

Australian Government

Department of Social Services

Annual Report

2025–26

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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 2025–26. It was prepared to meet legislated reporting requirements.

1 Introduces the Department of Social Services (the department) with a description of the department and the portfolio.

2 Presents our audited Annual Performance Statements for 2025–26.

3 Provides the annual report on the operation of the National Redress Scheme consistent with the requirements of section 187 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 2025–26.

5 Presents our audited Financial Statements for 2025–26.

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

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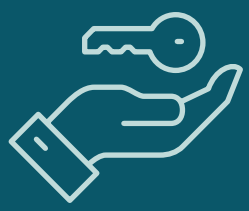
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Outcome and program structure

Figure 1: Outcome and program structure as at 30 June 2026



Social Security

Support the financial wellbeing and self-sufficiency of people when they cannot fully support themselves, by providing targeted payments and assistance through the social security system, and disability employment services.

Programs

- Support for Families
- Paid Parental Leave
- Support for Seniors
- Financial Support for People with Disability
- Financial Support for Carers
- Working Age Payments
- Student Payments
- Disability Employment Services
- Income Apportionment Resolution Payment

Families and Communities



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

Programs

- Families and Communities

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Secretary's Review 1

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 2026 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 8th 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



Michael Lye
Secretary
23 October 2026

Secretary's review

I am pleased to present the department's 2025–26 Annual Report.

In 2025–26, the department has focused its efforts on 6 priority areas aimed at improving the economic and social wellbeing of individuals, families and vulnerable members of Australian communities. This has been backed by a renewed focus on delivery.

The department's key achievements in 2025–26 include:

- launching a new $6.3 billion specialist disability employment program, Inclusive Employment Australia, to assist people with disability, injury or health conditions to prepare for, find and maintain work and grow their career. The program is delivered by a diverse network of 81 providers with expertise in working with specific cohorts, including First Nations people with disability, refugees, and culturally and linguistically diverse people with disability and people with intellectual disability (of which 78% are not-for-profit). Over 290,000 people with disability have been supported since the program commenced on 1 November 2025
- supporting around 500,000 vulnerable Australians and their families' financial wellbeing each year through the $830 million Financial Wellbeing and Capability Program through a national network of around 250 not-for-profit organisations
- investment of $88.05 million in new and continuing Aboriginal controlled services, assisting an estimated 6,800 clients and their families affected by family, domestic and sexual violence (FDSV) and at risk of child removal. Through identified FDSV programs, these services delivered more than 33,500 support sessions to those clients. This investment contributes to a broader $128.7 million commitment to strengthening Aboriginal controlled services, advancing the department's Closing the Gap commitments
- in the context of the 2026–27 Budget, securing a $182.6 million package of reforms to make the Child Support Scheme safer and fairer for families

- a commitment to outcomes-based contracting as part of a new partnership approach with departmental-funded not-for-profit entities aimed at greater ongoing collaboration with providers to achieve improved outcomes for families and children
- initiating community consultations to inform the Second Action Plan under the National Plan to End Violence against Women and Children 2022–2032, identifying what works and informing new actions.

In 2025–26, we participated in an independent Capability Review, supported by the Australian Public Service Commission (APSC) as part of the Australian Government's APS Reform. The department is implementing the review's recommendations through our DSS Capability Action Plan. We are strengthening our capability to deliver better social policy outcomes for all Australians. The Capability Action Plan guides us to achieve our Impact Strategy 2025–2030 priorities:

- more people in work
- a fair social security system
- breaking the cycle of entrenched disadvantage
- people are connected to their community
- ending violence in families and relationships
- parents and carers supporting their children to be safe and develop.

Looking forward

In 2026–27, the department will deliver key policy and programs under our 2 outcome areas – Social Security and Families and Communities, guided by our Impact Strategy.

We will continue to focus on our capability uplift and invest in our people: to provide social policy leadership, drive delivery for the Australians we serve, embed supportive systems such as technology and work in partnership with our policy and service delivery partners.

In 2026–27 we will focus on:

- delivering the Second Action Plan under the National Plan to End Violence against Women and Children 2022–2032 and associated plans to end gender-based violence and ensure people live free from fear and violence
- continue reforms and investment to ensure children are safe and supported and to meet our commitments under Closing the Gap targets 12 and 13
- implement the historic package of Child Support reforms and pursue further changes to reduce weaponisation of the Child Support Scheme, and help parents meet their child support obligations
- working in partnership with the Department of Employment and Workplace Relations, Services Australia and other Commonwealth agencies to support more people to find meaningful work and enable young people to transition into a modern job market
- supporting survivors of child sexual abuse through the National Redress Scheme
- continuing to identify and deliver local solutions that help break cycles of entrenched disadvantage.

We will continue to sharpen our focus on measurable outcomes and work hard to improve the economic and social wellbeing of Australian communities.



Michael Lye
Secretary

1

Overview

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Chapter 1.1 Our department

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

The department works in partnership with government and non-government organisations and communities to achieve this purpose through the effective development, management and delivery of payments, evidence-based policies, programs and services to support individuals and families.

Our policy context



The department's purpose is to **improve the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.**

The department is responsible for 2 outcome domains in our Portfolio Budget Statements:

1. **Social Security** – Support the financial wellbeing and self-sufficiency of people when they cannot fully support themselves, by providing targeted payments and assistance through the social security system, and disability employment services.
2. **Families and Communities** – Promote stronger and more resilient families, children, individuals and communities by providing targeted supports.

Operationalising our 2 outcome domains are the programs that the department oversaw in 2025–26, including:



- **Social Security** – 1.1 Support for Families, 1.2 Paid Parental Leave, 1.3 Support for Seniors, 1.4 Financial Support for People with Disability, 1.5 Financial Support for Carers, 1.6 Working Age Payments, 1.7 Student Payments, 1.8 Disability Employment Services, 1.9 Income Apportionment Resolution Payment
- **Families and Communities** – 2.1 Families and Communities.

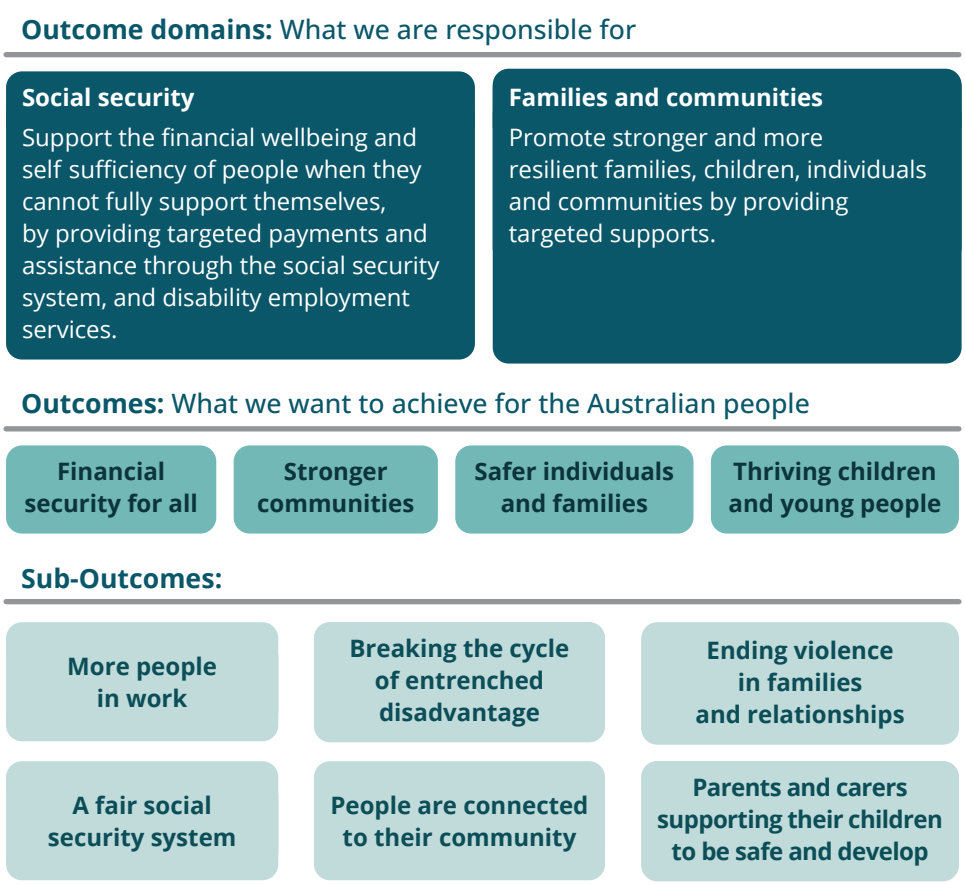
For more detail on key activities under our programs, see Part 2, Annual Performance Statements, of this report.

Our Impact Strategy

In 2025, we launched the DSS Impact Strategy 2025–2030 which outlines the policy outcomes we are working to achieve throughout the next 5 years. The Impact Strategy summarises our vision for improving social outcomes for Australians and highlights opportunities and challenges in the social policy environment. In doing so, it provides staff with clear guidance on how we will work to deliver our purpose.

Figure 1 is an extract from the Impact Strategy, depicting our legislated outcome domains and the policy outcomes we are aiming to deliver.

Figure 1. Extract from DSS Impact Strategy 2025–2030



The Impact Strategy aligns with the department's responsibility for:

- **Closing the Gap Target 12** – Reducing the overrepresentation of Aboriginal and Torres Strait Islander children in out-of-home care by 45% over 10 years
- **Closing the Gap Target 13** – Reducing the rate of family violence and abuse against Aboriginal and Torres Strait Islander women and children.

Further details are available in the DSS Impact Strategy 2025–2030.

Implementation has focused on embedding commitments across the department since launching in December 2025.

Our Capability Action Plan

Investing in our people and systems is critical to delivering the government's priorities. In 2025–26 we welcomed the findings of the independent Capability Review program conducted by the APSC and responded through Shaping DSS – a program to strengthen capability, policy excellence and delivery impact. Our response strategically builds on existing initiatives, such as the department's Social Policy Toolkit. We are focused on delivering better social policy outcomes by strengthening the department's policy development and delivery capability, collaborating more effectively and making better use of technology.

The department's response to the Capability Review – Capability Action Plan 2025–2030 – identifies the areas where we are strengthening our capability to support organisational change.

The Capability Action Plan focuses our capability efforts on 4 key areas:

1. **lead strategic social policy** to create beneficial change
2. **drive delivery** to achieve real impact
3. **embed supportive systems** to work smarter
4. **collaborate meaningfully** to build shared purpose and influence.

The Capability Action Plan complements the Impact Strategy. It details our capability investments and identifies the specific actions we are taking to help build the department's organisational capability for sustained impact.

Further details follow about our Capability Action Plan.

Embedding our priority capabilities



Since late 2025–26 we have been implementing the Capability Action Plan in earnest. The department has focused on supporting staff to provide social policy leadership. We ran regular seminars with policy experts to support our staff to broaden their policy knowledge; and launched the Social Policy Toolkit to provide tools for designing evidence-informed solutions to complex policy challenges.

We strengthened our delivery culture by working with government and community partners to develop, manage and deliver payments, evidence-based policies, programs and services. We established a dedicated Delivery Unit to work closely with teams to drive key priorities and align effort and resources and established a Delivery Committee to oversee and ensure implementation. We remain focused on delivering meaningful outcomes through data and continuous improvement.

We continue to uplift our systems to ensure staff are supported to be efficient and effective. We enhanced the department's information and communications technology (ICT) infrastructure through the rollout of Windows 11 and Microsoft 365 Copilot Chat to provide staff with more supportive digital systems to enable their work. APS Academy artificial intelligence (AI) training and streamlined administrative processes and human resources (HR) delegations equip staff with the right information to perform their duties ethically and effectively.

Building our culture of collaboration remained a focus of 2025–26. We established an active Social Policy Network that provides opportunities for staff to sharpen their policy knowledge and collaborate with colleagues. Professional development courses and dedicated Senior Executive Service (SES) and Executive Level (EL) 2 Forums support staff at all levels to build connections and strengthen their collaboration skills. We worked with partners across the Commonwealth to strengthen implementation planning and deliver government priorities across the 2025–26 Budget cycle.

Our 5-year vision



Over the 5-year term of the Impact Strategy and Capability Action Plan the department will continue to respond to challenges and opportunities across the social services environment, including changing community expectations, global disruption and emerging technologies. We will focus on continuing to build our priority capabilities to support our people to thrive in their roles and deliver meaningful impact for communities.

Organisational structure

Our department is led by the Secretary and supported by Deputy Secretaries. Our organisational structure as at 30 June 2026 is shown in Figure 2.

Figure 2. Organisational structure as at 30 June 2026

Michael Lye
Secretary

Social Security
Matt Flavel
Deputy Secretary

- Participation and Family Payments
  Ben Peoples, GM
- Participation and Supplementary Payments
  Katrina Chatham, BM
- Carer, Disability and Student Payments
  Dani Chatillon, BM
- Family Payments
  Nathan Dean, A/g BM
- ★ Child Support Reform
  Amanda Kennedy, A/g BM

- System, Strategy and Seniors
  Cheryl-Anne Navarro, A/g GM
- Payment Structures and Seniors
  Kirsty Johnson, BM
- Strategy and Analysis
  Gillian Beer, BM
- International Payments and Compliance
  Xia Du, A/g BM

- Disability Employment
  Alex Buckley, A/g GM
- Disability Employment Programs
  Cath Pou, A/g BM
- Disability Employment Policy
  Emily Hurley, BM

Delivery and Data
Corri McKenzie
Deputy Secretary

- Data and Evaluation
  James Steen, A/g GM
- Data Reporting and Evaluation
  Danielle Aeuckens, BM
- Data Governance and Use
  Agnieszka Nelson, BM
- Income Management Taskforce
  Kirsti van der Steen, BM

- Delivery and Communities
  Pia van de Zandt, GM
- Communities
  Heidi Kiekebosch-Fitt, BM
- Closing the Gap Delivery
  Rick Haines, BM
- Delivery Unit
  Sarah Mourney, A/g BM

Families and Communities
Corri McKenzie
Deputy Secretary, Interim

- Family Wellbeing
  Jacqueline Hrast, GM
- Child and Family
  Janaya Cox, A/g BM
- Financial Resilience and Response
  Mary Hodge, BM
- Adoption and Legacy Supports
  Joanna Carey, BM and Investigation Lead

- Family Safety
  Anna Lutz, GM
- Design and Development
  Tim Crosier, BM
- National Programs
  Eve Cordeiro, BM
- Family, Domestic and Sexual Violence Specialist Policy
  Lauren Power, BM
- Children's and Youth Policy
  Emily Devine, BM

Legend

A/g:	Temporarily acting in the role	★	Indicates a temporary group/branch
GM:	Group Manager	^	Chief Counsel reports to both the Secretary and the Chief Operating Officer
BM:	Branch Manager		

Office of the Secretary | Chief of Staff
Ellen Fitzgerald

Chief Operating Officer, A/g
Thea Connolly

- ^Chief Counsel, Legal Services, Audit and Assurance, **Bronwyn Worswick,** GM
  - Legal Services **Nicola Pearson,** BM
  - Audit and Assurance **Rob Stedman,** BM
- Chief Finance Officer **Mark Richardson,** A/g GM
  - Budget Development **Leung Lau,** A/g BM
  - Financial Management and Property Services **Hitesh Rohra,** BM
  - Chief Information Officer **Alana Lundy,** BM
- Corporate and Government Services **Richard Baumgart,** GM
  - Communication **Melissa Evans,** Chief Communication Officer, BM
  - People Services **Sam Ursich,** BM
  - Parliamentary, Security and Governance **Kraig Lowes,** BM
- Social Policy **Andrew Whitecross,** GM
  - Strategy and Delivery **Thomas Abhayaratna,** BM

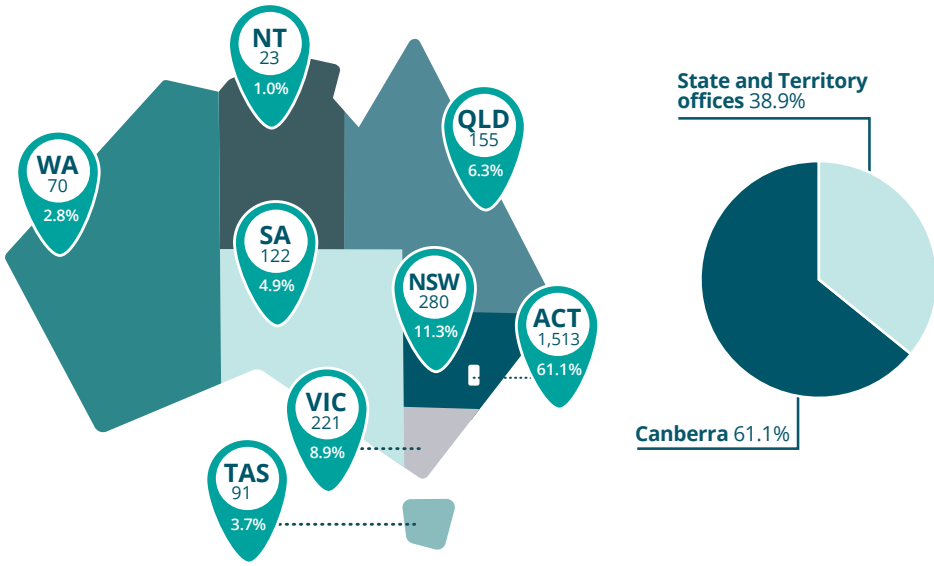
Service Delivery
Grant Lovelock
A/g Deputy Secretary

- Community Grants Hub **Kath Paton,** A/g GM
  - Hub Operations **Tamsin Jackson,** BM
  - Community Sector Relationships **Emma Cook,** BM
  - Client Grants **John Coram,** A/g BM
  - DSS Grants **Mike Mays,** A/g BM
  - Inclusive Employment Delivery **Tanya George,** BM
- Redress **Jacinda Still,** A/g GM
  - Scheme Governance and Transition **Lauren Ambrose,** A/g BM
  - Historic Application Management **Val Still,** BM
  - Outcomes and Integrity **Justine Fievez,** BM

Our people

We operate across Australia with a total of 2,475 employees, of whom 61.1% (1,513) are based in Canberra and 38.9% (962) are based in other state, territory and regional offices.

Figure 3: National distribution of employees at 30 June 2026



State	Number	Percentage
ACT	1,513	61.1%
NSW	280	11.3%
VIC	221	8.9%
QLD	155	6.3%
SA	122	4.9%
TAS	91	3.7%
WA	70	2.8%
NT	23	1.0%
Total	**2,475**	**100.0%**

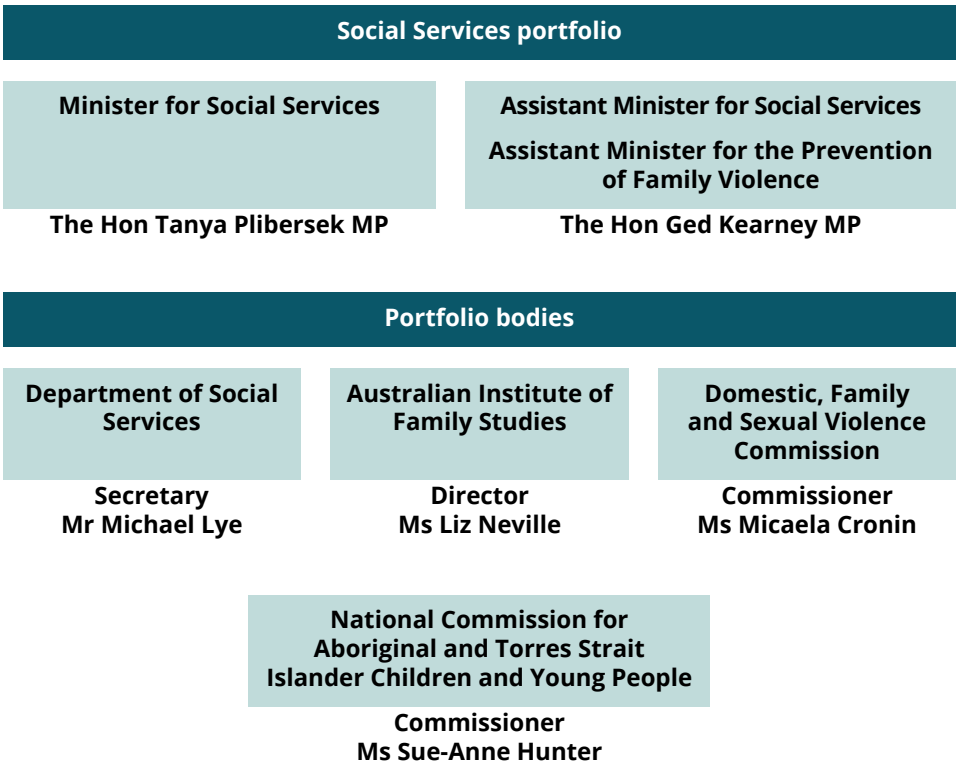
Distribution	Percentage
Canberra	61.1%
State and territory	38.9%

Chapter 1.2 The portfolio

Ministers and portfolio responsibilities

The department is established as a Department of State under the Administrative Arrangements Orders (AAOs). As at 30 June 2026, one Minister and one Assistant Minister had responsibilities in the Social Services portfolio.

Figure 4: Social Services portfolio (as at 30 June 2026)



2

Annual Performance Statements

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Outcome 2: Families and Communities 64

Statement of preparation

As the accountable authority of the Department of Social Services, I present the 2025–26 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 (PGPA Rule). 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.



Michael Lye
Secretary
17 September 2026

Overview

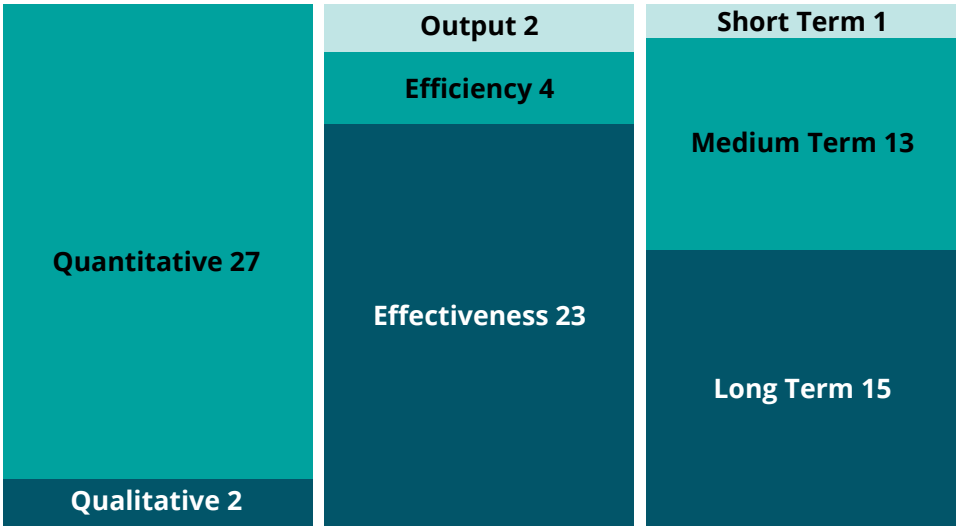
In compliance with the PGPA Act, this report includes the department's Annual Performance Statements for the year 2025–26. The statements present the outcomes achieved in relation to performance criteria outlined in the 2025–26 Portfolio Budget Statements and the 2025–26 Corporate Plan. The department undertakes key activities which are functions of its funded programs outlined in the Portfolio Budget Statements to achieve its two Outcomes: Social Security; and Families and Communities.

The department's key activities are delivered in partnership with a range of third parties, including portfolio agencies and external organisations contributing to the department's outcomes. 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 methodologies used to assess our performance.

Our performance measures include a mix of qualitative and quantitative measures to capture 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 department, 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



Our performance

For 2025–26, the department met 17 out of its 29 performance targets, partially met 1 and did not meet 11.

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 methodology for performance measures to help provide a complete narrative for the reader.

Much of the information in the Annual Performance Statements is abridged from the 2025–26 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 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

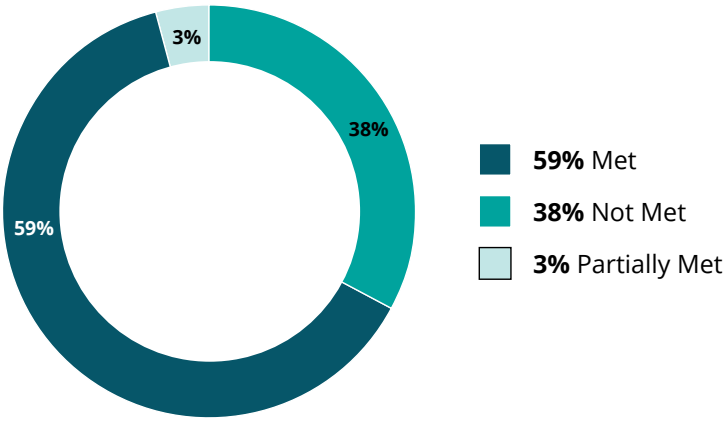


Figure 7: Performance measure target results per outcome



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. Performance statements will include categorisations of data that underpin the department's performance measures. The 6 data categories are identified as follows:

The data sources used are firstly identified as Primary, Secondary and Tertiary as below.

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.

Additionally, in the planning phase of the performance cycle, the department categorises 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 2025–26

In the time since the release of the 2025–26 Corporate Plan that was published in August 2025, there have been some further changes to performance measures.

A summary of key changes is provided below.

Title	Description
Outcome 1 purpose statement	The Minister for Finance approved a revised Outcome 1 Purpose Statement for the Department of Social Services on 8 April 2026. **New Outcome Purpose Statement:** Support the financial wellbeing and self-sufficiency of people when they cannot fully support themselves, by providing targeted payments and assistance through the social security system, and disability employment services. **Previous Outcome Purpose Statement:** Encourage self-reliance and support people who cannot fully support themselves through targeted payments and quality services.
1.8.1 Inclusive Employment Australia	A new performance measure has been included, and the key activity name has been updated to reflect that the Disability Employment Services program ceased on 31 October 2025 and was replaced by the Inclusive Employment Australia program, which commenced on 1 November 2025. The department has reported on both performance measures for 2025–26: **Disability Employment Services** performance measure reported using data from 1 July 2025 to 31 October 2025. **Inclusive Employment Australia** performance measure reported using data from 1 November 2025 to 30 June 2026.
2.1.2 Family Safety	**Our Watch** The department did not publish a performance measure for Our Watch in the 2025–26 Corporate Plan due to an independent evaluation of Our Watch primary prevention activities. Findings from this evaluation have supported the development of the new survey-based performance measure.
CO-2 – Community Grants Hub	The performance measure wording has been adjusted to highlight the result is based on grant applicants and recipients who responded to the survey, rather than the full population of grant applicants and recipients.

Outcome 1: Social Security

Outcome Purpose Statement

Support the financial wellbeing and self-sufficiency of people when they cannot fully support themselves, by providing targeted payments and assistance through the social security system, and disability employment services.

Programs and key activities

Outcome 1 comprises 8 programs with 10 key activities contributing to the achievement of the Social Security outcome. The table below depicts these.

OUTCOME 1 – SOCIAL SECURITY			
Program 1.1 Support for Families	**Program 1.2** Paid Parental Leave	**Program 1.3** Support for Seniors	**Program 1.4** Financial Support for People with Disability
Key activities 1.1.1 Family Tax Benefit 1.1.2 Child Support Scheme	**Key activities** 1.2.1 Paid Parental Leave	**Key activities** 1.3.1 Age Pension	**Key activities** 1.4.1 Disability Support Pension
Program 1.5 Financial Support for Carers	**Program 1.6** Working Age Payments	**Program 1.7** Student Payments	**Program 1.8** Disability Employment Services
Key activities 1.5.1 Carer Payment and Carer Allowance	**Key activities** 1.6.1 JobSeeker Payment, Youth Allowance (Other) and Parenting Payment	**Key activities** 1.7.1 Youth Allowance (Student), Austudy and ABSTUDY	**Key activities** 1.8.1 Inclusive Employment Australia
Cross-Program Rent Assistance			
Key activities Rent Assistance			

Summary of key achievements

Australia's social security system supports people who cannot fully support themselves while encouraging self-reliance and maintaining the system's long-term sustainability. It is a targeted and needs-based system, with assistance tailored to people's circumstances, needs and stage of life. In 2025–26, the department had 9 key activities with 16 performance targets under the Social Security outcome and met 10 of the 16 targets, partially met 1 and did not meet 5.

Throughout 2025–26, the department delivered measures to strengthen social security supports, improve financial security and respond to cost-of-living pressures.

The Age Pension continued to provide important financial support for senior Australians who have been unable to accumulate sufficient retirement savings or whose savings are depleted during retirement. Longer working lives and the maturation of the superannuation system have contributed to a gradual decline in the proportion of senior Australians receiving the full rate of Age Pension, despite senior Australians accounting for an increasing share of the population.

The expansion of Parenting Payment Single, which increased the qualifying age of the youngest child from 8 to 14 years, continued to support single-parent families. As at 26 June 2026, an estimated 110,000 Parenting Payment Single recipients were benefiting from the change, up from approximately 102,400 recipients in June 2025.

Student loan reforms implemented during the year provided further cost-of-living relief for students and graduates. A one-off 20% reduction was applied to student income-contingent loan balances from 1 June 2025, including Higher Education Loan Program, VET Student Loans, Australian Apprenticeship Support Loans and Student Start-up Loans. From 1 July 2025, compulsory repayments moved to a marginal repayment system, under which repayments are calculated only on income above the minimum repayment threshold. The threshold increased from $54,435 in 2024–25 to $67,000 in 2025–26.

On 1 November 2025, the department implemented Inclusive Employment Australia (IEA), replacing Disability Employment Services (DES). The $5.5 billion program includes an additional $227.6 million over 5 years and expands eligibility to an additional 15,000 people with disability. By June 2026, 253,370 people were participating in IEA, an increase of 3.4% compared with the previous program in June 2025.

The government continued to assist people experiencing rental pressures through Commonwealth Rent Assistance. Payments were indexed twice during the year to keep pace with changes in the cost of living. The government expects to provide approximately $7.4 billion in Commonwealth Rent Assistance in 2026–27.

The government continued to expand the Paid Parental Leave scheme in 2025–26. Eligible parents of children born or adopted from 1 July 2025 can receive up to 24 weeks of Paid Parental Leave – an increase from 22 weeks.[1] Eligible parents will also continue to receive an additional payment based on the 12% Superannuation Guarantee rate as a contribution to their nominated superannuation fund. Together, these changes provide families with greater flexibility and support, strengthen women's economic security and help address the gender gap in retirement incomes.

As part of the 2026–27 Budget, the Australian Government announced a $182.6 million package of reforms to make the Child Support Scheme safer and help more children receive the financial support they are owed. The reforms will strengthen safety across the child support system and reduce opportunities for systems abuse, with improvements spanning assessment, payment and compliance processes.

1. From 1 July 2026, the Paid Parental Leave scheme increased to 26 weeks for eligible parents of children born or adopted on or after that date.

Outcome 1: Social Security

Key performance results

Program	Key activities	Target	Result
1.1 Support for Families	1.1.1 Family Tax Benefit	The number of FTB Part A families with adjusted taxable income under the FTB Part A Lower Income Free Area is aligned with the number of families in Australia with family income under the FTB Part A Lower Income Free Area.	**Met**
	1.1.2 Child Support Scheme	More than 95% of child support liabilities in Agency Collect cases are collected each year.	**Met**
1.2 Paid Parental Leave	1.2.1 Paid Parental Leave	At least 95% of eligible Paid Parental Leave families receive payment.	**Not 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	Longer-term Disability Support Pension recipients participate in the workforce at a higher rate than newly granted Disability Support Pension recipients.	**Met**
1.5 Financial Support for Carers	1.5.1 Carer Payment and Carer Allowance	The proportion of the Australian population who are Carer Payment and/or Carer Allowance recipients remains within 3 percentage points of the proportion of people who identify as primary carers.	**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**

Program	Key activities	Target	Result
1.8 Disability Employment Services (DES)	1.8.1 Inclusive Employment Australia (formerly DES)	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**
		At least 20% of participants placed in a job for at least 28 days.	**Not Met**
		At least 65% of participants stayed employed for 12 weeks after being placed in a job.	**Not Met**
		At least 50% of participants stayed employed for 26 weeks after being placed in a job.	**Not Met**
		At least 35% of participants stayed employed for 52 weeks after being placed in a job.	**Not 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 (FTB) 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 – The number of FTB Part A families with adjusted taxable income under the FTB Part A Lower Income Free Area is aligned with the number of families in Australia with family income under the FTB Part A Lower Income Free Area.

Target	2025–26 Actual result	Outcome
Recipient numbers align with the proportion of families with income under the FTB Part A Lower Income Free Area	Recipient numbers align	Met

Source: 2025–26 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 2025–26 result relates to the 2023–24 FTB entitlement year because reconciliation data is not considered mature until 2 years following the end of the entitlement year. For the 2023–24 entitlement year, there were 629,225 families with at least one FTB Part A child aged 0 to 14, with a combined adjusted taxable income (ATI) below the 2023–24 lower income free area (LIFA) of $62,634. This is the post reconciliation number of families, at 30 June 2026.

This compares to a calculated 533,762 low income families in the 2021 Census with children aged 0 to 14 with incomes below the LIFA. As the number of low income FTB recipients exceeds the estimated number of low income families in Australia, the populations are considered to be aligned, and the performance measure is met. The number of low-income families in the Census below the LIFA is expected to be less than the number of individual FTB recipients below the LIFA, as the Census is family-level data, whereas the administrative data counts the number of individual FTB recipients in each family (for example, a blended family may have more than one FTB recipient).

