



Australian Government  
Department of Social Services

# Corporate Plan 2022–23



Covering reporting  
period

2022–23 to  
2025–26

# Corporate Plan 2022-23

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Cover images: Suzanne Allen (woman in the background), and Mehar Sehgal (left) and Varun Sehgal (right).

# Secretary's foreword

I am pleased to present the Department of Social Services' (the department's) 2022–23 Corporate Plan (the Plan), which covers the reporting period 2022–23 to 2025–26, as required under paragraph 35 (1) (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The Plan is the department's primary planning document and outlines our purpose and key activities for the next 4 years. It sets out how we will deliver and measure our key activities to support the wellbeing of Australians, both individuals and their families.

The department's purpose is delivered under 4 key outcome areas — social security, families and communities, disability and carers and housing. How we engage with stakeholders is fundamental to our success. Importantly, we have a number of portfolio agencies who are our essential partners in meeting our policy, program and service delivery responsibilities. We are committed to fostering productive relationships and consulting with state and territory governments, Australian Government agencies, third parties and key peak bodies in the development and delivery of policy solutions.

COVID-19 continues to impact on the lives of all Australians. The department will continue to be agile in providing advice to government and implementing responses to the COVID-19 pandemic, as well as other environmental factors such as cost of living pressures, labour mobility and natural disasters to support individuals and families in Australian communities.

Our people are critical in delivering the key priorities of the department. We have a significant focus on developing our workforce capability and implementing strategies to support a diverse and inclusive workforce.

## **Our Priorities for 2022-23**

The key priorities that we will deliver on behalf of the Australian Government are:

- ensuring the social security payment system provides support to people when they need it most
- working with key government partners to improve the supply of social and affordable housing, including for women and children fleeing domestic and family violence
- managing the abolition of the Cashless Debit Card program and ensuring support is in place for transition of participants including to other income management arrangements
- delivering the National Redress Scheme for Institutional Child Sexual Abuse ensuring applicants are provided with timely and trauma informed support
- supporting the development of the new National Plan to End Violence against Women and Children, and delivering key election commitments, including an additional 500 frontline domestic violence workers, and the establishment of the Domestic, Family and Sexual Violence Commission
- leading the Commonwealth's implementation on three targets under the National Agreement on Closing the Gap (targets 9 - housing, 12 - out-of-home care, and 13 - family violence) and the cross-cutting outcome of disability, and embedding the Priority Reforms to transform the way we work and partner with First Nations people, communities and organisations
- leading the Commonwealth on the implementation of Australia's Disability Strategy 2021-31 and embedding this throughout the programs that the department delivers
- supporting the government with the ongoing development of disability policy supporting recipients of the National Disability Insurance Scheme (NDIS) and all Australians with disability
- supporting the review of the National Disability Insurance Scheme
- reforming the Disability Employment Services (DES) Program to introduce contemporary programs to align with employment services
- supporting the COVID-19 response for people with disability, in accessing health and vaccination services.

The department has a key stewardship role in the delivery of a number of cross-government strategies including Australia's Disability Strategy, the National Framework for Protecting Australia's Children and the development of the new National Plan to End Violence against Women and Children.

I look forward to working with our Portfolio Ministers and Assistant Ministers, their staff, portfolio agencies, external partners, and stakeholders to deliver the outcomes set out in this Plan.



# Statement of preparation

I, Ray Griggs, as the accountable authority of the Department of Social Services present the 2022–23 Department of Social Services Corporate Plan (the Plan), which covers the period 2022–23 to 2025–26, as required under paragraph 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). The Plan is prepared in accordance with the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule). This Plan has been compiled for the 2022–23 financial year.

