational funding	2,252,660	2,032,420
Total payments to National Disability Insurance Agency¹	35,813,877	32,312,855
Note 2.1F: Fair Value Loss		
Student Financial Supplement Scheme	-	8,418
Student Start-up Loan	-	1,139
Total fair value losses	-	9,557

¹ The National Disability Insurance Agency (NDIA) is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to the department as the responsible non-corporate Commonwealth entity, and are then paid to the NDIA.

Department of Social Services

Notes to and forming part of the financial statements

2.1 Administered – Expenses (continued)

	2025	2024
	\$'000	\$'000
Note 2.1G: Other Expenses		
Other special accounts expense	21,897	23,394
Contributions ¹	339	1,240
Other	2,677	4,268
Total other expenses	24,913	28,902

¹ Contributions relate to the National Capital Authority and the Safe and Supported Youth Advisory Group.

2.2 Administered – Income

Note 2.2A: Recoveries		
National Redress Scheme	261,735	344,264
Personal benefits recoveries	130	230
Other	9,633	10,258
Total recoveries	271,498	354,752
Note 2.2B: Fair Value Gains		
Student Financial Supplement Scheme	25,555	-
Student Start-up Loan	23,879	-
Home Equity Access Scheme	9,585	3,567
Total fair value gains	59,019	3,567

Accounting Policy

Revenue

All administered revenues relate to ordinary activities performed by the department on behalf of the Australian Government. As such, administered appropriations are not revenues of the individual entity that facilitates distribution or expenditure of the funds as directed.

National Redress Scheme

The department is appropriated to make payments under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and then recovers those payments from the responsible participating institution.

Personal Benefits Recoveries

Personal benefits recoveries mainly relate to fees on the recovery of personal benefit payments.

Department of Social Services

Notes to and forming part of the financial statements

3. Departmental Financial Position

3.1 Financial Assets

	2025	2024
	\$'000	\$'000
Note 3.1A: Trade and Other Receivables		
Goods and services receivables:		
Goods and services	1,889	3,116
Contract assets from contracts with customers	2,089	2,685
Total goods and services receivables	3,978	5,801
Appropriations receivables:		
For ordinary annual appropriation	126,483	129,349
For departmental capital budget	3,339	3,499
Total appropriations receivables	129,822	132,848
Other receivables:		
GST receivable from the Australian Taxation Office	1,101	1,223
Other	166	11
Total other receivables	1,267	1,234
Total trade and other receivables (gross)	135,067	139,883
Less expected credit loss allowance	(2)	(5)
Total trade and other receivables (net)	135,065	139,878

During the 2024-25 financial year, credit terms for goods and services were within 30 days (2024: 30 days).

Accounting Policy

Cash and cash equivalents

Cash is recognised at its nominal amount. Cash and cash equivalents includes cash on hand.

Trade and other receivables

Trade and other receivables are held for the purpose of collecting contractual cash flows. The cash flows are solely payments of principal and interest that are not provided at below-market interest rates and are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

Department of Social Services

Notes to and forming part of the financial statements

3.2 Non-Financial Assets

Note 3.2: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

	Buildings and leasehold improvements \$'000	Plant & equipment \$'000	Intangibles ¹ \$'000	Total \$'000
As at 1 July 2024				
Gross book value	653,263	3,369	1,106	657,738
Accumulated depreciation, amortisation and impairment	(143,869)	(309)	(1,099)	(145,277)
Net book value as at 1 July 2024	509,394	3,060	7	512,461
Additions:				
Purchase or internally developed	3,592	26	413	4,031
Right-of-use assets	9,833	255	-	10,088
Revaluations recognised in other comprehensive income	1,779	99	-	1,878
Depreciation on right-of-use assets	(32,279)	(235)	-	(32,514)
Other depreciation and amortisation	(8,561)	(422)	-	(8,983)
Other movements ²	(1,154)	(1)	-	(1,155)
Net book value as at 30 June 2025	482,604	2,782	420	485,806
Net book value as at 30 June 2025 represented by:				
Gross book value	647,525	3,281	1,519	652,325
Accumulated depreciation, amortisation and impairment	(164,921)	(499)	(1,099)	(166,519)
Net book value as at 30 June 2025	482,604	2,782	420	485,806
Carrying amount of right-of-use assets	435,048	578	-	435,626

¹ Intangibles includes computer software.

² Includes terminations and remeasurements of right-of-use assets (\$1.154 million), impairments recognised in net cost of services (\$0.001 million) and the disposal of leased motor vehicles (\$nil). The department received a share of profit from the sale of the motor vehicles during the 2024-25 financial year. The sale of leased motor vehicles with expired contracts is expected within the next 12 months.

	2025 \$'000	2024 \$'000
Contractual commitments for the acquisition of property, plant and equipment and intangibles are payable as follows (GST inclusive):		
Within one year	4,995	774
Total property, plant and equipment and intangible commitments	4,995	774

Department of Social Services
Notes to and forming part of the financial statements

3.2 Non-Financial Assets (continued)

Accounting Policy <u>Acquisition of Assets</u> Assets are recorded at cost on acquisition except as otherwise stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Non-financial assets are initially measured at their fair value plus transaction costs where appropriate. Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amount at which these items were recognised in the transferor's accounts immediately prior to the restructuring. <u>Asset Recognition Threshold</u> Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases of less than \$10,000, which are expensed in the financial year of acquisition (other than where these assets form part of a group of similar items which are significant in total). The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to make good provisions in office accommodation leases reported by the department where an obligation to restore the property to its original or an agreed condition exists. These costs are included in the value of the department's leasehold improvements with a corresponding provision for the make good recognised. Leasehold improvement assets have a recognition threshold of \$20,000. Computer software comprises purchased and internally developed software for internal use. Computer software is capitalised when their gross values are greater than \$50,000 for externally acquired software and \$200,000 for internally developed software. These assets are carried at cost less accumulated amortisation and accumulated impairment losses. <u>Right-of-Use (ROU) Assets</u> Lease ROU assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for as separate asset classes in the department's financial information management system. However, the lease ROU assets are included in the same non-financial asset category where the corresponding underlying assets would be presented if they were owned. The department does not have any onerous leases. An impairment review is undertaken for any ROU asset that shows indicators of impairment, and an impairment loss is recognised against any ROU asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition. <u>Revaluations</u> Following initial recognition at cost, property, plant and equipment (excluding ROU assets) are carried at fair value (or an amount not materially different from fair value). Valuations are conducted with sufficient frequency to ensure the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets. Revaluation adjustments are made on a class-by-class basis. Any revaluation increment is credited to equity in the asset revaluation reserve except to the extent it reversed a previous revaluation decrement of the same asset class previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent these amounts reverse a previous revaluation increment for the class. Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset is restated to the revalued amount.

Department of Social Services

Notes to and forming part of the financial statements

3.2 Non-Financial Assets (continued)

Valuation Processes

The department engaged the services of Jones Lang LaSalle Public Sector Valuations to conduct a full revaluation of all tangible non-financial assets during the 2025 financial year, excluding ROU assets. This annual assessment is undertaken to determine whether the carrying amount of the assets is materially different from their fair value. Computer software is carried at cost. Comprehensive valuations are carried out at least once every 3 years. Jones Lang LaSalle Public Sector Valuations has provided written assurance to the department that the models developed are in compliance with AASB 13 *Fair Value Measurement*.

The methods used to determine and substantiate the unobservable inputs are derived and evaluated as follows:

- Physical depreciation and obsolescence - assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the cost approach. Under the cost approach, the estimated cost to replace the asset is calculated and adjusted to take into account physical depreciation and obsolescence. Physical depreciation and obsolescence is determined on the basis of professional judgement regarding physical, economic and external obsolescence factors relevant to the asset under consideration.
- Leasehold improvement assets - the consumed economic benefit/asset obsolescence deduction is determined on the basis of the associated lease term.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives using, in all cases, the straight-line method of depreciation.

Computer software is amortised on a straight-line basis over the anticipated useful life.

Depreciation rates applying to each class of depreciable asset, excluding ROU assets, are based on the following estimated useful lives:

	2025	2024
Buildings and leasehold improvements	Lease term	Lease term
Property, plant and equipment	3 to 10 years	3 to 10 years
Computer software	5 years	5 years

The change in accounting estimate of the useful life impacts the depreciable useful life and depreciation expense over the current and forward years.

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Impairment

All cash-generating assets and assets held at cost, including intangibles and ROU assets, were assessed for impairment at 30 June 2025. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount. For non-cash generating assets held at fair value, the recoverable amount is expected to be materially the same as fair value at 30 June 2025.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the department were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Department of Social Services

Notes to and forming part of the financial statements

3.3 Payables

	2025 \$'000	2024 \$'000
Note 3.3A: Suppliers		
Trade creditors and accruals	18,179	16,673
Total suppliers	18,179	16,673

During the 2024-25 financial year, settlement was made in accordance with Australian Government policy: within 5 calendar days for e-invoices and 20 calendar days for all other invoices to assist the cash flow for Australian businesses.

Note 3.3B: Other Payables

Salaries and wages	10,915	8,730
Superannuation	1,984	1,544
Leave transfers	1,539	3,934
Separations and redundancies	1,160	698
Unearned income	45	153
Other	696	1,995
Total other payables	16,339	17,054

3.4 Interest Bearing Liabilities

Note 3.4A: Leases

Lease liabilities	504,296	517,968
Total leases	504,296	517,968

Total cash outflow for leases for the year ended 30 June 2025 was \$30.808 million (2024: \$29.913 million).

Maturity analysis - contractual undiscounted cash flows

Within one year	29,815	29,192
1 to 5 years	130,418	119,508
More than 5 years	414,312	446,511
Total leases	574,545	595,211

The department in its capacity as lessee has a lease for its National Office, the Enid Lyons Building located in Canberra and accounts for the majority of the lease portfolio. This lease ends in the 2033 financial year and has two further renewal options of 5 years each. The department's property leases are typically long term and contain both extension options and escalation clauses or regular increases in rent, usually on the anniversary of the commencement date, for either a fixed amount or based on a market review as required by the contract.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1C, 1.2C, 3.1A and 3.2.

Department of Social Services

Notes to and forming part of the financial statements

3.4 Interest Bearing Liabilities (continued)

Accounting Policy

For all contracts entered into, the department considers whether the contract contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

3.5 Other Provisions

Note 3.5A: Other Provisions

	Resolution of claims ¹	Property make good ²	Total
	\$'000	\$'000	\$'000
Carrying amount as at 1 July 2024	11,866	593	12,459
Additional provisions made	1,500	-	1,500
Amounts used	(9,715)	-	(9,715)
Unwinding of provision	-	19	19
Revaluation	-	8	8
Closing balance as at 30 June 2025	3,651	620	4,271

¹ The department has recognised a provision for claims made in connection with its programs. The nature of these claims is not disclosed on the grounds that disclosure may prejudice the outcome of potential litigation.

² The provision for make good includes a revaluation for existing arrangements which resulted in a decrease to the asset revaluation reserve.

Accounting Policy

Make Good Provision

The fair value of make good for leasehold improvements is based on estimated costs per square metre on a site-by-site basis and is included as a provision for make good. The value of the provision for a property will depend on the rate and assessed cost of the make good obligation applied to the premises. The department has determined that not all property leases have a make good obligation.

Department of Social Services

Notes to and forming part of the financial statements

4. Assets and Liabilities Administered on Behalf of Government

4.1 Administered – Financial Assets

	2025	2024
	\$'000	\$'000
Note 4.1A: Cash and Cash Equivalents		
Cash at bank	34,249	22,200
Cash in special accounts	11,040	6,988
Total cash and cash equivalents	45,289	29,188

Accounting Policy

Cash

Cash is recognised at its nominal amount. Cash and cash equivalents includes cash at bank and cash in special accounts (refer to Note 5.2).

Note 4.1B: Receivables

Personal benefits:

Family Tax Benefit	2,851,574	2,783,438
Working Age Payments	1,458,695	1,408,367
Income Support for Seniors	516,838	427,837
Student Payments	404,763	379,426
Income Support for People with Disability	315,786	295,758
Income Support for Carers	272,113	258,955
Other	36,419	36,160
Total personal benefits	5,856,188	5,589,941

Advances and loans:

Student Start-up Loan	931,300	820,600
Home Equity Access Scheme	563,200	371,500
Advance payments for personal benefits	562,559	520,668
Student Financial Supplement Scheme	149,200	163,900
Total advances and loans	2,206,259	1,876,668

Other receivables:

National Redress Scheme ¹	93,897	106,431
Revenue from contracts with customers ¹	4,071	6,049
GST receivable from the Australian Taxation Office	15,771	18,333
Other receivables	5,150	5,851

Total other receivables (gross)	118,889	136,664
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Total receivables (gross)	8,181,336	7,603,273
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Less impairment loss allowance:

Personal benefits	(2,272,119)	(2,099,659)
Other	(6,441)	(5,624)

Total impairment loss allowance	(2,278,560)	(2,105,283)
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Total receivables (net)	5,902,776	5,497,990
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¹. Administrative charges for the National Redress Scheme are reported under Revenue from contracts with customers (refer to Note 1.2A).

Department of Social Services

Notes to and forming part of the financial statements

4.1 Administered – Financial Assets (continued)

Accounting Judgements and Estimates

Receivables are based on actual debts raised except where noted below.

Personal Benefit Payments

At any point in time, benefit recipients can receive a benefit above their entitlement and owe money to the Commonwealth. Family Tax Benefit (FTB) overpayments arise because of the program design. The department's right to recover a debt occurs when the FTB amount paid to a person for the period is greater than the amount to which the person was entitled. The department also has a compliance policy to identify and seek to recover overpayments on all personal benefits. These overpayments are only recognised as receivables once they have undergone review to ensure they are validly recoverable.

The Australian Government Actuary (AGA) has provided advice on the likely level of debt recovery of personal benefits, including FTB. A detailed reconciliation process occurs after the end of the period for FTB. When advising on debt recovery of all personal benefits, the AGA considers past economic, policy and process changes that have impacted repayments, pausing debt recovery activity as a policy response to past natural disasters and any potential changes that may affect future repayment prospects. Each of these changes requires separate and collective consideration of the impact of the advice provided.

The AGA also calculates the impairment allowance, noting several uncertainties in the estimation process associated with personal benefits, including FTB. The allowance relies on periodic analysis of longitudinal unit record data to estimate the proportion of the outstanding non-lodger debt, which might be considered receivable, and the doubtful debt associated with each debt category.

Student Start-up Loan

The Student Start-up Loan is a voluntary loan that is available to full time students in receipt of Youth Allowance, Austudy or ABSTUDY. The scheme commenced on 1 January 2016 with students potentially eligible to take out 2 loans a year. The loan is only repaid once any Higher Education Loan Program (HELP) have been fully extinguished.

The department engaged the AGA to provide a fair value estimate for the Student Start-up Loan receivable as at 30 June 2025.

The methodology used by the AGA generates individual cash flow profiles for all those who have an outstanding debt at the valuation date. This includes modelling individual cash flows by projecting forward expected future incomes for each individual and their associated compulsory repayment by year. Repayment thresholds were also projected, considering assumptions as to future Consumer Price Index (CPI) growth.

The repayment cash flows were aggregated across all individuals to arrive at total repayments to determine the fair value of the receivable.

Student Financial Supplement Scheme

The Student Financial Supplement Scheme was a voluntary loan scheme for tertiary students. The Student Financial Supplement Scheme closed on 31 December 2003 and no new loans have been issued since this date. Existing Student Financial Supplement Scheme debts are collected through the tax system and voluntary repayments can also be made. Loans repaid through the tax system are only repaid once any HELP debts have been fully extinguished.