The results are consistent with the longer-term trend of FTB becoming an increasingly targeted payment towards lower income families. For the 2023–24 year, 56% of FTB recipients had an ATI below the LIFA.

Methodology

The number of low income FTB recipients is calculated using mature Services Australia reconciliation data by identifying FTB Part A recipients who have at least one child aged 0 to 14 years and whose annual family ATI is at or below the LIFA.

The number of low income families in Australia is then estimated using the most recent Census data, by counting families with at least one child aged 0 to 14 years whose total family income falls below a proxy for the LIFA based on available income ranges.

The measure is considered met if the number of low income FTB recipients is at least 90% of the estimated number of low income families in Australia.

Disclosures

- Reconciliation data is reported at 30 June 2026 for 2023–24. 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.
- The measure compares the number of FTB Part A recipients from administrative data with the number of low-income families in Australia from the Census. There are limitations to the comparability of the 2 sources: for example, they have differences in timing (the administrative data is for the 2023–24 year, whereas the Census is from 2021), and the measure of family income in the Census is different to the definition of ATI.

- The denominator (the number of low-income families in the Census) is lower than the numerator (the number of FTB Part A recipients below the LIFA in the administration data), and this is explained in part by the way that families are counted. The administrative data counts the number of recipients for FTB Part A (for example, a blended family may have more than one FTB recipient); on the other hand, the Census data counts the number of families with children under 14 (for blended families, this is based on where the child spends the majority of their time), rather than the number of FTB recipients in each family.
- The program area is exploring opportunities to better track the trend in numbers of low-income FTB recipients against the number of low-income families in the broader Australian population.
- The measure relies on a Census income threshold ($73,420), which is used as a proxy for the ATI threshold. It is based on the 2020-21 LIFA ($55,626) and includes an additional estimated amount of FTB a family could receive. Without adjusting for this, the number of low income families in Australia would be underestimated.

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

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

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 – More than 95% of child support liabilities in Agency Collect cases are collected each year.

Target	2025–26 Actual result	Outcome
> 95%	95.7%	Met

Source: 2025–26 PBS page 37 and 2025–26 Corporate Plan page 25.

Measure type

This is an effectiveness measure.

This measure demonstrates the proportion of child support in Agency Collect cases that is collected and paid to the receiving parent, showing that a significant percentage of children continue to receive financial support from their parents following separation.

Program analysis

This is the first year the department has used the measure 'more than 95% of child support liabilities in Agency Collect cases collected each year' to assess the effectiveness of the Child Support Scheme. The measure provides a direct assessment of the Scheme's effectiveness in ensuring that separated parents meet their financial obligations to support their children. The target was achieved in 2025–26, with 95.7% of child support liabilities in Agency Collect cases collected during the year ($2.178 billion liabilities credited from $2.276 billion liabilities raised).

The department continues to work with Services Australia to identify opportunities to strengthen collection and enforcement arrangements and improve performance over time. As part of the 2026–27 Budget, the Australian Government announced a range of reforms to make the Child Support Scheme safer and fairer for families. These reforms include legislative and system changes to increase the use of employer withholding arrangements as a payment method, where appropriate, and expanded use of departure prohibition orders to encourage parents with child support debts exceeding $10,000 to enter into payment arrangements before travelling overseas.

Methodology

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

Disclosures

The percentage of liabilities is calculated based on liabilities and credits raised during the 2025–26 financial year to 30 June 2026. Liabilities Raised include maintenance amounts raised and variations to liabilities due to recalculations. Credits Applied includes payments made, discharges and downward variations due to downward liability variations.

Categorisation of data source		Data source
Secondary source	**Tier 1**	Services Australia 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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥95%	97.0%	96.8%	93.3%	Not Met

Source: 2025–26 PBS page 37 and 2025–26 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

For the 2025–26 reporting year, the methodology for the performance measure was changed to use mature data for the 2023–24 entitlement year as this provides the most comprehensive and accurate view of the program's performance.

For births and adoptions on or after 1 July 2023, Parental Leave Pay and Dad and Partner Pay were combined into a single 20-week entitlement to be shared between parents, with a 2 week period 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.

For the 2025–26 reporting year, the percentage of eligible families using their unreserved Paid Parental Leave entitlement (18 weeks) was 93.3%, which is below the target of 95%.

For the families not using their unreserved Paid Parental Leave entitlement, 73.6% were families with a sole claimant who was male. Prior to the 2023–24 reporting year, a separate performance measure assessed whether these claimants took 2 weeks of Dad and Partner Pay. Now, the single performance measure assesses whether these claimants took at least 18 weeks of Paid Parental Leave. While not taking 18 weeks, 98% of these claimants took at least 2 weeks of Paid Parental Leave.

A multi-year evaluation of recent reforms to the Paid Parental Leave scheme is underway and will provide the department with insights into why some Paid Parental Leave recipients are not using their maximum entitlement.

Methodology

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

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

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

- between 1 July 2023 and 30 June 2024, there are 18 weeks of unreserved Paid Parental Leave
- between 1 July 2024 and 30 June 2025, there are 20 weeks of unreserved Paid Parental Leave
- between 1 July 2025 and 30 June 2026, there are 21 weeks of unreserved Paid Parental Leave
- from 1 July 2026, there are 22 weeks of unreserved Paid Parental Leave.

Disclosures

The population for the performance measure is all children whose parents' 2 year claim and entitlement period for Paid Parental Leave finished in the 2025–26 financial year as at 30 June 2026.

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.

The methodology for the performance measure was enhanced in the 2025–26 reporting year to utilise mature data. The data utilised relates to children born or adopted in the 2023–24 entitlement year, as this dataset matured during the 2025–26 reporting year. Mature data provides the most reliable indication of the entitlement accessed by families, as it allows the full 2 year claim period to be assessed and considered.

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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≤ 75%	67.8%	67.0%	66.0%	Met

Source: 2025–26 PBS page 38 and 2025–26 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 2025–26. This reduction continues to be driven by new retirees having more assets at retirement than previous cohorts, particularly with respect to 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 sum of:

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

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

Disclosures

- Farm Household Allowance recipients of Age Pension age are not included in the recipient numbers.
- 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 2026 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.

The DSP provides income support to people with a physical, intellectual or psychiatric impairment that is expected to last at least 2 years and is assessed at 20 points or more under the Disability Support Pension Impairment Tables.

Performance measure

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

Target

♦ 1.4.1-1A – Longer-term Disability Support Pension recipients participate in the workforce at a higher rate than newly granted Disability Support Pension recipients.

Target	2025–26 Actual result	Outcome
Met/Not Met	Met	Met

Source: 2025–26 PBS page 38 and 2025–26 Corporate Plan page 31.

Measure type

This is an effectiveness measure.

This measure demonstrates that people with disability who cannot fully support themselves are being financially assisted while also supporting DSP recipients to increase workforce participation, where they can, to improve self-reliance over time.

Program analysis

The DSP supports recipients to participate in the workforce, where their circumstances and capacity allow, through policy settings that encourage employment while maintaining access to income support. Once granted, all DSP recipients are able to engage in paid employment for less than 30 hours a week and still receive a part payment, subject to income testing. Recipients who have high earnings from employment or work 30 hours or more a week at the minimum pay standard can have their DSP suspended (that is, held open) for up to 2 years. This means that if the recipient is unable to continue with the job or need to reduce their hours of work, they can return to DSP without having to make a new claim.

The target for this measure was achieved, with longer-term DSP recipients participating in the workforce at 7.94% which is a higher rate than newly granted DSP recipients at 5.68%. This result suggests that, over time, recipients, where they are able to, are supported by DSP policies to confidently engage or re-engage with work.

Positive performance was supported by policy settings that enable DSP recipients to engage in employment while retaining eligibility for income support, providing an income safety net as they test or increase their workforce participation.

Workforce participation outcomes continue to be influenced by a range of factors beyond the DSP itself. For example, the severity and nature of recipients' disability and health conditions, workplace accessibility, employer perceptions and local labour market conditions can also affect an individual's ability to obtain and sustain employment. These factors are likely to have constrained outcomes for some recipients despite their willingness to engage with work and supportive policy settings.

Ongoing monitoring of employment outcomes, recipient awareness of rules about working while receiving DSP, workforce trends and the lived experiences of people with disability will continue to inform future policy development.

Methodology

Disability Support Pension recipients below Age Pension age are grouped into 2 categories:

- those that became entitled for payment more than 2 years prior to the reported date
- those that became entitled for payment 2 years prior to the reported date or more recently.

These 2 groups are separated into those reporting hours worked and those not reporting any hours worked.

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

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

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 financially support themselves, and trends align with broader population trends.

Target

♦ 1.5.1-1A – The proportion of the Australian population who are Carer Payment and/or Carer Allowance recipients remains within 3 percentage points (pp) of the proportion of people who identify as primary carers.

Target	2025–26 Actual result	Outcome
≤3pp	1.55pp	Met

Source: 2025–26 PBS page 39 and 2025–26 Corporate Plan page 33.

Measure type

This is an effectiveness measure.

This measure seeks to demonstrate the effectiveness of the key activity by assessing whether the proportion of the Australian population receiving Carer Payment and/or Carer Allowance remains within 3 percentage points of the proportion of primary carers, indicating alignment with trends in the broader Australian community.

Program analysis

The proportion of the Australian population receiving a carer payment is 2.61%. This is within 3 percentage points of the proportion of the Australian population who identify as primary carers, which is 4.15%.

The Carer Payment population has increased in 2025–26 by around 2%, and the Carer Allowance population has also increased by around 2%. This is lower than the increases to the population for each payment in 2024–25 or 2023–24. There have been no legislative or significant changes to the key activity in the period 2025–26.

The result shows that the proportion of primary carers receiving Carer Payment or Carer Allowance is in alignment with the proportion of primary carers in the Australian community.

This is the first year reporting the result of the proportion of Australians receiving Carer Payment or Carer Allowance compared with the proportion of primary carers in the Australian community to assess alignment. This new performance measure is a relevant measure of the extent to which payments are made to, or with respect to, carers unable to financially support themselves, through assessment of whether trends align with broader population trends. Importantly, the data supporting the measure can be obtained from existing data sources which are reliable and verifiable.

The previous measure was no longer considered suitable, as changes to the methodology of ABS – Survey of Disability, Ageing and Carers (SDAC) data collection in 2022, including the frequency of the survey – were likely to mean the number of carers reported would not be observed in social security payment data. The new measure compares the number of social security recipients with the more regularly updated Australian population data to assess alignment of population trends against the most recently available estimate of the proportion of primary carers in Australia.

Methodology

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

The number of primary carers in Australia is based on the SDAC.

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

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.
Secondary source Tier 1	ABS – National state and territories population tables.

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.

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

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

Parenting Payment is the main income support payment for parents or guardians who are the principal carer of a young child.

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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
Changes align	Changes align	Changes partially align	Changes partially align	Partially met

Source: 2025–26 PBS page 39 and 2025–26 Corporate Plan page 35.

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

The performance target for 2025–26 was partially met. While the seasonally adjusted unemployment rate remained stable in parts of the 2025–26 financial year, it has increased over the course of 2025–26 (from 4.2% in July 2025 to 4.4% in June 2026) in line with increases in the number of Working Age Payment recipients. When considered from an annual perspective, both the seasonally adjusted unemployment rate and the number of Working Age Payment recipient numbers have increased over the course of the 2025–26 financial year.

Although the target was partially met, the near 4% growth in total Working Age Payment 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 an increasing proportion of recipients staying on the payment longer term.

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 following the 2023–24 Budget Measure, which expanded eligibility by raising the cut-off for the youngest dependent child from 8 to 14 years.

The target for 2026–27 has been updated in the department's 2026–27 Corporate Plan. It has been revised to measure changes in recipient numbers against number of total unemployed persons, rather than against the seasonally adjusted unemployment rate. This change aligns like-for-like measures (absolute numbers to absolute numbers), improving technical accuracy; reflecting that Working Age Payment recipient data is point in-time and not seasonally adjusted, and better represents the relationship between Working Age Payment recipients and labour market conditions.

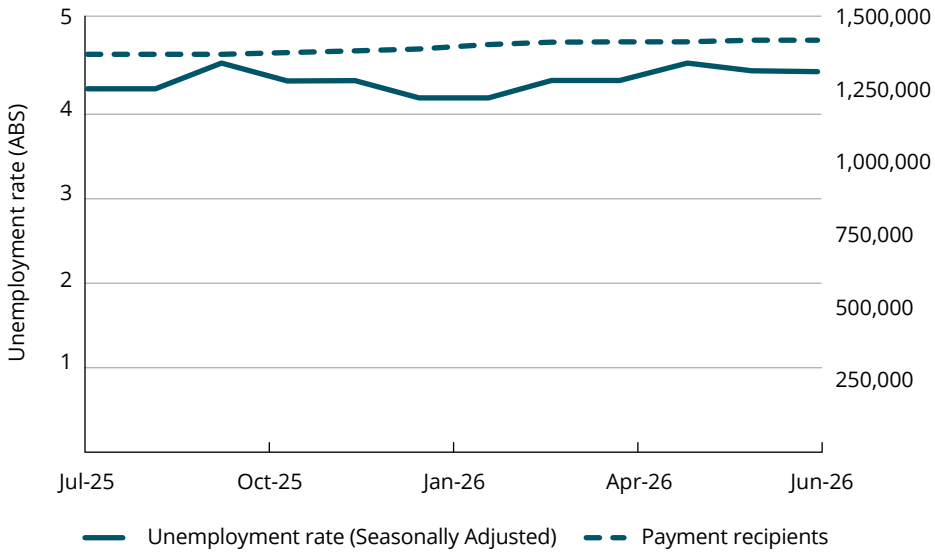
Methodology

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

- JobSeeker Payment
- Youth Allowance (Other)
- Parenting Payment.

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

Figure 8: Payment recipients vs ABS Unemployment Rate 2025–26



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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
Increases in exit rates align with decreases in the unemployment rate	Movements aligned	Movements aligned	Movements aligned	Met

Source: 2025–26 PBS page 40 and 2025–26 Corporate Plan page 37.

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 2025–26 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 proportion of 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 Australian Bureau of Statistics.

While there was an increase 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 the seasonally adjusted unemployment rate over the same period.

In 2024, the proportion of Austudy recipients not receiving income support 12 months after exiting decreased by 2.1%, Youth Allowance decreased by 3.7% and ABSTUDY (Secondary and Tertiary) decreased by 4%. The seasonally adjusted unemployment rate across 2025 increased by 0.2%.

In 2025–26, the number of Austudy and ABSTUDY (Secondary) recipients remained largely stable from the previous reporting period, while Youth Allowance (Student) recipients increased by 3% and ABSTUDY (Tertiary) recipients increased by 6%. This result reflects an increased need for income support to study during a period of increased unemployment.

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

	2021	2022	2023	2024
Austudy ▶ within 12 months	80.6%	79.5%	73.2%	71.1%
Youth Allowance (Student)[b] ▶ within 12 months	87.7%	86.5%	82.0%	78.3%
ABSTUDY (secondary and tertiary)[c] ▶ within 12 months	64%	64.1%	58.8%	54.8%

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

Disclosures

a. Comprises recipients who exited from student payments in calendar years 2021, 2022, 2023 and 2024.

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 2024, 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.

PROGRAM 1.8 DISABILITY AND CARERS

To support people with disabilities, injury or health conditions to prepare for, find and maintain work.

Key activity: 1.8.1 Inclusive Employment Australia

Inclusive Employment Australia (IEA) (formerly Disability Employment Services (DES)) is a key activity that supports individuals with disability, injury or health conditions to prepare for, find and maintain work and grow their career. The DES program ceased on 31 October 2025 and was replaced by IEA on 1 November 2025.

IEA is delivered through a network of providers, including a mix of large, medium, and small for-profit and not-for-profit organisations. These providers have experience in supporting people with disability and deliver tailored assistance to address both vocational and non-vocational barriers to employment.

Once a participant gains employment, their IEA provider continues to support both the individual and their employer. This support is ongoing and available for as long as it is needed.

The Centre for Inclusive Employment (the Centre), formerly known as the Disability Employment Centre of Excellence, further supports the program by providing best-practice, evidence-based information to employment service providers. The Centre commenced on 7 March 2025, with its first suite of resources and online hub launched in November 2025.

Performance measure

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

Target

♦ 1.8.1-1A – At least 40% of job placements sustained to 13 weeks

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥40% to 13 weeks	41%	42.8%	40.3%	Met

Target

♦ 1.8.1-1B – At least 30% of job placements sustained to 26 weeks.

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥30% to 26 weeks	36%	37.7%	34.7%	Met

Target

♦ 1.8.1-1C – At least 20% of job placements sustained to 52 weeks.

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥20% to 52 weeks	24%	23.9%	21.5%	Met

*The DES program ceased on 31 October 2025; reported results are for 1 July 2025 to 31 October 2025.

Performance measure

1.8.1-2 Extent to which people with disability are supported to find and maintain employment through Inclusive Employment Australia**.

Target

♦ 1.8.1-2A – Employment Placements: The percentage of participants placed in a job for at least 28 days

Target	2025–26 Actual result***	Outcome
≥ 20%	14.1%	Not Met

Target

♦ 1.8.1-2B – Employment Sustainability: The percentage of participants who stayed employed for 12 weeks after being placed in a job.

Target	2025–26 Actual result***	Outcome
≥ 65%	47.4%	Not Met

Target

♦ 1.8.1-2C – Employment Sustainability: The percentage of participants who stayed employed for 26 weeks after being placed in a job.

Target	2025–26 Actual result***	Outcome
≥ 50%	33.3%	Not Met

Target

♦ 1.8.1-2D – Employment Sustainability: The percentage of participants who stayed employed for 52 weeks after being placed in a job.

Target	2025–26 Actual result***	Outcome
≥ 35%	19.7%	Not Met

** The IEA program started on 1 November 2025; reported results are for 1 November 2025 to 30 June 2026.

*** Figure does not include participants receiving Ongoing Support and participants receiving Pre-Employment Flexible Support.

Source: 2025–26 PBS page 58 and 2025–26 Corporate Plan page 40.

Measure type

These are effectiveness measures.

These measures demonstrate the extent to which the DES and IEA programs have supported people with disability, injury or health condition to secure and maintain employment outcomes.

Program analysis

Between June 2025 (DES) and June 2026 (IEA), the number of participants increased by 3.4% (8,214), from 245,156 to 253,370. Despite this growth, employment placements (also known as employment Anchors)[1] declined by 20.1% (12,713), from 63,206 reported in the 2024–25 Annual Report to 50,493. Over the same period, the number of 26 Week Employment Outcomes decreased by 30.2% (9,087), from 30,053 to 20,966.

A key factor contributing to the decline in employment placements was the transition from the DES program to the IEA program on 1 November 2025[2]. The introduction of IEA involved significant policy and operational changes, including revised eligibility settings, the addition of new participant cohorts, and the entry of new providers or expansion of existing providers into new regions. The transition period also coincided with a temporary pause to participant Mutual Obligations between 16 October 2025 and 6 January 2026.

Employment Placement results were particularly affected during the transition period. Between October 2025 and January 2026, 11,515 employment placements were achieved, representing a 42.7% decrease (8,584 placements) compared with the same period in the previous year (20,099 placements between October 2024 and January 2025). However, employment placement performance strengthened following the transition period. Between February 2026 and June 2026, 24,847 employment placements were achieved, only 2.8% lower (715 placements) than the corresponding period in the previous year (25,562 placements between February 2025 and June 2025).

1) An employment placement is anchored by moving a participant into the post-placement support phase of IEA or DES and is recorded on the department's IT systems when a participant starts progressing to an employment outcome.

2) Tanya Plibersek MP (3 November 2025), "https://ministers.dss.gov.au/media-releases/18516" More inclusive employment services for Australians with disability start today [media release], Ministers for Social Services.

Broader labour market conditions also contributed to the decline in employment placements and outcomes. The Internet Vacancy Index (IVI)[3], which measures job advertisements listed on major recruitment websites, decreased by 3.9% between June 2025 and June 2026. Labour market conditions have moderated from the exceptionally strong levels experienced following the COVID-19 pandemic peak in June 2022. The combination of softer labour demand and the transition to the new IEA program is likely to have contributed to the lower employment placements and employment outcomes recorded in 2025–26 compared with 2024–25.

Methodology

1.8.1-1 - The percentage is the proportion of job placements sustained to 13, 26 and 52 weeks.

1.8.1-2 - The percentage of participants placed in a job for at least 28 days and the proportion of employment placements sustained to 12, 26 and 52 weeks.

Disclosures

The population for Employment Placement and Employment Sustainability measures are IEA or DES participants receiving work preparation support, job search support or post-employment support, who have been in the program long enough to be able to achieve the measured outcome. Therefore, the specific populations for each sustainability measure pertains to the duration of employment, for example, for a participant to have sustained 52 weeks under IEA by 30 June 2026, they would have commenced employment under DES on or before 30 June 2025.

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

3) Jobs and Skills Australia, www.jobsandskills.gov.au/sites/default/files/2026–07/vacancy_report_-_june_2026_-_jobs_and_skills_australia.pdf"Vacancy report: June 2026, JSA website, 22 July 2026.

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.1-1[2] 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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥25 pp lower	30.9 pp lower	31.8 pp lower	31.0 pp lower	Met

Source: 2025–26 PBS page 41 and 2025–26 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 CRA is driven by the number of people receiving social security payments who pay rent for their principal home. In the short to medium term, this is influenced by macro-economic conditions. In the long term, demand is influenced by changes in the proportion of eligible recipients who rent, reflecting changes in home ownership rates and demographic changes, such as family formation, population growth and ageing.

As at June 2026:

- 1,423,839 Australian households received CRA payments. This is an increase of 3.35% from 2024–25.
- CRA reduced the proportion of households in rental stress by 31.0 percentage points (from 75.3% to 44.4%), meeting its performance measure.

2 XP means 'Cross Program'. Commonwealth Rent Assistance is not a standalone program for the purposes of Budget appropriations.

Percentage of CRA income units in rental stress before and after receiving CRA[a]	2022–23	2023–24	2024–25	2025–26
Before	70.6%	72.6%	74.8%	75.3%
After	42.9%	41.8%	43.0%	44.4%
Difference (pp)	27.7%	30.9%	31.8%	31.0%

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 2025–26 financial year, 22,255 reviews were completed as part of the PARP.

The PARP reviews payments with the highest expenditure:[3] 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 determine whether their payment was calculated accurately and to provide 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. Variation amounts should not be interpreted directly as potential savings, as they may reflect changes in a recipient's circumstances rather than an error by the recipient or Services Australia. PARP is not designed to detect fraud and may therefore not identify all incorrect payments arising from fraudulent behaviour. Detecting serious fraud requires specialist investigative skills and processes.

3 Commonwealth Rent Assistance (CRA) is not directly reviewed by the Payment Accuracy Review Program (PARP). Instead, CRA payment accuracy figures are derived from the reviews of relevant payments sampled in the PARP. As CRA is not separately sampled, and not all payments attracting CRA are within PARP's scope, CRA payment accuracy results are considered indicative only and have not been presented.

Table 1.1.1: Payment accuracy (2025–26 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	884	70.96	3.22	135.74	29.04	39.42	28.66	38.90	0.38	0.52
Age Pension	3,500	96.37	0.46	65,144.40	3.63	2,362.12	2.87	1,868.07	0.76	494.05
Austudy	881	75.60	2.88	395.35	24.40	96.48	24.21	95.70	0.20	0.78
Carer Allowance	1,496	95.51	1.03	3,225.17	4.49	144.68	4.49	144.68	0.00	0.00
Carer Payment	1,181	92.35	1.45	8,607.80	7.65	658.47	7.19	618.96	0.46	39.51
Disability Support Pension	2,707	97.55	0.53	24,725.13	2.45	605.95	2.17	536.70	0.28	69.25
Family Tax Benefit	3,566	95.21	0.68	17,906.67	4.79	857.08	4.68	838.26	0.11	18.82
JobSeeker Payment	3,512	87.44	1.10	16,595.73	12.56	2,084.47	12.33	2,046.20	0.23	38.27
Parenting Payment (Partnered)	993	78.53	2.55	905.52	21.47	194.45	20.94	189.64	0.53	4.81
Parenting Payment (Single)	1,166	91.24	1.62	7,478.79	8.76	655.33	8.54	638.71	0.22	16.62
Special Benefit	594	95.20	1.76	113.21	4.80	5.43	4.68	5.30	0.12	0.13
Youth Allowance (Other)	884	84.01	2.47	1,337.06	15.99	213.86	15.76	210.77	0.23	3.08
Youth Allowance (Student)	891	81.40	2.65	1,984.38	18.60	369.14	18.20	361.22	0.40	7.92
Overall	**22,255**	**94.22**	**0.30**	**148,554.94**	**5.78**	**8,580.25**	**5.31**	**7,887.76**	**0.47**	**692.49**

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.
- A proportion of recipients do not fully participate in the review process and have their payments stopped. As the accuracy of the payment cannot be established for these recipients, their total rate of payment is treated as an inaccuracies.

1 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 prior 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 Parts A and B

Entitlement year[a]	2020–21	2021–22	2022–23	2023–24
1.1.1 Family Tax Benefit				
FTB Part A	1,475,888	1,404,201	1,343,303	1,325,863
FTB Part B	1,188,501	1,158,999	1,113,923	1,104,777

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

Entitlement year[a]	2020–21	2021–22	2022–23	2023–24
1.1.1 Family Tax Benefit				
Number of eligible FTB Part A children	2,888,774	2,751,181	2,628,660	2,582,366
Number of children in eligible FTB Part B families[b]	2,216,684	2,157,479	2,069,864	2,045,249

Disclosures

a. Reconciliation data are reported at June 2026 for 2023–24, June 2025 for 2022–23, June 2024 for 2021–22 and June 2023 for 2020-21. 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 recipients lodging income tax returns and undertaking the reconciliation process or claiming a lump sum payment.

b. 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 Parts A and B)*

	2022–23	2023–24	2024–25	2025–26
1.1.2 Child Support Scheme				
Child Support Scheme (number of cases)[a]	736,388	727,451	719,808	709,879

	2022–23	2023–24	2024–25	2025–26
1.3.1 Age Pension				
Age Pension	2,601,995	2,610,012	2,671,205	2,722,335

	2022–23	2023–24	2024–25	2025–26
1.4.1 Disability Support Pension				
Disability Support Pension	770,496	797,449	830,857	855,626

	2022–23	2023–24	2024–25	2025–26
1.5.1 Carer Payment and Carer Allowance[b]				
Carer Payment	305,332	314,322	325,844	332,592
Carer Allowance (Adult and Child)	634,179	657,276	678,966	693,054
Carer Supplement	660,178	672,040	689,970	711,883
Child Disability Assistance Payment	168,087	173,794	181,947	189,448

	2022–23	2023–24	2024–25	2025–26
1.6.1 JobSeeker Payment, Parenting Payment, Youth Allowance (Other)[g]				
JobSeeker Payment	808,153	819,583	883,702	924,953
Parenting Payment (Partnered)	60,586	60,162	59,131	58,048
Parenting Payment (Single)	226,635	320,931	331,772	337,953
Pensioner Education Supplement	16,099	15,699	16,988	16,884
Youth Allowance	73,803	88,702	101,458	109,811
Special Benefit	8,777	6,468	5,669	5,790

	2022–23	2023–24	2024–25	2025–26
1.7.1 Youth Allowance (Student), Austudy, ABSTUDY				
Austudy[c]	30,444	23,688	23,753	23,634
ABSTUDY – Secondary[c,d]	17,004	14,988	14,843	14,766
ABSTUDY – Tertiary[c,d]	10,423	9,733	9,477	10,020
Youth Allowance (Student)[c,d]	152,631	133,936	146,173	150,564
Student Start-up Loan[e,f]	74,268	60,463	52,370	47,642
Student Start-up Loan – ABSTUDY[e]	2,276	1,862	1,696	1,689

*Recipient data as at 26 June 2026.

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. Reporting populations include all current (including those on zero rate of payment) and suspended recipients

Table 1.5: Number of individuals assisted – Paid Parental Leave*

	2022–23	2023–24	2024–25	2025–26
1.2.1 Paid Parental Leave				
Paid Parental Leave (number of individuals assisted)[a]	171,282	226,120	252,340	263,507

* Recipient data as at 30 June 2026.

Disclosures

a. This is the number of individuals who started receiving payments in the financial year. The number of recipients is higher from 2023–24 onwards 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 participants

	2022–23	2023–24	2024–25	2025–26
XP.1 Commonwealth Rent Assistance				
Number of DES participants[a]	268,980	257,876	245,156	N/A
Number of IEA participants[b]	N/A	N/A	N/A	253,370

Table 1.7: Number of organisations contracted or receiving funding to deliver services

	2022–23	2023–24	2024–25	2025–26
1.8.1 Disability Employment Services				
Disability Employment Services[c]	93	86	81	n/a
Disability Employment Services[d]	N/A	N/A	N/A	81

Disclosures

a. The number of DES participants on the caseload as at 30 June each financial year.

b. The number of Inclusive Employment Australia participants on the caseload as at 30 June each financial year. This figure is not used to calculate performance measure 1.8.1-2, as it is the number of participants at a point in time rather than the total number of participants who entered into the Inclusive Employment Australia program and measure.

c. The number of Inclusive Employment Australia participants on the caseload as at 30 June each financial year.

d. The number of Inclusive Employment Australia providers (distinct count) as at 30 June each financial year.

Table 1.8: Number of Commonwealth Rent Assistance income units

	2022–23	2023–24	2024–25	2025–26
XP.1 Commonwealth Rent Assistance				
Number of Commonwealth Rent Assistance income units[a]	1,263,889	1,311,348	1,377,654	1,423,839

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

Outcome Purpose Statement

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

Program and key activities

Outcome 2 comprises one program, with 4 key activities contributing to the achievement of the Families and Communities outcome.

The diagram below depicts these.

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

The department contributed to stronger and more resilient individuals, children, families and communities by delivering targeted early intervention, prevention, family safety and financial wellbeing supports. In 2025–26, the department had 4 key activities with 11 performance targets under the Families and Communities outcome and met 6 of 11 targets and did not meet 5.

The department continued to support families and improve outcomes for children and young people. Under the Families and Children key activity, funded services supported 385,174 clients during 2025–26. These services strengthened family relationships, improved the wellbeing of children and young people, enhanced family and community functioning, and built capacity across the families and communities sector.

In 2025–26, to maintain continuity of these critical services, existing grants were extended while the Families and Children Activity transitions to the new Children and Family Support Program from 1 July 2027. The extensions provide greater funding certainty for service providers and allow organisations time to plan, retain their workforces and adapt services, while maintaining access to early intervention, prevention and family support services throughout the transition.

The department's work in Family Safety continued to support the National Plan to End Violence against Women and Children 2022–2032. In 2025–26, 1800RESPECT answered 262,925 calls from service users, while 30,391 victim-survivors accessed the Leaving Violence Program following its commencement as a national program on 1 July 2025.

Research undertaken during the year informed potential directions for the next phase of the *Stop it at the Start* campaign, including prevention and early intervention activities directed towards men and boys. DV-alert also progressed major reviews of its training content in consultation with sector experts, specialist organisations and people with lived experience. This included the development and launch of a new LGBTIQA+ focused training stream to strengthen frontline workers' capacity to recognise and respond to the experiences and needs of LGBTIQA+ people affected by domestic and family violence.

The Keeping Women Safe in their Homes initiative supported 5,542 individual clients during 2025–26. Of these clients, 18.5% identified as Aboriginal and/or Torres Strait Islander, 14.0% were reported as having disability, 2.8% were reported as being from a culturally and linguistically diverse background, and 4.9% were aged 19 years or younger.

In 2025–26, the National Redress Scheme received the second-highest number of applications to date and delivered more outcomes for survivors than in any previous year.

The department's Financial Wellbeing programs continued to support people experiencing financial stress and hardship. Financial Wellbeing programs also supported 381,615 people to access Emergency Relief services for immediate financial or material aid. Additional funding of $20 million in 2025–26 was provided in response to increased demand and support needs, including from cost-of-living impacts and natural disasters.

In April 2026, the government provided an additional $1 million to Emergency Relief providers to support communities affected by Ex-Tropical Cyclone Narelle. This funding helped 30 Emergency Relief organisations provide food, clothing and other essential items to people impacted by the disaster. This was part of $11.7 million package, which included additional funding for all Emergency Relief providers across Australia to respond to increased demand associated with cost-of-living pressures, as well as funding for Financial Wellbeing Hubs and financial counselling services in areas experiencing high levels of need and impacted by disasters.

Up to $20 million is available each year ongoing to continue to support the community sector in flexible ways to suit the changing needs of their communities.

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.	**Met**
	2.1.5 Financial Wellbeing and Capability	10% 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**
	2.1.7 National Redress Scheme for Institutional Child Sexual Abuse	The Scheme will notify at least 25% of survivors about an outcome within 6 months of the date that all required information is received.	**Not Met**
		The Scheme will notify at least 50% of survivors about an outcome within 9 months of the date that all required information is received.	**Not met**
		The Scheme will notify at least 75% of survivors about an outcome within 12 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) activity provides funding for services and initiatives that 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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥75%	70.9%	69.5%	69.8%	Not Met

Source: 2025–26 PBS page 48 and 2025–26 Corporate Plan page 45.

Measure type

This is an effectiveness measure.

This measure is intended to demonstrate that funded FaC service providers are supporting families, strengthening relationships, improving the wellbeing of children and young people, and that a significant majority of clients that received services from funded providers had improved individual and family functioning.

Program analysis

The FaC activity continued to support improved individual and family functioning for a majority of clients in 2025–26, demonstrating the value of community-based early intervention and prevention services. However, performance remained below the target of 75%, reflecting the complex circumstances faced by many families and communities. This impacts some clients' capacity to achieve sustained improvements in family functioning, and lessens provider's ability to improve client outcomes.