**Ray Griggs AO CSC**

Secretary

August 2022



# Contents

Secretary's foreword .....	3
Statement of preparation .....	4
Acknowledgement of Country .....	6
Our mission .....	6
Our purpose .....	6
Our outcomes .....	7
Cross government priorities .....	7
Australia's Disability Strategy 2021-2031 .....	7
Safe & Supported: the National Framework for Protecting Australia's Children 2021-2031 .....	8
The new National Plan to End Violence against Women and Children 2022-2032 .....	8
Collaboration .....	9
Our structure .....	9
Our portfolio agencies .....	10
Our operating context .....	11
Our environment .....	11
Our capability .....	12
Our values .....	12
Our workforce .....	12
Our diversity .....	13
Grants capability .....	13
Data capability .....	14
Financial capability .....	14
Governance capability .....	15
Risk oversight and management .....	16
Our risk management .....	16
Our enterprise risks .....	17
Our performance .....	19
Outcome 1: Social Security .....	21
Programs and activities .....	21
Performance Tables Outcome 1: Social Security .....	22
Outcome 2: Families and Communities .....	35
Programs and activities .....	35
Performance Tables Outcome 2: Families and Communities .....	36
Outcome 3: Disability and Carers .....	45
Programs and activities .....	45
Performance Tables Outcome 3: Disability and Carers .....	46
Outcome 4: Housing .....	56
Programs and activities .....	56
Performance Tables Outcome 4: Housing .....	57



## Acknowledgement of Country

The department acknowledges the traditional country throughout Australia on which we gather, live, work and stand. We acknowledge all traditional custodians, their Elders past, present and emerging and we pay our respects to their continuing connection to their culture, community, land, sea and rivers.

## Our mission

Our mission is to improve the wellbeing of individuals and families in Australian communities.

## Our purpose

Our enduring purpose is to continue to support the economic and social wellbeing of individuals and families.

The department's responsibilities as set out in the Administrative Arrangement Orders are:

- income security and support policies and programs for families with children, carers, the aged, people with disabilities, and people in hardship
- income support policies for students and apprentices
- income support and participation policy for people of working age
- services for families with children, people with disabilities and carers
- community mental health
- community support services
- family relationship, family and children's support services
- social housing, rent assistance, and homelessness
- child support policy
- services to help people with disabilities obtain employment
- non-profit sector and volunteering
- services and payments relating to social security, child support, students, families, aged care and health programs (excluding health provider compliance)
- Australian Hearing Services
- Whole of government service delivery policy.

# Our outcomes

Our purpose is delivered under 4 outcomes areas, including:

<b>OUTCOME 1</b> <b>Social Security</b>	A sustainable social security system that incentivises self-reliance and supports people who cannot fully support themselves by providing targeted payments and assistance.
<b>OUTCOME 2</b> <b>Families and Communities</b>	Contribute to stronger and more resilient individuals, families, and communities by providing targeted support.
<b>OUTCOME 3</b> <b>Disability and Carers</b>	Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.
<b>OUTCOME 4</b> <b>Housing</b>	Improving housing affordability, supporting social housing for individuals, and preventing and addressing homelessness by providing targeted supports.

## Cross government priorities

The department has a stewardship role in delivering nationally consistent approaches to address contemporary social policy issues that transcend responsibilities across both portfolios and different levels of government. Important examples of how we are ensuring those in need have access to appropriate social services include Australia's Disability Strategy 2021-2031, Safe & Supported: the National Framework for Protecting Australia's Children 2021-2031 and the new National Plan to End Violence against Women and Children 2022-2032.

### Australia's Disability Strategy 2021-2031

Australia's Disability Strategy 2021-2031 (the Strategy) provides a national framework against which all levels of government have agreed to focus on improving outcomes for people with disability over the next 10 years. The department has a leadership role in supporting implementation of the Strategy, including working across all governments and Australian Government agencies.

The Strategy recognises the diversity of people with disability and the intersectional impacts affecting different groups of people with disability. The Strategy complements the commitment and endorsement by all levels of government on Closing the Gap, providing an opportunity to drive national action and improve outcomes with and for Aboriginal and Torres Strait Islander peoples with disability.

In 2022-23, the department will work to embed the Strategy's approach to evaluation across all programs. We will use the guiding principles when developing new policy, programs, services or systems to uphold the rights of people with disability, and improve the way the department conducts consultations to be more inclusive and accessible to people with disability. The department will also be working across its programs to progress the following policy priorities in the Strategy:

- increase employment of people with disability
- improve transition of young people with disability from education to employment
- strengthen financial independence for people with disability
- increase the availability of affordable housing
- people with disability are able to access supports that meet their needs
- the NDIS provides eligible people with permanent and significant disability with access to reasonable and necessary disability supports

- people with disability are supported to access assistive technology
- the role of informal support is acknowledged and supported
- people with disability are safe and feel safe from violence, abuse, neglect and exploitation
- policies, processes and programs provide better responses to people with disability who have experienced trauma
- policies, processes and programs for people with disability promote gender equality and prevent violence against groups at heightened risk, including women and their children
- the rights of people with disability are promoted, upheld and protected.