The department engaged the AGA to provide the fair value estimate of the Student Financial Supplement Scheme receivable as at 30 June 2025.

The model used by the AGA generates individual cash flow profiles for all those who have an outstanding debt at the valuation date. This includes modelling individual cash flows by projecting forward expected future incomes for each individual and their associated compulsory repayment by year. Compulsory repayment thresholds were also projected, considering assumptions as to future CPI growth.

Department of Social Services

Notes to and forming part of the financial statements

4.1 Administered – Financial Assets (continued)		
<u>Home Equity Access Scheme</u>		
The Home Equity Access Scheme is a Government loan program similar to a voluntary reverse mortgage. It offers older Australians a way to supplement their retirement income by drawing on the equity in their home or other Australian real estate. Older Australians can choose to receive a fortnightly payment and/or access modest lump sum payments up to twice a year. The AGA have estimated the value of the receivable as the present value of expected future cash flows in respect of loan balances and estimated property values as at 30 June 2025. The approach used by the AGA in projecting expected future cash flows is to project both the outstanding loan balance and associated property value. On the death of the borrower, the loan is repaid from the sale proceeds and any shortfall is not recovered. The AGA have also projected future voluntary repayments by reference to the level of such repayments received to date. The projected cash flows are discounted at the Australian Government cost of borrowing for an average term of the repayments of 8.2 years (2024: 7.6 years).		
	2025	2024
	\$'000	\$'000
Note 4.1C: Equity Accounted Investments¹		
Equity accounted investments in Commonwealth entities:		
National Disability Insurance Agency	-	2,296,481
Hearing Australia	-	69,510
Total equity accounted investments	-	2,365,991
¹ . Equity accounted investments are reported separately in 2024-25 and comparatives adjusted.		
Accounting Policy		
<u>Administered Investments</u>		
Administered investments in subsidiaries, joint ventures and associates are not consolidated because their consolidation is relevant only at the whole of government level.		
Administered investments other than those held for sale are classified at fair value through other comprehensive income and are measured at their fair value as at 30 June 2025. Fair value has been taken to be the Australian Government's proportional interest in the net assets of the entities as at the end of the reporting period.		
Unison Housing Limited was revalued independently in accordance with AASB 13 <i>Fair Value Measurement</i> in the 2025 financial year. This item is reported separately as Other investments in the Administered schedule of assets and liabilities.		

Department of Social Services

Notes to and forming part of the financial statements

4.2 Administered – Payables

	2025	2024
	\$'000	\$'000
Note 4.2A: Personal Benefits		
Direct:		
Income Support for Seniors	1,528,287	1,492,324
Income Support for People with Disability	582,643	551,204
Working Age Payments	570,130	550,356
Family Tax Benefit	361,473	318,513
Income Support for Carers	261,406	253,784
Paid Parental Leave	77,292	78,691
Student Payments	63,191	72,423
National Redress Scheme for Survivors of Institutional Child Sexual Abuse	6,686	9,080
Other	6,382	6,497
Indirect ¹	46	77
Total personal benefits	3,457,536	3,332,949

¹ These payables are for counselling and psychological care services relating to the National Redress Scheme for Survivors of Institutional Child Sexual Abuse.

Note 4.2B: Grants

Private sector:

Non-profit organisations	10,657	22,668
Other grants	7,247	6,838
Total grants	17,904	29,506

Settlement of grant payables is made according to the terms and conditions of each grant.

During the 2024-25 financial year, settlement is usually made in accordance with Australian Government policy: within 5 calendar days for e-invoices and 20 calendar days for all other invoices to assist the cash flow for Australian businesses.

Accounting Policy

Administered payables are measured at fair value where possible. The carrying amounts of administered liabilities not measured at fair value are considered to be a reasonable approximation of their fair value.

Grants

Grant liabilities are recognised to the extent that required services have been performed or the eligibility criteria have been satisfied by the grantee, but payments due have not been made. Grant commitments are recognised when the Australian Government enters into an agreement to make grants payments, but services have not yet been performed or criteria satisfied.

Department of Social Services

Notes to and forming part of the financial statements

4.3 Administered – Other Provisions

Note 4.3A: Personal Benefits and Other Provisions

	Family Tax Benefit \$'000	Provisions across various benefit types ¹ \$'000	National Redress Scheme \$'000	Other ² \$'000	Total \$'000
Carrying amount as at 1 July 2024	3,551,400	263,007	53,014	57,536	3,924,957
Provisions made	3,585,300	345,145	43,608		3,974,053
Provisions expired or settled	(3,622,600)	(263,007)	(42,443)	(33,224)	(3,961,274)
Other changes in provision	260,000	-	-	800	260,800
Closing balance as at 30 June 2025	3,774,100	345,145	54,179	25,112	4,198,536

¹ Claims in progress and provision relating to income apportionment are included in Provisions across various benefit types.

² Pension Bonus Scheme, Single Income Family Supplement and Schoolkids Bonus are included in Other provisions. The Single Income Family Supplement and Schoolkids Bonus are closed to new registrations.

Accounting Judgements and Estimates

Family Tax Benefit

At any point in time, there are eligible recipients entitled to receive the FTB, who have not yet received their full entitlement from Services Australia. The provision calculates the current financial year and earlier financial years' liability for claims that have yet to be realised. The methodology considers the likely lodgement profiles associated with reconciliation top-ups, lump sum claims and supplement payments, including new measures. The department engaged the AGA to estimate FTB.

Claims in Progress

At any point in time, there are claims for personal benefits payments that have been submitted and are in the process of being assessed. The liability is calculated using an in-house model, which was reviewed by the AGA in the 2019-20 financial year. It considers average payment rates, the proportion of claims expected to be granted and the aging profile of the claims.

Income Apportionment

As disclosed in the Overview section of the financial statements under Events After the Reporting Period, the department determined that the judgement in the matter of the *Chaplin Case* is an adjusting event. The provision for the income apportionment matter has been informed by sampling work undertaken by Services Australia.

Department of Social Services
Notes to and forming part of the financial statements

<u>National Redress Scheme</u> The Australian Government administers the National Redress Scheme and in this capacity makes monetary payments to survivors of child sexual abuse in accordance with the <i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i>. As the National Redress Scheme operates on the basis that the responsible entity pays, the funds paid to the survivor are recovered from the responsible institution. The provision represents the total monetary payment that is offered to survivors under the scheme that has not been accepted at the reporting date. <u>Pension Bonus Scheme</u> The Pension Bonus Scheme provides a tax-free lump sum payment to those who continue in employment and defer receiving the Age Pension. The Scheme was closed to new registrations from 1 July 2014. The future Pension Bonus Scheme liability relates to those who are currently registered and have not yet received a bonus payment or exited for some other reason. The department engaged the AGA to estimate Pension Bonus Scheme. The AGA make a series of key assumptions about future experience based on historical data, including actual average payments, claim rates and the period over which claims are expected to be made. These factors have been reviewed for the 2024-25 financial year, based on the behaviour of recipients up to 31 December 2024, and projected over the estimated remaining life of the scheme. The AGA has adopted a long-term bond rate to discount the present value of the provision.
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Department of Social Services

Notes to and forming part of the financial statements

5. Funding

5.1 Appropriations

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive')

	Total unspent 30 June 2024 \$'000	Amount appropriated in 2024-2025				Appropriation applied in 2024- 25 ³	Total unspent 30 June 2025 \$'000
		Current year appropriation \$'000	Section 75 transfers ¹ \$'000	Section 74 receipts ² \$'000	Total appropriation ³ \$'000	Current and prior years \$'000	
Departmental - Ordinary Annual Services							
<i>Supply Act (No. 3) 2022-2023⁴</i>	1,655	-	-	-	-	-	1,655
<i>Appropriation Act (No. 1) 2023-2024⁵</i>	78,872	-	-	-	-	(78,384)	488
<i>Appropriation Act (No. 1) 2023-2024 - Capital Budget (DCB) - Non-Operating^{5, 6}</i>	3,499	-	-	-	-	(3,499)	-
<i>Appropriation Act (No. 3) 2023-2024</i>	50,965	-	-	-	-	(50,965)	-
<i>Appropriation Act (No. 1) 2024-2025</i>	-	581,984	(765)	31,952	613,171	(516,127)	97,044
<i>Appropriation Act (No. 1) 2024-2025 - Capital Budget (DCB) - Non-Operating⁶</i>	-	3,867	-	-	3,867	(528)	3,339
<i>Appropriation Act (No. 3) 2024-2025</i>	-	7,827	-	25,997	33,824	(4,385)	29,439
Cash and cash equivalents	6,091	-	-	-	-	2,208	8,299
Total ordinary annual services	141,082	593,678	(765)	57,949	650,862	(651,680)	140,264
Total Departmental	141,082	593,678	(765)	57,949	650,862	(651,680)	140,264

¹ Section 75 transfers relates to \$0.765 million funding transferred to National Commission for Aboriginal and Torres Strait Islander Children and Young People (NCATSICYP).

² Section 74 receipts include retained GST of \$14.692 million.

³ The variance in the current financial year of \$0.818 million between the total amount appropriated of \$650.862 million less the amount applied of \$651.680 million relates to the movement in cash and appropriation receivable between current and prior financial year.

⁴ *Supply Act (No. 3) 2022-2023* balance lapsed on 1 July 2025 when the underlying Appropriation Act was repealed.

⁵ *Appropriation Act (No. 1) 2023-2024* includes \$0.488 million withheld under section 51 of the PGPA Act relating to the National Disability Insurance Scheme – Getting the NDIS back on track measure.

⁶ The DCB appropriated is not separately identified in these acts.

Department of Social Services

Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive') (continued)

	Total unspent 30 June 2023 \$'000	Amount appropriated in 2023-2024			Appropriation applied in 2023-24 ¹	Repealed appropriation \$'000	Total unspent 30 June 2024 \$'000
		Current year appropriation \$'000	Section 74 receipts \$'000	Total appropriation ¹ \$'000	Current and prior years \$'000		
Departmental - Ordinary Annual Services							
<i>Supply Act (No. 1) 2020-2021 - Capital Budget (DCB) - Non Operating^{2, 3}</i>	876	-	-	-	-	(876)	-
<i>Appropriation Act (No. 1) 2021-2022 - Capital Budget (DCB) - Non Operating³</i>	1,182	-	-	-	(1,182)	-	-
<i>Appropriation Act (No. 1) 2022-2023</i>	126	-	-	-	(126)	-	-
<i>Supply Act (No. 1) 2022-2023 - Capital Budget (DCB) - Non Operating³</i>	1,546	-	-	-	(1,546)	-	-
<i>Supply Act (No. 3) 2022-2023⁴</i>	90,114	-	-	-	(88,459)	-	1,655
<i>Supply Act (No. 3) 2022-2023 - Capital Budget (DCB) - Non Operating³</i>	2,167	-	-	-	(2,167)	-	-
<i>Appropriation Act (No. 1) 2023-2024⁵</i>	-	489,986	27,296	517,282	(438,410)	-	78,872
<i>Appropriation Act (No. 1) 2023-2024 - Capital Budget (DCB) - Non-Operating³</i>	-	3,761	-	3,761	(262)	-	3,499
<i>Appropriation Act (No. 3) 2023-2024</i>	-	30,483	30,324	60,807	(9,842)	-	50,965
Cash and cash equivalents	5,630	-	-	-	461	-	6,091
Total ordinary annual services	101,641	524,230	57,620	581,850	(541,533)	(876)	141,082
Departmental - Other Services							
<i>Supply Act (No. 2) 2020-2021 - Equity Injections⁶</i>	165	-	-	-	-	(165)	-
Total other services	165	-	-	-	-	(165)	-
Total Departmental	101,806	524,230	57,620	581,850	(541,533)	(1,041)	141,082

¹ The variance in the previous financial year of \$40,317 million between the total amount appropriated of \$581.850 million less the amount applied of \$541.533 million related to the movement in cash and appropriation receivable between previous and prior financial year.

² *Supply Act (No. 1) 2020-2021 – Capital Budget (DCB) – Non Operating* includes \$0.876 million withheld under section 51 of the PGPA Act relating to the 2021 financial year due to the transfer from non-operating budget to operating budget. This appropriation was repealed on 1 July 2023.

³ The DCB appropriated is not separately identified in these acts.

⁴ *Supply Act (No. 3) 2022-2023* includes \$1.655 million withheld under section 51 of the PGPA Act primarily due to the whole of government savings measure.

⁵ *Appropriation Act (No. 1) 2023-2024* includes \$0.488 million withheld under section 51 of the PGPA Act relating to the National Disability Insurance Scheme – Getting the NDIS back on track measure.

⁶ *Supply Act (No. 2) 2020-2021 – Equity Injections* includes \$0.165 million withheld under section 51 of the PGPA Act relating to the 2021 financial year due to the transfer of the corporate IT function to Services Australia. This appropriation was repealed on 1 July 2023.

Department of Social Services

Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive') (continued)

	Total unspent 30 June 2024 \$'000	Amount appropriated in 2024-2025			Appropriation applied in 2024-25 ¹	Repealed appropriation ² \$'000	Total unspent 30 June 2025 \$'000
		Current year appropriation \$'000	Section 74 receipts \$'000	Total appropriation ¹ \$'000	Current and prior years \$'000		
Administered - Ordinary Annual Services							
<i>Appropriation Act (No. 1) 2021-2022²</i>	77,578	-	-	-	-	(77,578)	-
<i>Appropriation Act (No. 3) 2021-2022²</i>	11,752	-	-	-	-	(11,752)	-
<i>Supply Act (No. 1) 2022-2023⁴</i>	168,620	-	-	-	(89,186)	-	79,434
<i>Supply Act (No. 3) 2022-2023</i>	41,007	-	-	-	(38,965)	-	2,042
<i>Appropriation Act (No. 1) 2022-2023³</i>	95,618	-	-	-	(47,674)	-	47,944
<i>Appropriation Act (No. 1) 2023-2024⁵</i>	256,623	-	-	-	(28,583)	-	228,040
<i>Appropriation Act (No. 3) 2023-2024⁶</i>	37,665	-	-	-	(8,371)	-	29,294
<i>Appropriation Act (No. 5) 2023-2024</i>	32,617	-	-	-	(32,544)	-	73
<i>Appropriation Act (No. 1) 2024-2025</i>	-	37,043,139	2,815	37,045,954	(36,457,799)	-	588,155
<i>Appropriation Act (No. 3) 2024-2025⁷</i>	-	586,816	-	586,816	-	-	586,816
<i>Appropriation Act (No. 5) 2024-2025</i>	-	-	-	-	-	-	-
<i>Appropriation Act (No. 1) 2024-2025 - National Disability Insurance Agency</i>	-	2,190,431	-	2,190,431	(2,190,431)	-	-
<i>Appropriation Act (No. 3) 2024-2025 - National Disability Insurance Agency</i>	-	62,229	-	62,229	(62,229)	-	-
<i>Appropriation Act (No. 5) 2024-2025 - National Disability Insurance Agency</i>	-	-	-	-	-	-	-
Total Administered	721,480	39,882,615	2,815	39,885,430	(38,955,782)	(89,330)	1,561,798

¹ The variance in the current financial year of \$929.628 million (\$39,885.430 million less \$38,955.782 million) consists of \$245.323 million for the payment of prior year expenses offset by \$1,174.971 million that represents unspent 2025 appropriations available as at 30 June 2025 for administered items.

² These balances lapsed on 1 July 2024 in accordance with the repeal date of the underlying Appropriation Acts.

³ *Appropriation Act (No. 1) 2022-2023* includes \$47.251 million withheld under section 51 of the PGPA Act relating to a movement of funds.

⁴ *Supply Act (No. 1) 2022-2023* includes \$1.349 million withheld under section 51 of the PGPA Act relating to a movement of funds.