The department will continue to work with providers to support service integration and strengthen early intervention responses. This will include through the implementation of the Children and Family Support (CaFS) Program from 1 July 2027. In the new CaFS Program, the department will continue to use scored assessment data, provider reporting and stakeholder feedback to better understand and drive the drivers of client outcomes and identify opportunities to strengthen service effectiveness.

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 2025–26 reporting period to their initial assessment score.

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

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

The National Plan is supported by the National Plan Outcomes Framework 2023–2032 (Outcomes Framework), which 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:

- Australia's National Research Organisation for Women's Safety
- Leaving Violence Program
- DV Alert
- *Stop it at the Start* campaign
- Our Watch
- 1800RESPECT
- Keeping Women Safe in their Homes program.

These initiatives collectively represent a comprehensive approach to implementing the National Plan, which focuses on prevention, early intervention, response, and recovery and healing

Performance measure

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

Target

♦ 2.1.2-1A – Demonstrated achievement of continued successful delivery of initiatives under the National Plan.

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
The department will report implementation outputs against the six long-term National Plan outcomes	The department reported on outputs for 8 initiatives and met the success criteria of 75% of initiatives (6 out of 8)	The department met outputs against 5 Linked Outcomes (5 out of 6)	The department met outputs against 6 Linked Outcomes (6 out of 6)	Met

Source: 2025–26 PBS page 49 and 2025–26 Corporate Plan pages 58-63.

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, domestic and sexual violence remains a significant and complex challenge in Australia. The National Plan continues to provide the national framework for prevention, early intervention, response and recovery efforts. During 2025–26, the department delivered a suite of initiatives that contributed across all 6 outcomes of the National Plan Outcomes Framework, strengthening evidence-informed policy, workforce capability, service accessibility, prevention activities and support for victim-survivors.

Collectively, the department's investments contribute to a comprehensive national response to gender-based violence. Progress is driven through the combined effect of prevention initiatives that address the underlying drivers of violence, evidence and capability-building activities that strengthen systems and services; and targeted supports that improve safety, recovery and economic security for victim-survivors. Through this integrated approach, the department contributes to the long-term objectives of the National Plan and supports sustained progress toward ending violence against women and children.

Investment in national research and evidence continued to strengthen systems and institutions under **Outcome 1** of the National Plan. Australia's National Research Organisation for Women's Safety (ANROWS) successfully met its performance target, delivering 15 research and technical reports during 2025–26. These outputs strengthened the national evidence base and supported policy development, service design and decision-making across governments and service systems. Workforce capability was further strengthened through DV-alert, which exceeded its annual target by delivering 420 workshops. The nationally accredited training program is designed to improve the capacity of frontline workers and community members to recognise domestic and family violence, respond appropriately and connect people with support services.

The Leaving Violence Program contributed to **Outcomes 2 and 6** by providing accessible and timely support to victim-survivors seeking to leave violent relationships. The program exceeded its timeliness target, with 97.71% of assessments completed within 3 business days of receiving a complete application. During the first year of delivery, the program responded to stakeholder feedback by implementing a new online referral process for specialist family, domestic and sexual violence services, the ability for victim-survivors to save their applications and a new service model to better meet the needs of victim-survivors.

1800RESPECT continued to provide free and confidential counselling, information and referral services to people affected by domestic, family and sexual violence. During 2025–26, 89.62% of calls were answered within 20 seconds, exceeding the 80% performance target. The service remained a critical national entry point for support, providing timely assistance and helping people access specialist services, safety planning and recovery supports.

The Keeping Women Safe in their Homes program contributed directly to **Outcomes 2 and 6** by helping women and children remain safely housed through practical safety measures, risk assessments and home security upgrades. During 2025–26, the program supported 5,542 clients nationally, significantly exceeding the minimum target of 4,303 clients. By enabling women and children to remain connected to their homes, workplaces, schools and communities, the program has been able to reduce housing instability and strengthen safety and recovery outcomes.

Primary prevention activities remained central to achieving long-term reductions in violence and contributing directly to **Outcome 3**. Our Watch met its performance target, with participant surveys demonstrating a composite result of 72%, exceeding the target of 70%. These results indicate continued progress in improving knowledge, understanding and awareness of the drivers of gender-based violence and supporting engagement with prevention activities. Through leadership in prevention across workplaces, education settings, sporting organisations and communities, Our Watch continued to build national capability

and promote gender equality. Our Watch also contributed to **Outcome 5** by expanding the reach of The Line campaign, including through the launch of the Comfort Zone initiative. These activities engaged young people in conversations about boundaries, consent and respectful relationships, helping them recognise the drivers of gender-based violence and challenge attitudes and behaviours that enable, condone or excuse violence.

The *Stop it at the Start* campaign also contributed to **Outcome 3** by encouraging parents, carers and other influential adults to recognise and respond to early signs of disrespectful behaviour among young people. While Phase 6 of the campaign was launched, not all scheduled milestones were completed during the reporting period and the performance target was not met. Nevertheless, the campaign continued to play an important role in supporting community awareness and encouraging early intervention to prevent the escalation of harmful attitudes and behaviours.

Progress toward **Outcome 4**, which focuses on accountability and behaviour change for people who use violence, was supported through research, workforce capability and early intervention initiatives. ANROWS research continued to strengthen understanding of perpetration and effective interventions, while DV-alert strengthening the capability of frontline workers to recognise, respond to and refer people experiencing domestic and family violence. Through a combination of accredited and non-accredited training, the program contributed to prevention, early intervention and response efforts by building workforce knowledge, confidence and connections to local support services. In 2025–26, DV-alert exceeded its annual delivery target, facilitating 420 workshops against a target of 400 and reaching more than 6,499 learners, including 374 students who achieved competency through its accredited e-learning courses. Together, these initiatives promoted earlier identification and more effective pathways to accountability and behaviour-change supports.

Children and young people remained an important focus across prevention initiatives. National prevention campaigns and community education activities continued to support young people to recognise unhealthy relationship behaviours, develop respectful relationships and challenge attitudes that enable violence. By encouraging positive behaviours early in life, these initiatives contribute to long-term cultural change and safer outcomes for future generations.

Overall, the department demonstrated progress towards the 6 Long Term Outcomes of the National Plan in 2025–26, with 6 of the 7 measured outcome-linked initiatives meeting and or exceeding output performance targets. Performance results indicate progress toward strengthening systems and services, improving access to support, promoting prevention and gender equality, and enhancing the safety, wellbeing and economic security of women and children. While significant challenges persist, including increasing demand for services and the need for sustained cultural change, the department will continue to work with governments, communities and service providers to advance the objectives of the National Plan to end violence against women and children in Australia.

Measure and target	Result
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 15.**	15
Leaving Violence Program: Met Timeliness of assessments completed after applications for Leaving Violence Payment are submitted. **The success criterion is met if 85% of assessments are completed within 3 business days of a complete application being submitted.**	97.71%
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.**	420
***Stop it at the Start* campaign: Not Met** Evidence supporting progress towards delivery of phase 6 of the *Stop it at the Start* campaign. **The success criterion is met if there is evidence of delivery of development of phase 6 of the Stop it at the Start campaign as planned.**	Delivery of Phase 6 of the Stop it at the Start campaign was delayed, with all milestones not completed as scheduled.
Our Watch: Met The proportion of survey respondents that report an improvement in their knowledge, understanding and/or awareness of the drivers of gender-based violence, and/or effective prevention of violence against women and children, following engagement with a Primary Prevention Activity Program (PPAP) activity. **The success criteria is met if at least 70% of survey respondents report improved knowledge, understanding, and/or awareness.**	72% of respondents reported improved knowledge, understanding, and/or awareness

Measure and target	Result
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%.**	89.62%
Keeping Women Safe in their Homes (KWSITH) 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 KWSITH clients assisted nationally is maintained at a minimum of 80% compared to the same period last financial year**. The target for 2025–26 is a minimum of 4,303 clients, which is 80% of last year's total (5,379).	The number of individual clients assisted nationally was 5,542, which is 103% compared to the same period last year.

Methodology

The target will be considered met if each long-term outcome has an initiative that has met its output target based on tailored criteria developed for assessment across the initiatives. The target will be considered partially met if 3 to 5 of the long-term outcomes are met and not met if less than 3 long-term outcomes have no initiatives that meet their target.

Disclosures

ANROWS
Not all reports included in the result are complete research outputs. Some reports include technical documents, such as methodologies and project plans, as well as early research findings for internal planning and project management. Complete research reports that were not publicly available in 2025–26 are anticipated to be made publicly available in 2026–27 following peer review and the administrative processes required to publish journal articles.

Leaving Violence Program
A completed application is where all necessary identification, eligibility evidence and contact records have been provided by a victim-survivor, to enable the provider to make an informed eligibility decision.

Our Watch

- As part of the independent evaluation of the PPAP, an independent third party was engaged to develop a performance measure to inform reporting in the department's Annual Reports for 2025–26.
- Survey questions for the measure were part of the PPAP evaluation survey, which targeted participants since the commencement of the program and, as such, considers a broader timeframe than the 2025–26 reporting period.
- The performance assessment draws on data collected for broader evaluative purpose. While the selected survey items align with the performance measure, the survey should be understood as just one component of the overall evaluation approach

KWSITH
In most jurisdictions, KWSITH is embedded within Safe at Home programs. As a result, KWSITH-funded supports may vary by jurisdiction. The data-set is not directly comparable across states and territories, and client numbers are not compared between jurisdictions. As client numbers are reported as an aggregate across all jurisdictions, this limits the inferences that can be drawn from client count alone.

Categorisation of data source	Data source
Tertiary source **Tier 2**	**1800RESPECT:** Telstra Health Contact Management System (GENESYS).
Tertiary source **Tier 2**	**Our Watch:** Online discrete survey.
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 technical, strategy and/or policy reports.
Tertiary source **Tier 2**	***Stop it at the Start* campaign – phase 6:** ▶ Developmental research and concept testing reports ▶ Media and public relation strategies.
Tertiary source **Tier 2**	**Keeping Women Safe in their Homes program:** Department's Data Exchange
Tertiary source **Tier 2**	**Leaving Violence Program:** Telstra Health Data Systems.

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) 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.

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 – 10% or less of people with multiple requests for Emergency Relief (ER).

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≤10%	7.8%	6.9%	6.6%	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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
70%	55.6%	51.6%	49.6%	Not met

Source: 2025–26 PBS page 55 and 2025–26 Corporate Plan page 51.

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

In 2025–26, 381,615 people accessed Emergency Relief (ER) services for immediate financial or material aid. 6.6% of individual clients accessed ER 5 or more times on different days within a 90-day period. The current economic environment is a significant driver for people's use of ER, both frequency and intensity, and may have affected results for target 2.1.5-1A.

In 2025–26, 489,209 people accessed FWC services. This included 381,615 clients who accessed ER, with the remainder accessing services such as financial counselling. The percentage of clients reporting a positive outcome following engagement with a FWC service has decreased in the past 12 months from 51.6% in 2024–25 to 49.6%. The measure is not met. The percentage of clients reporting neutral or consistent outcomes following engagement with a FWC service was 38.5%. This is an increase over the 2024–25 Annual Report (36.7%).

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.

To more accurately measure the impact of service provisions, this performance measure has been revised from 2026–27 to recognise the stabilisation of client circumstances as a positive outcome for funded services. For comparison, if both positive and neutral outcomes were counted in the 2025–26 measure, the result would be 88.1%.

Results for 2025–26 were also affected by new grant agreements, with most new FWC activities commencing part way through the reporting period. Emergency Relief and financial counselling grants were extended from 30 June 2025 to 30 September 2025, ahead of new grants commencing 1 October 2025. Outcomes reported by organisations may have been impacted with these changes, including changes with new and ceasing organisations and a shorter reporting period. Overall this has not impacted the quality of the data, but the count of clients with an outcome assessment is lower compared to 2024–25.

Methodology

Target 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.

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

Disclosures

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

Categorisation of data source		Data source
Tertiary source	**Tier 2**	Department's Data Exchange.

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 National Redress Scheme (the Scheme).

Target

2.1.7-1A – The Scheme will notify at least 25% of survivors about an outcome within 6 months of the date that all required information is received.

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥25%	N/A	N/A	19.78%	Not met

Target

2.1.7-1B – The Scheme will notify at least 50% of survivors about an outcome within 9 months of the date that all required information is received.

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥50%	N/A	N/A	42.31%	Not met

Target

2.1.7-1C – The Scheme will notify at least 75% of survivors about an outcome within 12 months of the date that all required information is received.

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥75%	N/A	N/A	70.06%	Not met

Target

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

Target	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥95%	99.7%	99.4%	98.74%	Met

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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥95%	98.9%	99.1%	99.24%	Met

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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥80%	94.8%	93.0%	92.29%	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	2023–24 Actual result	2024–25 Actual result	2025–26 Actual result	Outcome
≥80%	94.1%	92.3%	98.19%	Met

Source: 2025–26 PBS page 52 and 2025–26 Corporate Plan pages 53-56.
For further information on the National Redress Scheme, see Part 3 in this publication.

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

In 2025–26, the National Redress Scheme received the second-highest number of applications to date and resolved more applications for survivors than in any previous year. The Scheme exceeded its annual target of 8,400, resolving 9,358 applications in comparison to last year's result of 5,653 resolved applications. Resolved applications include those that have been closed and withdrawn as well as where an outcome has been issued. Table 2.6 in this report details 4,263 survivors received a redress payment during 2025–26, rather than the full figure of resolved applications.

These achievements build on the previous year's efforts to improve timely and quality decision-making for survivor applicants while managing increased Scheme workloads. The Scheme received 18,402 applications, which is the second highest number of applications received. The results for measures 2.1.7-1A-C reflect the challenge the Scheme has faced in responding to the high level of demand. The Scheme continues to implement a range of measures to improve efficiency and decision making to respond to the volume of applications received. Measures to improve processing efficiency include updating the Scheme Prioritisation Policy to provide tiers of support for highly time sensitive applications. The Scheme has also established multi-disciplinary teams and a New Application Pathway which has significantly improved processing times using case coordination and cross-skilled staff. The New Application Pathway is being scaled to undertake application processing across all new applications other than complex or priority cases. These initiatives have enhanced Scheme performance by streamlining processes, increasing operational efficiency and supporting more effective service delivery.

To further support these efficiencies, the Scheme has invested in improvements to outcomes for applicants through implementing a quality Independent Decision Makers framework and recruited additional Independent Decision Makers. The Australian Government also increased funding for Redress Support Services to enhance access to support for incarcerated survivors. Consistent with the increase in application progression, there was a 29% increase in people accepting Counselling and Psychological Care and a 29% increase in people selecting a Direct Personal Response. The Scheme onboarded 108 non-government institutions, compared to 81 the previous year.

Methodology

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

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

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

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

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, 2.1.7-1B and 2.1.7-1C

- 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.

2.1.7-1D

- 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[a]

	2022–23	2023–24	2024–25	2025–26
2.1.1 – Families and Children				
Families and Children	430,138	428,728	404,267	385,174
2.1.5 – Financial Wellbeing and Capability[b]				
Financial Wellbeing and Capability Program	592,833	522,147	475,338	489,209

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

	2022–23	2023–24	2024–25	2025–26
2.1.1 – Families and Children[c]				
Indigenous	13%	13%	14%	14.5%
Culturally and linguistically diverse	6%	7%	7.3%	6.5%
People with disability	9%	11%	12%	11.9%
2.1.5 – Financial Wellbeing and Capability				
Indigenous	24%	25%	25%	25%
Culturally and linguistically diverse	6%	6%	7%	8%
People with disability	22%	23%	24%	23%

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

	2022–23	2023–24	2024–25	2025–26
2.1.1 – Families and Children				
Families and Children	456	424	436	439
2.1.5 – Financial Wellbeing and Capability[d]				
Financial Wellbeing and Capability Program	261	257	254	304

Disclosures

a. Includes individual and group clients from programs that contribute to the performance measure.

b. Individual and group clients are unique counts.

c. Number of individual clients from programs that contribute to the performance measure.

d. Number of organisations receiving grant funding includes organisations funded as part of consortium arrangements. Organisations contracted are unique counts.

Table 2.4: Family Safety – 1800RESPECT

1800RESPECT	2022–23	2023–24	2024–25	2025–26
2.1.2 – Family Safety				
Calls answered under 20 seconds	184,417	212,659	243,222	240,477
Calls answered	226,171	241,740	258,896	262,925
Calls abandoned post Interactive Voice Response (IVR)	16,751	12,005	6,778	8,216
Calls abandoned under 5 seconds post IVR	2,398	2,766	2,814	2,822

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.
- 240,477 / (262,925 + 8,216 – 2,822) = 89.62%.

Table 2.5: Family Safety – DV-alert workshops

DV-alert	2022–23	2023–24	2024–25	2025–26
2.1.2 – Family Safety				
Target number of workshops and assessments	363	693	400	400
Workshops and assessments delivered	372	399	429	420

Table 2.6: Number of National Redress Scheme recipients

	2022–23	2023–24	2024–25	2025–26
2.1.7 – National Redress Scheme for Institutional Child Sexual Abuse				
Recipients	3,416	3,654	3,180	4,263
Applications received	10,723	16,324	19,726	18,402
Resolved applications[a]	4,134	5,710	5,653	9,358
Institutions joined[b]	152	55	81	108

Disclosures

a. Resolved applications includes those that have been closed, withdrawn or finalised without a payment being made.

b. The number of new institutions joining the Scheme in 2025–26 was 108, 10 institutions left the Scheme in this same period.

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 2 outcomes.

Target

CO-1A – At least 95% of ministerial briefs and correspondence across the 2 outcomes are provided on time.

Target	2023–24	2024–25	2025–26	Outcome
≥95%	72%	78%	65%	Not Met

Source: 2025-26 Corporate Plan page 58

Measure type

This is an effectiveness measure.

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

Program analysis

There were some unavoidable delays in providing items to the new ministerial offices following the May 2025 election, resulting in reduced timeliness before stabilising in August 2025, reflecting the time required to establish new systems and processes, onboard ministerial offices, and understand the Minister's and Assistant Minister's preferences and ways of working. The department worked closely with ministerial offices during this transition period and has refined its processes to better support evolving requirements. The department will continue to proactively manage ministerial briefs and correspondence, leveraging lessons learned to ensure timely, high-quality advice and support is provided to the Minister and Assistant Minister.

Concurrently, the department is working towards implementing a policy advice quality framework to assist with enhancing our quality of advice. This work is aligned with the department's Action Plan supporting the Capability Review and supporting initiatives focused on the priority capability area 'lead strategic social policy'. The policy advice quality framework will assist staff to build on core competencies including developing evidence-informed policy proposals and negotiating with influence for social policy interventions to achieve economic and social wellbeing for Australians.

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-OUTCOME – GRANTS ADMINISTRATION

Key activity: Community Grants Hub

Improving the customer experience is a key activity of the Community Grants Hub (the Hub). Through the application of person-centred design principles, the Hub places the needs of people and families at the centre of grants administration. The Hub is responsible for delivering a positive grant experience through the entire grant lifecycle, from the initial application process through to the ongoing management of the grant agreement, supported by the department's geographically dispersed network of Funding Arrangement Managers.

Performance measure

CO2 Survey respondents (grant applicants and recipients) satisfied with their experience of the Community Grants Hub.

Target

CO2-1A – Grant applicant and recipient experience is 70% positive or above.

Target	2024–25	2025–26	Outcome
>70%	80%	81.6%	Met

Source: 2025–26 Corporate Plan page 59

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 2025–26, the Hub continued to provide grant administration services on behalf of the department and Commonwealth agencies, supporting the effective delivery of government programs to communities across Australia. A key performance measure is the proportion of grant applicants and recipients satisfied with their experience of the Hub. The annual customer satisfaction survey found that 81.6% of respondents were satisfied with the Hub's services, exceeding the performance target of 70%.

This result reflects ongoing efforts to deliver accessible, user-friendly and responsive services. The Hub continued to support implementation of the National Agreement on Closing the Gap by improving service accessibility for Aboriginal and Torres Strait Islander organisations through culturally appropriate engagement, tailored resources and reduced participation barriers in government funded programs. This contributed to the department's goal of delivering effective, accessible and people-centred services.

Methodology

The Hub customer satisfaction survey captures the experiences of grant applicants and recipients across key interaction points and stages of the grants lifecycle during the reporting period. The survey adopts a census approach, inviting both successful and unsuccessful grant applicants, as well as grant recipients to participate. The survey captures their experiences with interaction channels including the Helpdesk, point of service engagements and ongoing interactions with Funding Arrangement Managers. Customer experience data is collected through a structured survey and disaggregated by interaction channel, user cohort and phase of the grant process.

Disclosures

The result is based on self-reported satisfaction data collected through a voluntary anonymous survey.

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

Addendum 3:

Cross-Outcome – supporting information

Table 3.1: Number of briefs requested by Ministers or Assistant Ministers

	2022–23	2023–24	2024–25	2025–26
Total on time	515	626	610	778
Total sent to Minister's office	748	887	810	1048
Percentage on time (%)	69%	71%	75%	74%

Table 3.2: Number of correspondence for Minister or Assistant Minister signature

	2022–23	2023–24	2024–25	2025–26
Total on time	1,441	884	871	648
Total sent to Minister's office	2,023	1,201	1,095	1,137
Percentage on time (%)	71%	74%	80%	57%

Table 3.3 outlines the total number and value of grants managed at 30 June each financial year. Figures are calculated at a point in time in the following financial year.

Table 3.3: Number of grants managed

	2022–23	2023–24	2024–25	2025–26
Total number of grants managed	31,282	43,893	29,228	29,684
Total value of grants	$10.6 billion	$11.5 billion	$11.6 billion	$12 billion

In 2025–26 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

3

National Redress Scheme

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Summary of Scheme operations 98

The National Redress Scheme (the Scheme) was established in response to recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme commenced on 1 July 2018 and operates under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act), with the Secretary of the Department of Social Services serving as the Scheme Operator.

The Minister is required to table an annual report in Parliament in accordance with the Act and Rule 75 of the National Redress Scheme Rules 2018.

This report outlines the Scheme's operations and performance during its 8th year, from 1 July 2025 to 30 June 2026.

How the Scheme operates

People may apply to the Scheme if they:

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

An offer of redress can include 3 components:

Counselling and psychological care

Survivors may access counselling and psychological care services. The support available depends on where they live. Most applicants are offered state-based services, while people in South Australia or overseas receive a direct payment to support access to services in their local area.

Redress monetary payment

Redress payments are assessed using the Scheme's Assessment Framework, which considers the individual circumstances and impacts of the abuse experienced. Payments can be up to $150,000, less any relevant prior payments.

Direct personal response

A direct personal response (DPR) provides survivors with the opportunity to have their experiences acknowledged by the responsible institution. Survivors decide if, when and how a DPR occurs. This may include an apology, acknowledgement of harm, discussion of institutional reforms, and a meeting with a senior representative of the institution.

Summary of Scheme operations

Increased levels of applications and outcomes

During 2025–26, the Scheme received the second-highest number of applications in its history and delivered the highest number of application outcomes since commencement.

The Scheme resolved 9,358 applications, exceeding its annual target of 8,400 and improving on the 5,653 applications resolved in 2024–25. Resolution figures include applications that received an outcome, were withdrawn or were closed.

This improvement reflects a sustained focus on increasing processing capacity and operational efficiency while maintaining a survivor-centred approach.

Between 1 July 2025 and 30 June 2026;[4]

Applications received

- 18,402 applications were received
  - 6,357 were from First Nations peoples and 12,045 were from people who did not identify as First Nations.
  - 6,098 applicants identified as female, 12,061 applicants identified as male and 243 applicants identified as intersex, indeterminate or unspecified.

Determinations and outcomes

- 6,744 determinations were made
- 7,018 outcomes were advised to applicants
- 5,744 applications reached determination stage
- 4,501 applicants were found eligible for redress and 2,243 applicants were found ineligible
- 4,174 people accepted an offer of redress, and 56 people declined an offer.

Redress payments

- The Scheme made 4,263 redress payments, ranging from less than $10,000 to $150,000. The average payment was $86,611
- Total value of payments: $369.2 million

4 The figures provided represent a snapshot of the Scheme operations between 1 July 2025 and 30 June 2026. These include determinations made on applications received in previous years of the Scheme's operation. Determinations are decisions made on an application's eligibility for redress. Determinations then result in an outcome being sent to the applicant. Resolved applications include those which are closed and withdrawn as well as where an outcome has been provided.

Counselling and psychological care

- A total of 3,055 people accepted counselling and psychological care as part of their redress outcome. Of these:
  - 339 people accessed 5,989 hours of services
  - an average of approximately 18 hours of support was provided per participant.

Direct personal responses

A DPR remains an important survivor-led component of redress[5].

A DPR may include:

1. an apology, acknowledgement or statement of regret
2. recognition of the impact of the abuse
3. information about actions taken to prevent future abuse
4. an opportunity to meet with a senior representative of the responsible institution.

A total of 2,344 people accepted the offer of a DPR. Of these:

- 145 people completed their DPR process involving 188 institutions
- 194 people commenced DPR arrangements with 268 institutions.

The DPR Information and Support Service, established in 2023, continues to assist survivors and institutions to engage in meaningful and trauma-informed DPR processes. During 2025–26, the service received 222 referrals.

5 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. To receive a DPR, an applicant must accept the offer of one with their outcome, and they must then initiate the DPR process when they are ready to proceed.

Institutional responsibility and participation

During the reporting period 2,320 institutions were found responsible for abuse:

- 51% of applications named more than one institution
- 5% named 4 or more institutions.

As at 30 June 2026.

- all Commonwealth, state and territory government institutions were participating in the Scheme
- 718 non-government institutions or groups of institutions were participating
- 108 non-government institutions joined during 2025–26.

This brings the total number of sites covered by the Scheme, including schools, churches and community organisations, to more than 70,000 locations across Australia.

The final date for institutions to join the Scheme is 31 January 2028. Institutions that do not join within 6 months of first engagement with the Scheme may be publicly named and may face financial consequences, including restrictions on Commonwealth grant funding and potential impacts on charitable status.

As at 30 June 2026, 38 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:

- Woodlands Golf Club (VIC)
- CYMS Basketball Association (VIC)
- Devonport Community Church (TAS)
- Forrest Tennis Club (ACT)
- Kenja Communication (ACT, NSW and VIC)
- 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)
- New Norfolk District Football Club (TAS)
- Knox Basketball Incorporated (VIC)
- Christian Youth Camps (WA)

- Eagle Vale St Andrews Junior Rugby League Football Club Inc. (NSW)
- Morphett Vale Christian Community Church Incorporated (SA)
- Munno Para City Soccer Club Incorporated (SA)
- Tingira Community Church (NSW)
- Aboriginal Children's Service Ltd (NSW)
- Kingsgrove Colts Junior Rugby League Football Club Incorporated (NSW)
- Raymond Terrace Community Church Incorporated (NSW)
- Dirt Track Promotions Pty Ltd (QLD)
- Robinvale Church of Christ (VIC)
- Iragul Aboriginal Corporation (WA)
- Brothers Penrith Junior Rugby League Club Incorporated (NSW)
- Hardcore Gym Pty Limited (NSW)
- Lighthouse Christian Centre Balaklava Incorporated (SA)
- Living Waters Christian Community Inc. (VIC)
- Logan Basketball Inc (QLD)
- Moorebank Sports Soccer Club Incorporated (NSW)
- Peaceful Hand Youth Foundation Pty. Limited (VIC)
- Port Augusta Basketball Association Incorporated (SA)
- Rose City Baptist Church (IND) Inc. (VIC)
- Rushworth Football & Netball Club Inc (VIC)
- Ryde Hunters Hill Life Education Centre Inc (NSW)
- Seaton Christian Fellowship Incorporated (SA)
- St George Junior Rugby Football League Inc (NSW)
- Townsville Basketball Incorporated (QLD)
- Ultra Design & Engineering (Aust) Pty. Ltd. (NSW).

Redress Support Services

Redress Support Services continue to play a critical role in helping survivors navigate the Scheme. These services help survivors understand the Scheme, prepare applications and access independent advice, contributing to improved application quality and more efficient processing. As at 30 June 2026 approximately 15% of applicants received support to lodge their application. Of these, around 11% were assisted through Redress Support Services and around 4% received support from Knowmore Legal Services.

Funder of Last Resort (FOLR) arrangements

In the period 1 July 2025 to 30 June 2026, 84 institutions were declared under the Funder of Last Resort (FOLR) arrangements as set out in the Act across all states and territories and the Commonwealth. Of these:

- 21 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
- 44 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
- 19 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 84 institutions counted above, only 62 are unique institutions. This is because an institution can be assessed under both sections 164 and 164A of the Act, and for both the Commonwealth and state government funding. Since the commencement of the Scheme to 30 June 2026, 220 individual institutions have been declared under the FOLR arrangements. Of these:

- 3 institutions are declared under the original FOLR arrangements only
- 64 institutions are declared under the expanded FOLR arrangements, including 35 partly participating institutions
- 118 institutions are declared under both the original and expanded FOLR arrangements.

Key statistics for 2025–26

Table 3.1: Applications received by gender and age for the period 1 July 2025 to 30 June 2026

Age group	Male	Female	Indeterminate / intersex / unspecified
21–30	2,518	1,283	61
31–40	4,051	1,961	86
41–50	3,043	1,332	55
51–60	1,457	854	22
61–70	549	353	8
71–80	146	95	1
81–90	16	22	1
91+	1	4	1
<=20	268	193	8
Invalid	12	1	0

Figure 9: First Nations applications received for the period 1 July 2025 to 30 June 2026

First Nations applications received	Non-First Nations applications received
6,357	12,045

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

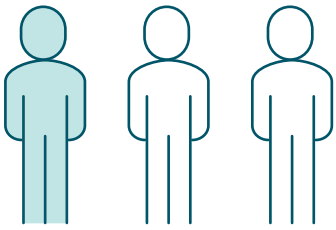
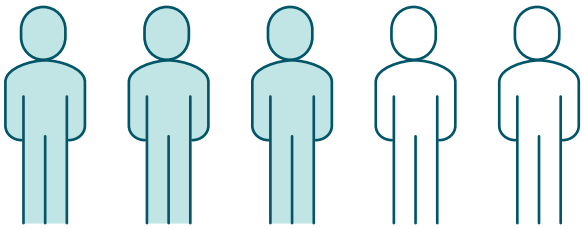


Figure 10: Applications received for the period 1 July 2025 to 30 June 2026[6]

Male applications received	Female applications received
12,061	6,341

Around 3 out of 5 applicants identified as male



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

Table 3.2: Applications received by state/territory for the period 1 July 2025 to 30 June 2026

State	Applications received
QLD	6,095
NSW	4,777
SA	2,477
WA	1,806
VIC	1,958
TAS	693
ACT	190
NT	203
Overseas/unknown	203

Figure 11: Applications received by state/territory for the period 1 July 2025 to 30 June 2026



Case study:

National Redress Scheme new application pathway

The National Redress Scheme (the Scheme) provides redress to people who have experienced institutional child sexual abuse. The Scheme provides eligible applicants with a financial payment, counselling and psychological support; and a direct personal response from the institution involved if they wish to receive it.

The Scheme was established in response to recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme commenced in 2018 and is due to close in 2028. Since 2025, the Scheme has implemented a range of service delivery improvements, including the new application pathway, introduced in February 2026.

Since commencing in February 2026, the new application pathway has helped the Scheme progress newly received applications through dedicated teams and a coordinated approach to processing. While this pathway focuses on newly received applications, dedicated application processing teams continue to progress existing applications, supported by many of the same improvements and practices developed through the pathway.

The new model focuses on proactive contact with applicants, coordinated case management and reducing unnecessary handovers. This provides tailored, trauma-informed support while helping applications progress more efficiently toward an outcome.

During its first 4 months of operation to June 2026, more than 1,800 applications were managed through this end-to-end pathway. Improved visibility of application progress allows staff to identify delays, clarify key information and target support where it will have the greatest impact. Early results indicate applications in the pathway are being finalised in around 9 months, compared with the Scheme-wide average of 16 months. Lessons from the pathway are also being applied more broadly to support improved processing times across all applications.

Lessons and process improvements identified from the new application pathway are being embedded across Scheme operations, including the management of existing, older and more complex applications. As a result, the benefits of the pathway extend beyond newly received applications, driving greater consistency, more timely decision-making and improved processing across the Scheme. This broader application of improved practices has contributed to a 65% increase in applications resolved across the Scheme between the 2024–25 and 2025–26 financial years.

The pathway relies on close cooperation between application processing teams, participating institutions and applicants. End-to-end teams monitor application progress, address barriers early and help applications continue moving towards an outcome.

Delivered through the department's Wollongong, Adelaide, Hobart and Batemans Bay offices, the collaborative model supports application movement and consistent decision-making; and promotes staff cross-skilling, quality assurance and coordinated support for applicants.

The delivery approach focuses on early triage and targeted applicant engagement. Teams monitor progress, identifying where action is needed and engaging with applicants when additional support or information is required. Teams work to address barriers early and support timely decision-making.

The pathway also helps identify operational issues affecting application progress, allowing these to be addressed earlier and supporting continuous improvement across the Scheme.

The new application pathway is helping to improve the way applications are processed, forming part of a broader program of service delivery improvement across the Scheme. The pathway has reduced processing times for newly received applications, contributing to the substantial increase in resolved applications between the 2024−25 and 2025−26 financial years. These improvements are supporting more timely outcomes for survivors and applying successful practices across operations. The management of the new applications in the final year of the Scheme by this pathway will allow other processing staff to focus specifically on the existing application backlogs, supporting an even larger reduction in overall processing time across the Scheme. This is important for supporting survivors waiting for a redress outcome and in preparing for anticipated increases in future application volumes as the Scheme approaches its statutory end date.