The department is also responsible for the reporting on the Strategy. This includes an annual Targeted Action Plan report and an Outcomes Framework report, which will track progress against the Strategy's Policy Priorities. In late 2023, the first biennial implementation report will be provided to the Australian Parliament, this will show what progress has been made and what actions have been taken by governments. All reports will be publicly available through the Australia's Disability Strategy Hub at [www.disabilitygateway.gov.au/ads](http://www.disabilitygateway.gov.au/ads).

## Safe & Supported: the National Framework for Protecting Australia's Children 2021-2031

Safe & Supported: the National Framework for Protecting Australia's Children 2021-2031 (Safe and Supported: the National Framework) sets out a national 10 year framework to improve the lives of children, young people and families experiencing disadvantage or who are vulnerable to abuse and neglect. It was developed by the Commonwealth and state and territory governments in partnership with SNAICC – National Voice for our Children and an Aboriginal and Torres Strait Islander Leadership Group.

Safe & Supported will be delivered by 2 5 year Action Plans. For the first time, Aboriginal and Torres Strait Islander peoples will have their own Action Plan developed in partnership with Aboriginal and Torres Strait Islander representatives. Safe & Supported embeds the Priority Reforms of the National Agreement on Closing the Gap to transform how governments work to support improved outcomes for Aboriginal and Torres Strait Islander children, young people and families. It will be a key mechanism in responding to the Closing the Gap Target 12 to reduce the rate of over-representation of Aboriginal and Torres Strait Islander children in out-of-home care by 45% over 10 years.

The Framework has 4 focus areas:

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

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

The new National Plan to End Violence against Women and Children 2022-2032 will provide a framework for tangible change through commitment to 10 years of ambitious and sustained action. The Australian Government is developing the new National Plan to End Violence against Women and Children 2022-2032 to replace the previous National Plan, which ended in mid-2022. The National Plan is being developed through consultation with victim-survivors, specialist services, representatives from the health, law and justice sectors, business, and community groups, all levels of government and other experts. The National Plan supports and protects gender equality while addressing the drivers of violence against women and children.



The 10 year National Plan will be underpinned by 5 year action plans, including dedicated five-year Aboriginal and Torres Strait Islander Action Plans. The Action Plans will detail the priority focus areas for implementation and investment. The Aboriginal and Torres Strait Islander Advisory Council on family, domestic and sexual violence is leading work on the dedicated Aboriginal and Torres Strait Islander Action Plans. This will provide a foundation for a standalone National Plan for Aboriginal and Torres Strait Islander people.

## Collaboration

The successful implementation of the cross government policy initiatives is contingent on inter-governmental collaboration and alignment. This requires fostering productive relationships with state and territory governments and other Australian Government agencies to fulfil our purpose. National scale changes necessitate effective relationship building with the community, so that shared values and commitments can be achieved. In pursuing outcomes, the department cultivates open and respectful relationships with the private sector, not-for-profit organisations and Australia's diverse communities.

## Our structure

Our department is organised into 4 streams:

<b>SOCIAL SECURITY STREAM</b>	The Social Security stream manages income support policies and programs that support families, carers, the aged, people with disability, students and apprentices, as well as people of working age. The stream also manages housing and homelessness policies and programs, along with the department's centralised data strategy and evaluations function.
<b>FAMILIES AND COMMUNITIES STREAM</b>	The Families and Communities stream supports vulnerable communities, families and children, and promotes family safety. It is responsible for the National Redress Scheme, problem gambling, financial wellbeing policy, programs to support families, women and children to be safe and thriving, and cashless welfare policy. The Community Grants Hub, which delivers community-based grants funding on behalf of Australian Government client departments and agencies, is also in this stream.
<b>DISABILITY AND CARERS STREAM</b>	The Disability and Carers stream oversees policy and programs providing targeted supports and services for people with disability and carers. This includes policy related to the National Disability Insurance scheme (NDIS), Disability Employment Services (DES) and the Australian Disability Strategy (ADS).
<b>CHIEF OPERATING OFFICER STREAM</b>	The Chief Operating Officer stream has a key role of overseeing the department's Corporate functions, the Chief Counsel's office, the Chief Financial Officer and the Portfolio Coordination function.