⁵ *Appropriation Act (No. 1) 2023-2024* includes \$6.900 million quarantined for administrative purposes, \$43.147 million relating to the transfer of the Housing and Homelessness functions to Department of Treasury on 20 June 2025 (effective date of 1 July 2025) and \$106.199 million withheld under section 51 of the PGPA Act relating to reallocation, reclassification and movement of funds.

⁶ *Appropriation Act (No. 3) 2023-2024* includes \$12.063 million withheld under section 51 of the PGPA Act relating to reallocation and reclassification.

⁷ *Appropriation Act (No. 3) 2024-2025* includes \$18.993 million relating to the transfer of the Housing and Homelessness functions to Department of Treasury on 20 June 2025 (effective date of 1 July 2025), and \$18.700 million withheld under section 51 of the PGPA Act relating to reallocation and reclassification.

Department of Social Services

Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations ('Recoverable GST Exclusive') (continued)

	Total unspent 30 June 2023 \$'000	Amount appropriated in 2023-2024			Appropriation applied in 2023-24 ¹	Repealed appropriation ² \$'000	Total unspent 30 June 2024 \$'000
		Current year appropriation \$'000	Section 74 receipts \$'000	Total appropriation ¹ \$'000	Current and prior years \$'000		
Administered - Ordinary Annual Services							
Supply Act (No. 1) 2020-2021 ²	23,603	-	-	-	-	(23,603)	-
Appropriation Act (No. 1) 2020-2021 ²	477,417	-	-	-	-	(477,417)	-
Appropriation Act (No. 3) 2020-2021 ²	2,033	-	-	-	-	(2,033)	-
Appropriation Act (No. 1) 2021-2022 ^{3, 4}	163,138	-	-	-	(85,560)	-	77,578
Appropriation Act (No. 3) 2021-2022 ³	25,616	-	-	-	(13,864)	-	11,752
Supply Act (No. 1) 2022-2023 ⁵	172,001	-	-	-	(3,381)	-	168,620
Supply Act (No. 3) 2022-2023	46,124	-	-	-	(5,117)	-	41,007
Appropriation Act (No. 1) 2022-2023 ⁶	124,826	-	-	-	(29,208)	-	95,618
Appropriation Act (No. 1) 2023-2024 ⁷	-	30,831,804	2,815	30,834,619	(30,577,996)	-	256,623
Appropriation Act (No. 3) 2023-2024	-	1,406,903	-	1,406,903	(1,369,238)	-	37,665
Appropriation Act (No. 5) 2023-2024	-	1,053,522	-	1,053,522	(1,020,905)	-	32,617
Appropriation Act (No. 1) 2023-2024 - National Disability Insurance Agency	-	1,984,176	-	1,984,176	(1,984,176)	-	-
Appropriation Act (No. 3) 2023-2024 - National Disability Insurance Agency	-	24,466	-	24,466	(24,466)	-	-
Appropriation Act (No. 5) 2023-2024 - National Disability Insurance Agency	-	23,778	-	23,778	(23,778)	-	-
Total Administered	1,034,758	35,324,649	2,815	35,327,464	(35,137,689)	(503,053)	721,480

¹ The variance in the current financial year of \$189.775 million (\$35,327.464 million less \$35,137.689 million) consists of \$137.130 million for the payment of prior year expenses offset by \$326.905 million that represents unspent 2024 appropriations available as at 30 June 2024 for administered items.

² These balances lapsed on 1 July 2023 in accordance with the repeal date of the underlying Appropriation Acts.

³ These balances lapsed on 1 July 2024 when the underlying Appropriation Acts were repealed.

⁴ Appropriation Act (No. 1) 2021-2022 includes \$2.133 million withheld under section 51 of the PGPA Act, of which \$1.946 million is due to a movement of funds to forward years, and \$0.187 million is due to a net-negative appropriation.

⁵ Supply Act (No. 1) 2022-2023 includes \$1.349 million withheld under section 51 of the PGPA Act, being a movement of funds to the 2024-25 financial year.

⁶ Appropriation Act (No. 1) 2022-2023 includes \$47.251 million withheld under section 51 of the PGPA Act. \$15.563 million is a movement of funds to the 2023-24 financial year, \$2.704 million reduction from the 2024-25 financial year, \$22.345 million movement of funds to the 2025-26 financial year, \$13.963 million movement of funds to the 2026-27 financial year and \$4.000 million movement of funds to the 2027-28 financial year.

⁷ Appropriation Act (No. 1) 2023-2024 includes \$6.900 million quarantined for administrative purposes and \$92.031 million withheld under section 51 of the PGPA Act relating to reallocation; reclassification and movement of funds.

Department of Social Services

Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1B: Special Appropriations ('Recoverable GST exclusive')

Authority	Type	Purpose	Appropriation applied	
			2025 \$'000	2024 \$'000
<i>Social Security (Administration) Act 1999, Administered^{1, 2}</i>	Unlimited Amount	To enable the payment of income support payments. Most of the amount relates to payments for Age Pension and Disability Support Pension.	125,093,305	115,972,255
<i>A New Tax System (Family Assistance) (Administration) Act 1999, Administered^{1, 2}</i>	Unlimited Amount	To enable the payment of family income support payments. Most of the amount relates to payments for Family Tax Benefit and Schoolkids Bonus.	18,039,228	17,273,031
<i>Paid Parental Leave Act 2010, Administered²</i>	Unlimited Amount	To enable payments to working parents to enhance maternal and child health and shared caring responsibilities.	3,227,665	2,918,593
<i>Student Assistance Act 1973 - Section 55A (Administered)²</i>	Unlimited Amount	To enable payment of student assistance benefits for Isolated Children and the Aboriginal Study Assistance Scheme.	486,673	461,498
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i>	Unlimited Amount	An Act to establish the National Redress Scheme for Institutional Child Sexual Abuse, to provide redress for survivors of past institutional sexual abuse.	288,915	340,622
<i>Public Governance, Performance and Accountability Act 2013 - Section 77, Administered</i>	Refund	To provide an appropriation where an Act or other law requires or permits the repayment of an amount received by the Commonwealth and apart from this section there is no specific appropriation for the repayment.	15	2
<i>Business Services Wage Assessment Tool Payment Scheme Act 2015 -- Section 99, Administered</i>	Unlimited Amount	An Act to establish the Business Services Wage Assessment Tool payment scheme for making payments in relation to the use of the Business Services Wage Assessment Tool.	-	-
<i>Data-matching Program (Assistance and Tax) Act 1990</i>	Unlimited Amount	An Act to provide for the matching of data in relation to certain assistance and tax and to amend the <i>Privacy Act 1988</i> .	-	-
<i>Social Security and Other Legislation Amendment (Economic Security Strategy) Act 2008</i>	Unlimited Amount	An Act to amend laws in order to provide economic security strategy payments, and for related purposes.	-	-
<i>Clean Energy (Household Assistance Amendments) Act 2011</i>	Unlimited Amount	An Act to amend the law relating to social security, family assistance, veterans' entitlements, military rehabilitation and compensation, farm household support and aged care, and for related purposes.	-	-
<i>Household Stimulus Package Act (No.2) 2009</i>	Unlimited Amount	An Act to amend laws in order to provide payments relating to the household stimulus package, and for other purposes.	-	-

Department of Social Services

Notes to and forming part of the financial statements

5.1. Appropriations (continued)

Note 5.1B: Special Appropriations ('Recoverable GST exclusive') (continued)

Authority	Type	Purpose	Appropriation applied	
			2025 \$'000	2024 \$'000
<i>Family Assistance Legislation Amendment (More Help for Families—One-off Payments) Act 2004</i>	One-off	An Act to provide for one-off payments to families, and for related purposes.	-	-
<i>Social Security and Veterans' Affairs Legislation Amendment (One-off Payments and Other 2007 Budget Measures) Act 2007</i>	One-off	An Act to amend the law relating to social security and veterans' affairs, and for other purposes.	-	-
<i>Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments and Other Budget Measures) Act 2008</i>	One-off	An Act to amend the law relating to social security and veterans' entitlements, and for other purposes.	-	-
<i>Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments to Increase Assistance for Older Australians and Carers and Other Measures) Act 2006</i>	One-off	An Act to amend the law relating to social security and veterans' affairs, and for other purposes.	-	-
<i>Social Security Legislation Amendment (One-off Payments for Carers) Act 2005</i>	One-off	An Act to provide for one-off payments to carers, and for related purposes.	-	-
Total special appropriations applied			147,135,801	136,966,001

¹ The Department of Veterans' Affairs spent money from the Consolidated Revenue Fund on behalf of the department against the special appropriations for *Social Security (Administration) Act 1999*; and *A New Tax System (Family Assistance) (Administration) Act 1999*, Administered.

² The department received PGPA Act section 74 cash receipts from Services Australia for recovery of personal benefit overpayments. These amounts are included against the relevant special appropriation.

Department of Social Services
Notes to and forming part of the financial statements

5.1 Appropriations (continued)	
<u>Note 5.1C: Disclosure by Agent in Relation to Annual and Special Appropriations ('Recoverable GST exclusive')</u>	
<u>Administered Disclosure by Agent</u>	
Department of Veterans' Affairs ¹	
2025	\$'000
Total receipts	21,648
Total payments	(21,648)
Department of Veterans' Affairs	
2024	\$'000
Total receipts	16,957
Total payments	(16,957)
¹ The department has access to third party drawing rights for the Department of Veterans' Affairs annual appropriation for the Veterans' Community Care and Support, Commemorative Activities, Veterans' Counselling and Other Health Services and Assistance and Other Compensation for Veterans and Dependants programs.	

Department of Social Services Notes to and forming part of the financial statements

5.2 Administered Special Accounts		
	Social Services SOETM Special Account 2021 - s78 PGPA Act ²	
	2025	2024
	\$'000	\$'000
Balance brought forward from previous period	6,988	1,178
Increases:		
Contributions	23,282	25,297
Total increases	23,282	25,297
Available for payments	30,270	26,475
Decreases:		
Administered		
Payments made	(19,230)	(19,487)
Total decreases	(19,230)	(19,487)
Total balance carried to the next period ¹	11,040	6,988
¹ . The total balance carried to the next period is represented by cash held in the Official Public Account. ² . Social Services SOETM Special Account 2021 - s78 PGPA Act Appropriation: <i>Public Governance, Performance and Accountability Act 2013</i> ; section 78 Establishing Instrument: <i>PGPA Act Determination (Social Services SOETM Special Account 2021)</i> Purpose: For the disbursement of amounts held on trust or otherwise for the benefit of a person other than the Commonwealth and for services relating to other governments and bodies that are not PGPA Act Agencies. The Services for Other Entities and Trust Moneys – <i>Department of Families, Housing, Community Services and Indigenous Affairs Special Account Establishment 2010</i> , was repealed on 1 April 2021 and replaced with <i>Social Services SOETM Special Account 2021</i> which ceases to have effect on 1 April 2031. This account is non-interest bearing and the balance is held in the Official Public Account. This Special Account consists of the following sub-accounts: • National Framework • National Campaign - End Violence against Women • National Centre of Excellence • National Disability Data Asset		

Department of Social Services

Notes to and forming part of the financial statements

5.3 Net Cash Appropriation Arrangements

	2025 \$'000	2024 \$'000
Total comprehensive income / (loss) - as per the Statement of Comprehensive Income	(23,805)	8
Plus: depreciation / amortisation of assets funded through appropriations (departmental capital budget funding and / or equity injections)	8,983	7,101
Plus: depreciation of right-of-use assets	32,514	32,174
Less: lease principal repayments	(22,587)	(21,682)
Net Cash Operating (Deficit) / Surplus	(4,895)	17,601
Changes in asset revaluation reserve	(1,870)	(6,371)
Net Cash Operating (Loss) / Income	(6,765)	11,230

From the 2011 financial year, the Australian Government introduced net cash appropriation arrangements where revenue appropriations for depreciation and amortisation expenses ceased. Entities now receive a separate capital budget provided through equity appropriations. Capital budgets are appropriated in the period when cash payment for capital expenditure is required.

The inclusion of depreciation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the cash impact on implementation of AASB 16 *Leases*, which does not directly reflect a change in appropriation arrangements.

Department of Social Services

Notes to and forming part of the financial statements

6. People

6.1 Employee Provisions

	2025	2024
	\$'000	\$'000
Note 6.1A: Employee Provisions		
Leave and other entitlements	124,006	111,654
Total employee provisions	124,006	111,654

Accounting Policy
<u>Employee Benefits</u>
Liabilities for 'short-term employee benefits' (as defined in AASB 119 <i>Employee Benefits</i>) and termination benefits due within 12 months of the end of the reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.
Other long-term employee benefits are measured as the net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.
<u>Leave</u>
The liability for employee benefits includes provision for annual leave and long service leave.
The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the department's employer superannuation contribution rates to the extent the leave is likely to be taken during service rather than paid out on termination.
As at 30 June 2025, the liability for long service leave and annual leave expected to be settled beyond 12 months of the balance date has been determined by reference to the work of the AGA. The estimate of the present value of the liability takes into account employee attrition rates, inflation, increases in salary through promotion and estimated salary increases.
<u>Separation and Redundancy</u>
Provisions are made for employee separation and redundancy benefit payments. The department recognises a provision for separation and redundancies when it has developed a detailed formal plan and has informed those employees affected that it will carry out the plan. In the 2024-25 financial year, the department fully provided for and expensed voluntary redundancies of \$2.100 million (2023-24: \$1.161 million). The amount of obligation for termination benefits as at 30 June 2025 was \$1.160 million (2023-24: \$0.698 million).
<u>Superannuation</u>
Staff of the department are members of the Commonwealth Superannuation Scheme, the Public Sector Superannuation Scheme, the Public Sector Superannuation accumulation plan or other superannuation funds.
The Commonwealth Superannuation Scheme and Public Sector Superannuation Scheme are defined benefit schemes for the Australian Government. The Public Sector Superannuation accumulation plan is a defined contribution scheme.
The liability for defined benefits is recognised in the financial statements of the Australian Government and will be settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and disclosure notes.
The department makes employer contributions to each employee's superannuation scheme at rates determined by an actuary and are deemed sufficient to meet the current cost to the Australian Government. The department accounts for the contributions as if those payments were contributions to defined contribution plans.
The liability for superannuation recognised at 30 June 2025 represents outstanding employer contributions for the financial year.

Department of Social Services

Notes to and forming part of the financial statements

6.2 Key Management Personnel Remuneration

Key management personnel (KMP) are those individuals having authority and responsibility for planning, directing and controlling the activities of the department, directly or indirectly. The department has determined the KMP to be the members of the Executive Management Group, which generally comprises the Secretary and Deputy Secretaries. The note includes anyone acting in a KMP position who has demonstrated authority and responsibility over planning, directing and controlling the activities of the department, including both departmental and administered funded activities.

KMP remuneration is:

	2025	2024
	\$'000	\$'000
Short-term employee benefits	2,625	2,489
Post-employment benefits	402	318
Other long-term employee benefits	97	95
Total KMP remuneration expenses	3,124	2,902

The total number of KMP included in the above table is 7, being 4 substantive officers who held the position for the full year; 2 officers who held the position for part of the year; and one officer who was acting for part of the year (2024: 5 KMP, being 4 substantive officers who held the position for the full year; and one officer who was acting for part of the year and became substantive during the year).

The above KMP remuneration excludes the remuneration and other benefits of the Cabinet Ministers, Portfolio Ministers, Assistant Ministers and Presiding Officers. The Ministers' remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the department.

6.3 Related Party Disclosures

Related party relationships

The department is an Australian Government controlled entity. Related parties to this entity are KMP, including the portfolio ministers, and other Australian Government entities.

Transactions with related parties

Given the breadth of Australian Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. These transactions have not been separately disclosed in this note.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period, the department has determined there are no related party transactions that require separate disclosure.