4

Management and accountability

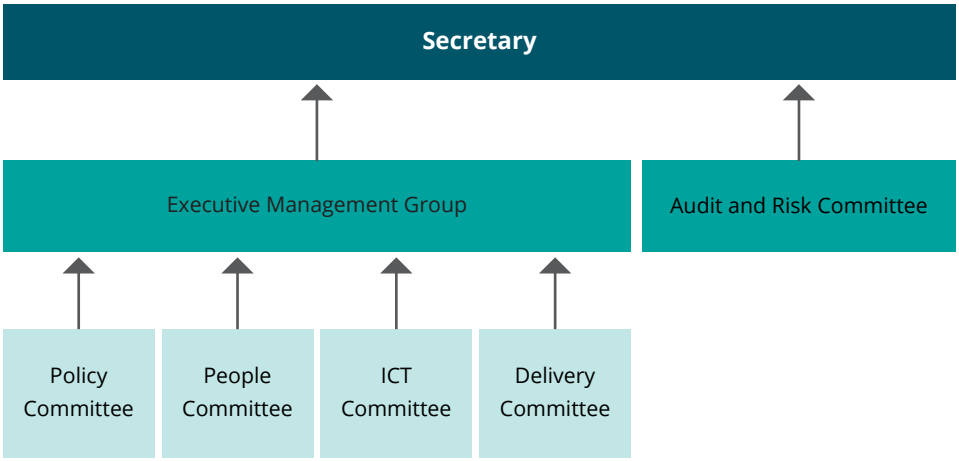
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Chapter 4.1 Governance structure

Committees supporting our business

At 30 June 2026, our governance committee structure included the Executive Management Group (EMG), supported by 4 Tier 2 committees, which provide advice and assurance to the Secretary on the administration and operation of the department. The Secretary is also supported by independent advice and assurance from the Audit and Risk Committee.

Figure 12: Our governance structure as at 30 June 2026



Secretary

- **Executive Management Group**
  - Policy Committee
  - People Committee
  - ICT Committee
  - Delivery Committee
- **Audit and Risk Committee**

Executive Management Group

The EMG 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. The group also 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 4 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 3 internal senior advisors with observer status, all appointed by the Secretary. It meets at least 4 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 (Chair)	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	$29,091

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.	5 of 6	$19,205
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	$22,462

Committees reporting to the Executive Management Group (as at 30 June 2026)

Policy Committee

The Policy Committee provides early advice on the development of major policy proposals and emerging strategic issues ahead of consideration by the EMG. 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 priorities by fostering a capable, safe and inclusive departmental workforce. Its remit includes work health and safety, workforce strategy, and diversity and inclusion, and other priorities as directed by the EMG. Mr Matt Flavel, Deputy Secretary Social Security, chairs this committee.

ICT Committee

The ICT Committee provides advice and assurance to the EMG on our ability to create and protect value with the use of information and technology, including the alignment of information technology (IT) with the current and future needs of the department and our stakeholders. Ms Thea Connolly, Acting Chief Operating Officer, chairs the committee.

Delivery Committee

The Delivery Committee provides strategic oversight and stewardship to ensure coordinated, accountable progress towards our strategic priorities and intended outcomes. It formally monitors and assures our delivery performance and drives consistent, high-quality delivery practices across the department. Ms Corri McKenzie, Deputy Secretary Delivery and Data, chairs 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.

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) on Risk Management are operationalised through the Risk Management Framework.

These instructions clearly articulate that the escalation of risks and issues must be reported to the Senior Executive, including the Secretary as required. Significant risks and issues are escalated through established governance arrangements to executive committees for oversight and strategic direction.

The Chief Operating Officer holds the title of Chief Risk Officer and Chief Sustainability Officer, assisting in championing a positive risk culture in the department, having oversight of the department's 5 strategic risks and overseeing areas of focus for risk management in the department.

The EMG reviews recommendations on risk management from the Audit and Risk Committee, as well as other assurance and review activities to provide oversight on risk management improvements as required.

Business continuity management

We continue to strengthen our business continuity framework to enable delivery of critical outcomes during disruptions. In 2025–26, we updated our resilience arrangements to align with our new operating structure and strategic priorities. We also implemented targeted improvements and controls to enhance national preparedness, response and recovery capabilities across a range of scenarios. We continue to contribute to the Australian Government Crisis Management Framework as required.

Internal audit assurance activities

The department's Internal Audit function is an independent assurance and advisory function designed to strengthen the organisation's ability to create, safeguard and sustain value of its controls and environment. Internal Audit is an integral component of the system of internal control established under the PGPA Act.

The 2025–26 Internal Audit Work Plan considers our risk profile which was approved by the Secretary following consideration by the Audit and Risk Committee. In 2025–26, 9 audits were undertaken across our policy, program and enabling activities.

Internal Audit provided assurance on the effectiveness of governance, risk management and internal controls and identified opportunities to strengthen process, mitigate risk and support continuous improvement across the department.

The Head of Internal Audit is responsible for the management and operations of the Internal Audit function and is independent from our policy and program management activities. Through this independent role, the Head of Internal Audit provides objective assurance and advice on the effectiveness of the organisation's governance, performance, risk management and internal control frameworks, including related systems, policies, processes and practices.

To support effective oversight, 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 Internal Audit function remains a key source of independent assurance on the department's governance and control environment.

Compliance

The department has a strong compliance culture, along with supporting policies and procedures, enabling us to deliver outcomes effectively and achieve high levels of performance consistent with relevant legal and policy obligations.

The department's compliance culture is foundational to how we manage risk across our operations and programs. Applied proportionately, it supports innovation and the timely delivery of beneficial reform by the department and its grantees and contracted service providers.

Our compliance posture supports a broader, coordinated approach to promoting good governance, underpinned by principles such as accountability, transparency and integrity.

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 (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 2025–26 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 with child safe requirements in their grant funding agreements are required to submit an annual Child Safe Statement of Compliance to the department. The Child Safe Statement of Compliance is reported by grantees annually in March, with reporting covering the preceding calendar year (January to December). The current reporting period relates to compliance activities undertaken during the 2025 calendar year.

The 2024 Child Safe Statement of Compliance process achieved strong compliance outcomes, with most grantees submitting their statements on time and declaring full compliance with child safe requirements. While 100 late submissions were referred to Program Compliance within the department, most were resolved promptly, and the majority of self-reported noncompliance matters have since been rectified. The process resulted in 32 breach notices being issued to 22 grantees, with only a small number of serious noncompliance matters requiring ongoing management or transfer to other departments following machinery of government changes. The 2025 reporting period is currently underway.

The department demonstrates its ongoing commitment to child safety by:

- requiring funded third-party organisations to submit an annual Child Safe Statement of Compliance
- monitoring funded third-party organisations that are noncompliant and working with them until compliance is achieved
- undertaking an annual risk assessment to identify and mitigate risks to children through any interactions they may have with it
- ensuring all departmental staff complete the department's worker screening requirements
- delivering internal communication campaigns and awareness activities to promote child safety
- undertaking an annual review of key child safety policies and procedures
- ensuring program risk assessments include provider requirements around child safety
- providing all staff with access to training and resources relating to the Framework.

The department is responsible for the administration of the National Redress Scheme for institutional child sexual abuse. During the 2025–26 financial year, 18,402 applications, representing all applications received, were screened against Child Safe Reporting protocols, and 544 matters were 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 our 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 2025–26, all staff were required to maintain currency in their completion of the mandatory fraud and corruption e-learning module. 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 2025–26, the department assessed 341 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 341 assessments, 14 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 2025–26, 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

The department promotes high ethical standards and fosters a strong pro-integrity culture. During the year, we:

- reinforced the 4Cs in integrity activities – Curiosity, Contestability, Collaboration and Courage - as the department's shared integrity identity, supporting ethical decision-making and guiding how staff raise concerns and work together
- strengthened staff capability to recognise and respond to integrity risks through mandatory, bespoke and scenario-based training
- delivered 'Integrity Under Pressure' training, supporting staff to make ethical decisions, speak up and maintain integrity in challenging situations
- increased access to practical integrity advice, guidance and support across the department
- maintained strong and constructive engagement with the National Anti-Corruption Commission, drawing on its ongoing guidance to strengthen the department's approach to preventing and reporting corrupt conduct
- enhanced oversight and quality assurance of the department's engagement with the Commonwealth Ombudsman, improving the timeliness, consistency and quality of responses and supporting proactive notification where appropriate.

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 2025–26, the department received 1,176 formal complaints through our Feedback Management System. The top 3 areas of complaints were:

- National Redress Scheme
- Social Security payments
- disability employment.

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 investigate a privacy issue, including breach notifications and complaints, and issue a report or determination.

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 Disability Employment Services / Inclusive Employment Australia program 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 2025–26, we registered 356 internal incidents and were notified of 60 third-party organisation incidents. We finalised 481 internal incidents and 30 third-party organisation incidents.

Compared to 2024–25, we registered fewer incidents. Further, there was a decrease in the total number of EDBs, and all incidents identified as EDBs related to third-party organisations.

Most 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 2025–26

	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	411	70	0	481
Third-party organisation	28	2	6	30
Total	**439**	**72**	**6**	**511**

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 6 Privacy Impact Assessments in 2025–26. 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 2025–26, we received 7 complaints directly to the department. Some of these complaints related to the National Redress Scheme or the Inclusive Employment Australia program. We received one external complaint from the OAIC (on behalf of the complainant) which was resolved. Six complaints were resolved during the financial year, with one ongoing internal complaint.

Office of the Australian Information Commissioner

The OAIC did not issue any privacy determinations about us during 2025–26, 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:

Inclusive Employment Australia helps young people build confidence, skills and employment pathways; Kaitlyn's story shows what that looks like in practice

Kaitlyn's story highlights how practical, person-centred support can help young people with disability to build confidence, develop skills and take meaningful steps towards employment.

YouthWorX NT supports young people (aged 15 to 25) across the Northern Territory to build confidence, skills and pathways into employment, education and training. Through the Inclusive Employment Australia program, the organisation works with young people with disability experiencing barriers to employment to help develop skills, connect with their community and access meaningful opportunities. Kaitlyn joined the program seeking greater confidence, social connection and support to pursue employment.

Through Inclusive Employment Australia, YouthWorX NT worked alongside Kaitlyn to understand her goals, strengths and aspirations.

Kaitlyn received individualised support through regular coaching and mentoring sessions, work readiness training and opportunities to participate in volunteering, community activities and the Young Leaders Program. Staff worked closely with her to build confidence, develop workplace skills, explore career interests and prepare for employment opportunities. Rather than focusing only on finding a job, the program helped Kaitlyn develop the skills and self-belief needed to succeed in one.

Kaitlyn said:

'At first I was nervous about getting a job and meeting new people. Inclusive Employment Australia helped me build my confidence and believe that I could do it.'

'The staff took the time to get to know me and understand what I wanted for my future. They supported me every step of the way.'

As Kaitlyn's confidence grew, Inclusive Employment Australia supported her participation in the IncludeAbility work experience program with the Northern Territory Department of Children and Families. The placement provided valuable workplace experience and the opportunity to demonstrate her capabilities in a supportive environment.

The support Kaitlyn received through Inclusive Employment Australia changed the way she saw herself and her future.

Through the program, she formed new friendships, developed leadership skills, gained workplace experience and built the confidence to pursue employment opportunities she may not previously have considered.

Following her one-week work experience placement with the Department of Children and Families, Kaitlyn was offered her first job—a 12-month part-time traineeship that includes paid work, formal training and the opportunity to complete a Certificate II in Work Skills.

Kaitlyn said:

'Getting offered the traineeship was one of the proudest moments of my life.'

'Before Inclusive Employment Australia, I wasn't sure what my future would look like. Now I have a job, I'm learning new skills and I feel excited about what's ahead.'

'Having people believe in me helped me believe in myself.'

Before joining YouthWorX NT, Kaitlyn wanted to become more confident, meet new people and find a pathway into work but needed support to take the first steps. Through coaching, workshops, volunteering and inclusive programs, she developed confidence, made new friends and began to see new possibilities for her future.

The support helped Kaitlyn progress from building readiness and confidence to securing work experience and then a traineeship. Her experience demonstrates the value of inclusive, strengths-based support that helps young people with disability move towards independence, employment and community participation.

For YouthWorX NT, the outcome also strengthens the case for building more partnerships with inclusive employers, expanding work experience opportunities and supporting workplaces to create safe, accessible and welcoming environments.

Chapter 4.2 External scrutiny

Reports by the Australian National Audit Office

In 2025–26, the Australian National Audit Office (ANAO) tabled 4 performance audit reports that specifically related to the department and our programs or included us as a participating entity.

The 4 ANAO performance audits were:

- Department of Social Services' Management of the National Redress Scheme
- Administration of the Age Pension
- Settlement Engagement and Transition Support Program
- Closing the Gap in Schooling and Early Childhood Development — Partnership and Reporting.

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 2025–26, the Commonwealth Ombudsman released one major joint report involving the department and Services Australia relating to child support laws:

- Published in January 2026: *Following the law is not optional*.

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.

Royal Commission into the Robodebt Scheme

The Royal Commission into the Robodebt Scheme delivered its final report in July 2023, making 56 recommendations for reform. The implementation of the government's response is led by the Department of the Prime Minister and Cabinet.

The department has implemented 12 of the 13 recommendations for which it is responsible. During 2025–26, the department continued to work with Services Australia to progress the remaining recommendation, Recommendation 18.2, which relates to a statute of limitations for social security debt recovery and consideration of related options for legislative reform to improve social security debt arrangements.

Case study

Child Support Reform

The objective of the Child Support Scheme is to ensure children are financially supported after their parent's separation. The government is committed to ensuring child support arrangements are safe, effective and responsive; that children are financially supported by both parents after separation; and that opportunities for financial abuse and system exploitation are reduced.

The government is delivering a $182.6 million package of reforms to make the Child Support Scheme safer and fairer for families. The package of reforms announced in the 2026–27 Budget context will strengthen protections for families by improving payment reliability and reducing opportunities for systems abuse and weaponisation of the Child Support Scheme. The reforms will expand effective collection arrangements, strengthen compliance measures and improve recovery of unpaid child support, which totals almost $2.0 billion. The reforms are expected to increase the amount of child support received by children, reduce payment arrears and improve financial security for families.

The reforms will particularly benefit parents experiencing family and domestic violence by closing loopholes, including mandatory open information-sharing practices and misuse of review and objection processes. Together, these changes will contribute to a safer, fairer and more accessible Child Support Scheme, while supporting the Australian Government's commitment to ending violence against women and children and improving outcomes for children following family separation.

The department has worked across government and with key stakeholders including the Child Support Stakeholder Consultation Group and the Child Support Expert Panel to support the development of the reform package, which was established following the 2019 Joint Select Committee's report on Australia's Family Law System. The reforms also respond to recommendations made by the Commonwealth Ombudsman and Tax Ombudsman in 2025 and support the ongoing priority to end family, domestic and sexual violence within a generation through the National Plan to End Violence against Women and Children 2022–2032.

The reforms are being delivered in partnership across the Commonwealth Government – including with Services Australia, the Office for Women, and the Australian Taxation Office.

Over the next 4 years, this package will address and improve parts of the system most in need of reform by:

- bringing more parents and carers into improved collection arrangements that ensures child support is paid. This includes introducing legislation mandating that child support is paid directly from wages in all suitable cases, making payments more reliable and predictable
- closing loopholes that are being exploited by perpetrators of family and domestic violence by granting new powers to protect parents from harmful claims or objections from their ex-partners and remove the mandatory open exchange of information
- improving interactions between child support and family payments by providing better support for family payment recipients who access child support; and providing government support to collect more unpaid child support from parents who move from Private Collect to Agency Collect
- cracking down on people who misuse the tax system or underestimate their income to avoid paying child support repeatedly failing to lodge their tax returns
- stopping parents leaving the country to avoid paying their child support by implementing Departure Prohibition Orders that are issued to payers with child support debt or overpayment over $10,000 and a recent record of travel
- making the Child Support Scheme fairer and easier for parents in overseas arrangements and providing support for civil society organisations who assist vulnerable parents overseas to receive the child support they are entitled to from an Australian parent.

Report on parliamentary committees

The Senate Standing Committees on Community Affairs

These committees cover the Health and Social Services portfolios. Its work is divided between 2 committees – the Legislation Committee and References Committee. During 2025–26, we had the following engagements.

Community Affairs Legislation Committee:

- On 26 September 2025, the department provided a submission, and on 3 October 2025 we attended a hearing for the Inquiry into the *Social Security and Other Legislation Amendment (Technical Changes No. 2) Bill 2025*
- On 13 March 2026, we provided a submission for the *Inquiry into the Social Security and Other Legislation Amendment (Technical Changes No. 1) Bill 2026*
- On 27 March 2026, we tabled the following government responses:
  - *Social Services and Other Legislation Amendment (Workforce Incentive) Bill 2022 [Provisions]*
  - *Paid Parental Leave Amendment (Improvements for Families and Gender Equality) Bill 2022*
  - *Social Security (Administration) Amendment (Income Management Reform) Bill 2023*
  - *Social Services and Other Legislation Amendment (Strengthening the Safety Net) Bill 2023*
- On 27 August 2025 and on 13 May 2026, we tabled the Annual Estimated Operational Costs for Enhanced Income Management Regime.
- On 11 June 2026, we attended a hearing for the *National Disability Insurance Scheme Amendment (Securing the NDIS for Future Generations) Bill 2026*.

Community Affairs References Committee:

- On 1 April 2026, we tabled the government response for the Inquiry into the Extent and Nature of Poverty in Australia.

The Senate Standing Committees on Education and Employment

These committees cover the Education and Employment and Workplace Relations portfolios. Its work is divided between 2 committees – the Legislation Committee and References Committee. During 2025–26, we had the following engagement:

Education and Employment References Committee:

- On 27 March 2026, we tabled the government response to the report of the Inquiry into Potential Impacts of the Commonwealth Paid Parental Leave Scheme on Small Businesses and their Employees.

The Senate Select Committee on Intergenerational Housing Inequity

On 4 November 2025, the Senate resolved that the Select Committee on Intergenerational Housing Inequity be established on 17 March 2026. During 2025–26, we had the following engagement:

- On 18 May 2026, we attended a hearing for the *Inquiry into Intergenerational Housing Inequity*.

The 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 2025–26, we had the following engagements:

- On 2 September 2025, we attended an introductory private briefing with the committee. On 24 September 2025, responses were provided to the questions raised
- On 1 December 2025, we attended a hearing, on 17 March 2026 we provided a submission, and on 27 March 2026 we attended a hearing for the Inquiry into the Relationship between Domestic, Family and Sexual Violence (DFSV) and Suicide.
- On 12 May 2026, we tabled the government response for the Inquiry into Online Gambling and its Impacts on those Experiencing Gambling Harm.

The House of Representatives Standing Committee on Health, Aged Care and Disability

The Standing Committee on Health, Aged Care and Disability was appointed under a resolution of appointment which was passed by the House of Representatives on 23 July 2025.

The 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 2025–26, we had the following engagements:

- On 10 October 2025, the department attended a hearing for the Inquiry into the Thriving Kids Initiative.
- On 26 March 2026, the department attended a hearing for the Inquiry into Health Impacts of Alcohol and Other Drugs in Australia.

The Joint Standing Committee on Implementation of the National Redress Scheme

The Joint Standing Committee on Implementation of the National Redress Scheme is established under a resolution of appointment which was passed by the House of Representatives on 23 July 2025 and the Senate on 24 July 2025. During 2025–26, we had the following engagements:

- On 4 September 2025, we attended a private briefing with the committee on the National Redress Scheme: and on 17 September 2025, we provided responses to questions raised by the committee.
- On 30 October 2025, we attended a hearing to discuss the redress application process.
- On 17 November 2025, we provided information to the committee on the application process, and how the progress of an application is communicated to applicants.
- On 19 November 2025, we attended a private briefing; and on 6 February 2026 we provided a submission for the Inquiry into the Operation of the National Redress Scheme.
- On 4 March 2026, we tabled the government response to the committees report, *Redress: journey to justice*
- On 13 March 2026 and 25 June 2026, we attended hearings for the Inquiry into the Continuing Operation of the National Redress Scheme.

Joint Standing Committee on the National Disability Insurance Scheme

The Joint Standing Committee on the National Disability Insurance Scheme is appointed under a resolution of appointment which was passed by the House of Representatives on 23 July 2025 and the Senate on 24 July 2025. The committee is tasked with inquiring into the implementation, performance and governance of the National Disability Insurance Scheme; the administration and expenditure of the National Disability Insurance Scheme; and such other matters in relation to the National Disability Insurance Scheme as may be referred to it by either House of the Parliament. During 2025–26, we had the following engagement:

- On 22 October 2025, we attended a hearing for the Joint Standing Committee on the National Disability Insurance Scheme.

Joint Committee of Public Accounts and Audit

The Joint Committee of Public Accounts and Audit is constituted by the *Public Accounts and Audit Committee Act 1951*. The committee initiates its own inquiries into public administration matters and can conduct inquiries into matters referred to it by either House of Parliament. During 2025–26, we had the following engagements:

- On 8 December 2025, we provided a submission for the Inquiry into Commonwealth Financial Statements 2023–24.
- On 5 March 2026, we provided a submission for the Inquiry into Commonwealth Financial Statements 2023–24 and 2024–25.
- On 8 May 2026, we provided a submission for the Inquiry into the Administration of the Age Pension.
- On 22 May 2026, we provided a submission for the Inquiry into the Management of Client Privacy in the Australian Public Sector.

Joint Standing Committee on Aboriginal and Torres Strait Islander Affairs

On 24 July 2025, the Joint Standing Committee on Aboriginal and Torres Strait Islander Affairs was appointed to inquire into and report on matters relating to Aboriginal and Torres Strait Islander affairs. Matters may be referred to it by the House of Representatives, the Senate or a Minister. In addition, the committee may inquire into annual reports of government departments and authorities, and reports of the ANAO that refer to Aboriginal and Torres Strait Islander affairs. During 2025–26, we had the following engagement:

- On 19 May 2026, we provided a submission and on 26 June 2026, we attended a hearing for the Inquiry into Racism, Hate and Violence Directed at Aboriginal and Torres Strait Islander People.

The Joint Standing Committee on Treaties

The Joint Standing Committee on Treaties has been appointed under Standing Order 215. It was appointed on 24 July 2025. The committee has been appointed by the Commonwealth Parliament to review and report on all treaty actions proposed by the government before action which binds Australia to the terms of the treaty is taken. The committee was first established in 1996 as part of a package of reforms to improve the openness and transparency of the treaty-making process in Australia. During 2025–26, we had the following engagement:

- On 21 May 2026, we attended a hearing for the Inquiry into the Agreement on Social Security between Australia and the Oriental Republic of Uruguay.

For further information on the department's submissions, responses to questions on notice, and transcripts of the hearings, go to www.aph.gov.au/Parliamentary_Business/Committees.

Chapter 4.3 Supporting our people

Overview

During 2025–26, 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
- achieving Bronze status in the 2026 Australian Workplace Equality Index (AWEI) recognising our commitment to LGBTIQA+ inclusion
- increasing proactive mental health initiatives and supports
- improving engagement and capability by implementing a specialised in-house policy training program for Graduate Development Program employees
- delivering new employee support programs
- engaging the SES and EL cohorts to participate in the assessment of graduate candidates
- implementing a tool to support mobility of staff across the department and initiating a range of activities in response to the 2025 APS Employee Census
- delivering a number of learning and development activities to uplift policy and strategic capability
- reviewing and updating flexible working arrangements to provide clarity on flexibility, balanced with business needs.

Developing our workforce

Workforce planning

In 2025–26, the department strengthened its workforce planning capability, building on the priority identified through the APS Capability Review and recognising the critical role workforce planning plays in delivering organisational outcomes.

The department developed a new Workforce Strategy to support current and future workforce needs. Extensive consultation was undertaken with employees and leaders across the department to better understand workforce challenges, capability requirements and future workforce priorities. This engagement has informed the development of the strategy and strengthened the department's understanding of its workforce needs.

To support business areas in meeting their workforce planning responsibilities, the department updated and expanded workforce planning tools, guidance and resources. This included refreshed materials to support discussions on spans of control, team structures and organisational design, helping leaders make informed decisions about workforce composition, management structures and workforce deployment. These improvements have strengthened workforce planning practices across the department and enhanced organisational capability to respond to evolving business needs.

The EMG monitored workforce metrics and trends to inform strategic decision-making and identify emerging workforce priorities. Workforce planning activities during the year also supported organisational change initiatives helping to ensure workforce capacity, capability and organisational structures remained aligned with the department's priorities and future operating environment. Together, these activities have strengthened the department's workforce planning foundations and improved its capacity to respond to changing business needs.

Capability development

In 2025–26, our capability development program built policy and strategy capability and equipped our leaders and other employees with the skills and confidence to meet evolving workplace demands. We made targeted investments in policy capability uplift and clear, solution-focused communication capability. We also invested in strengthening leadership, evidence-based policy-making, and an outcomes focus across the agency. These technical skills were complemented with training in management, leadership, artificial intelligence, wellbeing and inclusion.

To build greater policy capability, we have launched the Social Policy Toolkit to assist staff at all competency levels to continue to develop their skills.

These initiatives supported managers and employees to drive delivery and effective policy development. Managers are supported to navigate performance and change discussions to foster growth and accountability. The department also strengthened its support for self-directed learning through expanded access to a curated online learning catalogue, aligned with the department's priorities and Australian Public Service (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 supported employees to participate in a range of learning programs during 2025–26. These learning opportunities included the Diploma of Government, Diploma of Leadership and Management, the Public Sector Management Program, the Graduate Certificate in Place Based Policy, Programs and Evaluation, the Indigenous Development and Employment Program, the Garma Festival, and the Jawun APS Secondment Program.

During 2025–26, employees attended 6,162 live learning sessions and completed 32,052 e-learning courses. The annual mandatory training program included 13 e-learning modules on a range of topics and legislative matters.

During 2025–26, 2 Aboriginal and Torres Strait Islander employees completed a Graduate Certificate in Management with the Australian National University. Three employees are currently completing the Indigenous Development and Employment 3-year program.

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 remains committed to building the cross-cultural awareness of employees. Alongside the mandatory training program, employees were required to complete the Core Cultural Learning program in 2025–26 in support of the department's ongoing commitment to building cultural capability. As at 30 June 2026, 2,377 employees – representing 93.0% of the workforce – have satisfied this requirement.

During 2025–26, SES officers 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 officers have undertaken the Yawarra – First Nations SES Talent Development Program and attended Services Australia's Service Delivery Immersion Program.

Graduate Development Program

Those who completed the Graduate Development Program in 2025 and 2026 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.

The 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.

Graduates commencing the program have 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 2025–26, we engaged with employees and work areas on a range of initiatives to support inclusion of all employees. We foster a diverse workforce empowered to utilise their unique experiences to help ensure our department's programs, projects and policy initiatives meet the needs of the diverse Australian community.

The department has re-established the Indigenous Liaison Officer function, which demonstrates the department's ongoing commitment to supporting Aboriginal and Torres Strait Islander employees. Two officers have been elected to undertake this function and provide leadership, advocacy, and cultural support within the workplace.

Table 4.3: Department of Social Services diversity statistics at 30 June 2026*

Diversity category	Department %	Number	APS %
Disability	6.6%	163	5.9%
Female SES	72.5%	50	55.6%
LGBTIQA+	12.3%	223	10.0%**
Indigenous	4.7%	117	3.5%
Over 55	15.0%	372	18.7%
Non-English speaking background	5.9%	145	27.2%

* Departmental figures are as at 30 June 2026. APS figures are as at 31 December 2025 (sourced from the APS Employment Database). **LGBTIQA+ departmental and APS figures are from the 2026 APS Employee Census.

Diversity committees

Diversity committees remained active throughout 2025–26, regularly collaborating to ensure inclusion and representation of all employees, including those who experience intersectional diversity. Diversity Champion roles, held by SES employees, played an important role in providing leadership and advocacy 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 (DCC)
- Gender Equality Committee
- Pride Committee.

Employment of Aboriginal and Torres Strait Islander people

The department values and actively seeks the lived experiences, skills and knowledge of Aboriginal and Torres Strait Islander employees to inform policy development, service delivery and organisational capability. As at 30 June 2026, 117 (4.7%) employees identified as being Aboriginal and/or Torres Strait Islander.

The department's Indigenous Champion, at a Deputy Secretary level, provided senior leadership and advocacy in support of Indigenous employment, inclusion and career development initiatives across the department.

The National Indigenous Committee (NIC), comprising Aboriginal and Torres Strait Islander staff from across the department, played an important role in representing employee perspectives and fostering engagement across the organisation.

During the year, the NIC provided advice and input on a range of departmental initiatives, policies and strategies, helping to ensure Aboriginal and Torres Strait Islander perspectives were considered in decision-making and organisational planning. The NIC also strengthened connections between employees, including through the annual NIC Conference, which provided an opportunity for networking, knowledge sharing and discussion of key issues affecting Aboriginal and Torres Strait Islander employees. These activities supported the department's commitment to a culturally safe, inclusive and respectful workplace.

In addition, the department appointed 2 Indigenous Liaison Officers to work in genuine partnership with Aboriginal and Torres Strait Islander staff, with the focus on inclusion, knowledge sharing, cultural safety and cultural competency.

Employment of people from culturally and linguistically diverse backgrounds

As at 30 June 2026, 145 (5.9%) of employees self-identified as coming from a non-English speaking background.

The CALD Committee represented the interests and perspectives of employees from CALD backgrounds across the department. During 2025–26 , the committee fostered inclusion through engagement activities, promoting culturally significant events and the provision of advice on issues affecting employees from CALD backgrounds.

The committee also contributed to broader departmental discussions on diversity and inclusion, to ensure CALD perspectives were considered in organisational initiatives and workplace practices. Through its engagement and advocacy, the committee helped foster greater understanding of the diverse backgrounds and experiences that contribute to the department's workforce.

Employment of people with disability

The department is committed to fostering an accessible and inclusive workplace that supports employees with disability to participate fully and contribute to the department's work. As at 30 June 2026, 163 (6.6%) employees identified in the department's human resources system as a person with disability.

The department continued a range of workplace initiatives to recruit, develop and retain employees with disability, including reasonable adjustments, guidance and advice, and access to dedicated support mechanisms.

The department's Disability and Carers Champion, at Deputy Secretary level, provided senior leadership and advocacy on issues affecting employees with disability and those with caring responsibilities. The Disability and Carers Champion promoted a more accessible and inclusive workplace.

The DCC represented the interests and perspectives of employees with disability and carers across the department. During 2025–26, the DCC provided advice on policies, programs and workplace initiatives, helping to ensure accessibility and employee experience considerations were reflected in departmental decision-making.

Gender equality

The department supports gender equality by fostering a workplace where employees of all genders have equitable access to opportunities, resources and career development. In 2025–26 the Gender Equality Committee represented employee perspectives and provide advice on workplace policies, practices and initiatives that promote a gender-inclusive culture.

The department's Gender Equality Co-Champions, both at the Group Manager level, worked closely with the Gender Equality Committee to promote gender equality across the department. Throughout 2025–26, the Gender Equality Co-Champions provided visible leadership and advocacy in senior forums, offered strategic advice and supported the committee's efforts to influence organisational culture and workplace practices.

During the year, the department introduced a Lactation Support Policy, providing practical support for employees combining work and breastfeeding through access to lactation breaks, suitable facilities and flexible work arrangements. The department also participated in Workplace Gender Equality Agency public reporting, supporting transparency and providing insights into workforce composition and gender equality outcomes.

Support for LGBTIQA+ employees

In the 2026 APS Employee Census, 223 (12.3%) of employees identified as LGBTIQA+. The department's Pride Committee, Pride Network and Pride Champion supported LGBTIQA+ employees and their allies and promoted a workplace culture where people feel respected, valued and safe to be themselves.

Throughout 2025–26, the Pride Committee provided advice on initiatives, policies and programs affecting LGBTIQA+ employees and helped raise the visibility of LGBTIQA+ inclusion across the department. The Pride Network remained open to all employees and allies, providing opportunities to connect, share experiences and contribute to discussions on inclusion and workplace culture.

During the year, the department achieved Bronze Status in the AWEI, Australia's national benchmark for LGBTIQA+ workplace inclusion, recognising the department's progress in fostering an inclusive and supportive workplace. The achievement reflects the collective efforts of employees, the Pride Committee, Pride Network, Pride Champion and senior leaders to strengthen LGBTIQA+ inclusion across the department. The department remains committed to identifying opportunities to further enhance the workplace experience of LGBTIQA+ 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-SES 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 has a range of 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 2026, the department had 31 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 2025–26 period.

Secretary remuneration

The Secretary is remunerated under the *Remuneration Tribunal (Departmental Secretaries – Classification Structure and Terms and Conditions) Determination 2025*, which is made under Division 4 of Part II of the *Remuneration Tribunal Act 1973*.

Senior Executive Service remuneration

As at 30 June 2026, 54 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 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 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*.

During 2025–26, the department strengthened its approach to work health and safety, with a particular focus on psychosocial risk management, employee wellbeing and early intervention. This included enhancing risk management practices, increasing awareness of physical and psychological hazards, and providing targeted training and support to employees and managers.

The department has continued to proactively identify and manage psychosocial hazards at work by consulting with employees, developing tailored prevention strategies and implementing practical resources and support initiatives. A range of wellbeing services were available to employees, including the Employee Assistance Program, Cancer Support Program and the Mental Health First Aid Officer network.

The department also improved accessibility and inclusion through initiatives that support diverse employee needs, including workplace adjustments, ergonomic assessments and tailored case management services. These activities were complemented by ongoing efforts to strengthen rehabilitation and return to work outcomes and promote the early identification and management of workplace hazards and injuries.

Notifiable incidents

In 2025–26, 3 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*.