# Our portfolio agencies

The Social Services portfolio comprises the following portfolio bodies:

## Australian Institute of Family Studies

The Australian Institute of Family Studies (AIFS) is a statutory body established under the Family Law Act 1975. The AIFS conducts impartial research into wellbeing of Australian families, and Australian provides an evidence base for developing policy and practice relating to the wellbeing of families in Australia.

## National Disability Insurance Agency

The National Disability Insurance Agency is an independent statutory agency, established under the National Disability Insurance Scheme Act 2013 to deliver the National Disability Insurance Scheme (NDIS) which supports a better life for Australians with a significant and permanent disability and their families and carers.

## NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (the Commission) is an independent agency established to improve the quality and safety of NDIS supports and services. The Commission works with NDIS participants, service providers, workers and the community to implement a new nationally consistent approach so that across Australia participants can access services and supports that promote choice, control and dignity.

The department is established as a Department of State under the Administrative Arrangements Order. We deliver our key services through our portfolio agencies. Our success is in collaborating with and in demonstrating our work across the portfolio agencies and the wider Commonwealth.

## Services Australia

Services Australia provides advice and high quality accessible social, health and child support services and payments to individuals, families, businesses and communities. SA administers the programs - Centrelink, Medicare, Child support and My Gov.

## Hearing Australia

Hearing Australia is a Public Non-financial Corporation (Trading) entity established under the Australian Hearing Services Act 1991. Hearing Australia provides research and hearing services for the wellbeing of all Australians.

## Domestic, Family and Sexual Violence Commission

Domestic, Family and Sexual Violence Commission oversees the implementation of the National Plan to end violence against women and children. It provides policy leadership, developing and fostering relationships across the sector and ensures cooperation and transparency between the Commonwealth, states and territories in delivering the targets and objectives of the National Plan.

# Our operating context

The department operates in a complex, interconnected and evolving environment. Our success is contingent on our ability to anticipate, adapt and respond to the changing environment, while maintaining our focus on improving the wellbeing of individuals and families in Australian communities. We use our networks and expertise to inform mainstream policy and programs, legislative and structural reform and funding of priority programs.

## Our environment

### Cost of living

A range of factors have contributed to increased pressures on the cost of living for Australians. Global events such as the conflict in Ukraine have adversely affected energy prices, causing flow-on effects across supply chains internationally. The issues have been exacerbated by long-term stagnant wage growth coupled with the recent rising inflation and increases in interest rates. Housing affordability remains a crucial issue. Pandemic related delays, material shortages, labour shortages and many of the large builders going into voluntary administration in recent years have constrained the supply of new homes. The Commonwealth Rent Assistance payment is a key support for Australians receiving income support or family assistance payments with the cost of their private rental or community housing. We work with Treasury and state and territory governments, including through the National Housing and Homelessness Agreement (NHHA) to improve housing outcomes.

### COVID-19

COVID-19 has continued to have a profound and diverse impact on Australians since January 2020. We responded quickly to provide additional support across the nation with changes to eligibility for Income Support payments and the Coronavirus Supplement. Australia is adjusting to a new reality of living with COVID-19 in the community and managing risk with public measures such as vaccines. The portfolio endeavours to be agile in providing timely support where needed as we learn to live with the virus. The department continues to support collective actions across the Commonwealth that seek to safeguard the health and wellbeing of people with disability during the Pandemic, while respecting their rights, informed choices and dignity.

### Natural disasters

The significant frequency and intensity of natural disasters in recent years has been challenging for the Australian people. These events have increased the vulnerability of Australians towards disadvantage, including homelessness and loss of work. The department pivots to allocate parts of our workforce to respond to urgent situations, including specialist surge teams. We collaborate with Australian Government agencies such as the National Recovery and Resilience Agency to respond to natural disasters. Our portfolio agency, Services Australia, helps people directly affected by natural disaster events with targeted support such as Australian Government Disaster Recovery Payment and Disaster Recovery Allowance.