Department of Social Services

Notes to and forming part of the financial statements

7. Managing Uncertainties

7.1 Contingent Assets and Liabilities

Departmental Contingencies

Quantifiable Contingencies

As at 30 June 2025, the department has no quantifiable contingent assets or liabilities with a possible likelihood of progression (2024: nil).

Unquantifiable Contingencies

The department has a number of matters that are subject to potential litigation. The department is responding to these claims in accordance with its obligations under the *Legal Services Directions 2017*. Claims, if any, are not disclosed on the grounds that disclosure can be expected to prejudice the outcome of potential litigation. At the date of this report, the department does not consider the outcome of any such matters likely to have a significant effect on its operations or financial position.

Administered Contingencies		
	National Redress Scheme	
	2025	2024
	\$'000	\$'000
Contingent assets		
Balance from previous period	446,197	223,302
New contingent assets recognised	650,390	410,191
Assets realised	(358,896)	(187,296)
Total contingent assets	737,691	446,197
Contingent liabilities		
Balance from previous period	281,409	156,784
New contingent liabilities recognised	490,354	264,189
Liabilities realised	(217,293)	(139,564)
Total contingent liabilities	554,470	281,409
Quantifiable Contingencies		
The <i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i> helps people who have experienced institutional child sexual abuse from participating institutions gain access to counselling and psychological services, a direct personal response from the responsible institution, and a monetary payment. The department administers the scheme to facilitate the timely provision of the payment and services to survivors. In this capacity, the department makes the monetary payment to the survivor and then recovers the costs from the institution determined to be responsible for the abuse. As at 30 June 2025, the department has an administered quantifiable contingent asset of \$737.691 million in relation to the probable recovery from responsible institutions of monetary payments that may be made to survivors under the National Redress Scheme. The value is based on applications that have been referred to an independent decision maker for assessment and the payment values. As at 30 June 2025, the department has an administered quantifiable contingent liability of \$554.470 million in relation to applications made under the National Redress Scheme that have been referred to an independent decision maker for assessment. The amount is based on the number of applications and the payment values.		

Department of Social Services
Notes to and forming part of the financial statements

7.1 Contingent Assets and Liabilities (continued)

Unquantifiable Contingencies

Personal Benefits

The department is involved in litigation in the Administrative Review Tribunal (ART) and courts, and separately identifies possible issues for investigation through internal processes, relating to income support payments under the social security legislation. This includes income apportionment and other benefit determination matters.

On 15 July 2025, the income apportionment related Full Federal Court decision of the *Chaplin Case* was handed down, which was considered an adjusting event and has been reflected in the financial statements. In August 2025, 2 special leave applications were filed in the High Court of Australia concerning the *Chaplin Case*. The applications were made by NSW Legal Aid (as intervener) and Victoria Legal Aid (representing Mr Chaplin) and they challenge the Full Federal Court's decision in the *Chaplin Case*. A special leave application is a procedural step before the applicants can argue a substantive appeal before the High Court; it is too early to assess any impact (refer to Events After the Reporting Period).

Other Matters

Prygodicz v Commonwealth (Robodebt Class Action)

In 2024, Gordon Legal filed an application to appeal settlement orders granted in the *Prygodicz v Commonwealth* class action on behalf of representative applicants impacted by the Robodebt Scheme. Any costs will be reported by the Department of Finance through Comcover.

Accounting Policy

Contingent Assets and Contingent Liabilities

Contingent assets and contingent liabilities are not recognised in the statement of financial position but are reported in the notes of disclosure. These items may arise from uncertainty as to the existence of an asset or liability or for liabilities in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when the probability of settlement is greater than remote.

Department of Social Services

Notes to and forming part of the financial statements

7.2 Financial Instruments

	2025 \$'000	2024 \$'000
Note 7.2A: Categories of Financial Instruments		
Financial Assets		
Financial assets measured at amortised cost		
Cash and cash equivalents	8,299	6,091
Trade and other receivables	3,978	5,801
Total financial assets measured at amortised cost	12,277	11,892
Total financial assets	12,277	11,892
Financial Liabilities		
Financial liabilities measured at amortised cost		
Trade creditors	18,179	16,673
Total financial liabilities measured at amortised cost	18,179	16,673
Total financial liabilities	18,179	16,673

Accounting Policy

Financial Assets

In accordance with AASB 9 *Financial Instruments*, the entity classifies its financial assets in the following categories:

- financial assets at fair value through profit or loss
- financial assets at fair value through other comprehensive income
- financial assets measured at amortised cost.

The classification depends on both the department's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition.

Financial assets are recognised when the department becomes a party to the contract and, as a consequence, has a legal right to receive cash and are derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:

- the financial asset is held in order to collect the contractual cash flows
- the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Financial Assets at Fair Value through Other Comprehensive Income (FVOCI)

Financial assets measured at fair value through other comprehensive income are held with the objective of both collecting contractual cash flows and selling the financial assets and the cash flows meet the SPPI test.

Any gains or losses as a result of fair value measurement or the recognition of an impairment loss allowance is recognised in other comprehensive income.

Financial Assets at Fair Value through Profit or Loss (FVTPL)

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets either do not meet the criteria of financial assets held at amortised cost or at FVOCI (i.e. mandatorily held at FVTPL) or may be designated.

Financial assets at FVTPL are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset.

Department of Social Services

Notes to and forming part of the financial statements

7.2 Financial Instruments (continued)

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the general approach which measures the loss allowance based on an amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

An asset write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Department of Social Services

Notes to and forming part of the financial statements

7.3 Administered – Financial Instruments	2025	2024
	\$'000	\$'000
Note 7.3A: Categories of Financial Instruments		
Financial Assets		
Financial assets at amortised cost		
Cash and cash equivalents	45,289	29,188
Other receivables	2,464	3,206
Total financial assets at amortised cost	47,753	32,394
Financial assets at fair value through other comprehensive income		
Investments in Commonwealth entities and other interests	1,535	2,367,448
Total financial assets at fair value through other comprehensive income	1,535	2,367,448
Financial assets at fair value through profit or loss (designated)		
Student Start-up Loan	931,300	820,600
Home Equity Access Scheme	563,200	371,500
Student Financial Supplement Scheme	149,200	163,900
Total financial assets at fair value through profit or loss (designated)	1,643,700	1,356,000
Total financial assets	1,692,988	3,755,842
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	57,413	75,523
Grants and subsidies	49,180	85,267
Total financial liabilities measured at amortised cost	106,593	160,790
Total financial liabilities	106,593	160,790
Note 7.3B: Net Gains or Losses on Financial Assets		
Financial assets at amortised cost		
Impairment	(41)	-
Reversal of impairment	-	569
Net (losses) / gains financial assets at amortised cost	(41)	569
Financial assets at fair value through profit or loss (designated)		
Change in fair value	59,019	(5,990)
Net gains / (losses) on financial assets at fair value through profit or loss (designated)	59,019	(5,990)
Net gains / (losses) on financial assets	58,978	(5,421)

Department of Social Services
Notes to and forming part of the financial statements

8. Other Information

8.1 Current/Non-Current Distinction for Assets and Liabilities

	2025	2024
	\$'000	\$'000
Note 8.1A: Departmental - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	8,299	6,091
Trade and other receivables	135,065	139,878
Prepayments	2,025	1,591
Total no more than 12 months	145,389	147,560
More than 12 months		
Building and leasehold improvements	482,604	509,394
Property, plant and equipment	2,782	3,060
Intangibles	420	7
Prepayments	284	113
Total more than 12 months	486,090	512,574
Total assets	631,479	660,134
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	18,179	16,673
Other payables	16,339	17,054
Leases	21,994	21,308
Employee provisions	51,370	46,189
Other provisions	3,651	11,866
Total no more than 12 months	111,533	113,090
More than 12 months		
Leases	482,302	496,660
Employee provisions	72,636	65,465
Other provisions	620	593
Total more than 12 months	555,558	562,718
Total liabilities	667,091	675,808

Department of Social Services

Notes to and forming part of the financial statements

8.1 Current/Non-Current Distinction for Assets and Liabilities (continued)

	2025 \$'000	2024 \$'000
Note 8.1B: Administered - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	45,289	29,188
Receivables	4,399,686	4,267,120
Total no more than 12 months	4,444,975	4,296,308
More than 12 months		
Receivables	1,503,090	1,230,870
Investments	1,535	2,367,448
Total more than 12 months	1,504,625	3,598,318
Total assets	5,949,600	7,894,626
Liabilities expected to be settled in:		
No more than 12 months		
Personal benefits	3,457,536	3,332,949
Suppliers	57,413	75,523
Subsidies	31,276	55,761
Grants	17,904	29,506
Other payables	2,818	6,045
Personal benefits and other provisions	3,985,835	3,703,003
Total no more than 12 months	7,552,782	7,202,787
More than 12 months		
Personal benefits and other provisions	212,701	221,954
Total more than 12 months	212,701	221,954
Total liabilities	7,765,483	7,424,741

Department of Social Services

Notes to and forming part of the financial statements

8.2 Restructuring

Note 8.2A: Departmental Restructuring

During the 2024-25 financial year, the National Commission for Aboriginal and Torres Strait Islander Children and Young People (NCATSICYP) was established as a non-Corporate Commonwealth entity, via an amendment to Schedule 1 of the *Public Governance, Performance and Accountability Rule 2014*, with a commencement date of 13 January 2025. The department agreed to a \$0.765 million departmental funding transfer, which was transferred to NCATSICYP under section 75 of the PGPA Act (refer to Note 5.1A). Expenses relating to NCATSICYP's functions were incurred by the department for the period 1 July 2024 to 12 January 2025.

The responsibilities transferring out under the 13 May 2025 *Administrative Arrangements Order* include:

- The Housing and Homelessness functions from the Social Services portfolio to the Treasury portfolio.
- The responsibility for policy and services for people with disability from the Social Services portfolio to the Health, Disability and Ageing portfolio. The transfer excluded the policy and services to help people with disability obtain employment.

The assets, liabilities and funding transfers related to these functions will be reported in the 2025-26 financial statements.

There were no departmental funding transfers during the 2023-24 financial year.

Note 8.2B: Administered Restructuring

Under the 13 May 2025 *Administrative Arrangements Order*, the following investments were transferred from the Social Services portfolio to the Health, Disability and Ageing portfolio.

	Health, Disability and Ageing portfolio 2025 \$'000
Equity accounted investments	
National Disability Insurance Agency	2,296,481
Hearing Australia	69,510
Total investments transferred	2,365,991

There were no administered funding transfers during the 2023-24 financial year.

Department of Social Services

Notes to and forming part of the financial statements

8.3 Breach of Section 83 of the Constitution

Compliance with Statutory Conditions for Payments from the Consolidated Revenue Fund

Section 83 of the Constitution of the Commonwealth of Australia provides that no amount shall be drawn from the Treasury of the Commonwealth except under an appropriation made by law.

The department is conducting a review of the sources of constitutional and legislative authority for spending activities. Legal advice is being sought about whether section 83 breaches have occurred. The review is ongoing and as at reporting date no breaches have been identified. Where appropriate to do so, the department will consider responses to mitigate any risks identified through this review in accordance with whole-of-government guidance.

In the 2024-25 financial year, there were eight instances of adjustments from administered to departmental appropriation within *Appropriation Act (No. 1) 2024-25* to the value of \$0.045 million.

As disclosed in Note 5.1B Special Appropriations, the department administers a significant volume of special appropriation payments, with the majority of these processed by Services Australia on the department's behalf. While payments are subject to rigorous review and compliance checking on an ongoing basis, a breach of section 83 of the Constitution could occur. A debt is raised to recover overpayments to recipients, however not all overpayments will constitute a breach. For the purposes of comprehensive disclosure, all new debts raised for payments under legislation, where it has been assessed that there could be a breach, are disclosed as potential breaches. In the 2024-25 financial year, the department raised debts to recover overpayments and within this, there may be amounts that relate to potential breaches, as follows: *A New Tax System (Family Assistance) (Administration) Act 1999*, \$1,301.778 million; *Social Security (Administration) Act 1999*, \$474.820 million; *Paid Parental Leave Act 2010*, \$14.502 million; and *Student Assistance Act 1973*, \$14.619 million.

Department of Social Services

Notes to and forming part of the financial statements

8.4 Explanations of Major Variances to Budget

The following major variance explanations between the Original Budget as presented in the 2024-25 Portfolio Budget Statements and the 2025 financial statements are presented in accordance with Australian Accounting Standards. The 2024-25 Portfolio Budget Statements contain the original financial statements' budget estimates presented to Parliament in respect of the 2024-25 financial year. The information presented below should be read in the context of the following:

- Variances attributable to factors which would not reasonably have been identifiable at the time of the Budget preparation, such as impairment of assets or impacts of Australian Government bond rate changes have not been included in the explanations
- Major variances are those deemed relevant to an analysis of the department's performance and are not focused merely on numerical differences between the Budget and actual amounts
- Variances relating to cash flows are a result of the factors explained for net cost of services, assets or liabilities variations. Unless otherwise individually significant, no additional commentary has been included
- The Budget is not audited.

Note 8.4A: Departmental Major Budget Variances for 2025

Explanations of major variances	Affected line items
Total net cost of services was \$19.134 million higher than the Budget as a result of: - higher workforce costs to support measures funded through the 2024-25 Portfolio Additional Estimates Statements (PAES) - higher supplier expenses across the department to assist in delivering the 2024-25 PAES measures. Offset by: - higher revenue from contracts with customers to support the Grants Hub services - higher revenue received free of charge from Services Australia for IT services.	Employee benefits Suppliers Revenue from contracts with customers Revenue received free of charge
Total assets were \$58.624 million higher than the Budget mainly due to: - higher annual appropriation receivables mainly attributable to the net cash surplus and higher than estimated provisions and payables - higher fair value of leasehold improvements.	Trade and Other Receivables Buildings and leasehold improvements
Total liabilities were \$52.498 million higher than the Budget mainly due to: - higher employee provisions due to bond rate movements and higher average staffing levels - an increase in leases, reflecting lower than budgeted payments.	Employee Provisions Leases
Equity is \$6.126 million higher than the Budget mainly reflecting higher than estimated net assets.	Equity

Department of Social Services

Notes to and forming part of the financial statements

8.4 Explanations of Major Variances to Budget (continued)	
Note 8.4B: Administered Major Budget Variances for 2025	
Explanations of major variances	Affected line items
Total administered expenses were \$2.342 billion higher than the Budget as a result of: - personal benefit expenses, which exceeded the Budget by \$2.477 billion. Contributing factors included higher than expected payment indexation to keep pace with inflation. There was also a rise in demand for Working Age Payments and Income Support for Carers driven by current economic conditions. Additionally, a growing and ageing population has led to an increased need and higher average entitlements for Age Pension recipients, while the number of people receiving Income Support for People with Disability also rose. Offset by: - lower than budgeted payments to the National Disability Insurance Agency (NDIA) of \$0.173 billion. This was due to fewer than expected NDIS participants and lower average package costs. Administered income was \$0.350 billion lower than the Budget as a result of fewer than anticipated National Redress Scheme applications being finalised. Administered assets were \$1.824 billion lower than the Budget as a result of: - NDIA and Hearing Australia investments being relinquished to the Department of Health, Disability and Ageing under the 13 May 2025 <i>Administrative Arrangements Order</i> - the value of personal benefits receivable being less than estimated reflecting higher than budgeted debt recoveries. Administered liabilities were \$0.418 billion higher than the Budget as a result of the flow-on effect of increased personal benefit expenses. Additionally, increased claims processing to reduce backlog throughout the year contributed to the higher liability balance.	Personal benefit expense Payments to the National Disability Insurance Agency Recoveries Investments Personal benefit receivable Personal benefit payable Personal benefits and other provisions