Case Study

Strengthening Paid Parental Leave

The Paid Parental Leave scheme provides government-funded financial support for parents to take time off work following a birth or adoption. Significant changes over recent years have introduced a longer period of Paid Parental Leave, given more families access to the payment, and increased flexibility in how leave can be taken and shared.

The reforms were designed to increase the amount of support available to families, encourage both parents to take leave and share care, and provide sufficient flexibility for parents to structure their care arrangements in a way that suits their needs.

Under the changes:

- Families can receive an additional 6 weeks of Paid Parental Leave, up to 26 weeks from 1 July 2026. This is around $26,000 in government-funded Paid Parental Leave to support parents to spend more time with their child following a birth or adoption.
- Four weeks of payment is reserved for each parent, supporting both parents to take time off work and encouraging more equal sharing of care:
  - In 2025–26, men made up 36% of new Paid Parental Leave recipients. This is the highest proportion of male recipients since the scheme commenced.
- Parents now receive a superannuation contribution on their Paid Parental Leave. This change signals that taking time out of paid work to care for children is a normal part of working life and will help to reduce the impact of parental leave on retirement incomes, particularly for women:
  - The maximum amount a family will receive in superannuation contributions is up to around $3,475. Modelling suggests a median female earner's superannuation balance would be around $5,400 higher at retirement.
- Paid Parental Leave can be taken flexibly, in blocks as small as one day with periods of work in between, supporting parents to share their entitlement and transition back to work.

As at 30 June 2026, the parents of more than 495,000 children have benefited from these changes, which were rolled out progressively from July 2023 to July 2026. The department collaborated across government on the design and implementation of the changes. Policy development was informed by research and stakeholder views, including the advice of the Women's Economic Equality Taskforce.

Chapter 4.4 Managing our finances

Financial overview

In 2025–26, the department reported a net cash operating loss of $7.2 million and administered expenses of $157.0 billion on behalf of the government. Personal benefits expenses increased by $8.0 billion to $154.3 billion, reflecting indexation of personal benefit payments to keep pace with inflation, along with increased demand driven by current economic conditions and a growing ageing population. Payments to the National Disability Insurance Agency (NDIA) decreased by $35.8 billion, reflecting the NDIA payment function being transferred to the Department of Health, Disability and Ageing under the 13 May 2025 Administrative Arrangements Order.

Further information on the department's 2025–26 financial performance, position and cash flows is available in Part 5 Financial Statements.

Table 4.4.1: Trends in departmental finances

		2025–26 $ million	2024–25 $ million	Change $ million
Revenue from the Australian Government		462.6	589.0	(126.4)
Other revenue		124.4	122.3	2.1
Total income		**587.0**	**711.3**	**(124.3)**
Employee benefits		394.9	472.5	(77.6)
Suppliers		168.2	213.0	(44.8)
Other expenses		47.2	51.5	(4.3)
Total expenses		**610.3**	**737.0**	**(126.7)**
Deficit attributed to the Australian Government		**(23.3)**	**(25.7)**	**2.4**
Add back non-appropriated depreciation and amortisation expense		36.3	41.5	(5.1)
Less principal repayments – leased assets		(20.2)	(22.6)	2.4
Surplus/(Deficit) attributed to the department		**(7.2)**	**(6.8)**	**(0.4)**
Financial assets	A	86.5	143.4	(56.9)
Non-financial assets	B	447.6	488.1	(40.5)
Liabilities	C	590.8	667.1	(76.3)
Net assets (A+B−C)		**(56.7)**	**(35.6)**	**(21.1)**

Table 4.4.2: Trends in administered finances

	2025–26 $ million	2024–25 $ million	Change $ million
Recoveries	371.8	271.5	100.3
Interest	115.8	109.9	5.9
Other revenue	36.1	112.5	(76.4)
Total revenue	**523.7**	**493.9**	**29.8**
Suppliers	760.9	238.5	522.4
Subsidies	12.6	42.3	(29.7)
Personal benefits	154,305.7	146,290.1	8,015.6
Grants	1,361.3	2,779.5	(1,418.2)
Payments to National Disability Insurance Agency	–	35,813.9	(35,813.9)
Other expenses	540.8	198.4	342.4
Total expenses	**156,981.3**	**185,362.7**	**(28,381.4)**
Financial assets	5,916.8	5,949.6	(32.8)
Non-financial assets	167.8	–	167.8
Liabilities	**7,966.1**	**7,765.5**	**200.6**

Consultants

During 2025–26, 26 new reportable consultancy contracts were entered into involving total actual expenditure of $2.5 million. In addition, 55 reportable ongoing consultancy contracts were active during the period, involving total expenditure of $9.7 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.

The reduction in the number and value of consultancy contracts is attributable, in part, to the department's ongoing focus on reducing reliance on external consultants and strengthening capability within government. The department has increasingly drawn on collaborative arrangements with Commonwealth entities, government research organisations and independent experts working alongside departmental staff, supporting capability development and knowledge transfer while maintaining access to specialist expertise where required.

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 2024–25 to 2025–26

	2024–25[1] Number	2024–25[1] Expenditure $ million, (GST incl)	2025–26 Number	2025–26 Expenditure $ million, (GST incl)
New contracts entered into during the reporting period	47	6.5	26	2.5
Ongoing contracts entered into during a previous reporting period	55	11.6	55	9.7
Total	**102**	**18.1**	**81**	**12.2**

1. Contracts and expenditure relating to the transfer of functions under the Administrative Arrangements Order 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 2025–26

Organisations receiving a share of reportable consultancy contract expenditure 2025–26	Total spend $ million, (GST incl)	Proportion of 2025–26 total spend (%)
Verian Group Pty Ltd	1.3	10.4
Whereto Research Based Consulting Pty Ltd	1.3	10.4
Allen and Clarke Consulting Pty Ltd	1.2	10.2
Nous Group Pty Ltd	1.2	9.9
ARTD Pty Ltd	1.2	9.6
Department of the Treasury	0.9	7.1
Total of the largest shares	**7.1**	**57.6**

Non-consultancy contracts

During 2025–26, 209 new reportable non-consultancy contracts were entered into with a total spend of $781.8 million (GST inclusive). In addition, 258 reportable non-consultancy contracts were ongoing from a previous period, with a total spend of $212.9 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 2025–26

	Number	Expenditure $ million (GST incl)
New contracts entered into during the reporting period	209	781.8
Ongoing contracts entered into during a previous reporting period	258	212.9
Total	**467**	**994.7**

Table 4.4.6: Top non-consultancy contracts in 2025–26

Organisations receiving a share of reportable non-consultancy contract expenditure 2025–26	Total spend $ million (GST incl)	Proportion of 2025–26 total spend (%)
Serendipity (WA) Pty Ltd	124.0	12.5
Atwork Australia Pty Ltd	80.2	8.1
Telstra Health Pty Ltd	78.1	7.9
Sureway Employment and Training Pty Ltd	53.7	5.4
Wise Employment Ltd	53.3	5.4
Total of the largest shares	**389.3**	**39.3**

Strategic Commissioning Framework

In 2025–26, the department took steps to bring core work in-house in line with the APS Strategic Commissioning Framework. Our targets for 2025–26 aimed to bring $2.44 million (GST exclusive) of core work in-house across the Accounting and Finance, Communications and Marketing, Data and Research, ICT and Digital Solutions, Legal Parliamentary and Policy job families. This target was achieved, with an actual reduction of $3.57 million (GST exclusive) in relevant supplier expenditure

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 2025–26, 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 2025–26, 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 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 leader in grants administration and management, playing a critical role in delivering Australian Government funding that strengthens the care economy and supports communities across Australia. Since 2016, the hub has successfully partnered with 13 government agencies to design and manage grant programs, providing user-focused, efficient and outcomes-driven grants administration aligned with national priorities.

Now in its second decade of operation, the Community Grants Hub continues to evolve and innovate, adapting its services to meet the diverse needs of organisations and strengthen connections with local communities. In 2025–26, the hub managed 751 grant programs involving 20,962 grants on behalf of the department and client agencies, administering funding valued at $11.1 billion. As at 13 August 2026, the hub was managing 5,567 grants for the department with a total value of $1 billion for the financial year.

The Community Grants Hub consistently delivers high-quality services, with 81.6% of surveyed grant applicants and recipients reporting satisfaction with its services, significantly exceeding the performance target of 70%. This strong result reflects the hub's ongoing commitment to accessible, responsive and user-centred service delivery.

The Community Grants Hub also continued its important contribution to the implementation of the National Agreement on Closing the Gap by improving accessibility for Aboriginal and Torres Strait Islander organisations. Through culturally appropriate engagement approaches and tailored resources, the hub has helped reduce barriers to participation in government-funded programs and supported more inclusive access to funding opportunities.

In 2025–26, the Community Grants Hub demonstrated operational excellence by efficiently executing 11,784 grant agreements and variations and delivering 94,440 grant-related payments to recipients across Australia. The Hub's State Network further strengthens connections between government and local communities through ongoing engagement, supporting citizen-centred grant design and increasing awareness of funding opportunities for local organisations.

Through its scale, expertise and strong stakeholder partnerships, the Community Grants Hub continues to deliver effective grants administration that maximises the impact of government investment and contributes to positive outcomes for communities across Australia.

Information on grants awarded by the department during 2025–26 is available at www.grants.gov.au.

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.

As at 2024–25, there were approximately 4,690 entries of First Nations children into out-of-home care nationally. On current assumptions, Australia would be on track to achieve Closing the Gap Target 12 by 2031 if the number of annual entries was reduced by around 2,346 entries (50%). Significant efforts are required to improve this target.

Table 4.5 - Annual Required Reduction of First Nations Children in out of home care (State/Territory Breakdown)

Jurisdiction	Reduction in annual entries required to be on track for Target 12 by 2031
NSW	477
Victoria	522
Queensland*	744
Western Australia	285
South Australia	147
Tasmania	52
ACT	22
Northern Territory	97
Australia	**2,346**

Source: Departmental analysis of Australian Institute of Health and Welfare 2024–25 (AIHW) 2024–25 data www.aihw.gov.au/reports/child-protection/child-protection-australia-2024–25/contents/summary and Productivity Commission Closing the Gap data www.pc.gov.au/closing-the-gap-data/dashboard/.

Notes:

* Queensland data for 2024–25 is preliminary and entries are not available. Queensland entries for 2023–24 are included.
- Impact assumes exit rates remain steady while entries reduce.
- The data includes all children admitted to out-of-home care for the first time, as well as those children returning to care who had exited care for 60 days or more previously. Children admitted to out-of-home care more than once during the year were counted only at the first admission.

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.

Case study

Establishment of the National Commission for Aboriginal and Torres Strait Islander Children and Young People in primary legislation.

On 1 July 2026, the *National Commission for Aboriginal and Torres Strait Islander Children and Young People Act 2026* established the National Commission for Aboriginal and Torres Strait Islander Children and Young People (National Commission) as a permanent, independent statutory agency that protects and promotes the rights, interests, development, safety and wellbeing of Aboriginal and Torres Strait Islander children and young people and builds on their strengths. Central to the legislation is a strengths-based approach that recognises the leadership of Aboriginal and Torres Strait Islander people as fundamental to lasting change.

Following decades of advocacy by First Nations leaders, the department and the National Commission worked in partnership to establish a legislated National Commission to drive systemic reform. The partnership was grounded in mutual respect and trust, shared leadership, and a willingness to collaborate beyond traditional processes to find new ways of working.

Intentionally embedding a relational approach to developing the Bill and collaborating with stakeholders across Commonwealth, state and territory governments and First Nations leaders ensured diverse perspectives were reflected in the Bill to achieve legislation that was celebrated within the community. This approach helped to build trust and transparency; and allowed the teams to respectfully contest ideas and refine and agree on policy measures that were implementable in pursuit of the shared goal.

Working in partnership with multiple levels of government, Aboriginal leadership and key stakeholders outside of government to deliver a truly transformative piece of legislation reflects the innovative and collaborative approach taken and provides a model of best practice for working with non-government and First Nations partners. This work illustrates how working across institutional and historical boundaries can translate long standing aspirations into enduring outcomes.

Progress and achievements

Delivery of measures to reduce abuse and neglect

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. As at 2024–25, there were approximately 4,690 entries of First Nations children into out-of-home care nationally. Significant efforts are required to improve this target.

Safe and Supported remains the key mechanism for advancing child and family wellbeing outcomes through a formal partnership between the Australian Government, First Nations representatives, and state and territory governments. The Safe and Supported: Aboriginal and Torres Strait Islander First Action Plan 2023–2026 drives action to reduce the over-representation of First Nations children in child protection systems by strengthening investment in Aboriginal Community Controlled Organisations (ACCOs), increasing community control, and supporting implementation of the Aboriginal and Torres Strait Islander Child Placement Principle through active efforts. In 2025–26, the Australian Government also progressed implementation of the National Child and Family Investment Strategy, developing a Commonwealth Implementation Plan focused on increasing investment in ACCOs and shifting funding towards prevention and early intervention, while reaffirming its commitment to the Child Placement Principle, recognising that First Nations children achieve better outcomes when connected to family, culture and community.

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. Ms Sue-Anne Hunter commenced as the National Commissioner for Aboriginal and Torres Strait Islander Children and Young People on 1 September 2025.

The 2022–23 October Budget reconfirmed $30 million over the years to 2026–27 to support outcomes under Safe and Supported. 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 ACCOs have received $44 million in grant funding to deliver community-led projects with the aim of enhancing and supporting 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.

The Children and Family Support (CaFS) Program is a new national program commencing on 1 July 2027. CaFS is expected to support up to 270,000 children and families annually, 26,000 more than currently supported under the 5 programs CaFS will replace.

The government will invest $371 million per year ongoing from 2027–28 to establish the CaFS Program. This includes $332.8 million in existing investment, and an additional $38.2 million per year from 2027–28 for additional frontline early intervention and prevention services.

Under CaFS, the department is supporting transition to ACCO-led delivery through new contracting arrangements that encourage providers to enter into partnership arrangements with ACCOs and, in some cases, mandate transition to ACCOs as the lead organisation over time. This will uplift the number of ACCO-delivered services, particularly in communities where there are significant numbers of First Nations children and families. The commitment supports culturally safe, community-controlled services for First Nations children and families, which is in line with Priority Reform 2 under the National Agreement on Closing the Gap.

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 1.

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 maintains a strong focus on monitoring, implementing and measuring its progress. Monitoring and evaluation strategies will continue to inform how Safe and Supported is being assessed, including by tracking progress 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 some of the costs associated with transitioning to independent living. TILA is applied for by a statutory child protection caseworker, or their approved non-government organisation, in consultation with the young person and in alignment with the young person's leaving care plan. The organisation receives the TILA payment from Services Australia and manages the payment and purchases on behalf of the young person. Total TILA paid for 2025–26 was $2.074 million, with a total of 1,622 payments made to 1,535 unique recipients.

A review of the TILA payment was undertaken as part of the Safe and Supported First Action Plan by the Australian Institute of Family Studies and delivered in December 2025. The review assessed the accessibility and usability of TILA and provided evidence-based recommendations to improve its uptake and effectiveness for young people transitioning from out-of-home care.

Development of the second action plans under Safe and Supported

Development of the Second National Action Plan and the Second Aboriginal and Torres Strait Islander Action Plan under Safe and Supported is underway.

The second action plans will guide national action from 2027 to 2031. They will build on the foundations of the first action plans, draw on evidence and implementation learning, and respond to what has already been heard through related consultations. The plans will focus on helping all children and young people grow up safe, connected and supported in their family, community and culture.

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 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.

Budget

The total Commonwealth investment under the National Plan since its launch in 2022 is over $4.4 billion, $3.2 billion of which has been provided to the Department of Social Services.

This includes the $308.6 million over 5 years from 2025–26 provided at the 2026–27 Budget to further support women and children leaving violent relationships and strengthen the frontline family, domestic and sexual violence workforce. This primarily consisted of:

- $218.3 million over 5 years from 2025–26 to support initial actions under the *Our Ways – Strong Ways – Our Voices: National Aboriginal and Torres Strait Islander Plan to End Family, Domestic and Sexual Violence 2026–2036* (Our Ways) to end violence against Aboriginal and Torres Strait Islander women and children
- $61.2 million over 4 years from 2026–27 to support the next phase of the 500 new frontline and community sector workers initiative.

This built upon the 2025–26 Mid-Year Economic and Fiscal Outlook (MYEFO), where the government provided $185.1 million over 4 years to further support women and children leaving violent relationships, to hold perpetrators to account, and to improve safety of Commonwealth systems.

Governance

On 4 December 2025, the new governance arrangements for the National Plan were published on the department's website following a strategic governance review: www.dss.gov.au/national-plan-end-gender-based-violence/resource/structure-governance-arrangements.

The governance arrangements clarify how decision-makers and supporting bodies will work together to ensure effective delivery of the National Plan.

The revised arrangements strengthen governance of the National Plan through:

- establishing clear lines of accountability and channels to regularly engage expertise
- focusing on implementation to ensure initiatives achieve their intent
- building in accountability for delivery of initiatives.

Under the renewed arrangements, we are actively working to coordinate activities between state and territories, the Commonwealth, and non-government organisations.

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.

National Plan Second Action Plan

The National Plan was supported by 2 complementary action plans: the First Action Plan (2023–2027) and the Aboriginal and Torres Strait Islander Action Plan (2023–2025). The Aboriginal and Torres Strait Islander Action Plan concluded in 2025 and work is now underway to implement Our Ways – Strong ways – Our Voices, the National Aboriginal and Torres Strait Islander Plan, which will guide future efforts to address the disproportionate rates of violence experienced by First Nations women and children.

The Aboriginal and Torres Strait Islander Action Plan recognised that, while some drivers of domestic, family and sexual violence are shared across the broader population, including the prevalence of male-perpetrated violence, First Nations communities also experience unique and additional factors. These include the ongoing impacts of colonisation, forced child removal, intergenerational trauma, systemic racism and social and economic marginalisation. The action plan sought to address these drivers through culturally informed, community-led approaches that recognised how these factors operate at individual, community and structural levels.

Development of the Second Action Plan is underway, providing an opportunity to build on progress to date and strengthen national efforts to prevent and respond to violence against women and children. Extensive consultation with the public; communities; the family, domestic and sexual violence sector; the media and businesses commenced in May 2026.

Overview of Our Ways – Strong Ways – Our Voices: National Aboriginal and Torres Strait Islander Plan to End Family, Domestic and Sexual Violence 2026–2036

Our Ways – Strong Ways – Our Voices National Aboriginal and Torres Strait Islander Plan to End Family, Domestic and Sexual Violence 2026–2036 was launched on 10 February 2026. The 10-year strategy is the first standalone national plan dedicated to ending violence against First Nations women and children. Our Ways responds to the disproportionately high rates of family, domestic and sexual violence experienced by Aboriginal and Torres Strait Islander peoples and will support women, children, men, young people and families through culturally led, community-based approaches. The plan will also contribute towards Outcome 13 of the National Agreement on Closing the Gap: Aboriginal and Torres Strait Islander families and households are safe.

Our Ways budget

Our Ways is backed by $218.3 million over 5 years from 2025–26 to deliver a package of initial actions. A central element of the package is $167.6 million over 4 years from 2026–27 to establish a national ACCO network for family, domestic and sexual violence and child and family support services, delivered in partnership with state and territory governments. This investment strengthens place-based prevention, early intervention, crisis response and healing-focused services that are culturally safe. The package also includes $32.5 million in 2026–27 for a one-year extension of the Leaving Violence Program Regional Trials, improving access to financial and other specialist supports for victim-survivors of intimate partner violence in 4 regional locations, and $15.5 million over 5 years from 2025–26 to fund the national peak body for Aboriginal and Torres Strait Islander Family Safety, Our Ways Strong Together, and establish shared governance arrangements to guide implementation.

Governance of Our Ways – Strong Ways – Our Voices

The Our Ways Steering Committee, supported by an Aboriginal and Torres Strait Islander Secretariat, SNAICC – National Voice for Our Children and the department provided governance of the development of the plan. The tenure of the steering committee ceased on 31 December 2025.

Our Ways Strong Together, the national Aboriginal and Torres Strait Islander family, domestic and sexual violence peak body (Our Ways Strong Together), was launched on 25 March 2026. The department is working closely with Our Ways Strong Together on the ongoing governance structure for the implementation of Our Ways – Strong Ways – Our Voices. Governance arrangements will embed shared decision-making and centre First Nations voices.

Our Ways First Action Plan

The department is working in partnership with Our Ways Strong Together, to develop the First Action Plan under Our Ways. It will build on the foundations established through the development of Our Ways, draw on evidence and implementation learning and respond to what has already been heard through related consultations.

The First Action Plan will focus on strengthening prevention, early intervention, response and healing initiatives, while supporting Aboriginal and Torres Strait Islander children, families and communities through approaches that are culturally safe, responsive and centred on self-determination.

The Our Ways Theory of Change and Outcomes Framework is being developed in parallel.

Case study

Strengthening community responses to family, domestic and sexual violence in Tasmania

The department's Tasmania State Manager, supported by the Engagement and Support Team, has played a pivotal role in strengthening collaboration across Tasmania's family, domestic and sexual violence sector.

The department worked in partnership with the Tasmania Family and Sexual Violence Alliance, the Tasmanian Government and frontline service providers to develop a statewide family safety service system map. This resource provides a shared understanding of available services, referral pathways, sector gaps and opportunities for improvement.

Although still in its early stages, the initiative has already fostered stronger relationships and greater collaboration between government agencies and community organisations.

The map will support strategic planning, consultations and policy development, including the Second Action Plan under the National Plan to End Violence Against Women and Children. Its value is expected to grow over time as stakeholders continue to use the resource to strengthen coordination, identify service gaps and improve referral pathways.

The initiative has enhanced collaboration across Tasmania's family safety sector and established a shared evidence base to inform planning and decision-making. While many benefits are still emerging, the work has created a strong foundation for better service integration, more effective referral pathways, and improved outcomes for individuals, families and communities affected by violence.

Closing the Gap

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

- 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.

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.

During 2025–26, the department continued to support implementation of the National Agreement, and strengthened our accountability, shared decision-making and delivery against Priority Reform commitments and socio-economic targets.

To strengthen Executive oversight of the department's Closing the Gap commitments, the department established the Closing the Gap Delivery Committee. This committee has a laser focus on implementation supported by setting clear milestones, assessing overall likelihood of delivery, holding leaders accountable for progress, and escalating delivery challenges so they can be solved quickly.

The department is also delivering department-specific Priority Reform Implementation Plans, each with a short but transformative set of actions championed by a Deputy Secretary, to drive focused action across the department on Priority Reforms.

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 has finalised 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 committed the government to working to address entrenched intergenerational disadvantage through partnering with communities, building strategic partnerships with philanthropy, delivering innovative funding approaches and supporting government to work closer with communities.

This package included the development of the Framework to Support Community Change, which is supporting a more integrated, coordinated and evidence-based approach to address entrenched and concentrated disadvantage.

The framework was developed through consultations with community leadership, philanthropy, academia and government informed the design of the supporting framework resources. The supporting resources were developed with Treasury and were finalised and published in May 2026. They support the APS to work consistently in place, undertake place-based evaluations and enable shared decision-making with communities.

Place Partnership Model

Building on the TED work, a new Place Partnership Model was announced on 12 June 2026. The model strengthens how government partners with communities to deliver more coordinated, locally led responses.

The new model will support 18 communities across Australia to address entrenched disadvantage through place-based, community-led partnerships. These communities include all Stronger Places, Stronger People (SPSP) communities and Empowered Communities regions and builds on successful work being led by local leaders.

The model supports communities to design and lead solutions, strengthens shared decision-making and improves coordination across government. The model includes almost $50 million over the next 4 years to:

- support shared decision-making
- support community-led projects
- address local priorities and service gaps
- provide faster, more responsive support based on local needs.

Place-based partnerships – Stronger Places, Stronger People

The 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.

Innovative local solution funding projects undertaken in 2025–26 and aligned with community strategies for change include:

- the trial of an after-hours youth outreach service in Mildura, which is demonstrating positive impacts for young people at risk of involvement with the youth justice system
- improving support for vulnerable families through enhanced parenting programs in Gladstone
- The Canopy in Burnie – supportive space that connects families with primary-aged children to services, activities and broader community supports
- prevention and early intervention support in Logan for families and children at risk of child protection involvement through enhanced early childhood education and care pathways.

An evaluation of SPSP, led by the Australian Institute of Family Studies (AIFS), commenced in 2025–26 and is expected to be completed in mid-2027.

The department is identifying opportunities to align existing government investments to SPSP community partners' local priorities and plans. Initial efforts are focused on the new Children and Family Support Program.

Place-based partnerships – Strengthening Families and Communities Partnership (department's contribution to family and community safety under A Better Safer Future for Central Australia plan)

The government has committed $350 million through the *A Better, Safer Future for Central Australia Plan* (Central Australia Plan) to address community safety issues and overcome social disadvantage in Central Australia.

The department supports the Central Australia Plan through a $30 million commitment for the Strengthening Families and Communities Partnership, which aims to prevent and support people impacted by family and domestic violence, delivered through community-led solutions.

To date this initiative has supported the expansion of community legal outreach and social and youth services, including a recent community-led cultural walk for young Anangu men. It has also supported improvements to local community infrastructure such as improving outdoor lighting, spaces and facilities for family and community gatherings. More projects will be rolled out through to 2028.

The Safe on Country Fund, executed in June 2026, will support ACCOs and service providers to deliver services that improve family and community safety across Central Australia. Funding will be delivered through Desert Knowledge Australia – a majority First Nations governed organisation based in Alice Springs – which will work closely across Central Australian communities to identify and support eligible projects. The Safe on Country Fund will focus on projects that support prevention of family and domestic violence, support for people who have experienced violence, projects that promote healthy relationships, wellbeing, and support for parents and families to stay connected and safe.

Case study

Deadly Vision

Deadly Vision is an Aboriginal-owned and operated social enterprise based in Darwin, established in response to persistent gaps in access to culturally safe, high-quality eye care for Aboriginal and Torres Strait Islander people. Through its Deadly Vision Centre, it brings together clinical excellence with Aboriginal leadership, cultural knowledge and workforce to tackle barriers that contribute to preventable vision loss.

Support through the Social Enterprise Development Initiative (SEDI) enabled Deadly Vision to strengthen the foundations for its next stage of growth. This included developing a formal business plan and impact measurement framework to strengthen sustainability, guide future growth and better demonstrate its social impact.

Today, Deadly Vision delivers culturally safe, community-based eye care across Darwin and the Top End of the Northern Territory, with Aboriginal health workers and practitioners central to the design and delivery of care.

Deadly Vision has also developed Deadly Eyewear - an affordable eyewear initiative designed with and for Aboriginal and Torres Strait Islander people. The range celebrates Aboriginal identity and culture while generating income to support Deadly Vision's broader social purpose. Revenue is reinvested into expanding access to eye care, strengthening the Aboriginal eye health workforce and supporting better eye health outcomes for Aboriginal and Torres Strait Islander communities.

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, also in South Australia, provides accommodation and wraparound services 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, the Self-determined Aboriginal Employment Initiative 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 supports the engagement and re-engagement of young people in education and employment. It helps young people who are disengaged, providing supported pathways to get back to school, work or training.

Social Enterprise Development Initiative

The Social Enterprise Development Initiative (SEDI) is supporting social enterprises to build their capability and deliver social and economic benefits to vulnerable people.

So far, 56 social enterprises were awarded a SEDI Capability Building Grant. Another 40 to 50 grants are expected to be awarded in 2026–27, including through a dedicated First Nations stream to support and improve opportunity, inclusion and innovation in First Nations communities.

The SEDI Education and Mentoring activities have facilitated capability building across the social enterprise sector through support for Social Enterprise Australia to create, commission and curate sector resources, communities of practice and peer support networks. Social enterprises continue to learn from each other and make connections to build their capability through www.understorey.org.au.

Chapter 4.6 Working for Women: Gender Equality Reporting

Introduction

The department includes information in our Annual Report that identifies key contributions we make to progress gender equality and strengthen our gender analysis capabilities. This reporting supports transparency and demonstrates our role in achieving a more gender equitable Australia. This section is in accordance with our commitments under the Commonwealth's Working for Women: A Strategy for Gender Equality (Working for Women).

The following initiatives demonstrate how the department advanced gender equality during 2025–26, including by improving women's safety, strengthening economic security and supporting participation through Australia's care and support systems. Together, these initiatives contribute to the government's vision of a more gender equal Australia.

Priority area 1: Gender-based violence

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

The department contributes to advancing gender equality through its responsibilities for preventing and responding to gender-based violence, including implementation of the *National Plan to End Violence against Women and Children 2022–2032* (National Plan).

During 2025–26, the department delivered initiatives across prevention, early intervention, response and recovery that addressed the underlying drivers of gender-based violence; challenged harmful attitudes and social norms; strengthened the evidence base and capability of systems and services; and supported the safety, wellbeing and economic security of victim-survivors.

This included investment in primary prevention and respectful relationships initiatives, national research and workforce capability, and services that support women and children experiencing violence. For example, the Healthy MaTE trial supports projects that engage school-aged boys to promote healthy masculinities, challenge gendered social norms and address attitudes and behaviours that can contribute to gender-based violence.

The National Plan Activities Addendum supports transparent reporting on implementation by providing an updated account of government activities being progressed under the National Plan, including initiatives that contribute to addressing gender-based violence and advancing gender equality.

Together, these activities contribute to the Working for Women priority area of gender-based violence and support longer-term progress towards gender equality.

As the First Action Plan under the National Plan comes to an end in 2027, work on the Second Action Plan has begun. The Second Action Plan will focus on priorities agreed by National Cabinet:

1. improving support for victim survivors to leave violence safely and recover
2. intervening earlier to stop violence across health, education and community services
3. enhancing supports for children and young people who have experienced violence
4. strengthening efforts to prevent and respond to rising rates of sexual violence
5. preventing, responding to and countering online harms
6. targeting people at risk of using violence and holding perpetrators to account.

Our Ways – Strong Ways – Our Voices: National Aboriginal and Torres Strait Islander Plan to End Family, Domestic and Sexual Violence 2026–2036

Aboriginal and Torres Strait Islander women experience family, domestic and sexual violence at disproportionately high rates, driven by the ongoing impacts of colonisation, intergenerational trauma, systemic discrimination and socioeconomic disadvantage. These factors contribute to gender inequality by reducing the safety, wellbeing and participation of Aboriginal and Torres Strait Islander women and children. Addressing these challenges requires culturally safe, community-led responses that support self-determination and place Aboriginal and Torres Strait Islander voices at the centre of decision-making.

The government launched *Our Ways – Strong Ways – Our Voices: National Aboriginal and Torres Strait Islander Plan to End Family, Domestic and Sexual Violence 2026–2036* in February 2026. As Australia's first standalone national plan dedicated to ending family, domestic and sexual violence experienced by Aboriginal and Torres Strait Islander peoples, the plan establishes a long-term, Aboriginal and Torres Strait Islander-led framework to drive systemic change and improve outcomes for women, children, families and communities.

The government has committed $218.3 million over 5 years for initial actions under the plan, including:

- $167.6 million over 4 years from 2026–27 to establish a National ACCO Network of Aboriginal and Torres Strait Islander Community Controlled Organisations:
  - the network will strengthen capability and sustainability across the community-controlled sector through workforce development, coordination and data-informed practice
  - it will support place-based responses that strengthen families, reduce children's contact with child protection and out-of-home care, and address the underlying drivers of violence through prevention, healing and community-led solutions
- $32.5 million in 2026–27 to extend the Leaving Violence Program Regional Trials for one year across four regional locations:
  - the extension will maintain access to financial and specialist support for victim-survivors of intimate partner violence
  - the funding will support service continuity for existing clients while enabling new victim-survivors to safely leave violent relationships
- $15.5 million over 5 years from 2025–26 to support Our Ways Strong Together, the national Aboriginal and Torres Strait Islander family, domestic and sexual violence peak body, to establish shared governance arrangements to guide implementation of the plan:
  - Our Ways Strong Together will lead collaboration and consultation across the community-controlled sector, embedding shared decision-making and ensuring Aboriginal and Torres Strait Islander voices are central to implementation.

In addition, the department is working in partnership with Our Ways Strong Together to develop the Our Ways First Action Plan. Through targeted consultations with Aboriginal and Torres Strait Islander stakeholders, the First Action Plan will identify priority actions, implementation arrangements and measures of success to support delivery of the plan's long-term vision.

As implementation has recently commenced, outcomes are focused on establishing the foundations for long-term change. Early actions are strengthening Aboriginal and Torres Strait Islander leadership and self-determination, building the capability and sustainability of the community controlled sector, expanding access to culturally safe supports and embedding shared decision-making in implementation. Together, these measures are laying the groundwork for improved safety and wellbeing for Aboriginal and Torres Strait Islander women and children, supporting progress towards gender equality and the long-term goal of ending family, domestic and sexual violence.

Priority area 2: Unpaid and paid care

Carer Payment reforms

At June 2026, around 36,000 Carer Payments recipients benefited from changes to workforce and study participation thresholds. Carers have reported they often work fewer hours than they would like and experience difficulties accessing education and training opportunities.

- 71% of Carer Payment recipients are women
- 82% of Carer Payment recipients with earnings are women.

Caring responsibilities can limit participation in paid work and study, reducing financial independence and workforce engagement. Women are disproportionately affected, comprising around 70% of Carer Payment recipients and around 80% of recipients with reported employment income.

The government provided carers with more flexibility to balance work and study with their caring responsibilities through changes to the participation rules for Carer Payment. From 20 March 2025, Carer Payment recipients have been able to work for up to 100 hours over a 4 week period instead of the original 25 hours per week. Travel time and study are now excluded from these hours, leaving more time for work.

Carers who exceed 100 hours over the 4 weeks or have income above the pensions income test threshold, now have their payment suspended for up to 26 weeks rather than cancelled. Suspension supports streamlined access back onto Carer Payment without the need to lodge a new claim should the carer's work hours or earned income decrease. Alternatively, carers who exceed the 100-hour limit may elect to use one or more of their annual 63 temporary cessation of care (respite) days to cover excess participation hours, rather than have their payment suspended.

The changes help carers maintain stronger connections to employment and education while continuing their caring role. Greater flexibility reduces barriers that disproportionately affect women and supports improved economic participation and financial security. At June 2026, around 36,000 Carer Payments recipients benefited from these reforms, with the greatest benefits flowing to women, who make up the majority of recipients.

Paid Parental Leave expansion and superannuation payments

In 2025–26, the government continued to implement expanded Paid Parental Leave, with the scheme increasing to 26 weeks from 1 July 2026 and a larger portion (4 weeks, up from 2 weeks) reserved for fathers and partners to encourage shared care. The government also implemented superannuation on Commonwealth-funded Paid Parental Leave – an important change to help narrow the gender gap in superannuation balances and normalise parental leave as a workplace entitlement.

The unequal share of unpaid care that women perform, particularly in child rearing, contributes to gender gaps in workforce participation, lifetime earnings and retirement incomes. Time out of the workforce, reduced working hours and interruptions to career progression can compound over time, contributing to lower superannuation balances and reduced economic security in retirement.

Parental leave settings can encourage a more equal distribution of unpaid care and promote gender equality, with benefits for women, men and children. Greater shared care can free up mothers to further participate in the workforce and can give fathers more time to spend with their children, with research finding care from both parents is important for childhood development and has positive health benefits for fathers.

Implementation of the government's Paid Parental Leave reforms continued in 2025–26, with the scheme increasing from 22 weeks to 24 weeks from July 2025, and a further expansion to 26 weeks from July 2026. As part of the expansion, a longer portion is reserved for use by fathers and partners to encourage men's uptake and more shared care – from July 2025, 3 weeks are reserved for each parent, increasing to 4 weeks from July 2026.

In addition, parents now receive a superannuation contribution on their Paid Parental Leave. The maximum amount a family will receive in superannuation contributions is around $3,475. Modelling suggests a median female earner's superannuation balance would be approximately $5,400 higher at retirement as a result. This change has multiple benefits for gender equality: it reduces the impact of parental leave on retirement incomes, signals that caring for children is valued, and helps to normalise parental leave as workplace entitlement, like annual and sick leave.

Priority area 3: Economic equality and security

Child support reforms

In May 2026, through the 2026–27 Budget, the government announced a $182.6 million package to address misuse and weaponisation of the Child Support Scheme. These reforms will make the Child Support Scheme safer and more effective for all families and will see more child support flow in full and on time to the children who need it. The reforms will better protect single parents, including women, from family and domestic violence and economic abuse and strengthen financial security for women.

Children in single-parent households, most of which are headed by women, face a much higher risk of poverty. For many families, child support is critical to meeting day-to-day expenses, yet many do not receive the payments they are entitled to due to non-payment by former partners, increasing financial hardship and economic insecurity. To address this, the government reforms will make the Child Support Scheme safer and more effective. The package will ensure more child support is paid in full and on time; and strengthen protections against family, domestic and economic abuse.

The Child Support Scheme supports around one million children each year, but it can be deliberately weaponised through non-payment, income under-reporting, harassment, intimidation, and attempts to access sensitive information. The government's reform package aims to reduce opportunities for abuse, strengthen system safeguards, and improve support for victim-survivors of family and domestic violence. By increasing compliance with child support obligations and reducing economic abuse, the reforms will improve the financial security of women, who make up 83% of child support recipients, helping to reduce gender-based economic inequality and improve outcomes for women and their children. These measures respond to expert evidence and advocacy, including from women's safety experts. They build on the government's broader work to embed safety by design in Commonwealth systems and close weaponisation loopholes through the ongoing audit of government systems to address systems abuse.

The reforms announced in the 2026–27 Budget build on operational changes underway in Services Australia and the Australian Taxation Office to address financial abuse and support customers experiencing family, domestic and sexual violence in the child support and tax systems. They also respond to recommendations made by the Commonwealth Ombudsman and Tax Ombudsman in 2025, such as educating staff to help them to better identify, escalate and manage financial abuse risks.

Social security system reforms

In December 2025, the special circumstances debt waiver provisions were expanded to give Services Australia extended powers to waive social security and family payment debts that have been incurred as a result of domestic and family violence, including coercion and financial abuse.

The reforms enable Services Australia to consider the full circumstances surrounding a debt that contributed to a person knowingly making a false statement or failing to comply with their obligations. This can include domestic and family violence, mental capacity, the impact of natural disasters, and homelessness.

Victim-survivors now have a pathway to have social security and family payment debts waived where they were incurred as a result of coercion or financial abuse.

This reform contributes to embedding safety in Commonwealth systems and ensuring the social security system cannot be weaponised against victim-survivors of domestic and family violence.

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Annual Financial Statements

Australian National Audit Office

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 2026:

(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 2026 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 2026 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial 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 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 their 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.

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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 *Refer to Note 2.1B 'Grants'* 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 2026 the grants expenses were $1.4 billion.	The audit procedures undertaken to address this matter included: • assessing the design, implementation and operating effectiveness of manual controls supporting grants management, including controls related to risk management and compliance processes; • examining supporting documentation for a sample of grant agreements to assess the validity of expenditure amounts; and • Performed detailed analytical procedures to assess the reasonableness of grants expense and payables.

Key audit matter	How the audit addressed the matter
Accuracy and occurrence of personal benefits expense *Refer to Note 2.1C 'Personal Benefits'* *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.* *Personal benefits expenses increased by $8.0 billion from the previous year to $154.3 billion for the year ended 30 June 2026 mainly due to increases in working age payments, income support for seniors and carers, and disability support which have all experienced increased demand.*	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.

Key audit matter	How the audit addressed the matter
Valuation of personal benefits provisions, personal benefits receivables *Refer to Overview, Note 4.1B 'Receivables', Note 4.2A 'Personable Benefits payables', and Note 4.3A 'Personal Benefits and Other Provisions'* 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:	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 assumptions used in the estimation models remain appropriate for key assumptions involving the personal circumstances of

- 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 2026 the provisions totaled $4.1 billion, payables totaled $3.8 billion and the receivables totaled $5.9 billion.

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 of the Department of Social Services is also responsible for such internal control as the Secretary of the Department of Social Services 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 of the Department of Social Services 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 of the Department of Social Services 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



Michelle Page

Senior Executive Director

Delegate of the Auditor-General

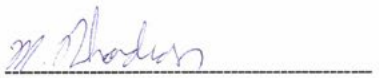
Canberra

17 September 2026

Department of Social Services

Financial Statements
for the period ended 30 June 2026

2025-26 Financial Statements



Mark Richardson

Date: 17/9/26

Department of Social Services

Statement by the Secretary and Chief Finance Officer

In our opinion, the financial statements for the year ended 30 June 2026 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
17 September 2026



Mark Richardson
Acting Chief Finance Officer
17 September 2026

Department of Social Services
Statement of comprehensive income
for the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget 2026 $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	**394,936**	472,512	430,032
Suppliers	1.1B	**168,174**	213,058	178,483
Depreciation and amortisation	3.2A	**36,319**	41,497	38,676
Finance costs	1.1C	**8,373**	8,240	7,549
Write-down and impairment of other assets	3.2A	**1,524**	1	-
Other expenses	1.1D	**1,024**	1,714	159
Total expenses		**610,350**	737,022	654,899
Own-Source Income				
Own-source revenue				
Revenue from contracts with customers	1.2A	**48,559**	37,846	31,847
Resources received free of charge	1.2B	**69,233**	78,756	57,645
Rental income	1.2C	**3,294**	1,573	1,778
Other revenue		**121**	4,040	-
Total own-source revenue		**121,207**	122,215	91,270
Gains				
Gains from sale of assets		**32**	57	-
Other gains	1.2D	**3,175**	29	-
Total gains		**3,207**	86	-
Total own-source income		**124,414**	122,301	91,270
Net cost of services		**(485,936)**	(614,721)	(563,629)
Revenue from Government		**462,633**	589,046	549,366
Deficit for the period		**(23,303)**	(25,675)	(14,263)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		**-**	1,870	-
Total other comprehensive income		**-**	1,870	-
Total comprehensive (loss)	5.3	**(23,303)**	(23,805)	(14,263)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.3A for explanations of major variances to the Original Budget.

Department of Social Services

Statement of financial position

as at 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget 2026 $'000
ASSETS				
Financial Assets				
Cash and cash equivalents		**4,908**	8,299	6,091
Trade and other receivables	3.1A	**81,639**	135,065	136,379
Total financial assets		**86,547**	143,364	142,470
Non-Financial Assets				
Buildings and leasehold improvements[1]	3.2A	**444,048**	482,604	438,826
Property, plant and equipment	3.2A	**1,607**	2,782	3,957
Intangibles	3.2A	**408**	420	377
Prepayments		**1,543**	2,309	1,704
Total non-financial assets		**447,606**	488,115	444,864
Total assets		**534,153**	631,479	587,334
LIABILITIES				
Payables				
Suppliers	3.3A	**9,929**	18,179	16,673
Other payables	3.3B	**13,057**	16,339	17,054
Total payables		**22,986**	34,518	33,727
Interest Bearing Liabilities				
Leases	3.4A	**476,655**	504,296	469,142
Total interest bearing liabilities		**476,655**	504,296	469,142
Provisions				
Employee provisions	6.1A	**89,398**	124,006	111,654
Other provisions	3.5A	**1,806**	4,271	12,459
Total provisions		**91,204**	128,277	124,113
Total liabilities		**590,845**	667,091	626,982
Net assets		**(56,692)**	(35,612)	(39,648)
EQUITY				
Contributed equity		**350,616**	348,393	352,304
Asset revaluation reserve		**98,723**	98,723	96,853
Accumulated deficit		**(506,031)**	(482,728)	(488,805)
Total equity		**(56,692)**	(35,612)	(39,648)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.3A 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 2026

	Notes	2026 $'000	2025 $'000	Original Budget 2026 $'000
CONTRIBUTED EQUITY				
Opening balance				
Balance carried forward from previous period		**348,393**	344,526	348,393
Transactions with owners				
Contributions to owners				
Restructuring	8.2A	**(1,688)**	-	-
Contributions by owners				
Departmental capital budget		**3,911**	3,867	3,911
Total transactions with owners		**2,223**	3,867	3,911
Closing balance as at 30 June		**350,616**	348,393	352,304
ASSET REVALUATION RESERVE				
Opening balance				
Balance carried forward from previous period		**98,723**	96,853	96,853
Comprehensive income				
Other comprehensive income		**-**	1,870	-
Total comprehensive income		**-**	1,870	-
Closing balance as at 30 June		**98,723**	98,723	96,853
ACCUMULATED DEFICIT				
Opening balance				
Balance carried forward from previous period		**(482,728)**	(457,053)	(474,542)
Comprehensive income / loss				
Deficit for the period		**(23,303)**	(25,675)	(14,263)
Total comprehensive (loss)		**(23,303)**	(25,675)	(14,263)
Closing balance as at 30 June		**(506,031)**	(482,728)	(488,805)
TOTAL EQUITY				
Opening balance				
Balance carried forward from the previous period		**(35,612)**	(15,674)	(29,296)
Comprehensive (loss) for the period		**(23,303)**	(23,805)	(14,263)
Transactions with owners		**2,223**	3,867	3,911
Closing balance as at 30 June		**(56,692)**	(35,612)	(39,648)

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.3A 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 2026

	Notes	2026 $'000	2025 $'000	Original Budget 2026 $'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		**576,541**	649,861	582,991
Rendering of services		**46,128**	39,015	33,861
GST received		**10,795**	14,692	7,987
Leave liability		**2,635**	11,605	-
Other		**15,490**	7,333	-
Total cash received		**651,589**	722,506	624,839
Cash used				
Employees		**416,285**	473,599	428,677
Suppliers		**131,893**	148,065	130,416
Section 74 receipts transferred to Official Public Account		**75,408**	57,949	33,625
Interest payments on lease liabilities		**8,373**	8,221	7,549
Other		**2,821**	9,930	159
Total cash used		**634,780**	697,764	600,426
Net cash from operating activities		**16,809**	24,742	24,413
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of property, plant and equipment		**32**	57	-
Total cash received		**32**	57	-
Cash used				
Purchase of leasehold property		**3,901**	3,592	3,911
Purchase of property, plant and equipment		**-**	26	-
Purchase of intangibles		**62**	413	-
Total cash used		**3,963**	4,031	3,911
Net cash used by investing activities		**(3,931)**	(3,974)	(3,911)
FINANCING ACTIVITIES				
Cash received				
Appropriations - Departmental capital budget		**3,962**	4,027	3,911
Total cash received		**3,962**	4,027	3,911
Cash used				
Principal payments of lease liabilities		**20,231**	22,587	24,413
Total cash used		**20,231**	22,587	24,413
Net cash used by financing activities		**(16,269)**	(18,560)	(20,502)
Net (decrease) / increase in cash held		**(3,391)**	2,208	-

Department of Social Services

Cash flow statement

for the period ended 30 June 2026

	Notes	**2026**	2025	Original Budget 2026
		$'000	$'000	$'000
Cash and cash equivalents at the beginning of the reporting period		**8,299**	6,091	6,091
Cash and cash equivalents at the end of the reporting period		**4,908**	8,299	6,091

The above statement should be read in conjunction with the accompanying notes.

Refer to Note 8.3A for explanations of major variances to the Original Budget.

Department of Social Services

Administered schedule of comprehensive income

for the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget 2026 $'000
NET COST OF SERVICES				
Expenses				
Suppliers	2.1A	**760,923**	238,538	1,494,006
Subsidies		**12,605**	42,297	25,381
Grants	2.1B	**1,361,323**	2,779,542	1,630,800
Personal benefits	2.1C	**154,305,727**	146,290,074	152,720,502
Write-down and impairment of other assets	2.1D	**196,931**	173,489	58,134
Payments to National Disability Insurance Agency	2.1E	**-**	35,813,877	39,170,768
Fair value losses	2.1F	**339,963**	-	37,505
Other expenses	2.1G	**3,929**	24,913	-
Total expenses		**156,981,401**	185,362,730	195,137,096
Income				
Revenue				
Non-taxation revenue				
Recoveries[1]	2.2A	**371,778**	271,498	719,471
Interest		**115,816**	109,901	68,306
Revenue from contracts with customers[1]		**27,703**	20,067	20,067
Special accounts revenue		**4,270**	23,282	-
Competitive neutrality revenue		**-**	7,206	7,294
Other revenue[1]		**4,163**	2,935	10,613
Total non-taxation revenue		**523,730**	434,889	825,751
Total revenue		**523,730**	434,889	825,751
Gains				
Fair value gains	2.2B	**-**	59,019	-
Write back of impairment allowance		**6,060**	-	-
Total gains		**6,060**	59,019	-
Total income		**529,790**	493,908	825,751
Net cost of services		**(156,451,611)**	(184,868,822)	(194,311,345)
Deficit for the period		**(156,451,611)**	(184,868,822)	(194,311,345)

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 2026

	Notes	2026 $'000	2025 $'000	Original Budget 2026 $'000
OTHER COMPREHENSIVE LOSS				
Items not subject to subsequent reclassification to net cost of services				
Revaluations transferred to / (from) reserves		-	78	-
Total other comprehensive loss		-	78	-
Total comprehensive loss		**(156,451,611)**	(184,868,744)	(194,311,345)

The above schedule should be read in conjunction with the accompanying notes.

Refer to Note 8.3B 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. Under the 13 May 2025 *Administrative Arrangements Order*, Hearing Australia was transferred from the Social Services portfolio to the Health, Disability and Ageing portfolio.

Department of Social Services

Administered schedule of assets and liabilities

as at 30 June 2026

	Notes	2026 $'000	2025 $'000	Original Budget 2026 $'000
ASSETS				
Financial Assets				
Cash and cash equivalents	4.1A	**18,010**	45,289	28,437
Receivables	4.1B	**5,897,306**	5,902,776	6,255,674
Other investments - Unison Housing Limited		**1,535**	1,535	2,348,733
Total financial assets		**5,916,851**	5,949,600	8,632,844
Non-Financial Assets				
Advance payments - Inclusive Employment Australia		**167,821**	-	-
Total non-financial assets		**167,821**	-	-
Total assets administered on behalf of Government		**6,084,672**	5,949,600	8,632,844
LIABILITIES				
Payables				
Personal benefits	4.2A	**3,804,799**	3,457,536	3,898,896
Suppliers		**69,745**	57,413	75,457
Subsidies		**51**	31,276	33,583
Grants	4.2B	**787**	17,904	29,506
Other payables		**5,606**	2,818	6,045
Total payables		**3,880,988**	3,566,947	4,043,487
Provisions				
Personal benefits and other provisions	4.3A	**4,085,097**	4,198,536	4,117,030
Total provisions		**4,085,097**	4,198,536	4,117,030
Total liabilities administered on behalf of Government		**7,966,085**	7,765,483	8,160,517
Net assets		**(1,881,413)**	(1,815,883)	472,327

The above schedule should be read in conjunction with the accompanying notes.

Refer to Note 8.3B for explanations of major variances to the Original Budget.

Department of Social Services
Administered reconciliation schedule
for the period ended 30 June 2026

	Notes	2026 $'000	2025 $'000
Opening assets less liabilities as at 1 July		**(1,815,883)**	469,885
Net cost of services			
Income		**529,790**	493,908
Expenses			
Payments to entities other than corporate Commonwealth entities		**(156,981,401)**	(149,548,853)
Payments to corporate Commonwealth entities	2.1E	**-**	(35,813,877)
Other comprehensive income			
Revaluations transferred to reserves		**-**	78
Transfers (to) / from the Australian Government			
Appropriation transfers from Official Public Account			
Annual appropriations			
Payments to entities other than corporate Commonwealth entities		**2,841,610**	3,437,680
Payments to National Disability Insurance Agency		**-**	2,252,660
Payments to National Disability Insurance Agency for reimbursement of goods and services		**-**	33,561,217
Special appropriations			
Payments to individuals and entities other than corporate Commonwealth entities	5.1B	**155,132,946**	147,135,801
Appropriation transfers to Official Public Account			
Transfers to Official Public Account		**(1,407,543)**	(1,379,468)
Restructuring (net)	8.2B	**24,836**	(2,365,991)
Net withholdings of personal benefit overpayments through equity		**(38,044)**	(58,923)
Payments made on behalf of the Department of Health, Disability and Ageing		**(168,397)**	
Other non-reportable items recognised		**673**	-
Closing assets less liabilities as at 30 June		**(1,881,413)**	(1,815,883)

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 2026

	Notes	2026 $'000	2025 $'000
OPERATING ACTIVITIES			
Cash received			
Interest		**10,824**	7,244
Special accounts		**4,270**	23,282
GST received		**245,243**	295,434
Personal benefits recoveries		**668,994**	658,985
National Redress Scheme		**306,347**	276,247
Rendering of services		**27,703**	20,067
Other		**10,606**	21,422
Total cash received		**1,273,987**	1,302,681
Cash used			
Grants		**1,690,678**	3,060,831
Subsidies		**12,554**	66,782
Personal benefits		**154,934,702**	146,830,238
Suppliers		**1,004,017**	286,761
Payments to National Disability Insurance Agency		**-**	35,813,877
Other		**2,200**	22,241
Total cash used		**157,644,151**	186,080,730
Net cash used by operating activities		**(156,370,164)**	(184,778,049)
INVESTING ACTIVITIES			
Cash received			
Repayments of advances and loans		**135,712**	100,314
Total cash received		**135,712**	100,314
Cash used			
Advances and loans made		**349,653**	314,054
Total cash used		**349,653**	314,054
Net cash used by investing activities		**(213,941)**	(213,740)
FINANCING ACTIVITIES			
Cash used			
Restructuring - special accounts transferred out		**10,187**	-
Total cash used		**10,187**	-
Net cash used by financing activities		**(10,187)**	-
Cash from Official Public Account:			
Appropriations		**157,974,556**	186,387,358
Total cash from Official Public Account		**157,974,556**	186,387,358
Cash to Official Public Account:			
Appropriations		**(1,407,543)**	(1,379,468)
Total cash to Official Public Account		**(1,407,543)**	(1,379,468)
Net cash from Official Public Account		**156,567,013**	185,007,890
Net increase / (decrease) in cash held		**(27,279)**	16,101
Cash and cash equivalents at the beginning of the reporting period		**45,289**	29,188
Cash and cash equivalents at the end of the reporting period	4.1A	**18,010**	45,289

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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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 two main outcomes: Social Security, and Families and Communities.

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 2025-26 financial statements.

Events After the Reporting Period

No adjusting or material non-adjusting events have occurred between 30 June 2026 and the date of signing these financial statements.

1. Financial Performance

1.1 Expenses

	2026	2025
	$'000	$'000
Note 1.1A: Employee Benefits		
Wages and salaries	**256,872**	330,767
Leave and other entitlements	**53,725**	72,747
Superannuation:		
Defined contribution plans	**36,611**	43,942
Defined benefit plans	**18,876**	22,956
Separation and redundancies	**28,852**	2,100
Total employee benefits	**394,936**	472,512

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]	**90,325**	91,082
Contractors	**27,898**	51,505
Independent assessors[2]	**12,992**	10,993
Legal expenses	**8,277**	10,802
Building expenses	**7,727**	8,156
Travel and accommodation	**3,190**	7,602
Training	**2,804**	5,468
Consultants	**2,572**	9,811
Recruitment	**111**	816
Other	**8,294**	9,989
Total goods and services supplied or rendered	**164,190**	206,224
Goods supplied	**2,828**	4,453
Services rendered	**161,362**	201,771
Total goods and services supplied or rendered	**164,190**	206,224
Other suppliers		
Workers' compensation expenses	**3,984**	6,834
Total other suppliers	**3,984**	6,834
Total suppliers	**168,174**	213,058

1. IT and communications includes the IT services provided by Services Australia to the department.

2. Independent assessors relates to specialist Independent Decision Makers for the National Redress Scheme.

1.1 Expenses (continued)

	2026	2025
	$'000	$'000
Note 1.1C: Finance Costs		
Interest on lease liabilities	**8,373**	8,221
Unwinding of discount	**-**	19
Total finance costs	**8,373**	8,240

Accounting Policy

All borrowing costs are expensed as incurred.

Note 1.1D: Other Expenses		
Contributions[1]	**500**	-
Payments for services delivery	**210**	213
Payments for resolution of claims	**186**	1,500
Other[2]	**128**	1
Total other expenses	**1,024**	1,714

[1] Contributions relate to the Australian Institute of Family Studies.

[2] Other expenses comparative excludes write-down and impairments of $0.001 million, which are reported separately in 2025-26.

1.2 Own-Source Income

Own-Source Revenue

Note 1.2A: Revenue from Contracts with Customers		
Rendering of services	**48,559**	37,846
Total revenue from contracts with customers	**48,559**	37,846
Disaggregation of revenue from contracts with customers		
Type of customer:		
Australian Government entities (related parties)	**47,948**	37,264
Non-government entities	**611**	582
	48,559	37,846

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.

	2026	2025
	$'000	$'000
Note 1.2B: Resources Received Free of Charge		
IT services provided by Services Australia	**65,622**	75,047
Remuneration of auditors	**1,750**	1,750
Other	**1,861**	1,959
Total resources received free of charge	**69,233**	78,756

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	**3,294**	1,573
Total rental income	**3,294**	1,573

The department, in its capacity as lessor, had nil sub-lease arrangements (2025: one arrangement ceased) and fixed memorandum of understanding agreements with Commonwealth agencies in 7 tenancies (2025: 8 tenancies). Due to the nature of these arrangements, the risk associated with any rights the department retains in the underlying assets is low.

Maturity analysis of operating lease income receivables:		
Within one year	5,068	1,431
One to two years	3,706	1,272
Two to three years	1,165	1,310
Three to four years	1,175	1,198
Four to 5 years	1,211	1,203
More than 5 years	1,127	1,819
Total undiscounted lease payments receivable	**13,452**	8,233

1.2 Own-Source Income (continued)

Accounting Policy

Sale of Assets

Gains from disposal of assets are recognised when control of the asset has passed to the buyer.

Contributions of Assets at No Cost

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).

Revenue from Government

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).

	2026	2025
	$'000	$'000
Note 1.2D: Other Gains		
Gains arising from lease changes	**2,563**	19
Reversal of makegood	**612**	-
Assets recognised	**-**	10
Total other gains	**3,175**	29

2. Income and Expenses Administered on Behalf of Government

2.1 Administered – Expenses

	2026	2025
	$'000	$'000
Note 2.1A: Suppliers		
Goods and services supplied or rendered		
Provider fees[1]	**578,042**	23,050
Contractors	**117,023**	109,139
Research services	**26,574**	31,749
IT and data services	**19,438**	24,339
Consultants	**6,115**	12,978
Program support	**4,905**	5,347
Advertising, legal and marketing costs	**3,406**	26,402
Other	**5,420**	5,534
Total goods and services supplied or rendered	**760,923**	238,538
Goods supplied	**126**	1,117
Services rendered	**760,797**	237,421
Total goods and services supplied or rendered	**760,923**	238,538
Total suppliers	**760,923**	238,538

1. Provider fees relate to the Inclusive Employment Australia and Disability Employment Services.

Note 2.1B: Grants		
Public sector:		
Local Governments	**6,622**	11,232
Australian Government entities	**45**	408
Private sector:		
Non-profit organisations	**1,185,189**	2,247,585
External parties	**169,467**	520,317
Total grants	**1,361,323**	2,779,542

The above disclosure should be read in conjunction with the accompanying Note 4.2B.

Accounting Policy

Grants and Subsidies

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 are outcomes based and include services and outcome fees paid to providers. From November 2025, the Inclusive Employment Australia program replaced the Disability Employment Services program and is delivered through procurement and classified as suppliers rather than grants.

2.1 Administered – Expenses (continued)

	2026	2025
	$'000	$'000
Note 2.1C: Personal Benefits		
Direct:		
Income Support for Seniors	**65,050,850**	62,134,954
Working Age Payments	**26,284,577**	24,808,394
Income Support for People with Disability	**24,737,188**	23,097,380
Family Tax Benefit	**17,895,218**	17,840,596
Income Support for Carers	**12,697,312**	11,957,557
Paid Parental Leave	**4,001,133**	3,209,352
Student Payments	**2,753,673**	2,604,926
National Redress Scheme for Survivors of Institutional Child Sexual Abuse	**392,002**	284,977
Leaving Violence Payments	**145,495**	-
Child Payments	**131,980**	123,117
Income Support for Vulnerable People	**112,174**	122,631
Allowances and Concessions for Seniors	**61,000**	66,640
Other	**39,795**	36,873
Indirect[1]	**3,330**	2,677
Total personal benefits	**154,305,727**	146,290,074

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.

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.

	2026	2025
	$'000	$'000
Note 2.1D: Write-Down and Impairment of Financial Assets		
Impairment of personal benefits receivable	**196,719**	172,460
Other	**212**	1,029
Total write-down and impairment of financial assets	**196,931**	173,489
Note 2.1E: Payments to National Disability Insurance Agency		
Reimbursement for goods and services	**-**	33,561,217
Operational funding	**-**	2,252,660
Total payments to National Disability Insurance Agency[1]	**-**	35,813,877

[1]. Under the 13 May 2025 *Administrative Arrangements Order*, the National Disability Insurance Agency was transferred from the Social Services portfolio to the Health, Disability and Ageing portfolio.

Note 2.1F: Fair Value Loss		
Student Start-up Loan	**251,115**	-
Student Financial Supplement Scheme	**51,586**	-
Home Equity Access Scheme	**37,262**	-
Total fair value losses	**339,963**	-

2.1 Administered – Expenses (continued)

	2026	2025
	$'000	$'000
Note 2.1G: Other Expenses		
Other special accounts expense	**2,135**	21,897
Specialist medical assessments	**1,729**	1,856
Contributions[1]	**65**	339
Other	**-**	821
Total other expenses	**3,929**	24,913

[1] Contributions relate to the National Capital Authority and the Safe and Supported Youth Advisory Group.

2.2 Administered – Income

Revenue

Non-Taxation Revenue

Note 2.2A: Recoveries		
National Redress Scheme	**363,507**	261,735
Personal benefits recoveries	**148**	130
Other	**8,123**	9,633
Total recoveries	**371,778**	271,498

Note 2.2B: Fair Value Gains		
Student Financial Supplement Scheme	**-**	25,555
Student Start-up Loan	**-**	23,879
Home Equity Access Scheme	**-**	9,585
Total fair value gains	**-**	59,019

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.

3. Departmental Financial Position

3.1 Financial Assets

	2026	2025
	$'000	$'000
Note 3.1A: Trade and Other Receivables		
Goods and services receivables:		
Goods and services	**894**	1,889
Contract assets from contracts with customers	**9,303**	2,089
Total goods and services receivables	**10,197**	3,978
Appropriations receivables:		
For ordinary annual appropriation	**67,349**	126,483
For departmental capital budget	**3,288**	3,339
Total appropriations receivables	**70,637**	129,822
Other receivables:		
GST receivable from the Australian Taxation Office	**805**	1,101
Other	**47**	166
Total other receivables	**852**	1,267
Total trade and other receivables (gross)	**81,686**	135,067
Less expected credit loss allowance	**(47)**	(2)
Total trade and other receivables (net)	**81,639**	135,065

During the 2025-26 financial year, credit terms for goods and services were within 30 days (2024-25: 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.

3.2 Non-Financial Assets

Note 3.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

	Buildings and leasehold improvements	Plant and equipment	Intangibles[1]	Total
	$'000	$'000	$'000	$'000
As at 1 July 2025				
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 1 July 2025	**482,604**	**2,782**	**420**	**485,806**
Additions:				
Purchase or internally developed	**3,901**	**-**	**62**	**3,963**
Right-of-use assets	**18,224**	**24**	**-**	**18,248**
Restructuring activities[2]	**(3,349)**	**(187)**	**-**	**(3,536)**
Restructuring activities right-of-use assets	**(13,539)**	**-**	**-**	**(13,539)**
Impairments recognised in net cost of services	**(1,160)**	**(364)**	**-**	**(1,524)**
Depreciation on right-of-use assets	**(28,866)**	**(248)**	**-**	**(29,114)**
Other depreciation and amortisation	**(6,784)**	**(347)**	**(74)**	**(7,205)**
Other movements[3]	**(6,983)**	**(53)**	**-**	**(7,036)**
Net book value as at 30 June 2026	**444,048**	**1,607**	**408**	**446,063**
Net book value as at 30 June 2026 represented by:				
Gross book value	**619,382**	**2,614**	**1,581**	**623,577**
Accumulated depreciation, amortisation and impairment	**(175,334)**	**(1,007)**	**(1,173)**	**(177,514)**
Net book value as at 30 June 2026	**444,048**	**1,607**	**408**	**446,063**
Carrying amount of right-of-use assets	403,884	301	-	404,185

1. Intangibles includes computer software.

2. Refer to Note 8.2A.

3. Includes de-recognition of leased space ($5.042 million), disposal of a leased motor vehicle ($0.032 million), and a lease accounting adjustment relating to a prior year lease accounting matter ($1.941 million for leasehold improvements and $0.021 million for motor vehicles). The overall financial impact of the prior year matter was assessed as immaterial with an adjustment recognised in the current year. The department received a share of profit from the sale of the motor vehicles during the 2025-26 financial year.

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

	June 2026	2025
	$'000	$'000
Contractual commitments for the acquisition of property, plant and equipment and intangibles are payable as follows (GST inclusive):		
Within one year	**-**	4,995
Total property, plant and equipment and intangible commitments	**-**	4,995

3.2 Non-Financial Assets (continued)

Accounting Policy

Acquisition of Assets

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.

Asset Recognition Threshold

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.

Right-of-Use (ROU) Assets

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.

Revaluations

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.

3.2 Non-Financial Assets (continued)

Valuation Processes

The department engaged the services of CBRE Valuations Pty Ltd to conduct a desktop revaluation of all tangible non-financial assets during the 2025-26 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. CBRE Valuations Pty Ltd 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 or 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:

	2026	**2025**
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 2026. Where indications of impairment existed, the asset's recoverable amount was estimated and an impairment adjustment made if the asset's recoverable amount was 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 2026.

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.

3.3 Payables

	2026	2025
	$'000	$'000
Note 3.3A: Suppliers		
Trade creditors and accruals	**9,929**	18,179
Total suppliers	**9,929**	18,179

During the 2025-26 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	**9,026**	10,915
Superannuation	**1,599**	1,984
Separations and redundancies	**755**	1,160
Unearned income	**378**	45
Leave transfers	**192**	1,539
Other	**1,107**	696
Total other payables	**13,057**	16,339

3.4 Interest Bearing Liabilities

Note 3.4A: Leases		
Lease liabilities	**476,655**	504,296
Total leases	**476,655**	504,296

Total cash outflow for leases for the year ended 30 June 2026 was $28.604 million (2025: $30.808 million).

Maturity analysis - contractual undiscounted cash flows		
Within 1 year	**28,828**	29,815
Between 1 to 5 years	**125,883**	130,418
More than 5 years	**393,360**	414,312
Total leases	**548,071**	574,545

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.

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] $'000	Property make good $'000	Total $'000
Carrying amount as at 1 July 2025	**3,651**	**620**	**4,271**
Amounts used	**(1,845)**	**(8)**	**(1,853)**
Amounts reversed		**(612)**	**(612)**
Closing balance as at 30 June 2026	**1,806**	**-**	**1,806**

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.

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.