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Appendices

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Appendix A: Entity Resource Statements

Table A-1: Agency resource statement 2024–25

	Current available appropriation for 2024–25 \$'000	Payments made 2024–25 \$'000	Balance remaining 2024–25 \$'000
	(a)	(b)	(a) – (b)
Ordinary annual services¹			
Prior year appropriations available – ordinary annual services ²	141,082		
Departmental appropriation ³	650,862	651,680	
Total	791,944	651,680	140,264
Administered expenses			
Outcome 1	16,039	4,533	
Outcome 2	1,537,993	1,380,431	
Outcome 3	36,518,399	35,246,481	
Outcome 4	192,489	71,677	
Payments to corporate Commonwealth entities ⁴	2,252,660	2,252,660	
Total	40,517,580	38,955,782	1,561,798
Total available annual appropriations and payments - A	41,309,524	39,607,462	1,702,062
Special appropriations			
<i>Social Security (Administration) Act 1999, Administered</i>		125,093,305	
<i>A New Tax System (Family Assistance) (Administration) Act 1999, Administered</i>		18,039,228	

	Current available appropriation for 2024-25 \$'000	Payments made 2024-25 \$'000	Balance remaining 2024-25 \$'000
	(a)	(b)	(a) – (b)
<i>Paid Parental Leave Act 2010, Administered</i>		3,227,665	
<i>Student Assistance Act 1973 – section 55A (Administered)</i>		486,673	
<i>National Redress Scheme for Institutional Child Sexual Abuse Act 2018</i>		288,915	
<i>Public Governance, Performance and Accountability Act 2013 – section 77, Administered</i>		15	
Total special appropriations - B		147,135,801	

	Current available appropriation for 2024-25 \$'000	Payments made 2024-25 \$'000	Balance remaining 2024-25 \$'000
	(a)	(b)	(a) – (b)
Special accounts			
Opening balance	6,988		
Appropriation receipts	-		
Non-appropriation receipts to special accounts	23,282		
Payments made		19,230	
Total special accounts - C	30,270	19,230	11,040
Total resourcing and payments A+B+C	41,339,794	186,762,493	

	Current available appropriation for 2024-25 \$'000	Payments made 2024-25 \$'000	Balance remaining 2024-25 \$'000
	(a)	(b)	(a) – (b)
Less payments to corporate entities from annual/special appropriations	35,813,877	35,813,877	
Less administered appropriations drawn from annual/special appropriations and credited to special accounts	21,897	21,897	
Total net resourcing and payments for the department⁵	5,504,020	150,926,719	

	2024-25	2023-24
Staffing resources (number)	3,340	2,836

1. *Appropriation Act (No. 1) 2024-2025 and Appropriation Act (No. 3) 2024-2025.* This may also include prior year departmental appropriation, section 74 retained revenue receipts, section 75 transfers and repealed appropriations.
2. Includes amounts quarantined under section 51 of the PGPA Act 2013.
3. This item includes an amount of \$3.867 million in 2024-25 for the departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.
4. 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.
5. The actual available appropriation for 2024-25 does not include total special appropriations.

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

Expenses for Outcome 1: Social Security	Budget^a 2024–25 \$'000	Actual expenses 2024–25 \$'000	Variation 2024–25 \$'000
	(a)	(b)	(a) – (b)
Program 1.1 Support for Families			
Administered expenses			
Special appropriations	17,776,141	17,921,759	(145,618)
Total for Program 1.1	17,776,141	17,921,759	(145,618)
Program 1.2: Paid Parental Leave			
Administered expenses			
Special appropriations	3,224,003	3,208,712	15,291
Total for Program 1.2	3,224,003	3,208,712	15,291
Program 1.3: Support for Seniors			
Administered expenses			
Special appropriations	62,037,079	62,253,535	(216,456)
Total for Program 1.3	62,037,079	62,253,535	(216,456)
Program 1.4: Financial Support for People with Disability			
Administered expenses			
Special appropriations	23,362,895	23,129,736	233,159
Total for Program 1.4	23,362,895	23,129,736	233,159
Program 1.5: Financial Support for Carers			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	2,800	2,341	459
Special appropriations	11,737,195	11,973,435	(236,240)
Total for Program 1.5	11,739,995	11,975,776	(235,781)

Expenses for Outcome 1: Social Security	Budget ^a 2024–25 \$'000	Actual expenses 2024–25 \$'000	Variation 2024–25 \$'000
	(a)	(b)	(a) – (b)
Program 1.6: Working Age Payments			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	4,715	2,105	2,610
Special appropriations	24,484,730	24,966,619	(481,889)
Total for Program 1.6	24,489,445	24,968,724	(479,279)
Program 1.7: Student Payments			
Administered expenses			
Special appropriations	2,782,378	2,715,012	67,366
Total for Program 1.7	2,782,378	2,715,012	67,366
Outcome 1 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	7,515	4,446	3,069
Special appropriations	145,404,421	146,168,808	(764,387)
Administered total	145,411,936	146,173,254	(761,318)
Departmental expenses			
Departmental appropriation ^b	113,867	115,084	(1,217)
Expenses not requiring appropriation in the Budget year	12,277	17,580	(5,303)
Departmental total	126,144	132,664	(6,520)
Total expenses for Outcome 1	145,538,080	146,305,918	(767,838)

a. Represents estimated actual expenses for the 2024–25 financial year reported in the 2025–26 Portfolio Budget Statements.

b. Departmental appropriation includes section 74 retained revenue receipts.

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

Expenses for Outcome 2:^a Families and Communities	Budget^b 2024-25 \$'000	Actual expenses 2024-25 \$'000	Variation 2024-25 \$'000
	(a)	(b)	(a) – (b)
Program 2.1 Families and Communities			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,324,180	1,300,839	23,341
Special appropriations	533,868	287,654	246,214
Special accounts	3,604	3,605	(1)
Total for Program 2.1	1,861,652	1,592,098	269,554
Outcome 2 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,324,180	1,300,839	23,341
Special appropriations	533,868	287,654	246,214
Special accounts	3,604	3,605	(1)
Administered total	1,861,652	1,592,098	269,554
Departmental expenses			
Departmental appropriation ^c	313,275	319,677	(6,402)
Expenses not requiring appropriation in the Budget year	39,463	48,834	(9,371)
Departmental total	352,738	368,511	(15,773)
Total expenses for Outcome 2	2,214,390	1,960,609	253,781

a. Full year administered expenditure budget and actual expenses of \$31.8 million relating to the transfer of functions under the AAO of 13 May 2025 have been excluded from Outcome 2.

b. Represents estimated actual expenses for the 2024-25 financial year reported in the 2025-26 Portfolio Budget Statements.

c. Departmental appropriation includes section 74 retained revenue receipts.

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

Expenses for Outcome 3:^a Disability and Carers	Budget^b 2024–25 \$'000	Actual expenses 2024–25 \$'000	Variation 2024–25 \$'000
	(a)	(b)	(a) – (b)
Program 3.1: Disability and Carers			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,367,427	1,221,973	145,454
Special accounts	-	-	-
Total for Program 3.1	1,367,427	1,221,973	145,454
Program 3.2: National Disability Insurance Scheme			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	3,457	3,136	321
Payments to corporate entities	-	-	-
Total for Program 3.2	3,457	3,136	321
Outcome 3 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,370,884	1,225,109	145,775
Special accounts	-	-	-
Payments to corporate entities	-	-	-
Administered total	1,370,884	1,225,109	145,775
Departmental expenses			
Departmental appropriation ^c	177,689	179,020	(1,331)
Expenses not requiring appropriation in the Budget year	20,424	27,346	(6,922)
Departmental total	198,113	206,366	(8,253)
Total expenses for Outcome 3	1,568,997	1,431,475	137,522

a. Full year administered expenditure budget of \$36,294.1 million and actual expenses of \$36,292.0 million relating to the transfer of functions under the AAO of 13 May 2025 have been excluded from Outcome 3.

b. Represents estimated actual expenses for the 2024–25 financial year reported in the 2025–26 Portfolio Budget Statements.

c. Departmental appropriation includes section 74 retained revenue receipts.

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

Expenses for Outcome 4: ^a Housing	Budget ^b 2024-25 \$'000	Actual expenses 2024-25 \$'000	Variation 2024-25 \$'000
	(a)	(b)	(a) – (b)
Program 4.1: Housing and Homelessness			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	-	-	-
Total for Program 4.1	-	-	-
Program 4.2: Affordable Housing			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	-	-	-
Total for Program 4.2	-	-	-
Outcome 4 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	-	-	-
Administered total	-	-	-
Departmental expenses			
Departmental appropriation ^c	25,211	25,574	(363)
Expenses not requiring appropriation in the Budget year	2,970	3,907	(937)
Departmental total	28,181	29,481	(1,300)
Total expenses for Outcome 4	28,181	29,481	(1,300)

a. Full year administered expenditure budget \$73.7 million and actual expenses of \$48.4 million relating to the transfer of functions under the AAO of 13 May 2025 have been excluded from Outcome 4.

b. Represents estimated actual expenses for the 2024-25 financial year reported in the 2025-26 Portfolio Budget Statements.

c. Departmental appropriation includes section 74 retained revenue receipts.

Table A-6: 2024–25 Annual Performance Statement program outputs – administered outlays

Outcome 1	Actual expenses 2024–25	Actual expenses 2023–24 ¹
Support for Families		
Family Tax Benefit A	\$13,915.45m	\$13,188.79m
Family Tax Benefit B	\$3,998.80m	\$3,895.56m
Single Income Family Supplement	\$2.17m	\$3.28m
Stillborn Baby Payment	\$3.36m	\$3.34m
Double Orphan Pension	\$1.99m	\$2.11m
Paid Parental Leave		
Parental Leave Pay	\$3,208.71m	\$2,834.81m
Support for Seniors		
Age Pension	\$62,186.78m	\$59,135.85m
Energy Supplement for Commonwealth Seniors Health Card holders	\$66.75m	\$69.63m
Financial Support for People with Disability		
Disability Support Pension	\$23,084.54m	\$21,476.39m
Essential Medical Equipment Payment	\$9.95m	\$9.34m
Mobility Allowance	\$35.25m	\$33.87m
Financial Support for Carers		
Carer Payment	\$8,087.15m	\$7,537.69m
Carer Allowance (Adult)	\$2,149.71m	\$1,997.55m
Carer Allowance (Child)	\$885.51m	\$808.98m
Carer Supplement	\$637.52m	\$620.82m
Child Disability Assistance Payment	\$213.54m	\$202.67m
Carer Adjustment Payment	\$2.34m	\$2.00m

Outcome 1	Actual expenses 2024-25	Actual expenses 2023-24 ¹
Working Age Payments		
JobSeeker Payment	\$15,537.55m	\$13,897.85m
Youth Allowance (Other)	\$1,203.70m	\$1,000.21m
Parenting Payment (Single)	\$7,156.90m	\$6,358.09m
Parenting Payment (Partnered)	\$896.03m	\$868.15m
Special Benefit	\$122.59m	\$140.85m
Priority Investment Approach – Validation	\$0.20m	\$0.20m
Pensioner Education Supplement	\$26.66m	\$26.55m
Utilities Allowance	\$23.19m	\$18.97m
Payments under Special Circumstances	\$1.91m	\$5.17m
Student Payments		
Youth Allowance (Student)	\$1,805.83m	\$1,706.95m
Austudy	\$333.11m	\$340.17m
ABSTUDY – Secondary	\$238.36m	\$227.02m
ABSTUDY – Tertiary	\$111.45m	\$137.91m
Student Start-up Loan – Youth Allowance	\$107.70m	\$84.20m
Student Start-up Loan – ABSTUDY	\$3.30m	\$2.60m
Assistance for Isolated Children	\$115.27m	\$105.13m

1. Where necessary, prior year's information has been reclassified and presented on a consistent basis with the corresponding appendix items.

Outcome 2	Actual expenses 2024–25 ¹	Actual expenses 2023–24 ²
Families and Communities		
Families and Children	\$444.59m	\$449.43m
Family Safety	\$542.37m	\$322.66m
Protecting Australia's Children	\$32.71m	\$32.38m
Sector Representation	\$4.73m	\$4.06m
Financial Wellbeing and Capability	\$188.59m	\$205.25m
Volunteering and Community Connectedness	\$69.48m	\$90.11m
National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Redress Payment	\$284.97m	\$343.81m
National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Psychological Support Payment	\$2.68m	\$2.71m
Special account to support the National Plan to End Violence against Women and Children	\$3.60m	\$4.13m
Transition to Independent Living Allowance	\$2.01m	\$2.14m
Social Impact Investing Initiatives	\$16.36m	\$12.42m

1. Full year administered expenditure of \$31.8 million relating to the transfer of functions under the AAO of 13 May 2025 has been excluded from Outcome 2.
2. Where necessary, prior year's information has been reclassified and presented on a consistent basis with the corresponding appendix items.

Outcome 3	Actual expenses 2024–25 ¹	Actual expenses 2023–24 ²
Disability and Carers		
Employment Services	\$1,169.95m	\$1,193.20m
Disability and Carer Support ¹	\$52.02m	\$454.95m
Special Account to Support the National Disability Data Asset	-	\$15.39m
National Disability Insurance Scheme		
NDIS Transitioning Commonwealth Programs and Continuity of Support	\$3.14m	\$5.72m
Sector Development Fund and Jobs and Market Fund	-	\$3.74m
National Disability Insurance Scheme Participant Plans	-	\$30,279.92m
Payments to corporate entity – NDIA agency costs	-	\$2,032.42m

1. Full year administered expenditure of \$36,292.0 million relating to the transfer of functions under the AAO of 13 May 2025 has been excluded from Outcome 3.
2. Where necessary, prior year's information has been reclassified and presented on a consistent basis with the corresponding appendix items.

Outcome 4	Actual expenses 2024–25 ¹	Actual expenses 2023–24
Housing and Homelessness		
Housing and Homelessness Service Improvement and Sector Support	-	\$18.28m
Affordable Housing		
National Rental Affordability Scheme	-	\$46.28m

1. Full year administered expenditure of \$48.4 million relating to the transfer of functions under the AAO of 13 May 2025 has been excluded from Outcome 4.

Appendix B: Advertising and market research

During 2024–25, the department of Social Services conducted the following advertising campaigns:

- ▶ Stop it at the Start – the campaign aims to prevent gender-based violence by influencing attitudes and behaviours that support or condone gender-based violence.
- ▶ Consent Can't Wait – the campaign aims to reduce the incidence of sexual violence in Australia by improving community understanding and attitudes on consent and healthy sexual relationships.
- ▶ Volunteering Awareness – the campaign aims to increase awareness, interest and consideration of volunteering opportunities among young people 15–18 years old.

Further information on those advertising campaigns is available at www.dss.gov.au/about-the-department/policies-legislation/certifications-for-advertising-campaigns and in the reports on Australian Government advertising prepared by the Department of Finance, which provide details of campaigns where expenditure was greater than \$250,000 (excluding GST). Those reports are available on the Department of Finance's website, www.finance.gov.au.

Tables B-1 to B-4 list payments of \$16,900 or more (GST inclusive) to advertising agencies and market research, polling, direct mail and media advertising organisations, as required under section 311A of the *Commonwealth Electoral Act 1918*.