4. Assets and Liabilities Administered on Behalf of Government

4.1 Administered – Financial Assets

	2026 $'000	2025 $'000
Note 4.1A: Cash and Cash Equivalents		
Cash at bank	**17,294**	34,249
Cash in special accounts	**716**	11,040
Total cash and cash equivalents	**18,010**	45,289

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	**2,840,565**	2,851,574
Working Age Payments	**1,521,346**	1,458,695
Income Support for Seniors	**613,239**	516,838
Student Payments	**411,116**	404,763
Income Support for People with Disability	**343,531**	315,786
Income Support for Carers	**289,453**	272,113
Other	**36,861**	36,419
Total personal benefits	**6,056,111**	5,856,188
Advances and loans:		
Student Start-up Loan	**750,900**	931,300
Home Equity Access Scheme	**734,100**	563,200
Advance payments for personal benefits	**597,074**	562,559
Student Financial Supplement Scheme	**58,800**	149,200
Total advances and loans	**2,140,874**	2,206,259
Other receivables:		
National Redress Scheme	**147,773**	93,897
Revenue from contracts with customers[1]	**7,349**	4,071
GST receivable from the Australian Taxation Office	**7,454**	15,771
Other receivables	**6,983**	5,150
Total other receivables (gross)	**169,559**	118,889
Total receivables (gross)	**8,366,544**	8,181,336
Less impairment loss allowance:		
Personal benefits	**(2,468,838)**	(2,272,119)
Other	**(400)**	(6,441)
Total impairment loss allowance	**(2,469,238)**	(2,278,560)
Total receivables (net)	**5,897,306**	5,902,776

1. Administrative charges for the National Redress Scheme are reported under Revenue from contracts with customers (refer to Note 1.2A).

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 2026.

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 *Universities Accord (Cutting Student Debt by 20 Per Cent) Act 2025* introduced a 20 percent reduction in eligible student loan debt, increased the minimum repayment threshold and implemented a new marginal repayment system in the 2025-26 financial year.

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 2026.

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. The *Universities Accord (Cutting Student Debt by 20 Per Cent) Act 2025* introduced a 20 percent reduction in eligible student loan debt, increased the minimum repayment threshold and implemented a new marginal repayment system in the 2025-26 financial year.

4.1 Administered – Financial Assets (continued)

Home Equity Access Scheme

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 2026.

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 7.8 years (2024-25: 8.2 years).

4.2 Administered – Payables

	2026	2025
	$'000	$'000
Note 4.2A: Personal Benefits		
Direct:		
Income Support for Seniors	**1,554,185**	1,528,287
Working Age Payments	**571,573**	570,130
Income Support for People with Disability	**606,207**	582,643
Paid Parental Leave	**369,026**	77,292
Family Tax Benefit	**351,591**	361,473
Income Support for Carers	**266,964**	261,406
Student Payments	**69,170**	63,191
National Redress Scheme for Survivors of Institutional Child Sexual Abuse	**9,561**	6,686
Other	**6,456**	6,382
Indirect[1]	**66**	46
Total personal benefits	**3,804,799**	3,457,536

[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	**429**	10,657
Other grants	**358**	7,247
Total grants	**787**	17,904

Settlement of grant payables is made according to the terms and conditions of each grant.

During the 2025-26 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.

4.3 Administered – Other Provisions

Note 4.3A: Personal Benefits and Other Provisions

	Family Tax Benefit	Provisions across various benefit types[1]	National Redress Scheme	Other[2]	Total
	$'000	$'000	$'000	$'000	$'000
Carrying amount as at 1 July 2025	**3,774,100**	**345,145**	**54,179**	**25,112**	**4,198,536**
Provisions made	**3,560,600**	**160,795**	**76,783**	**1,247**	**3,799,425**
Provisions expired or settled	**(3,680,200)**	**(139,425)**	**(53,486)**	**(7,829)**	**(3,880,940)**
Other changes in provision	**88,000**	**(120,124)**	**-**	**200**	**(31,924)**
Closing balance as at 30 June 2026	**3,742,500**	**246,391**	**77,476**	**18,730**	**4,085,097**

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 ageing profile of the claims.

Income Apportionment

Legislative amendments relating to income apportionment were enacted through the *Social Security and Other Legislation Amendment (Technical Changes No. 2) Act 2025*, establishing the Income Apportionment Resolution Scheme (the Scheme) to provide individuals with a one-off resolution payment for each income apportionment affected debt. The provision has been estimated in accordance with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*, and reflects the expected cost of resolution payments across the eligible population.

National Redress Scheme

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 *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*. 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.

Pension Bonus Scheme

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 2025-26 financial year, based on the behaviour of recipients up to 31 December 2025, 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.

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

	Total unspent 30 June 2025 $'000	Amount appropriated in 2025-2026				Appropriation applied in 2025-26[3]	Prior year Section 75 transfers $'000	Repealed appropriation $'000	Total unspent 30 June 2026 $'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									
Supply Act (No. 3) 2022-2023[4]	1,655	-	-	-	-	-	-	(1,655)	-
Appropriation Act (No. 1) 2023-2024[5]	488	-	-	-	-	-	-	-	488
Appropriation Act (No. 1) 2024-2025[6]	97,044	-	-	1,101	1,101	(77,511)	(20,634)	-	-
Appropriation Act (No. 1) 2024-2025 - Capital Budget (DCB) - Non-Operating[7]	3,339	-	-	-	-	(3,339)	-	-	-
Appropriation Act (No. 3) 2024-2025	29,439	-	-	-	-	(29,439)	-	-	-
Appropriation Act (No. 1) 2025-2026[8]	-	237,955	-	23,858	261,813	(253,675)	-	-	8,138
Appropriation Act (No. 1) 2025-2026 - Capital Budget (DCB) - Non-Operating[7]	-	2,280	-	-	2,280	-	-	-	2,280
Appropriation Act (No. 3) 2025-2026	-	10,192	-	24,201	34,393	-	-	-	34,393
Supply Act (No. 1) 2025-2026[9]	-	228,745	(6,337)	16,014	238,422	(215,916)	-	-	22,506
Supply Act (No. 1) 2025-2026 - Capital Budget (DCB) - Non-Operating[7]	-	1,631	-	-	1,631	(623)	-	-	1,008
Appropriation Act (No. 5) 2025-2026	-	6,227	-	10,234	16,461				16,461
Cash and cash equivalents	8,299	-	-	-	-	(3,391)	-	-	4,908
Total ordinary annual services	140,264	487,030	(6,337)	75,408	556,101	(583,894)	(20,634)	(1,655)	90,182
Total Departmental	140,264	487,030	(6,337)	75,408	556,101	(583,894)	(20,634)	(1,655)	90,182

1. Section 75 transfers relate to $6.337 million funding transferred to the Department of the Treasury.
2. Section 74 receipts include retained GST of $10.506 million.
3. The variance in the current financial year of $27.793 million between the total amount appropriated of $556.101 million less the amount applied of $583.894 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. Due to the transfer of functions to the Health, Disability and Ageing portfolio and the Treasury portfolio, *Appropriation Act (No. 1) 2024-2025* includes $17.813 million transferred to DHDA and $2.821 million transferred to the Department of the Treasury. Refer to Note 8.2A.
7. The DCB appropriated is not separately identified in these acts.
8. *Appropriation Act (No. 1) 2025-2026* includes $6.324 million withheld under section 51 as part of the transfer of function to the Treasury portfolio.
9. *Supply Act (No. 1) 2025-2026* includes $7.915 million withheld under section 51 as part of the transfer of functions to the Health, Disability and Ageing portfolio.

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations (continued)

	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							
Supply Act (No. 3) 2022-2023[4]	1,655	-	-	-	-	-	1,655
Appropriation Act (No. 1) 2023-2024[5]	78,872	-	-	-	-	(78,384)	488
Appropriation Act (No. 1) 2023-2024 - Capital Budget (DCB) - Non-Operating[5, 6]	3,499	-	-	-	-	(3,499)	-
Appropriation Act (No. 3) 2023-2024	50,965	-	-	-	-	(50,965)	-
Appropriation Act (No. 1) 2024-2025	-	581,984	(765)	31,952	613,171	(516,127)	97,044
Appropriation Act (No. 1) 2024-2025 - Capital Budget (DCB) - Non-Operating[6]	-	3,867	-	-	3,867	(528)	3,339
Appropriation Act (No. 3) 2024-2025	-	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: Reconciliation of Unspent Departmental Annual Appropriations to Appropriations Receivable

	2026 **$'000**	2025 $'000
Unspent annual appropriation	**90,182**	140,264
Cash at bank	**(4,908)**	(8,299)
Operating appropriations withheld		
Supply Act (No. 3) 2022-2023	**-**	(1,655)
Appropriation Act (No. 1) 2023-2024	**(488)**	(488)
Appropriation Act (No. 1) 2025-2026	**(6,234)**	**-**
Supply Act (No. 1) 2025-2026	**(7,915)**	**-**
Appropriation receivable balance	**70,637**	129,822

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations (continued)

	Total unspent 30 June 2025 $'000	Amount appropriated in 2025-2026				Appropriation applied in 2025-26[1]	Prior Year Section 75 transfers[2]	Repealed appropriation[3]	Total unspent 30 June 2026 $'000
		Current year appropriation $'000	Section 75 transfers $'000	Section 74 receipts $'000	Total appropriation[1] $'000	Current and prior years $'000			
Administered - Ordinary Annual Services									
Supply Act (No.1) 2022-2023	79,434	-	-	-	-	-	-	(79,434)	-
Supply Act (No.3) 2022-2023	2,042	-	-	-	-	-	-	(2,042)	-
Appropriation Act (No.1) 2022-2023	47,944	-	-	-	-	-	-	(47,944)	-
Appropriation Act (No.1) 2023-2024[4,9]	228,040	-	-	-	-	(64,789)	(75,464)	-	87,787
Appropriation Act (No.3) 2023-2024[5]	29,294	-	-	-	-	(14,480)	(2,751)	-	12,063
Appropriation Act (No.5) 2023-2024	73	-	-	-	-	(73)	-	-	-
Appropriation Act (No.1) 2024-2025[6,9]	588,155	-	-	-	-	(206,752)	(306,959)	-	74,444
Appropriation Act (No.3) 2024-2025[6]	586,816	-	-	-	-	(55,640)	(505,003)	-	26,173
Appropriation Act (No.1) 2025-2026[7]	-	459,097	-	41	459,138	(442,252)	-	-	16,886
Supply Act (No.1) 2025-2026[8]	-	30,419,103	(28,079,804)	537	2,339,836	(1,811,385)	-	-	528,451
Appropriation Act (No.3) 2025-2026	-	41,939	-	-	41,939	(7,070)	-	-	34,869
Appropriation Act (No.5) 2025-2026	-	130	-	-	130	-	-	-	130
Total Administered	1,561,798	30,920,269	(28,079,804)	578	2,841,043	(2,602,441)	(890,177)	(129,420)	780,803

1. The variance in the current financial year of $238.602 million ($2,841.043 million less $2,602.441 million) consists of $341.734 million for the payment of prior year expenses offset by $580.336 million that represents unspent 2026 appropriations available as at 30 June 2026 for administered items.
2. Due to the transfer of functions to the Health, Disability and Ageing portfolio and the Treasury portfolio, $769.486 million was transferred to the DHDA and $120.691 million was transferred to the Department of the Treasury.
3. These balances lapsed on 1 July 2025 in accordance with the repeal date of the underlying Appropriation Acts.
4. *Appropriation Act (No. 1) 2023-2024* includes $87.787 million withheld under section 51 of the PGPA Act because of reprioritisation, reallocation, reclassification and the movement of funds.
5. *Appropriation Act (No.3) 2023-2024* includes $12.063 million withheld under section 51 of the PGPA Act for reprioritisation.
6. *Appropriation Act (No.1) 2024-2025* includes $42.508 million and *Appropriation Act (No.3) 2024-2025* includes $0.916 million withheld under section 51 of the PGPA Act because of the movement of funds.
7. *Appropriation Act (No.1) 2025-2026* $14.931 million withheld under section 51 of the PGPA Act because of reclassification and the movement of funds.
8. *Supply Act (No.1) 2025-2026* $21.942 million withheld under section 51 of the PGPA Act because of reallocation, reclassification, the movement of funds and transfers to other agencies.
9. The effective date of the transfer of functions from the department to the Health, Disability and Ageing portfolio was 1 July 2025. During the 2025-26 financial year, the department made $168.397 million of payments on behalf of the DHDA, with associated expenses recognised by the DHDA and the related cash drawdowns recognised by the department.

Department of Social Services
Notes to and forming part of the financial statements

5.1 Appropriations (continued)

Note 5.1A: Annual and Unspent Appropriations (continued)

	Total unspent 30 June 2024 $'000	Amount appropriated in 2024-2025			Appropriation applied in 2024-25[1]	Repealed appropriation[2]	Total unspent 30 June 2025
		Current year appropriation $'000	Section 74 receipts $'000	Total appropriation[1] $'000	Current and prior years $'000	$'000	$'000
Administered - Ordinary Annual Services							
Appropriation Act (No.1) 2021-2022[2]	77,578	-	-	-	-	(77,578)	-
Appropriation Act (No.3) 2021-2022[2]	11,752	-	-	-	-	(11,752)	-
Supply Act (No. 1) 2022-2023[4]	168,620	-	-	-	(89,186)	-	79,434
Supply Act (No. 3) 2022-2023	41,007	-	-	-	(38,965)	-	2,042
Appropriation Act (No.1) 2022-2023[3]	95,618	-	-	-	(47,674)	-	47,944
Appropriation Act (No.1) 2023-2024[5]	256,623	-	-	-	(28,583)	-	228,040
Appropriation Act (No.3) 2023-2024[6]	37,665	-	-	-	(8,371)	-	29,294
Appropriation Act (No.5) 2023-2024	32,617	-	-	-	(32,544)	-	73
Appropriation Act (No.1) 2024-2025	-	37,043,139	2,815	37,045,954	(36,457,799)	-	588,155
Appropriation Act (No.3) 2024-2025[7]	-	586,816		586,816	-	-	586,816
Appropriation Act (No.5) 2024-2025	-	-		-	-	-	-
Appropriation Act (No.1) 2024-2025 – National Disability Insurance Agency	-	2,190,431	-	2,190,431	(2,190,431)	-	-
Appropriation Act (No.3) 2024-2025 – National Disability Insurance Agency	-	62,229	-	62,229	(62,229)	-	-
Appropriation Act (No.5) 2024-2025 – National Disability Insurance Agency	-	-	-	-	-	-	-
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 the Department of the 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 the Department of the 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.

5.1 Appropriations (continued)

Note 5.1B: Special Appropriations

Authority	Type	Purpose	Appropriation applied 2026 $'000	Appropriation applied 2025 $'000
Social Security (Administration) Act 1999, Administered[1, 2]	Unlimited Amount	To enable the payment of income support payments. Most of the amount relates to payments for Age Pension and Disability Support Pension.	**132,201,902**	125,093,305
A New Tax System (Family Assistance) (Administration) Act 1999, Administered[1, 2]	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.	**18,312,042**	18,039,228
Paid Parental Leave Act 2010, Administered[2]	Unlimited Amount	To enable payments to working parents to enhance maternal and child health and shared caring responsibilities.	**3,720,566**	3,227,665
Student Assistance Act 1973 - Section 55A (Administered)[2]	Unlimited Amount	To enable payment of student assistance benefits for Isolated Children and the Aboriginal Study Assistance Scheme.	**529,010**	486,673
National Redress Scheme for Institutional Child Sexual Abuse Act 2018	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.	**369,253**	288,915
Public Governance, Performance and Accountability Act 2013 - Section 77, Administered	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.	**173**	15
Business Services Wage Assessment Tool Payment Scheme Act 2015 -- Section 99, Administered	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.	**-**	-
Data-matching Program (Assistance and Tax) Act 1990	Unlimited Amount	An Act to provide for the matching of data in relation to certain assistance and tax and to amend the *Privacy Act 1988*.	**-**	-
Social Security and Other Legislation Amendment (Economic Security Strategy) Act 2008	Unlimited Amount	An Act to amend laws in order to provide economic security strategy payments, and for related purposes.	**-**	-
Clean Energy (Household Assistance Amendments) Act 2011	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.	**-**	-
Household Stimulus Package Act (No.2) 2009	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 (continued)

Authority	Type	Purpose	Appropriation applied 2026 $'000	2025 $'000
Family Assistance Legislation Amendment (More Help for Families—One-off Payments) Act 2004	One-off	An Act to provide for one-off payments to families, and for related purposes.	-	-
Social Security and Veterans' Affairs Legislation Amendment (One-off Payments and Other 2007 Budget Measures) Act 2007	One-off	An Act to amend the law relating to social security and veterans' affairs, and for other purposes.	-	-
Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments and Other Budget Measures) Act 2008	One-off	An Act to amend the law relating to social security and veterans' entitlements, and for other purposes.	-	-
Social Security and Veterans' Entitlements Legislation Amendment (One-off Payments to Increase Assistance for Older Australians and Carers and Other Measures) Act 2006	One-off	An Act to amend the law relating to social security and veterans' affairs, and for other purposes.	-	-
Social Security Legislation Amendment (One-off Payments for Carers) Act 2005	One-off	An Act to provide for one-off payments to carers, and for related purposes.	-	-
Total special appropriations applied			**155,132,946**	147,135,801

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.

5.1 Appropriations (continued)

Note 5.1C: Disclosure by Agent in Relation to Annual and Special Appropriations

Administered Disclosure by Agent

	Department of Veterans' Affairs[1]
2026	**$'000**
Total receipts	**21,181**
Total payments	**(21,181)**

	Department of Veterans' Affairs
2025	$'000
Total receipts	21,648
Total payments	(21,648)

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.

5.2 Administered Special Accounts

	Social Services SOETM Special Account 2021 - s78 PGPA Act[2]	
	2026	2025
	$'000	$'000
Balance brought forward from previous period	**11,040**	6,988
Increases:		
Contributions	**4,270**	23,282
Total increases	**4,270**	23,282
Available for payments	**15,310**	30,270
Decreases:		
Administered		
Payments made	**(14,594)**	(19,230)
Total decreases	**(14,594)**	(19,230)
Total balance carried to the next period[1]	**716**	11,040

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: *Public Governance, Performance and Accountability Act 2013*; section 78
Establishing Instrument: *PGPA Act Determination (Social Services SOETM Special Account 2021)*
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 – *Department of Families, Housing, Community Services and Indigenous Affairs Special Account Establishment 2010*, was repealed on 1 April 2021 and replaced with *Social Services SOETM Special Account 2021* 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[3]

3. Under the 13 May 2025 *Administrative Arrangements Order*, the National Disability Data Asset cash balance of $10.187 million was transferred from the Social Services portfolio to the Health, Disability and Ageing portfolio.

5.3 Net Cash Appropriation Arrangements

	2026	2025
	$'000	$'000
Total comprehensive income / (loss) - as per the Statement of Comprehensive Income	**(23,303)**	(23,805)
Plus: depreciation / amortisation of assets funded through appropriations (departmental capital budget funding and / or equity injections)	**7,205**	8,983
Plus: depreciation of right-of-use assets	**29,114**	32,514
Less: lease principal repayments	**(20,231)**	(22,587)
Net Cash Operating (Deficit)	**(7,215)**	(4,895)
Changes in asset revaluation reserve	**-**	(1,870)
Net Cash Operating (Loss)	**(7,215)**	(6,765)

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.

6. People

6.1 Employee Provisions

	2026	2025
	$'000	$'000
Note 6.1A: Employee Provisions		
Leave and other entitlements	**89,398**	124,006
Total employee provisions	**89,398**	124,006

Accounting Policy

Employee Benefits

Liabilities for 'short-term employee benefits' (as defined in AASB 119 *Employee Benefits*) 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.

Leave

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 2026, 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.

Separation and Redundancy

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 2025-26 financial year to date, the department fully provided for and expensed voluntary redundancies of $28.852 million (2024-25: $2.100 million). The amount of obligation for termination benefits as at 30 June 2026 was $0.755 million (30 June 2025: $1.160 million).

Superannuation

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 2026 represents outstanding employer contributions for the financial year.

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, and anyone 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:

	2026	2025
	$'000	$'000
Short-term employee benefits	**2,546**	2,625
Post-employment benefits	**403**	402
Other long-term employee benefits	**96**	97
Total key management personnel remuneration expenses	**3,045**	3,124

The total number of KMP included in the above table is 7, being 3 substantive officers who held the position for the full year; 2 officers who held the position for part of the year; and 2 officers who were acting for part of the year (2025: 7 KMP, being 4 full year; 2 officers who held the position for part of the year; and one officer who was acting for part of 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.

7. Managing Uncertainties

7.1 Contingent Assets and Liabilities

Departmental Contingencies

Quantifiable Contingencies

As at 30 June 2026, the department has no quantifiable contingent assets or liabilities with a possible likelihood of progression (2025: 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	
	2026	2025
	$'000	$'000
Contingent assets		
Balance from previous period	**737,691**	446,197
New contingent assets recognised	**996,391**	650,390
Assets realised	**(687,475)**	(358,896)
Total contingent assets	**1,046,607**	737,691
Contingent liabilities		
Balance from previous period	**554,470**	281,409
New contingent liabilities recognised	**693,541**	490,354
Liabilities realised	**(494,955)**	(217,293)
Total contingent liabilities	**753,056**	554,470

Quantifiable Contingencies

The *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* 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 2026, the department has an administered quantifiable contingent liability of $753.056 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.

As at 30 June 2026, the department has an administered quantifiable contingent asset of $1,046.607 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.

7.1 Contingent Assets and Liabilities (continued)

Unquantifiable Contingencies

The department is involved in matters that are the subject of merits review before the Administrative Review Tribunal and in court litigation regarding decisions made under portfolio legislation or actions taken by the department. These matters are not disclosed as it can prejudice the outcome of those matters. The department also reviews matters involving potential legislative non-compliance and undertakes remediation where appropriate. Remediation may include payments, debt recovery, legislative amendments, ICT changes, policy or process improvements, or service delivery actions. At the reporting date, the financial effect of these matters, if any, cannot be reliably estimated.

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.

7.2 Financial Instruments

	2026 $'000	2025 $'000
Note 7.2A: Categories of Financial Instruments		
Financial Assets		
Financial assets measured at amortised cost		
Cash and cash equivalents	**4,908**	8,299
Trade and other receivables	**10,197**	3,978
Total financial assets measured at amortised cost	**15,105**	12,277
Total financial assets	**15,105**	12,277
Financial Liabilities		
Financial liabilities measured at amortised cost		
Trade creditors	**9,898**	18,179
Total financial liabilities measured at amortised cost	**9,898**	18,179
Total financial liabilities	**9,898**	18,179

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 2 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.

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).

7.3 Administered – Financial Instruments

	2026 $'000	2025 $'000
Note 7.3A: Categories of Financial Instruments		
Financial Assets		
Financial assets at amortised cost		
Cash and cash equivalents	**18,010**	45,289
Other receivables	**6,583**	2,464
Total financial assets at amortised cost	**24,593**	47,753
Financial assets at fair value through other comprehensive income		
Investments in Commonwealth entities and other interests	**1,535**	1,535
Total financial assets at fair value through other comprehensive income	**1,535**	1,535
Financial assets at fair value through profit or loss (designated)		
Student Start-up Loan	**750,900**	931,300
Home Equity Access Scheme	**734,100**	563,200
Student Financial Supplement Scheme	**58,800**	149,200
Total financial assets at fair value through profit or loss (designated)	**1,543,800**	1,643,700
Total financial assets	**1,569,928**	1,692,988
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	**69,745**	57,413
Grants and subsidies	**838**	49,180
Total financial liabilities measured at amortised cost	**70,583**	106,593
Total financial liabilities	**70,583**	106,593
Note 7.3B: Net Gains or Losses on Financial Assets		
Financial assets at amortised cost		
Impairment	**-**	(41)
Reversal of impairment	**2,286**	-
Net gains / (losses) financial assets at amortised cost	**2,286**	(41)
Financial assets at fair value through profit or loss (designated)		
Change in fair value	**(339,963)**	59,019
Net (losses) / gains on financial assets at fair value through profit or loss (designated)	**(339,963)**	59,019
Net (losses) / gains on financial assets	**(337,677)**	58,978

8. Other Information

8.1 Current/Non-Current Distinction for Assets and Liabilities

	2026	2025
	$'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	**4,908**	8,299
Trade and other receivables	**81,639**	135,065
Prepayments	**1,519**	2,025
Total no more than 12 months	**88,066**	145,389
More than 12 months		
Building and leasehold improvements	**444,048**	482,604
Property, plant and equipment	**1,607**	2,782
Intangibles	**408**	420
Prepayments	**24**	284
Total more than 12 months	**446,087**	486,090
Total assets	**534,153**	631,479
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	**9,929**	18,179
Other payables	**13,057**	16,339
Leases	**20,570**	21,994
Employee provisions	**38,416**	51,370
Other provisions	**1,806**	3,651
Total no more than 12 months	**83,778**	111,533
More than 12 months		
Leases	**456,085**	482,302
Employee provisions	**50,982**	72,636
Other provisions	**-**	620
Total more than 12 months	**507,067**	555,558
Total liabilities	**590,845**	667,091

8.1 Current/Non-Current Distinction for Assets and Liabilities (continued)

	2026	2025
	$'000	$'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	**18,010**	45,289
Receivables	**4,505,116**	4,399,686
Prepayments	**167,821**	-
Total no more than 12 months	**4,690,947**	4,444,975
More than 12 months		
Receivables	**1,392,190**	1,503,090
Investments	**1,535**	1,535
Total more than 12 months	**1,393,725**	1,504,625
Total assets	**6,084,672**	5,949,600
Liabilities expected to be settled in:		
No more than 12 months		
Personal benefits	**3,804,799**	3,457,536
Suppliers	**69,745**	57,413
Subsidies	**51**	31,276
Grants	**787**	17,904
Other payables	**5,606**	2,818
Personal benefits and other provisions	**3,872,842**	3,985,835
Total no more than 12 months	**7,753,830**	7,552,782
More than 12 months		
Personal benefits and other provisions	**212,255**	212,701
Total more than 12 months	**212,255**	212,701
Total liabilities	**7,966,085**	7,765,483

8.2 Restructuring

The responsibilities transferred out under the 13 May 2025 *Administrative Arrangements Order* were:

- 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.

Note 8.2A: Departmental Restructuring

	2026 Treasury portfolio $'000	2026 Health, Disability and Ageing portfolio $'000
FUNCTIONS RELINQUISHED		
Expenses		
Lease expenses recognised by the losing entity		**216**
Assets relinquished		
Appropriation	**2,821**	**17,813**
Receivables	**-**	**7**
Buildings and leasehold improvements	**-**	**3,349**
Plant and equipment	**-**	**187**
Lease ROU assets	**-**	**13,539**
Prepayments	**-**	**492**
Total assets relinquished	**2,821**	**35,387**
Liabilities relinquished		
Employee provisions	**2,853**	**18,347**
Lease liabilities	**-**	**15,320**
Total liabilities relinquished	**2,853**	**33,667**
Net (assets) / liabilities relinquished	**32**	**(1,720)**

In respect of functions relinquished, the net book values of assets and liabilities (with the exception of leave liability provision and prepayment amounts) were transferred for no consideration.

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.

Note 8.2B: Administered Restructuring

	2026 Treasury portfolio $'000	2026 Health, Disability and Ageing portfolio $'000
FUNCTIONS RELINQUISHED		
Assets relinquished		
Cash in special accounts - SOETM (NDDA)	**-**	**10,187**
Receivables	**-**	**83**
Total assets relinquished	**-**	**10,270**
Liabilities relinquished		
Suppliers payable	**57**	**2,605**
Subsidies payable	**31,276**	**-**
Grants payable	**1,123**	**45**
Total liabilities relinquished	**32,456**	**2,650**
Net (assets) / liabilities relinquished	**32,456**	**(7,620)**

Expenses relating to the Disability and Carers function recognised by the department were immaterial (2025-26: $0.007 million)

	2025 Health, Disability and Ageing portfolio $'000
Equity accounted investments	
National Disability Insurance Agency	2,296,481
Hearing Australia	69,510
Total investments transferred	2,365,991

8.3 Explanations of Major Variances to Budget

The following major variance explanations between the Original Budget as presented in the 2025-26 Portfolio Budget Statements and the 2025-26 financial statements are presented in accordance with Australian Accounting Standards. The 2025-26 Portfolio Budget Statements contain the original financial statements' budget estimates presented to Parliament in respect of the 2025-26 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 8.3A: Departmental Major Budget Variances for 2026

Explanations of major variances	Affected line items
Total net cost of services was $77.693 million lower than the Budget as a result of:	
- lower workforce costs following the transfer of staff under the 13 May 2025 *Administrative Arrangements Order* and workforce reduction during 2025-26	Employee benefits
- lower supplier expenses across the department following the transfer of functions under the 13 May 2025 *Administrative Arrangements Order*	Suppliers
- higher revenue from contracts with customers to support the Grants Hub services	Revenue from contracts with customers
- higher resources received free of charge from Services Australia for IT services.	Resources received free of charge
Total assets were $53.181 million lower than Budget mainly due to:	
- lower annual appropriation receivable following the impact of the 13 May 2025 *Administrative Arrangements Order* and the 2025–26 Budget reduction in departmental programs	Trade and Other Receivables
Total liabilities were $36.137 million lower than the Budget mainly due to:	
- lower employee provisions due to the transfer of staff under the 13 May 2025 *Administrative Arrangements Order* changes and workforce reduction during the year	Employee provisions
- lower than expected settlement activities associated with existing provisions.	Other provisions
Equity is $17.044 million lower than Budget primarily relating to the transfer of functions as a result of the 13 May 2025 *Administrative Arrangements Order* changes.	Equity

8.3 Explanations of Major Variances to Budget (continued)

Note 8.3B: Administered Major Budget Variances for 2026

Explanations of major variances	Affected line items
Total administered expenses were $38.155 billion lower than budget as a result of:	
- the National Disability Insurance Agency being relinquished to the Department of Health, Disability and Ageing under the 13 May 2025 *Administrative Arrangements Order*	Payments to the National Disability Insurance Agency
- the transition from Disability Employment Services (DES) to Inclusive Employment Australia (IEA) was delayed from July 2025 until November 2025. IEA is delivered via procurement arrangements and classified as supplier expenses, whereas DES is delivered through grants.	Suppliers
Offset by:	
- higher than expected indexation of personal benefit payments to keep pace with inflation, along with increased demand for Working Age Payments and Income Support for Carers driven by current economic conditions. Additionally, a growing 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 increased.	Personal benefit expense
Administered revenue was $0.302 billion lower than budget as a result of fewer than anticipated National Redress Scheme applications received and increasing requests for payment plans and extensions resulting in greater than expected payment deferrals.	Recoveries
Administered assets were $2.548 billion lower than 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 *Administrative Arrangements Order*	Investments
- the *Universities Accord Act 2025* introduced a 20 per cent reduction in eligible student loan debt balances, increasing the minimum repayment threshold and repayment arrangements, and changes to a marginal repayment rate structure. This resulted in lower Student Start-up Loan and Student Financial Supplement Scheme loan receivables.	Personal benefit receivable

6

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Appendix A: Resource Statements

Table A-1: Agency resource statement 2025–26

	Current available appropriation for 2025–26 $'000	Payments made 2025–26 $'000	Balance remaining 2025–26 $'000
	(a)	(b)	(a) − (b)
Ordinary annual services[1]			
Prior year appropriations available – ordinary annual services[2]	140,264		
Departmental appropriation[3]	556,101	606,183	
Total	**696,365**	**606,183**	**90,182**
Administered expenses			
Outcome 1	1,849,840	1,351,163	
Outcome 2	1,533,283	1,251,278	
Former Outcome 3 (ceased)[4]	-	-	
Former Outcome 4 (ceased)[5]	121	-	
Total	**3,383,244**	**2,602,441**	**780,803**
Total available annual appropriations and payments - A	**4,079,609**	**3,208,624**	**870,985**
Special appropriations			
Social Security (Administration) Act 1999, Administered		132,201,902	
A New Tax System (Family Assistance) (Administration) Act 1999, Administered		18,312,042	

	Current available appropriation for 2025–26 $'000	Payments made 2025–26 $'000	Balance remaining 2025–26 $'000
	(a)	(b)	(a) − (b)
Paid Parental Leave Act 2010, Administered		3,720,566	
Student Assistance Act 1973 – section 55A (Administered)		529,010	
National Redress Scheme for Institutional Child Sexual Abuse Act 2018		369,253	
Public Governance, Performance and Accountability Act 2013 – section 77, Administered		173	
Total special appropriations - B		**155,132,946**	

	Current available appropriation for 2025–26 $'000	Payments made 2025–26 $'000	Balance remaining 2025–26 $'000
	(a)	(b)	(a) − (b)
Special accounts			
Opening balance	11,040		
Appropriation receipts	-		
Non-appropriation receipts to special accounts	4,270		
Payments made		14,594	
Total special accounts - C	**15,310**	**14,594**	**716**
Total resourcing and payments A+B+C	**4,094,919**	**158,356,164**	

	Current available appropriation for 2025–26 $'000	Payments made 2025–26 $'000	Balance remaining 2025–26 $'000
	(a)	(b)	(a) − (b)
Less administered appropriations drawn from annual/special appropriations and credited to special accounts	2,135	2,135	
Total net resourcing and payments for the department[6]	**4,092,784**	**158,354,029**	

	2025–26	2025–26
Staffing resources (number)	2,552	3,340

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 $3.911 million in 2025–26 for the departmental capital budget. For accounting purposes, this amount has been designated as 'contributions by owners'.
4. As a result of the Administrative Arrangements Order of May 2025 Disability Employment Services transferring from Outcome 3 to Outcome 1.
5. Outcome 4 ceased following Administrative Arrangements Order of 13 May 2025. The balance disclosed represents residual appropriations carried forward from prior periods. No programs were delivered and no expenses were incurred against this outcome during the reporting period.
6. The actual available appropriation for 2025–26 does not include total special appropriations.