Table B-1: Payments to advertising agencies in 2024–25

Advertising agency	Service provided	Amount paid \$ GST incl.
33 Creative Pty Ltd	First Nations communication services – Volunteering Awareness	262,516
Carbon Media Pty Ltd	Creative development – Leaving Violence Program	310,970
Carbon Media Pty Ltd	Targeted enabling activity services – National Commissioner for Aboriginal and Torres Strait Islander Children and Young People	42,583
Carbon Media Pty Ltd	First Nations communication services – Consent Can't Wait	53,642
Carbon Media Pty Ltd	First Nations communication services – Stop it at the Start, phase 5	200,695

Advertising agency	Service provided	Amount paid \$ GST incl.
Cox Inall Change Pty Ltd	Public relations – Consent Can't Wait	280,007
Cox Inall Change Pty Ltd	Public relations – Stop it at the Start, phase 5	535,534
Cultural Perspectives Pty Ltd	Culturally and linguistically diverse communication services – Consent Can't Wait	149,522
Cultural Perspectives Pty Ltd	Culturally and linguistically diverse communication services – Stop it at the Start, phase 5	253,671
Culture HQ Pty Ltd	Culturally and linguistically diverse communication services – Volunteering Awareness	262,843
Fenton Strategic Communications Pty Ltd	Disability engagement and communications – National Redress Scheme	193,117
Ogilvy Australia Pty Ltd	Culturally and linguistically diverse communication services – National Redress Scheme	65,340
TBWA Melbourne Pty Ltd	Creative advertising – Volunteering Awareness	258,473
The Trustee for the BMF Unit Trust	Creative and website development – Stop it at the Start, phase 5	128,492
The Trustee for the BMF Unit Trust	Creative and website development – Consent Can't Wait	58,903
The Trustee for the BMF Unit Trust	Creative – Talent usage rights – Consent Can't Wait	184,276
Think HQ Pty Ltd	Public relations – Volunteering Awareness	353,571
Total		3,594,155

Table B-2: Payments to market research and polling organisations in 2024–25

Market research and polling organisation	Service provided	Amount paid \$ GST incl.
Hall & Partners Pty Ltd	Market research – Stop it at the Start, phase 5	297,058
Hall & Partners Pty Ltd	Market research – Consent Can't Wait	345,747
Hall & Partners Pty Ltd	Market research – Volunteering Awareness	95,799
Ipsos Public Affairs Pty Ltd	Analysis – 2024 APS Employee Census	61,448
Orima Research Pty Ltd	Market research – Volunteering Awareness	46,830
Orima Research Pty Ltd	Hub Customer Satisfaction Survey	69,707
Roy Morgan Research Ltd	Data services – Longitudinal Studies of Indigenous Children (LSIC) Waves 17–20	1,146,520
The trustee for JWS Research Unit Trust	Developmental research – National Commissioner for ATSI Children and Young People	64,240
The trustee for JWS Research Unit Trust	Market research – Early Years Strategy	72,985
The trustee for JWS Research Unit Trust	Market research – Children, youth and parenting services – Market research survey with parents and carers (playgroups)	132,000
Urbis Ltd	Evaluation strategy – Safe and Supported	111,441
Whereto Research Based Consulting Pty Ltd	Assessment and evaluation services – Escaping Violence Payment trial	68,160
Whereto Research Based Consulting Pty Ltd	Assessment and evaluation services – Intercountry Adoptee and Family Support Service	39,820
Whereto Research Based Consulting Pty Ltd	Evaluation – National Partnership on Family Domestic and Sexual Violence Responses	297,880

Market research and polling organisation	Service provided	Amount paid \$ GST incl.
Whereeto Research Based Consulting Pty Ltd	Consultation focus groups – Children, youth and parenting services – Focus groups with parents and carers – Families and Children Activity	19,800
Whereeto Research Based Consulting Pty Ltd	Evaluation of the Support for Trafficked People Program	305,371
Whereeto Research Based Consulting Pty Ltd	Survivor Survey – Redress	19,217
Whereeto Research Based Consulting Pty Ltd	Developmental Research – Leaving Violence Program	129,975
Whereeto Research Based Consulting Pty Ltd	Market research – Disability Employment Services and the Disability Employment Centre for Excellence programs	468,288
Whereeto Research Based Consulting Pty Ltd	Evaluation of Healthy MaTE	36,053
Verian Group Australia Pty Ltd (formerly known as Kantar Public Australia Pty Ltd)	Evaluation of Be Connected Program	76,863
Verian Group Australia Pty Ltd (formerly known as Kantar Public Australia Pty Ltd)	Market research – Consent Can't Wait	66,000
Verian Group Australia Pty Ltd	Developmental research – Consent Can't Wait phase 2	114,400
Total		4,085,602

Table B-3: Payments to direct mail organisations in 2024–25

Direct mail organisation	Service provided	Amount paid \$ GST incl.
National Mailing & Marketing Pty Ltd	Distribution, warehousing and related services	390,540
Total		390,540

Table B-4: Payments to media advertising organisations in 2024–25

Media advertising organisation	Service provided	Amount paid \$ GST incl.
Fairfax Media Publications Pty Ltd	Media subscription 2024–25	24,345
Mediabrand Australia Pty Ltd	Advertising – National Redress Scheme	52,099
Mediabrand Australia Pty Ltd	Advertising – Income Management Communication	491,169
Mediabrand Australia Pty Ltd	Advertising – Recruitment	161,099
Mediabrand Australia Pty Ltd	Advertising – Consent Can't Wait	15,512,559
Mediabrand Australia Pty Ltd	Advertising – Stop it at the Start, phase 5	15,051,318
Mediabrand Australia Pty Ltd	Advertising – Volunteering Awareness	1,255,905
Total		32,548,494

Appendix C: Climate statement

Commonwealth Climate Disclosure (CCD) is the government’s policy for Commonwealth entities to publicly disclose their exposure to climate risks and opportunities, as well as their actions to manage them.

Under the policy, non-corporate Commonwealth entities are required to complete climate disclosures. As the department meets the thresholds of Tranche 1 in the [CCD Policy Architecture](#), we have included climate-related disclosures in our Annual Report from 2024–25. This climate statement has been prepared in accordance with the [Year 1 Reporting Provisions](#) for Tranche 1 entities.

Climate-related governance

The roles and responsibilities in the oversight and administration of governance processes, controls and procedures, including those used to monitor, manage and oversee climate-related risks and opportunities, are outlined in Chapter 4.1 Governance structure and in Figure C-1 below.

Figure C-1: Our climate risk governance structure



The Secretary, as the Accountable Authority, is responsible for establishing and maintaining systems relating to risk and control, as per section 16 of the PGPA Act. The Secretary has delegated responsibility to authorise the department's Climate Risk and Opportunity Management Program (CROMP) – Risk Management Plan to the Chief Risk Officer. The Chief Risk Officer is responsible for overseeing and implementing governance processes, controls and procedures in relation to climate risks and opportunities.

The Secretary's Instructions require staff to manage risk in accordance with the department's Risk Management Framework. The framework includes a section on CCD, which prompts staff to consider climate-related risks and opportunities in their work. Staff must assess and report these risks and opportunities to relevant executives, following the department's risk escalation procedures. Through the application of the Risk Management Framework across the department, the Secretary ensures that climate-related risks and opportunities are considered. This approach is consistent with the Secretary's obligations under section 16 of the PGPA Act.

The Secretary oversees the setting of climate-related targets, as set out in the department's Emissions Reduction Plan. The department's [Emissions Reduction Plan](#) has been signed by the Secretary and published on the department's website. The Secretary monitors progress against actions identified within the plan, and any additional measures adopted, in our annual reports. Our strategy to reduce emissions aligns with the [APS Net Zero in Government Operations Strategy](#).

Climate risk capability

The Commonwealth Risk Management Policy requires that Commonwealth entities have an appropriate level of risk management capability. To ensure our agency is equipped with the in-house capability to manage climate-related risks, we have encouraged staff to complete the CROMP training modules. Updates on staff attending these courses have been regularly communicated to the Accountable Authority and the Audit and Risk Committee.

Climate-related strategy

The department acknowledges that our climate-related strategy will develop over time as climate-related risks and opportunities are identified and as internal climate capability builds. The scope of our climate risk and opportunity assessment aligns with Year 1 of the progressive implementation schedule to cover organisational risks and opportunities. Through our climate risk assessment, we have identified and categorised our material climate-related risks and opportunities. In June 2025, the department assessed the highest climate risk as 'Medium Risk'.

Table C-1: Categorisation of material climate-related risks and opportunities

Risk / opportunity statements	Risk / opportunity	Risk / opportunity type
There is a risk that extreme weather events may affect the health and/or safety of our people.	Risk	Physical
There is a risk that extreme weather events affect the ability of staff to attend the office which may cause operational disruptions.	Risk	Physical
There is a risk of damage to the department's assets and/or property due to severe weather events.	Risk	Physical
There is a risk that high-emission scenarios may lead to increased costs, limited availability, or restrictions on airline travel and /or vehicle hire.	Risk	Transitional
There is an opportunity to implement and maintain the department's Emissions Reduction Plan.	Opportunity	Transitional

Effects on our operational model

The results of the risk assessment indicate that the anticipated effects of climate-related risks on DSS's operational model will increase over time. Our risk assessment indicates the risks identified are currently more likely to occur after 2030 and closer to 2050. While our risk assessment was an Australia-wide assessment, it is anticipated that the effects of climate-related risks and opportunities will be concentrated in areas of Australia most susceptible to extreme weather events. For example, this could reasonably include our offices across Western Australia, the Northern Territory and Queensland, where extreme weather events are already known to occur.

Our [Emissions Reduction Plan](#) outlines the actions we plan to take in the short term (2030) to reduce our emissions.

Climate-related risk management

We completed our organisational climate risk and opportunity assessment in accordance with our obligations under [Climate Risk Management: The Australian Government's Approach to Climate Risk and Opportunity Management in the Public Sector 2024-2026](#), and in line with the CROMP [Organisation Application Guide](#).

In order to complete our organisational climate risk assessment, all groups across the department provided input into the key risks and opportunities against our key values at risk. All risks in the department, including climate-related risks, are prioritised according to level of risk.

The following sources were used in the development of our risk assessment:

Figure C-2: Data sources used for climate risk and opportunity assessment

Internal data sources	▶ Enterprise risk management framework ▶ Input from staff to identify assets, infrastructure and staff that may be at risk from climate change
External data sources	▶ Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (2021) ▶ Climate Change in Australia ▶ The State of the Climate 2024 report ▶ Climate scenario and transition summaries in CROMP Organisation Application Guide Appendix ▶ www.finance.gov.au/government/comcover/risk-services/management/commonwealth-risk-management-policy

In 2024–25, the department implemented the CCD policy, as established by the Department of Finance. As part of the CCD’s first-year requirements, the department completed an organisational Climate Risk Assessment, engaging across business streams to identify and consolidate climate-related risks and opportunities. This process informed the development of the department’s CROMP Risk Assessment, which considers short- and medium-term horizons – present day, 2030, and 2050 – and both low- and high-emissions scenarios, reflecting plausible future climate conditions.

Risks and opportunities were assessed using the department’s existing likelihood and consequence criteria, with responsibility assigned to senior executives. The initial focus of this work has been on the department’s property footprint, with broader policy and program impacts to be considered over time. The assessment drew on a range of internal and external data sources, including staff input, infrastructure data, and national and international climate reports.

The department’s Risk Management Framework now instructs staff to consider climate-related risks and opportunities in their work, and climate risks will be reviewed and reported through annual business planning processes to the Accountable Authority and executive staff.

Climate-related metrics and targets

The department is committed to contributing to the government’s [APS Net Zero 2030 target](#). Our approach, including interim qualitative and quantitative targets, is publicly available in our [Emissions Reduction Plan](#) and we will report our progress annually through our climate disclosure. Details of the target are summarised in the [APS Net Zero 2030 target factsheet](#), including scope, emissions sources and timeframes. We have not deviated from the approach in this factsheet.

Progress towards the APS Net Zero 2030 target

The department is responsible for managing and implementing emissions reduction initiatives set by the Australian Government. The [Net Zero in Government Operations Strategy](#) requires that an annual update to the Emissions Reduction Plan and a summary must be reported within the department’s annual reports. This, combined with annual emissions reporting, will be used as a measure of the department’s progress towards reducing our emissions.

Table C-2: Progress towards the APS Net Zero 2030 target

APS Net Zero 2030 target emission sources	2022–23* t CO ₂ -e	2023–24* t CO ₂ -e	Percentage change since 2022–23
Total scope 1	18.79	19.18	2%
Natural gas	-	-	n/a
Fleet and other vehicles	18.79	19.18	2%
Refrigerants	n/a	-	n/a
Other energy	-	-	n/a
Total scope 2	455.12	425.49	–7%
Electricity (market-based)	455.12	425.49	–7%
Total scope 1 and scope 2	473.91	444.67	–6%

Note: The table above presents emissions related to electricity usage using the market-based accounting method. t CO₂-e = tonnes of carbon dioxide equivalent.

* Emissions reported may differ from previously published emissions due to reconciliation of natural gas and electricity data or updates to emission factors and calculation methods. See 2024–25 [Net Zero in Government Operations Annual Progress Report](#) for details regarding emission factors and calculation methods updates.

Emissions Reduction Plan summary

A summary of progress against priorities and actions identified within the [Emissions Reduction Plan](#) is provided in Table C-3 below.

Table C-3: Progress against Emissions Reduction Plan priorities and actions

Priorities and actions	Progress
Net zero energy and buildings	
Electricity procurement	The department purchased 100% GreenPower in one contract extension, from March 2025.
Green lease schedule (GLS)	The department has 5 GLSs in place: ▶ Aviation House Canberra ▶ Enid Lyons Building Canberra ▶ New South Wales State Office ▶ Northern Territory State Office ▶ Victorian State Office. The department continues to conduct annual National Australian Built Environment Rating Scheme (NABERS) energy assessments, as required. The department continues to conduct Building Management Committee meetings, as required.
Electric vehicle (EV) charging	The department has incorporated an EV charging plan into the property management plan. The department’s landlords have installed EV charging infrastructure in 2 leased premises. The department will continue to work with landlords to install EV charging infrastructure within leased premises, where possible.
Net zero procurement	
Environmentally sustainable procurement	The department considers the Department of Climate Change, Energy, the Environment and Water’s Environmentally Sustainable Procurement Policy and the Sustainable Procurement Guide when undertaking procurement.

Priorities and actions	Progress
Net zero fleet	
Reduce fleet emissions by transitioning to EVs	The whole-of-government EV requirements have been embedded into our policies and procedures. The department operates a small fleet of 23 leased vehicles to support the delivery of services across all Australian states and territories, of which 12 are low-emissions vehicles (LEVs), comprising: ▶ 11 battery electric vehicles (BEVs) ▶ 1 plug-in hybrid electric vehicle (PHEV). All other passenger vehicles will be considered for replacement with an EV when their current leases expire.
Net zero ICT	
Use energy-efficient data centres	Services Australia provides ICT services and equipment to the department under a shared services arrangement. The department continues to work in partnership with Services Australia to ensure data centres are located in energy-efficient premises and to participate in the whole-of-government digital marketplace panel, wherever possible.
Net zero travel	
Reduce the need for travel	The department continues to encourage staff to use online conferencing as an alternative to travelling. Where travel is required, delegates must consider: ▶ choosing greener accommodation choices by reviewing NABERS energy ratings displayed next to applicable hotels in the online booking tool when available ▶ reviewing the requirement for flights and considering low-emissions sources of transport, such as trains or other land-based transport ▶ when there is a requirement to hire a vehicle, ensuring the use of low-emissions vehicles where possible.

Priorities and actions	Progress
People, culture and capability	
People, culture and capability	A Chief Sustainability Officer was appointed to drive emissions reduction activity and capability uplift across the organisation. A net zero working group was established and 2 meetings were held over the period to coordinate action. The department promoted the Net Zero Foundations and Net Zero Buildings courses to relevant Property Services staff. The department promoted the Environmentally Sustainable Procurement e-learning course to relevant staff. The department promoted Earth Hour 2025.

Emissions reporting

As part of the [Net Zero in Government Operations Strategy](#) and the reporting requirements under section 516A of the [Environment Protection and Biodiversity Conservation Act 1999](#), non-corporate Commonwealth entities, corporate Commonwealth entities and Commonwealth companies are required to report on their operational greenhouse gas emissions.

The greenhouse gas emissions inventory and electricity greenhouse gas emissions tables present greenhouse gas emissions over the 2024–25 financial year. The greenhouse gas emissions reported are calculated on the basis of tonnes of carbon dioxide equivalent (t CO₂-e) and in line with the [Emissions Reporting Framework](#). This is consistent with a whole-of-government approach outlined in the Net Zero in Government Operations Strategy and [Commonwealth Climate Disclosure requirements](#).

Table C-4: 2024–25 greenhouse gas emissions inventory – location-based method

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e
Electricity (location-based approach)	n/a	1,350.17	98.30	1,448.47
Natural gas	-	n/a	-	-
Solid waste	-	n/a	154.17	154.17
Refrigerants	-	n/a	n/a	-
Fleet and other vehicles	15.52	n/a	3.84	19.36
Domestic commercial flights	n/a	n/a	1,096.49	1,096.49
Domestic hire car	n/a	n/a	20.91	20.91
Domestic travel accommodation	n/a	n/a	378.71	378.71
Other energy	-	n/a	-	-
Total t CO₂-e	15.52	1,350.17	1,752.41	3,118.11

Note: The table above presents emissions related to electricity usage using the location-based accounting method.

t CO₂-e = tonnes of carbon dioxide equivalent.

Table C-5: 2024–25 electricity greenhouse gas emissions

Emission source	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e	Electricity kWh
Location-based electricity emissions	1,350.17	98.30	1,448.47	2,143,525.76
Market-based electricity emissions	323.34	43.91	367.25	399,186.55
Total renewable electricity consumed	n/a	n/a	n/a	1,744,339.21
Renewable power percentage ¹	n/a	n/a	n/a	390,014.51
Jurisdictional renewable power percentage ^{2, 3}	n/a	n/a	n/a	1,262,818.15
GreenPower ²	n/a	n/a	n/a	91,506.55
Large-scale generation certificates ²	n/a	n/a	n/a	-
Behind the meter solar ⁴	n/a	n/a	n/a	-
Total renewable electricity produced	n/a	n/a	n/a	-
Large-scale generation certificates ²	n/a	n/a	n/a	-
Behind the meter solar ⁴	n/a	n/a	n/a	-

Note: The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods.

t CO₂-e = tonnes of carbon dioxide equivalent. Electricity usage is measured in kilowatt hours (kWh).

1. Listed as mandatory renewables in 2023–24 annual reports. The renewable power percentage accounts for the portion of electricity used, from the grid, that falls within the renewable energy target.
2. Listed as voluntary renewables in 2023–24 annual reports.
3. The Australian Capital Territory is currently the only state with a jurisdictional renewable power percentage.
4. Reporting behind the meter solar consumption and/or production is optional. The quality of data is expected to improve over time as emissions reporting matures.

Emissions reporting caveats

The following caveats are intended to support annual report users to understand the department's emissions reporting:

- Not all data sources were available at the time of the report, and amendments to data may be required in future reports.
- [Amended greenhouse gas emissions inventories](#) from previous annual reports can be found on the department's website. Enhancements to the amendments reporting process are being investigated for future reporting years.

- ▶ Reporting on refrigerants is being phased in over time as emissions reporting matures and is optional for the department in 2024–25 emissions reporting. See the [Emissions Reporting Framework](#) for more details.
- ▶ On 13 May 2025, the Department of the Prime Minister and Cabinet released AAOs regarding Machinery of Government changes that affects the department. Under the AAOs, housing, rental and homelessness functions have been transferred to the Department of the Treasury, and disability functions (except Disability Employment Services) have been transferred to the DHDA. These changes have not yet been reflected in this version of the emissions inventory tables.
- ▶ A portion of DFSV Commission, Department of Employment and Workplace Relations (DEWR), DHDA, NDIS Quality and Safeguards Commission, Aged Care Quality and Safety Commission, Fair Work Ombudsman, Department of the Treasury and National Commission for Aboriginal and Torres Strait Islander Children and Young People, and the Northern Territory Government's property-related activity data was unable to be separated from the department's data and has been included in the department's annual report.
- ▶ A portion of the department's electricity data was unable to be separated from Services Australia, NDIA, DEWR, and National Indigenous Affairs Agency property-related activity data and has been included in their annual reports.
- ▶ A portion of natural gas, electricity, renewables, stationary fuels, solid waste and refrigerants data was unable to be separated from landlord data and has not been included.
- ▶ Where the electricity and solid waste billing periods do not align with the end of the financial year, a daily average was used to determine the emissions for the financial year.
- ▶ A portion of waste data was estimated based on industry average.
- ▶ Due to the billing cycles not aligning with the end of the financial year, some electricity data was not available during the initial collection process in July–August 2025. Adjustments to the data may be required in future reports.
- ▶ Emissions from electricity consumed by electric and plug-in hybrid vehicles has only been reported for electricity directly purchased by the department. Emissions associated with electricity consumption from public charging stations have not been reported for 2024–25.
- ▶ Emissions from hire cars for 2024–25 have been sourced from a third party and may be incomplete due to a lack of robust data. The quality of data is expected to improve over time as emissions reporting matures.

Appendix D: Compliance with the Carer Recognition Act

We recognise the significant contribution Australia's 3 million unpaid carers make to the community and the economy. We deliver a range of services and supports to help carers in their caring role, including the Carer Gateway program. We also work closely with Services Australia to deliver the Carer Payment and Carer Allowance to assist carers who are unable to support themselves through paid employment, due to the constant care they provide.

The *Carer Recognition Act 2010* (the Act) provides a legislative framework to recognise carers. The Act includes the Statement for Australia's Carers, which stipulates carers should have the same rights, choices and opportunities as other Australians. The Act also includes a range of public service agency obligations, including ensuring carers are recognised in human resource policies, consulting with carers and peak bodies when creating or changing care supports and ensuring we adhere to the principles in the Statement for Australia's Carers.

As part of the National Carer Strategy Action Plan 2024–2027 (the Action Plan), the government has committed to contemporise the Act. As part of our implementation of the Action Plan, we will explore and consult on options to ensure the Act is contemporary and reflects the diversity of Australia's carers.

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

We promote awareness of the Statement for Australia's Carers through information available on the intranet and other departmental resources. As at 30 June 2025, the department was the lead for carer policy and programs. We informed the general public about the Act through the department's website and the Carer Gateway website.

Additionally, we fund Carers Australia as the national peak body for Australia's unpaid carers. Carers Australia undertakes a variety of activities to raise awareness and inform carers about services and supports available to them, including coordinating National Carers Week activities in October every year.

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

Our human resources policies comply with the principles contained in the Statement for Australia's Carers. The department's Enterprise Agreement 2024–27 includes carer's leave entitlements. In addition to carer's leave, the department's Enterprise Agreement and human resources policies support staff to access flexible working arrangements, including:

- ▶ changes in hours and patterns of work
- ▶ part-time work
- ▶ compressed hours
- ▶ job sharing
- ▶ home-based work.

We also uphold the requirements of the National Employment Standards under the *Fair Work Act 2009*, including entitlements for employees who are recognised carers.

Our staff have access to health and diversity facilities including dedicated rooms to help manage unforeseen caring responsibilities. In addition, they can access free counselling arranged through the Employee Assistance Program and Beyond Blue's New Access Workplaces program.

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

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

To ensure the needs of carers are met in the development of carer policy and programs, prior to the Machinery of Government changes, the department funded and regularly consulted with Carers Australia on matters relating to carer policy and services and sought advice on issues affecting unpaid carers.

During the reporting period, prior to the Machinery of Government changes, the department commissioned Carers Australia to undertake an annual national survey asking carers about their health and wellbeing, and the types of supports they have accessed in their caring role. The findings of this survey are used to inform ongoing policy and program development, including developing and evaluating carer supports such as Carer Gateway.

Carers Australia continues to lead the Carer Policy Forum, bringing together leaders from the community, advocacy groups and service organisations across different sectors with an interest in carer policy. The forum serves in an advisory and consultative capacity to the department on carer payments.

The Social Services Portfolio worked closely with other government agencies from which carers access services – including Services Australia, DHDA and the NDIA – to ensure support for carers aligns across governments.

Appendix E: Disability reporting

In line with Australia's Disability Strategy 2021–2031, the department is committed to providing improved visibility of disability information and reporting mechanisms supported by the department.

Information on disability-related webpages supported by the department is provided in Table E-1 below.

Table E-1: Disability-related webpages

Webpage title	Webpage address
Assistance for Isolated Children Scheme Guidelines (Information on the Scheme and how it assists primary/secondary school students with a disability or special health need who are unable to attend an appropriate government school	www.guides.dss.gov.au/aicsg
DisabilityCare Australia Fund	www.finance.gov.au/government/
Disability Employment Services Caseload and Commencements Data	www.data.gov.au/data/dataset/disability-employment-services-caseload-and-commencements-data
Disability Employment Services – department program information	www.dss.gov.au/disability-and-carers-programs-services/employment-services-for-people-with-disability
Disability Employment Services – information for participants	www.jobaccess.gov.au/people-with-disability
Disability Employment Services Monthly Data	www.data.gov.au/data/dataset/disability-employment-services-caseload-and-commencements-data
Disability Employment Programs	www.dss.gov.au/disability-employment-programs
Disability Employment Services Outcome Rates by Disability Type	www.data.gov.au/data/dataset/disability-employment-services-outcome-rates-by-disability-type
Disability Employment Services Quality Strategy for Disability Employment	www.dss.gov.au/our-responsibilities/disability-and-carers/program-services-for-service-providers/quality-strategy-for-disability-

Webpage title	Webpage address
Disability Employment Services Targeted Compliance Framework	www.data.gov.au/data/dataset/disability-employment-services-targeted-compliance-framework
Disability Gateway: Connecting you to information and services	www.disabilitygateway.gov.au
Disability Reform Ministers' Meetings	www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/government-international/disability-reform-ministers-meeting
DSS Engagement – Promoting Evidence-based Assistive Technology And Supports	www.engage.dss.gov.au/promoting-evidence-based-assistive-technology-and-supports
DSS Engagement - Working together to trial blended payments	www.engage.dss.gov.au/blended-payment-model-trials
Early Childhood Intervention Services and Supports	www.dss.gov.au/early-childhood
Early Childhood Targeted Action Plan	www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/early-childhood-targeted-action-plan-early-childhood-tap
Early Days Workshops	www.dss.gov.au/early-childhood
ENVISAGE-Families	www.envisage.community
Facebook page: Disability Gateway	www.facebook.com/DisabilityGateway
Financial support for carers	www.servicesaustralia.gov.au/getting-support-if-youre-caring-for-someone?context=60097
Financial support for people with disability	www.servicesaustralia.gov.au/financial-support-when-living-with-disability?context=60093
Supported EmploymentAsk	www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/supported-employment
Job Access	www.jobaccess.gov.au
New specialist disability employment program – Consultation	www.engage.dss.gov.au/a-new-specialist-employment-disability-program-consultation

Webpage title	Webpage address
Outcomes Framework reporting	www.aihw.gov.au/australias-disability-strategy
Participant outcomes report NDIS	www.ndis.gov.au/publications/participant-and-familiescarers-outcomes-reports
PlayConnect+	www.playconnectplus.com.au
PlayConnect Playgroups	www.playconnectplus.com.au/playgroups
Pensioner Education Supplement (Information on the supplement, including eligibility and how it can assist eligible recipients with study.)	www.guides.dss.gov.au/social-security-guide/3/8/3
Raising Children Network	www.raisingchildren.net.au/disability
Safe Places Emergency Accommodation (Safe Places) Program	www.treasury.gov.au/policy-topics/housing/safe-places-emergency-accommodation-program

Appendix F: Digital reporting tool data – non-corporate Commonwealth entities

Table F-1: 17AD(da) – Information about remuneration for key management personnel

Name	Position title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Base salary ¹	Bonuses	Other benefits and allowances ²	Superannuation contributions ³	Long service leave ⁴	Other long-term benefits		
Raymond Griggs	Secretary	\$405,373	0	\$1,082	\$13,404	\$9,164	0	0	\$429,023
Michael Lye	Secretary	\$476,437	0	\$1,332	\$59,175	\$10,811	0	0	\$547,755
Matthew Flavel	Deputy Secretary	\$383,579	0	\$2,414	\$85,215	\$23,038	0	0	\$494,246
Patrick Hetherington	Deputy Secretary	\$430,438	0	\$2,414	\$77,950	\$19,282	0	0	\$530,084
Letitia Hope	Deputy Secretary	\$407,348	0	\$2,414	\$76,685	\$17,150	0	0	\$503,597
Robyn Shannon	Deputy Secretary	\$412,175	0	\$2,414	\$75,522	\$16,166	0	0	\$506,277
Troy Sloan	Deputy Secretary ⁵	\$96,801	0	\$601	\$13,606	\$1,823	0	0	\$112,831
Total		\$2,612,151	0	\$12,671	\$401,557	\$97,434	0	0	\$3,123,813

1. Base salary is calculated as total cash salary paid during the financial year, less amounts paid for annual leave and long service leave, with an adjustment for accruals at the beginning and end of the year, plus annual leave expenses. Annual leave expense is calculated on an accrual basis, comprising annual leave paid and the movement in the annual leave provision. Annual leave taken is paid from the provision not the expense, so higher leave taken results in lower base salary reported.
2. Other benefits and allowances comprise car parking fringe benefits.
3. Superannuation is calculated as actual superannuation contributions made during the year, with an adjustment for accruals at the beginning and end of the year.
4. Long service leave is calculated on an accrual basis as long service leave paid and the movement in the long service leave provision.
5. Acted in the position for part of the year.