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

Expenses for Outcome 1: Social Security	Budget[1] 2025–26 $'000	Actual expenses 2025–26 $'000	Variation 2025–26 $'000
	(a)	(b)	(a) – (b)
Program 1.1 Support for Families			
Administered expenses			
Special appropriations	17,889,319	17,863,978	25,341
Total for Program 1.1	**17,889,319**	**17,863,978**	**25,341**
Program 1.2: Paid Parental Leave			
Administered expenses			
Special appropriations	4,141,838	4,002,530	139,308
Total for Program 1.2	**4,141,838**	**4,002,530**	**139,308**
Program 1.3: Support for Seniors			
Administered expenses			
Special appropriations	65,312,451	65,212,473	99,978
Total for Program 1.3	**65,312,451**	**65,212,473**	**99,978**
Program 1.4: Financial Support for People with Disability			
Administered expenses			
Special appropriations	24,825,181	24,772,002	53,179
Total for Program 1.4	**24,825,181**	**24,772,002**	**53,179**
Program 1.5: Financial Support for Carers			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	2,800	1,669	1,131
Special appropriations	12,706,201	12,713,237	(7,036)
Total for Program 1.5	**12,709,001**	**12,714,906**	**(5,095)**

Expenses for Outcome 1: Social Security	Budget[1] 2025–26 $'000	Actual expenses 2025–26 $'000	Variation 2025–26 $'000
	(a)	(b)	(a) – (b)
Program 1.6: Working Age Payments			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	2,991	2,136	855
Special appropriations	26,093,576	26,448,042	(354,466)
Total for Program 1.6	**26,096,567**	**26,450,176**	**(353,610)**
Program 1.7: Student Payments			
Administered expenses			
Special appropriations	3,132,378	3,200,123	(67,745)
Total for Program 1.7	**3,132,378**	**3,200,123**	**(67,745)**
Program 1.8: Disability Employment Services			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,391,593	1,000,320	391,273
Special Accounts	-	7	(7)
Total for Program 1.8	**1,391,593**	**1,000,327**	**391,265**
Program 1.9: Income Apportionment Resolution Payment			
Administered expenses			
Special appropriations	-	83,565	(83,565)
Total for Program 1.9	**-**	**83,565**	**(83,565)**

Expenses for Outcome 1: Social Security	Budget[1] 2025–26 $'000	Actual expenses 2025–26 $'000	Variation 2025–26 $'000
	(a)	(b)	(a) – (b)
Outcome 1 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,397,384	1,004,125	393,259
Special appropriations	154,100,944	154,295,949	(195,005)
Special Accounts	-	7	(7)
Administered total	**155,498,328**	**155,300,082**	**198,246**
Departmental expenses			
Departmental appropriation[2]	147,759	162,759	(15,000)
Expenses not requiring appropriation in the Budget year	43,930	26,450	17,480
Departmental total	**191,689**	**189,209**	**2,480**
Total expenses for Outcome	**155,690,017**	**155,489,291**	**200,726**

1. Represents estimated actual expenses for the 2025–26 financial year reported in the 2026–27 Portfolio Budget Statements.
2. Departmental appropriation includes section 74 retained revenue receipts.

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

Expenses for Outcome 2: Families and Communities	Budget[1] 2025–26 $'000	Actual expenses 2025–26 $'000	Variation 2025–26 $'000
	(a)	(b)	(a) – (b)
Program 2.1 Families and Communities			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,381,195	1,281,508	99,687
Special appropriations	438,184	395,543	42,641
Special accounts	2,135	4,270	(2,135)
Total for Program 2.1	**1,821,514**	**1,681,321**	**140,193**
Outcome 2 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and No. 3)	1,381,195	1,281,508	99,687
Special appropriations	438,184	395,543	42,641
Special accounts	2,135	4,270	(2,135)
Administered total	**1,821,514**	**1,681,321**	**140,193**
Departmental expenses			
Departmental appropriation[2]	360,652	362,270	(45,137)
Expenses not requiring appropriation in the Budget year	75,660	58,871	16,789
Departmental total	**436,312**	**421,141**	**15,171**
Total expenses for Outcome 2	**2,257,826**	**2,102,462**	**155,364**

1. Represents estimated actual expenses for the 2025–26 financial year reported in the 2026–27 Portfolio Budget Statements.
2. Departmental appropriation includes section 74 retained revenue receipts.

Table A-4: 2025–26 Annual Performance Statement program outputs – administered outlays

Outcome 1	Actual expenses 2025–26	Actual expenses 2024–25[1]
Support for Families		
Family Tax Benefit A	$13,853.55m	$13,915.45m
Family Tax Benefit B	$4,003.18m	$3,998.80m
Single Income Family Supplement	$1.47m	$2.17m
Stillborn Baby Payment	$3.74m	$3.36m
Double Orphan Pension	$2.04m	$1.99m
Paid Parental Leave		
Parental Leave Pay	$4,002.53m	$3,208.71m
Support for Seniors		
Age Pension	$65,151.36m	$62,186.78m
Energy Supplement for Commonwealth Seniors Health Card holders	$61.11m	$66.75m
Financial Support for People with Disability		
Disability Support Pension	$24,726.17m	$23,084.54m
Essential Medical Equipment Payment	$10.34m	$9.95m
Mobility Allowance	$35.49m	$35.25m
Financial Support for Carers		
Carer Payment	$8,605.67m	$8,087.15m
Carer Allowance (Adult)	$2,272.20m	$2,149.71m
Carer Allowance (Child)	$953.11m	$885.51m
Carer Supplement	$658.99m	$637.52m
Child Disability Assistance Payment	$223.27m	$213.54m
Carer Adjustment Payment	$1.67m	$2.34m
Working Age Payments		
JobSeeker Payment	$16,583.69m	$15,537.55m
Youth Allowance (Other)	$1,332.84m	$1,203.70m
Parenting Payment (Single)	$7,466.50m	$7,156.90m

Outcome 1	Actual expenses 2025–26	Actual expenses 2024–25[1]
Parenting Payment (Partnered)	$899.12m	$896.03m
Special Benefit	$112.95m	$122.59m
Priority Investment Approach – Validation	$0.00m	$0.20m
Pensioner Education Supplement	$27.44m	$26.66m
Utilities Allowance	$25.50m	$23.19m
Payments under Special Circumstances	$2.14m	$1.91m
Student Payments		
Youth Allowance (Student)	$2,018.83m	$1,805.83m
Austudy	$382.20m	$333.11m
ABSTUDY – Secondary	$264.58m	$238.36m
ABSTUDY – Tertiary	$138.85m	$111.45m
Student Start-up Loan – Youth Allowance	$255.70m	$107.70m
Student Start-up Loan – ABSTUDY	$15.10m	$3.30m
Assistance for Isolated Children	$124.86m	$115.27m
Financial Support for People with a Disability		
Employment Services	$1,000.32m	$1,168.95m
Income Apportionment Resolution Payment		
Income Apportionment Remediation Payment	$83.56m	$0m

1. Where necessary, prior year's information has been reclassified and presented on a consistent basis with the corresponding appendix items.

Table A-4: 2025–26 Annual Performance Statement program outputs – administered outlays (continued) Outcome 2

Outcome 2	Actual expenses 2025–26	Actual expenses 2024–25[1]
Families and Communities		
Families and Children	$477.61m	$444.59m
Family Safety	$493.12m	$542.37m
Protecting Australia's Children	$20.77m	$32.71m
Sector Representation	$5.85m	$4.73m
Financial Wellbeing and Capability	$197.70m	$188.59m
Volunteering and Community Connectedness	$68.52m	$69.48m
National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Redress Payment	$392.24m	$284.97m
National Redress Scheme for Survivors of Institutional Child Sexual Abuse – Psychological Support Payment	$3.30m	$2.68m
Special account to support the National Plan to End Violence against Women and Children	$4.27m	$3.60m
Transition to Independent Living Allowance	$2.07m	$2.01m
Social Impact Investing Initiatives	$15.88m	$16.36m

1. Where necessary, prior year's information has been reclassified and presented on a consistent basis with the corresponding appendix items.

Appendix B: Advertising and market research

During 2025–26, 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.

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 $17,300 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 2025–26

Advertising agency name	Service provided	Amount paid $ GST incl.
33 Creative Pty Ltd	First Nations communication services - Volunteering Awareness	25,684
Carbon Media Pty Ltd	Targeted enabling activity services – National Commissioner for Aboriginal and Torres Strait Islander Children and Young People	76,458
Carbon Media Pty Ltd	First Nations communication services - Consent Can't Wait, phase 1 maintenance burst	110,000
Cox Inall Change Pty Ltd	Public relations - Consent Can't Wait	31,445
Cultural Perspectives Pty Ltd	Culturally and linguistically diverse communication services - Consent Can't Wait, phase 1 maintenance burst	109,520
Fenton Strategic Communications Pty Ltd	Creative development services, Australian Sign Language (AUSLAN) translation services, accessible products and translation services - Inclusive Employment Australia	198,000
Horizon Communication Group Pty Ltd	Targeted communication and stakeholder engagement – Income Apportionment	263,799
The Trustee for the BMF Unit Trust	Creative development - Consent Can't Wait, phase 2	155,496
Total		**970,403**

Table B-2: Payments to market research and polling organisations in 2025–26

Market research and polling organisation	Service provided	Amount paid $ GST incl.
Hall & Partners Pty Ltd	Market research – Stop it at the Start, phase 5	106,602
Orima Research Pty Ltd	Market research – Volunteering Awareness	71,022
Roy Morgan Research Ltd	Hub Customer Satisfaction Survey	1,027,246
Verian Group Australia Pty Ltd	Data services – Longitudinal Studies of Indigenous Children (LSIC) Waves 17–20	286,777
Verian Group Australia Pty Ltd	Evaluation of the Support for Trafficked People Program	525,140
Verian Group Australia Pty Ltd	Survivor Survey – Redress	457,600
Whereto Research Based Consulting Pty Ltd	Developmental Research – Leaving Violence Program	140,217
Whereto Research Based Consulting Pty Ltd	Market research – Disability Employment Services and the Disability Employment Centre for Excellence programs	264,000
Whereto Research Based Consulting Pty Ltd	Evaluation of Healthy MaTE	42,862
Whereto Research Based Consulting Pty Ltd	Evaluation of Be Connected Program	26,246
Whereto Research Based Consulting Pty Ltd	Market research – Consent Can't Wait	815,100
Whereto Research Based Consulting Pty Ltd	Developmental research – Consent Can't Wait phase 2	269,934
Total		**4,032,745**

Table B-3: Payments to direct mail organisations in 2025–26

Direct mail organisation	Service provided	Amount paid $ GST incl.
National Mailing & Marketing Pty Ltd	Distribution, warehousing and related services	1,542,690
Total		**1,542,690**

Table B-4: Payments to media advertising organisations in 2025–26

Media advertising organisation	Service provided	Amount paid $ GST incl.
Fairfax Media Publications Pty Ltd	Media subscription 2025–26	27,827
Mediabrands Australia Pty Ltd	Advertising – National Redress Scheme	52,787
Mediabrands Australia Pty Ltd	Advertising - Recruitment	23,516
Mediabrands Australia Pty Ltd	Advertising - Consent Can't Wait, phase 1 maintenance burst	3,300,000
Mediabrands Australia Pty Ltd	Advertising – Volunteering Awareness	149,337
Total		**3,553,467**

Appendix C: Climate statement

In accordance with the Commonwealth Climate Disclosure requirements, the Department of Social Services has prepared a standalone Climate Disclosure Report for the reporting period ended 30 June 2026. The report has been published on the Australian Government Transparency Portal and is available at: https://www.transparency.gov.au/annual-reports-and-entities/dss.

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.

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.

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 Osara Cancer Support if suitable.

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

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	https://guides.dss.gov.au/aicsg
Centre for Inclusive Employment	https://www.centreforinclusiveemployment.au/
Disability Employment Services Caseload and Commencements Data	www.data.gov.au/data/dataset/disability-employment-services-caseload-and-commencements-data
Inclusive Employment Australia Caseload and Commencements Data	www.data.gov.au/data/dataset/disability-employment-services-caseload-and-commencements-data
Inclusive Employment Australia – Program Information	https://www.dss.gov.au/inclusive-employment-australia
Disability Employment Services – Program Information	www.dss.gov.au/disability-and-carers-programs-services/employment-services-for-people-with-disability
Disability Employment Services – Information for participants	https://www.jobaccess.gov.au/people-with-disability
JobAccess – Information for participants	https://www.jobaccess.gov.au/i-am-a-person-with-disability
Disability Employment Services Monthly Data	www.data.gov.au/data/dataset/disability-employment-services-caseload-and-commencements-data
Inclusive Employment Australia Monthly Data	https://data.gov.au/data/dataset/iea-inclusive-employment-australia-monthly-profile/

Webpage title	Webpage address
Disability Employment Programs	www.dss.gov.au/disability-employment-programs
Disability Employment Reforms	https://www.dss.gov.au/disability-employment-reforms
Disability Employment Services - Outcome Rates by Disability Type	www.data.gov.au/data/dataset/disability-employment-services-outcome-rates-by-disability-type
Inclusive Employment Australia – 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/disability-employment-strategy
Inclusive Employment Australia Targeted Compliance Framework	https://data.gov.au/data/en/dataset/inclusive-employment-australia-iea-targeted-compliance-framework-tcf
Disability Employment Services Targeted Compliance Framework	www.data.gov.au/data/dataset/disability-employment-services-targeted-compliance-framework
Disability Employment Services performance scorecards	https://www.dss.gov.au/disability-employment-programs/disability-employment-services-performance-scorecards
DSS Benefit and Payment Recipient Demographics - quarterly data - Dataset - Data.gov.au (Income Support recipient demographics – including Disability Support Pension)	https://data.gov.au/data/dataset/dss-payment-demographic-data
DSS Income Support Recipients – Monthly Time Series - Dataset - Data.gov.au (Income Support recipient demographics – including Disability Support Pension)	https://data.gov.au/data/dataset/dss-income-support-recipients-monthly-time-series

Webpage title	Webpage address
Complaints, referrals and reporting	https://www.dss.gov.au/disability-employment-support-programs/complaints-referrals-and-reporting
Supported employment	https://www.dss.gov.au/disability-employment-support-programs/supported-employment
Job Access	www.jobaccess.gov.au
Development of Inclusive Employment Australia	https://www.dss.gov.au/iea
National Disability Abuse and Neglect Hotline data	https://www.dss.gov.au/disability-employment-support-programs/complaints-referrals-and-reporting/national-disability-abuse-and-neglect-hotline-data
National Panel of Assessors	https://www.dss.gov.au/disability-employment-support-programs/national-panel-assessors
National Standards for Disability Services Audit Scheme	https://www.dss.gov.au/disability-employment-support-programs/national-panel-assessors/national-standards-disability-services-audit-scheme
Outcomes Framework reporting	www.aihw.gov.au/australias-disability-strategy

Appendix F: Digital reporting tool data – non-corporate Commonwealth entities

Table F-1: 17AD(da) – Information about remuneration for key management personnel

		Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Name	Position title	Base salary[1]	Bonuses	Other benefits and allowances[2]	Superannuation contributions[3]	Long service leave[4]	Other long-term benefits		
Michael Lye	Secretary	$827,164	0	$1,305	$121,277	$30,834	0	0	$980,580
Matthew Flavel	Deputy Secretary	$437,621	0	$1,305	$89,143	$24,818	0	0	$552,887
Corri McKenzie	Deputy Secretary	$469,539	0	$1,305	$55,629	$10,913	0	0	$537,386
Patrick Hetherington	Deputy Secretary[5]	$334,892	0	$1,015	$62,860	$22,603	0	0	$421,370
Letitia Hope	Deputy Secretary[5]	$248,486	0	$595	$34,017	$2,965	0	0	$286,063
Thea Connolly	Deputy Secretary[6]	$112,814	0	$290	$20,169	$1,652	0	0	$134,925
Grant Lovelock	Deputy Secretary[6]	$109,221	0	$290	$20,169	$1,744	0	0	$131,424

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. Worked in the position for part of the year.
6. Acted in the position for part of the year.

Table F-2: 17AD(da) – Information about remuneration for senior executives

			Short-term benefits		Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Total remuneration bands	Number of senior executives	Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
$0 - $220,000	44	$71,242	0	$575	$13,287	$2,095	0	$17,842	$105,041
$220,001 - $245,000	1	$207,345	0	$1,738	$24,288	$3,701	0	0	$237,072
$245,001 - $270,000	8	$206,879	0	$1,123	$31,050	$5,710	0	$18,290	$263,053
$270,001 - $295,000	17	$214,427	0	$1,217	$38,469	$9,951	0	$18,888	$282,953
$295,001 - $320,000	9	$252,762	0	$1,287	$45,254	$8,888	0	0	$308,191
$320,001 - $345,000	9	$256,445	0	$1,239	$41,376	$13,644	0	$21,840	$334,544
$345,001 - $370,000	2	$233,426	0	$1,038	$35,951	$13,620	0	$74,908	$358,942
$370,001 - $395,000	5	$313,714	0	$1,296	$55,290	$11,386	0	0	$381,686
$395,001 - $420,000	1	$323,183	0	$1,305	$59,289	$14,668	0	0	$398,445
$495,001 - $520,000	1	$244,625	0	$970	$47,521	$5,869	0	$197,985	$496,970

Table F-3: 17AD(da) – Information about remuneration for other highly paid staff

				Short-term benefits	Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Total remuneration bands	Number of other highly paid staff	Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long term benefits	Average termination benefits	Average total remuneration
$260,000 – $270,000	0	0	0	0	0	0	0	0	0
$270,001 – $295,000	0	0	0	0	0	0	0	0	0
$295,001 – $320,000	0	0	0	0	0	0	0	0	0
$320,001 – $345,000	0	0	0	0	0	0	0	0	0
$345,001 – $370,000	0	0	0	0	0	0	0	0	0
$370,001 – $395,000	0	0	0	0	0	0	0	0	0
$395,001 – $420,000	0	0	0	0	0	0	0	0	0
$420,001 – $445,000	0	0	0	0	0	0	0	0	0
$445,001 – $470,000	0	0	0	0	0	0	0	0	0
$470,001 – $495,000	0	0	0	0	0	0	0	0	0
$495,001 – $520,000	0	0	0	0	0	0	0	0	0

Table F-4: 17AE(1)(aa) (i)–(iii) – Details of Accountable Authority during the reporting period (2025–26)

		Period as the accountable authority or member within the reporting period	
Name	Position title / position held	Start date (1 July Previous Year or after)	End date (30 June Current Year or before)
Mr Michael Lye	Secretary	1/07/2025	10/09/2025
Ms Letitia Hope	Acting Secretary	11/09/2025	14/09/2025
Mr Michael Lye	Secretary	15/09/2025	18/12/2025
Mr Patrick Hetherington	Acting Secretary	19/12/2025	18/01/2026
Mr Michael Lye	Secretary	19/01/2026	18/02/2026
Ms Corri McKenzie	Acting Secretary	19/02/2026	22/02/2026
Mr Michael Lye	Secretary	23/02/2026	28/05/2026
Mr Matthew Flavel	Acting Secretary	29/05/2026	2/06/2026
Mr Michael Lye	Secretary	3/06/2026	30/06/2026

Table F-5: 17AG (4)(aa) – Management of Human Resources - All ongoing employees (2025–26)

	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	65	4	**69**	159	41	**200**	0	0	**0**	0	0	**0**	0	0	**0**	**269**
Qld	32	3	**35**	95	22	**117**	0	0	**0**	0	0	**0**	0	0	**0**	**152**
SA	32	4	**36**	78	6	**84**	0	0	**0**	0	0	**0**	0	0	**0**	**120**
Tas	18	0	**18**	50	19	**69**	0	0	**0**	0	0	**0**	0	0	**0**	**87**
Vic	60	0	**60**	134	19	**153**	0	0	**0**	0	0	**0**	0	0	**0**	**213**
WA	10	1	**11**	42	16	**58**	0	0	**0**	0	0	**0**	0	0	**0**	**69**
ACT	428	14	**442**	854	193	**1047**	0	0	**0**	0	0	**0**	0	0	**0**	**1489**
NT	2	0	**2**	17	4	**21**	0	0	**0**	0	0	**0**	0	0	**0**	**23**
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	**647**	**26**	**673**	**1429**	**320**	**1749**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2422**

Table F-6: 17AG (4)(aa) –17AG (4)(aa) – Management of Human Resources - All non-ongoing employees (2025–26)

	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	2	1	3	8	0	**8**	0	0	**0**	0	0	**0**	0	0	**0**	**11**
Qld	0	0	0	3	0	**3**	0	0	**0**	0	0	**0**	0	0	**0**	**3**
SA	1	0	1	1	0	**1**	0	0	**0**	0	0	**0**	0	0	**0**	**2**
Tas	2	1	3	0	1	**1**	0	0	**0**	0	0	**0**	0	0	**0**	**4**
Vic	3	0	3	5	0	**5**	0	0	**0**	0	0	**0**	0	0	**0**	**8**
WA	0	0	0	1	0	**1**	0	0	**0**	0	0	**0**	0	0	**0**	**1**
ACT	5	0	5	15	4	**19**	0	0	**0**	0	0	**0**	0	0	**0**	**24**
NT	0	0	0	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
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	**13**	**2**	**15**	**33**	**5**	**38**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**53**

Table F-7: 17AG(4)(b)(i)–(iv) – Australian Public Sector (APS) classification and gender, Public Service Act ongoing employees (2025–26)

	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	3	0	**3**	3	0	**3**	0	0	**0**	0	0	**0**	0	0	**0**	**6**
SES 2	5	0	**5**	8	0	**8**	0	0	**0**	0	0	**0**	0	0	**0**	**13**
SES 1	10	0	**10**	36	3	**39**	0	0	**0**	0	0	**0**	0	0	**0**	**49**
EL 2	93	2	**95**	167	21	**188**	0	0	**0**	0	0	**0**	0	0	**0**	**283**
EL 1	172	9	**181**	386	87	**473**	0	0	**0**	0	0	**0**	0	0	**0**	**654**
APS 6	162	7	**169**	407	105	**512**	0	0	**0**	0	0	**0**	0	0	**0**	**681**
APS 5	152	7	**159**	331	79	**410**	0	0	**0**	0	0	**0**	0	0	**0**	**569**
APS 4	47	0	**47**	85	24	**109**	0	0	**0**	0	0	**0**	0	0	**0**	**156**
APS 3	1	0	**1**	4	0	**4**	0	0	**0**	0	0	**0**	0	0	**0**	**5**
APS 2	2	0	**2**	2	0	**2**	0	0	**0**	0	0	**0**	0	0	**0**	**4**
APS 1	0	1	**1**	0	1	**1**	0	0	**0**	0	0	**0**	0	0	**0**	**2**
Other	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
Total	**647**	**26**	**673**	**1429**	**320**	**1749**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2422**

Table F-8: 17AG(4)(b)(i)–(iv) – Australian Public Sector (APS) classification and gender, APS non-ongoing employees (2025–26)

	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	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
SES 2	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
SES 1	0	1	**1**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**1**
EL 2	0	0	**0**	3	0	**3**	0	0	**0**	0	0	**0**	0	0	**0**	**3**
EL 1	1	0	**1**	4	1	**5**	0	0	**0**	0	0	**0**	0	0	**0**	**6**
APS 6	3	1	**4**	6	0	**6**	0	0	**0**	0	0	**0**	0	0	**0**	**10**
APS 5	7	0	**7**	16	3	**19**	0	0	**0**	0	0	**0**	0	0	**0**	**26**
APS 4	1	0	**1**	4	1	**5**	0	0	**0**	0	0	**0**	0	0	**0**	**6**
APS 3	1	0	**1**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**1**
APS 2	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
APS 1	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
Other	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	0	0	**0**	**0**
Total	**13**	**2**	**15**	**33**	**5**	**38**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**53**

Table F-9: 17AG(4)(b)(i)–(iii) – Public Service Act employees by full-time and part-time status (2025–26)

	Ongoing			Non-ongoing			Total
	Full time	Part time	**Total ongoing**	Full time	Part time	**Total non-ongoing**	
SES 3	6	0	**6**	0	0	**0**	**6**
SES 2	13	0	**13**	0	0	**0**	**13**
SES 1	46	3	**49**	0	1	**1**	**50**
EL 2	260	23	**283**	3	0	**3**	**286**
EL 1	558	96	**654**	5	1	**6**	**660**
APS 6	569	112	**681**	9	1	**10**	**691**
APS 5	483	86	**569**	23	3	**26**	**595**
APS 4	132	24	**156**	5	1	**6**	**162**
APS 3	5	0	**5**	1	0	**1**	**6**
APS 2	4	0	**4**	0	0	**0**	**4**
APS 1	0	2	**2**	0	0	**0**	**2**
Other	0	0	**0**	0	0	**0**	**0**
Total	**2076**	**346**	**2422**	**46**	**7**	**53**	**2475**

Table F-10: 17AG(4)(b)(v) – Public Service Act employment type by location (2025–26)

	Ongoing	Non-ongoing	Total
NSW	269	11	**280**
QLD	152	3	**155**
SA	120	2	**122**
TAS	87	4	**91**
VIC	213	8	**221**
WA	69	1	**70**
ACT	1489	24	**1513**
NT	23	0	**23**
External Territories	**0**	**0**	**0**
Overseas	**0**	**0**	**0**
Total	**2422**	**53**	**2475**

Table F-11: 17AG(4)(b)(vi) – Public Service Act Indigenous employment (2025–26)

	Total
Ongoing	**115**
Non-ongoing	**2**
Total	**117**

Table F-12: 17AG(4)(c)(i) – Employment arrangements of SES and non-SES employees – Public Service Act employment arrangements (2025–26)

	SES	Non-SES	Total
Department of Social Services Enterprise Agreement 2024–2027*	0	3450	3450
Individual Flexibility Arrangement	0	31	31
Section 24(1) Determinations	54	0	54
Total	**54**	**3481**	**3535**

Table F-13: 17AG(4)(c)(ii) – Public Service Act employment salary ranges by classification level (minimum/maximum) (2025–26)

	Minimum salary	Maximum salary
SES 3	$423,974	$476,680
SES 2	$313,595	$358,356
SES 1	$235,140	$289,466
EL 2	$149,408	$237,409
EL 1	$126,762	$158,879
APS 6	$101,738	$115,899
APS 5	$92,885	$99,194
APS 4	$84,576	$90,908
APS 3	$74,651	$80,999
APS 2	$64,596	$71,881
APS 1	$57,497	$61,849
Other	0	0
Minimum/Maximum range	$57,497	$476,680

Table F-14: 17AG(4)(d)(iii)–(iv) – Public Service Act employment performance pay by classification level (2025–26)

	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 (2025–26)

	Number	Expenditure $'000 (GST incl.)
New contracts entered into during the reporting period	26	2,491
Ongoing contracts entered into during a previous reporting period	55	9,662
Total	**81**	**12,153**

Table F-16: 17AG(7A)(a)(i)–(iv) – Expenditure on reportable non-consultancy contracts (2025–26)

	Number	Expenditure $'000 (GST incl.)
New contracts entered into during the reporting period	209	781,760
Ongoing contracts entered into during a previous reporting period	258	212,312
Total	**467**	**994,072**

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 (2025–26)

Name of organisation	Organisation ABN	Expenditure $'000 (GST incl.)
Verian Group Australia Pty Ltd	38 000 601 221	1,270
Whereto Research Based Consulting Pty Ltd	65 605 178 603	1,268
Allen and Clarke Consulting Pty Ltd	66 632 186 059	1,236
Nous Group Pty Ltd	66 086 210 344	1,209
ARTD Pty Ltd	75 003 701 764	1,171
Department of the Treasury	92 802 414 793	865

Table F-18: Organisations receiving a share of reportable non-consultancy contract expenditure (2025–26)

Name of organisation	Organisation ABN	Expenditure $'000 (GST incl.)
Serendipity (WA) Pty Ltd	64 062 160 614	123,996
Atwork Australia Pty Ltd	29 009 452 153	80,218
Telstra Health Pty Ltd	38 163 077 236	78,146
Sureway employment and Training Pty Ltd	73 066 754 256	53,682
Wise Employment Ltd	68 093 718 766	53,275

Appendix G: Glossary of abbreviated terms and acronyms

Abbreviations and conventions

Abbreviation	Term
ABS	Australian Bureau of Statistics
ACCO	Aboriginal Community Controlled Organisation
ACT	Australian Capital Territory
ANAO	Australian National Audit Office
ANROWS	Australia's National Research Organisation for Women's Safety
AO	Order of Australia
APP	Australian Privacy Principles
APS	Australian Public Service
ATI	adjusted taxable income
AWEI	Australian Workplace Equality Index
CaFS	Children and Family Support Program
CALD	culturally and linguistically diverse
CO_2-e	carbon dioxide equivalent
CRA	Commonwealth Rent Assistance
DCC	Disability and Carers Committee
department	Department of Social Services
DES	Disability Employment Services
DPR	direct personal response
DSP	Disability Support Pension
DSS	Department of Social Services
DVA	Department of Veterans' Affairs
EL	Executive Level

Abbreviation	Term
EMG	Executive Management Group
ER	Emergency Relief
excl	excluding
FaC	Families and Children
FOLR	Funder of Last Resort (FOLR)
Fraud Rule	Public Governance, Performance and Accountability Rule 2014, section 10
FTB	Family Tax Benefit
FWC	Financial Wellbeing and Capability
GST	goods and services tax
IEA	Inclusive Employment Australia
IPS	Information Publication Scheme
IT	information technology
IVI	Internet Vacancy Index
IVR	Interactive Voice Response
KWSITH	Keeping Women Safe in their Homes program
LGBTIQA+	lesbian, gay, bisexual, transgender, intersex, queer or asexual
LIFA	lower income free area
MYEFO	Mid-Year Economic and Fiscal Outlook
National Plan	National Plan to End Violence against Women and Children 2022–2032
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NIC	National Indigenous Committee
NSW	New South Wales
NT	Northern Territory
OAIC	Office of the Australian Information Commissioner

Abbreviation	Term
Our Ways	Our Ways – Strong Ways – Our Voices: National Aboriginal and Torres Strait Islander Plan to End Family, Domestic and Sexual Violence 2026–2036
PARP	Payment Accuracy Review Program
PGPA Act	Public Governance, Performance and Accountability Act 2013
pp	percentage points
PPAP	Primary Prevention Action Plan
Privacy Code	Privacy (Australian Government Agencies – Governance) APP Code 2017
Qld	Queensland
SA	South Australia
Scheme	National Redress Scheme
SDAC	Survey of Disability, Ageing and Carers
SEDI	Social Enterprise Development Initiative
SES	Senior Executive Service
SMEs	small and medium enterprises
SPSP	Stronger Places, Stronger People
Tas	Tasmania
TED	Targeting Entrenched Disadvantage
TILA	Transition to Independent Living Allowance
Treasury	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)	N/A	Table of contents (print only).	Mandatory
17AJ(b)	N/A	Alphabetical index (print only).	Mandatory
17AJ(c)	Appendix G	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	Part 6 - Appendices and Index	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
17AD(b)	**Overview of the entity**		
17AE(1)(a)(i)	Overview	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

PGPA Rule Reference	Part of Report	Description	Requirement
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 Digital reporting tool data – non-corporate Commonwealth entities	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	Appendix F Digital reporting tool data – non-corporate Commonwealth entities	Position title of the accounta-ble authority or each member of the accountable authority	Mandatory
17AE(1)(aa)(iii)	Appendix F Digital reporting tool data – non-corporate Commonwealth entities	Period as the accountable au-thority or member of the ac-countable 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 en-tity differ from any Portfolio Budget Statement, Portfolio Additional Estimates State-ment or other portfolio esti-mates statement that was pre-pared for the entity for the peri-od, 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	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	Chapter 4.4 Managing our finances	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	Chapter 4.4 Managing our finances Part 5 - Financial Statements	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.
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

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(2)(b)(i)	Letter of Transmittal Transmittal	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)	Chapter 4.1 Governance structure	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)	Chapter 4.1 Governance structure	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
	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

PGPA Rule Reference	Part of Report	Description	Requirement
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
	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)	N/A	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)	N/A	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)	N/A	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

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(aa)	Chapter 4.3 Supporting our people	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
17AG(4)(b)	Chapter 4.3 Supporting our people	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 Supporting our people	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the *Public Service Act 1999*.	Mandatory
17AG(4)(c)(i)	Appendix F Digital reporting tool data – non-corporate Commonwealth entities	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 – non-corporate Commonwealth entities	The salary ranges available for APS employees by classification level.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(c)(iii)	Chapter 4.3 Supporting our people	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	Appendix F Digital reporting tool data – non-corporate Commonwealth entities	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	Appendix F Digital reporting tool data – non-corporate Commonwealth entities	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)	Appendix F Digital reporting tool data – non-corporate Commonwealth entities	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 *Commonwealth Procurement Rules*.	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 *"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]"*.	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 *"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."*	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 *"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."*	Mandatory
17AD(daa)	**Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts**		
17AGA	Appendix F Digital reporting tool data – non-corporate Commonwealth entities	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
	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)	Chapter 4.4 Managing our finances	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
	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

PGPA Rule Reference	Part of Report	Description	Requirement
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 - 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 – non-corporate Commonwealth entities	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 *"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."*	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 *"Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."*	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)	Appendix C Climate statement Chapter 4.1 Governance structure Part 3 - National Redress Scheme Chapter 4.3 Supporting our people Appendix D Com-pliance with the Carer Recognition Act	Information required by other legislation.	Mandatory

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improving *the* ***economic*** *and* ***social wellbeing*** *of* ***individuals, families*** *and* ***vulnerable members*** *of Australian communities*

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