Table F-2: 17AD(da) – Information about remuneration for senior executives

Total remuneration bands	Number of senior executives	Average base salary	Short-term benefits		Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
			Average bonuses	Average other benefits and allowances		Average long service leave	Average other long-term benefits		
\$0 – \$220,000	42	\$87,097	0	\$1,553	\$15,846	\$4,046	0	\$3,598	\$112,140
\$220,001 – \$245,000	7	\$194,096	0	\$2,329	\$28,794	\$7,361	0	0	\$232,580
\$245,001 – \$270,000	5	\$216,197	0	\$2,359	\$35,078	\$6,883	0	0	\$260,517
\$270,001 – \$295,000	11	\$234,318	0	\$2,414	\$41,305	\$8,236	0	0	\$286,273
\$295,001 – \$320,000	14	\$248,462	0	\$2,292	\$43,155	\$9,472	0	0	\$303,381
\$320,001 – \$345,000	8	\$262,344	0	\$2,414	\$43,168	\$24,972	0	0	\$332,898
\$345,001 – \$370,000	8	\$294,116	0	\$2,414	\$50,228	\$13,521	0	0	\$360,279
\$370,001 – \$395,000	4	\$306,003	0	\$2,414	\$55,977	\$13,909	0	0	\$378,303
\$395,001 – \$420,000	5	\$304,074	0	\$2,414	\$51,367	\$19,538	0	\$27,061	\$404,454
\$420,001 – \$445,000	0		0	0	0	0	0	0	
\$445,001 – \$470,000	0		0	0	0	0	0	0	
\$470,001 – \$495,000	0		0	0	0	0	0	0	
\$495,001 – \$520,000	0		0	0	0	0	0	0	

[illegible]

Table F-4: 17AE(1)(aa) (i)–(iii) – Details of Accountable Authority during the reporting period (2024–25)

		Period as the accountable authority or member within the reporting period	
Name	Position title / position held	Start date (1 July 2024 or after)	End date (30 June 2025 or before)
Mr Raymond Griggs	Secretary	1/07/2024	11/07/2024
Ms Letitia Hope	Acting Secretary	12/07/2024	18/07/2024
Mr Raymond Griggs	Secretary	19/07/2024	6/09/2024
Mr Patrick Hetherington	Acting Secretary	7/09/2024	15/09/2024
Mr Raymond Griggs	Secretary	16/09/2024	10/12/2024
Mr Michael Lye	Secretary	11/12/2024	18/12/2024
Mr Matthew Flavel	Acting Secretary	19/12/2024	24/12/2024
Mr Michael Lye	Secretary	25/12/2024	29/05/2025
Mr Patrick Hetherington	Acting Secretary	30/05/2025	30/05/2025
Mr Michael Lye	Secretary	31/05/2025	30/06/2025

Table F-5: 17AG (4)(aa) – Management of Human Resources - All ongoing employees (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	85	11	96	195	42	237	0	0	0	0	0	0	0	0	0	333
Qld	39	2	41	118	32	150	0	0	0	0	0	0	0	0	0	191
SA	48	4	52	89	12	101	0	0	0	0	0	0	0	0	0	153
Tas	25	0	25	64	27	91	0	0	0	0	0	0	0	0	0	116
Vic	78	5	83	175	36	211	0	0	0	0	0	0	0	0	0	294
WA	15	3	18	70	15	85	0	0	0	0	0	0	0	0	0	103
ACT	603	28	631	1289	295	1,584	0	0	0	0	0	0	0	0	0	2,215
NT	4	0	4	29	5	34	0	0	0	0	0	0	0	0	0	38
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	897	53	950	2,029	464	2,493	0	0	0	0	0	0	0	0	0	3,443

[illegible]

Table F-7: 17AG(4)(b)(i)–(iv) – Australian Public Sector (APS) classification and gender, Public Service Act ongoing employees (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	2	0	2	3	0	3	0	0	0	0	0	0	0	0	0	5
SES 2	10	0	10	12	0	12	0	0	0	0	0	0	0	0	0	22
SES 1	17	0	17	53	2	55	0	0	0	0	0	0	0	0	0	72
EL 2	116	3	119	248	41	289	0	0	0	0	0	0	0	0	0	408
EL 1	260	15	275	542	151	693	0	0	0	0	0	0	0	0	0	968
APS 6	232	16	248	559	147	706	0	0	0	0	0	0	0	0	0	954
APS 5	198	16	214	461	93	554	0	0	0	0	0	0	0	0	0	768
APS 4	41	1	42	103	29	132	0	0	0	0	0	0	0	0	0	174
APS 3	19	0	19	42	0	42	0	0	0	0	0	0	0	0	0	61
APS 2	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0	4
APS 1	0	2	2	4	1	5	0	0	0	0	0	0	0	0	0	7
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	897	53	950	2029	464	2,493	0	0	0	0	0	0	0	0	0	3,443

[illegible]

Table F-9: 17AG(4)(b)(i)–(iii) – Public Service Act employees by full-time and part-time status (2024–25)

	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 3	5	0	5	0	0	0	5
SES 2	22	0	22	1	0	1	23
SES 1	70	2	72	0	0	0	72
EL 2	364	44	408	4	6	10	418
EL 1	802	166	968	16	4	20	988
APS 6	791	163	954	9	7	16	970
APS 5	659	109	768	34	5	39	807
APS 4	144	30	174	32	1	33	207
APS 3	61	0	61	1	1	2	63
APS 2	4	0	4	0	0	0	4
APS 1	4	3	7	0	0	0	7
Other	0	0	0	0	0	0	0
Total	2,926	517	3,443	97	24	121	3,564

Table F-10: 17AG(4)(b)(v) – Public Service Act employment type by location (2024–25)

	Ongoing	Non-ongoing	Total
NSW	333	16	349
QLD	191	13	204
SA	153	5	158
TAS	116	3	119
VIC	294	15	309
WA	103	0	103
ACT	2,215	69	2,284
NT	38	0	38
External Territories	0	0	0
Overseas	0	0	0
Total	3,443	121	3,564

Table F-11: 17AG(4)(b)(vi) – Public Service Act Indigenous employment (2024–25)

	Total
Ongoing	156
Non-ongoing	5
Total	161

Table F-12: 17AG(4)(c)(i) – Employment arrangements of SES and non-SES employees – Public Service Act employment arrangements (2024–25)

	SES	Non-SES	Total
Department of Social Services Enterprise Agreement 2024–2027*	0	3,450	3,450
Individual Flexibility Arrangement	0	35	35
Section 24(1) Determinations	79	0	79
Total	79	3,485	3,564

Table F-13: 17AG(4)(c)(ii) – Public Service Act employment salary ranges by classification level (minimum/maximum) (2024–25)

	Minimum salary	Maximum salary
SES 3	\$418,232	\$461,005
SES 2	\$303,283	\$350,038
SES 1	\$227,408	\$279,947
EL 2	\$144,495	\$269,881
EL 1	\$122,594	\$149,245
APS 6	\$98,393	\$115,254
APS 5	\$89,831	\$96,839
APS 4	\$81,795	\$87,919
APS 3	\$72,196	\$78,336
APS 2	\$62,472	\$69,517
APS 1	\$54,516	\$59,815
Other	0	0
Minimum/Maximum range	\$54,516	\$461,005

Table F-14: 17AG(4)(d)(iii)–(iv) – Public Service Act employment performance pay by classification level (2024–25)

	Number of employees receiving performance pay	Aggregate (sum total) of all payments made	Average of all payments made	Minimum payment made to employees	Maximum payment made to employees
SES 3	0	0	0	0	0
SES 2	0	0	0	0	0
SES 1	0	0	0	0	0
EL 2	0	0	0	0	0
EL 1	0	0	0	0	0
APS 6	0	0	0	0	0
APS 5	0	0	0	0	0
APS 4	0	0	0	0	0
APS 3	0	0	0	0	0
APS 2	0	0	0	0	0
APS 1	0	0	0	0	0
Other	0	0	0	0	0
Total	0	0	0	0	0

Table F-15: 17AG(7)(a)(i)–(iv) – Expenditure on reportable consultancy contracts (2024–25)

	Number	Expenditure \$'000 (GST incl.)
New contracts entered into during the reporting period	47	6,484
Ongoing contracts entered into during a previous reporting period	55	11,610
Total	102	18,094

Table F-16: 17AG(7A)(a)(i)–(iv) – Expenditure on reportable non-consultancy contracts (2024–25)

	Number	Expenditure \$'000 (GST incl.)
New contracts entered into during the reporting period	205	64,618
Ongoing contracts entered into during a previous reporting period	308	223,488

PGPA Rule section 17AGA(2)–(3) – Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts

Table F-17: Organisations receiving a share of reportable consultancy contract expenditure (2024–25)

Name of organisation	Expenditure \$'000 (GST incl.)
Nous Group Pty Ltd (66 086 210 344)	2,250
Scyne Advisory Pty Ltd (20 607 773 295)	1,836
Ernst & Young (75 288 172 749)	1,774
Department of the Treasury (90 802 414 793)	1,580
Whereeto Research Based Consulting (65 605 178 603)	1,325
ARTD Pty Ltd (75 003 701 764)	964
KPMG (51 194 660 183)	937

Table F-18: Organisations receiving a share of reportable non-consultancy contract expenditure (2024–25)

Name of organisation	Expenditure \$'000 (GST incl.)
Telstra Health Pty Ltd (38 163 077 236)	63,776
Jones Lang LaSalle (ACT) Pty Ltd (69 008 585 260)	45,385
Mediabrand Australia Pty Ltd (19 002 966 001)	32,723
The University of Melbourne (84 002 705 224)	24,801
Karlka Recruiting Group Pty Ltd (78 167 536 978)	12,988

Appendix G: Glossary of abbreviated terms and acronyms

Abbreviations and conventions

Abbreviation	Term
AAOs	Administrative Arrangement Orders
ABS	Australian Bureau of Statistics
ACT	Australian Capital Territory
AFP	Australian Federal Police
ANAO	Australian National Audit Office
AO	Order of Australia
APP	Australian Privacy Principles
APS	Australian Public Service
CALD	culturally and linguistically diverse
CCD	Commonwealth Climate Disclosure
CO ₂ -e	carbon dioxide equivalent
COVID-19	Coronavirus disease / Coronavirus pandemic
CROMP	Climate Risk and Opportunity Management Program
DCC	Disability and Carers Committee
DES	Disability Employment Services
DEWR	Department of Employment and Workplace Relations
DHDA	Department of Health, Disability and Ageing
DPR	direct personal response
DSS	Department of Social Services
EDBs	eligible data breaches
EL	Executive Level
EV	electric vehicle
EVP	Escaping Violence Payment
FOLR	funder of last resort

Abbreviation	Term
GLS	green lease schedule
GST	goods and services tax
ICT	information and communications technology
IVR	Interactive Voice Response
IPS program	Individual Placement and Support program
kWh	kilowatt hours
LGBTIQA+	lesbian, gay, bisexual, transgender, intersex, queer or asexual
NABERS	National Australian Built Environment Rating Scheme
NATSIHA	National Aboriginal and Torres Strait Islander Housing Association
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NDIS Commission	NDIS Quality and Safeguards Commission
NIAA	National Indigenous Australians Agency
NIC	National Indigenous Committee
NRAS	National Rental Affordability Scheme
NRS	National Relay Service
NSW	New South Wales
NT	Northern Territory
OIAC	Office of the Australian Information Commissioner
PCRG	Parents and Carers Reference Group
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
QLD	Queensland
SA	South Australia
SANFL	South Australian National Football League
SES	Senior Executive Service
SMEs	small and medium enterprises
SPSP	Stronger Places, Stronger People
TAS	Tasmania

Abbreviation	Term
TED	Targeting Entrenched Disadvantage
TILA	Transition to Independent Living Allowance
Treasury	The Department of the Treasury
VIC	Victoria
WA	Western Australia

Appendix H: Compliance Index

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(g)	Letter of transmittal		
17AI	About this Report	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)	Aids to access		
17AJ(a)	About this Report	Table of contents (print only).	Mandatory
17AJ(b)	Appendix I	Alphabetical Index (print only).	Mandatory
17AJ(c)	Appendix G	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	Appendix H	List of requirements.	Mandatory
17AJ(e)	About this Report	Details of contact officer.	Mandatory
17AJ(f)	About this Report	Entity's website address.	Mandatory
17AJ(g)	About this Report	Electronic address of report.	Mandatory
17AD(a)	Review by accountable authority		
17AD(a)	Secretary's Review	A review by the accountable authority of the entity.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	Chapter 1.1 – Our department	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	Chapter 1.1 – Our department	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	Outcome and Program Structure	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	Chapter 1.1 – Our department	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	Appendix F Table F-4	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	Appendix F Table F-4	Position title of the accountable authority or each member of the accountable authority	Mandatory
17AE(1)(aa)(iii)	Appendix F Table F-4	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory
17AE(1)(b)	Chapter 1.2 – The portfolio	An outline of the structure of the portfolio of the entity.	Portfolio departments Mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(c)	Report on the Performance of the entity		
	Annual performance Statements		
17AD(c)(i); 16F	Part 2 – Annual Performance Statements	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)	Report on Financial Performance		
17AF(1)(a)	Chapter 4.4 – Managing our Finances Part 5 – Annual Financial Statements	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	Part 5 – Annual Financial Statements	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(d)	Management and Accountability		
Corporate Governance			
17AG(2)(a)	Chapter 4.1 – Governance Structure	Information on compliance with section 10 (fraud and corruption systems).	Mandatory
17AG(2)(b)(i)	Letter of Transmittal – About this Report	A certification by accountable authority that fraud and corruption risk assessments and fraud and corruption control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	Letter of Transmittal – About this Report	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud and corruption that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	Letter of Transmittal – About this Report	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud and corruption relating to the entity.	Mandatory
17AG(2)(c)	Chapter 4.1 – Governance Structure	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	N/A	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy noncompliance.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Audit Committee			
17AG(2A) (a)	Chapter 4.1 – Governance Structure	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A) (b)	Chapter 4.1 – Governance Structure	The name of each member of the entity's audit committee.	Mandatory
17AG(2A) (c)	Chapter 4.1 – Governance Structure	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A) (d)	Chapter 4.1 – Governance Structure	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A) (e)	Chapter 4.1 – Governance Structure	The remuneration of each member of the entity's audit committee.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
External Scrutiny			
17AG(3)	Chapter 4.2 – External Scrutiny	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	Chapter 4.1 – Governance Structure Chapter 4.2 – External Scrutiny	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	Chapter 4.2 – External Scrutiny	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	Chapter 4.1 – Governance Structure	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of Human Resources			
17AG(4)(a)	Chapter 4.3 – Managing our People	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	Appendix F – Digital Reporting Tool data	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees (b) statistics on part-time employees (c) statistics on gender (d) statistics on staff location.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(b)	Appendix F – Digital Reporting Tool data	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: ▶ Statistics on staffing classification level ▶ Statistics on full-time employees ▶ Statistics on part-time employees ▶ Statistics on gender ▶ Statistics on staff location ▶ Statistics on employees who identify as Indigenous.	Mandatory
17AG(4)(c)	Chapter 4.3 – Managing our People	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	Appendix F – Digital Reporting Tool data	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4) (c).	Mandatory
17AG(4)(c)(ii)	Appendix F – Digital Reporting Tool data	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	Chapter 4.3 – Managing our People	A description of non-salary benefits provided to employees.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets Management			
17AG(5)	N/A	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory
Purchasing			
17AG(6)	Chapter 4.4 – Managing our Finances	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Reportable consultancy contracts			
17AG(7)(a)	Chapter 4.4 – Managing our Finances	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7)(b)	Chapter 4.4 – Managing our Finances	A statement that <i>“During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million].”</i>	Mandatory
17AG(7)(c)	Chapter 4.4 – Managing our Finances	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	Chapter 4.4 – Managing our Finances	A statement that <i>“Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.”</i>	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Reportable non-consultancy contracts			
17AG(7A) (a)	Chapter 4.4 – Managing our Finances	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A) (b)	Chapter 4.4 – Managing our Finances	A statement that <i>“Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.”</i>	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(daa)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		
17AGA	Appendix F – Digital Reporting Tool data	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
Australian National Audit Office Access Clauses			
17AG(8)	N/A	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	N/A	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Small business			
17AG(10) (a)	Chapter 4.4 – Managing our Finances	A statement that “[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.”	Mandatory
17AG(10) (b)	Chapter 4.4 – Managing our Finances	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10) (c)	Chapter 4.4 – Managing our Finances	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”	If applicable, Mandatory
Financial Statements			
17AD(e)	Part 5 – Annual Financial Statements	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
Executive Remuneration			
17AD(da)	Appendix F – Digital Reporting Tool data	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 23 of the Rule.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(f)	Other Mandatory Information		
17AH(1)(a)(i)	Appendix B – Advertising and market research	If the entity conducted advertising campaigns, a statement that <i>“During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”</i>	If applicable, Mandatory
17AH(1)(a)(ii)	N/A	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	Chapter 4.4 – Managing our Finances	A statement that <i>“Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”</i>	If applicable, Mandatory
17AH(1)(c)	Appendix E – Disability Reporting	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	Chapter 4.1 – Governance Structure	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	N/A	Correction of material errors in previous annual report.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AH(2)	Part 3 – Redress Scheme Part 4 – Work Health and Safety, Commonwealth Child Safe Framework Appendix C – Climate statement Appendix D – Compliance with the Carer Recognition Act	Information required by other legislation.	Mandatory

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