### Longer life expectancy

As people are living longer we must remain responsive to how these changes affect the outcome areas of the department, the relative demand for services and the sustainability of the social security system. These demographic shifts present specific challenges for the department. With the population ageing, the proportion of those who are working-age is decreasing. A long-term gradual reduction is occurring to the proportion of senior Australians receiving the full rate of Age Pension. This is driven by a range of factors including new retirees having more assets at retirement due to the maturation of the superannuation system.

### Reconciliation

The department is committed to partnering effectively with Aboriginal and Torres Strait Islander peoples. We take a leadership role in reconciliation processes based on relationships, respect and opportunity. The Reconciliation Action Plan (stretch) 2021-2024 is the key document used to guide the department's continued commitment to reconciliation. While the department is proud of the progress made to date, it is enthusiastic for the work to come. This includes an Aboriginal and Torres Strait Islander specific action plan in partnership with community leaders through Safe and Supported: the National Framework for

Protecting Australia's Children (2021-2031), a framework that embeds the 4 Priority Reforms of the National Agreement on Closing the Gap. Implementation of the Closing the Gap Disability Sector Strengthening Plans puts into practice the Priority Reforms of working in partnership with First Nations people and building the First Nations community controlled sector. Our Indigenous procurement policy also demonstrates active investment into sustainable economic empowerment of Aboriginal and Torres Strait Islander peoples.

## Workforce

The current national unemployment figures are low. COVID-19 related state border restrictions have been lifted, allowing for a return to interstate mobility for Australian workers. Lockdown orders began a transformation of workplace practices to allow for working from home. The success of these practices over the duration of the pandemic have shifted the culture in many workplaces. The department has updated its Flexible Working Arrangements Policy in recognition of the shift in working arrangements and staff capabilities. Hybrid work now forms a part of our workforce planning process. This opens access to more employment opportunities where previously it was not practical due to distance or other factors. Adequate employment opportunities for people with disability remain a challenge. Australia's Disability Strategy 2021-2031 sets increasing employment of people with disability as a priority delivered through the Employment Targeted Action Plan and Employ My Ability – the Disability Employment Strategy.

# Our capability

## Our values

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

## Our workforce

Our people lie at the heart of the department's success and its future. We are focused on enabling and developing our people so they can maximise their contribution in our complex operating environment.

We invest in continuous learning across a range of skills relating to policy, program, service delivery and professional corporate streams. Professional development includes a mix of experiential learning and formal training.

Operational workforce planning is aligned with annual business and risk planning, enabling senior leaders to manage their workforce capability and capacity at a local level.

Our 4 workforce themes are:

- **Inclusion:** A safe and inclusive workplace that reflects the diversity of the Australian community
- **Leadership:** We will support purpose driven leadership, promote higher levels of leadership engagement and model the department's workplace behaviours and APS standards
- **Adaptability:** An adaptive and responsive workforce
- **Capability:** Building workforce capability for now and the future.

Our workplace behaviours are expressions of our commitment to making a difference. We are:

- **Action-oriented** – we have a bias for action and achieving outcomes
- **Builders of cooperative relationships** – we work with internal and external stakeholders to achieve results
- **Curious** – we listen, learn, see opportunities and adapt
- **Decisive** – we progress issues in a timely manner and are accountable to ensure closure.

The safety and wellbeing of our team is crucial. Reinforcing a strong and consistent safety culture is a key part of organisational performance.

Our ability to deliver timely and high-quality policy advice to governments is key to our effectiveness as an organisation. The department will continue to focus on building and refining our policy capability to meet the needs of Government and of the Australian people.

## Our diversity

The department has a range of action plans and strategies aimed at supporting our workforce, including a Reconciliation Action Plan, an Aboriginal and Torres Strait Islander Workforce Action Plan, a Diversity and Inclusion Strategy and Workforce Strategy. These plans and strategies work in conjunction with the Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy, APS Disability Employment Strategy, Australia's Disability Strategy 2021-2031, and the APS Gender Equality Strategy.

As an inclusive department, we support a number of staff led diversity committees and networks and provide appropriate supports and resources to ensure that we foster a truly diverse and inclusive workforce for all staff including:

- Aboriginal and Torres Strait Islanders
- Culturally and linguistically diverse people
- LGBTIQ+ people
- People with disability.

## Workforce Strategy

A new Workforce Strategy to be delivered in 2022-23, replacing the 2019-22 strategy, will focus on building a productive, safe, diverse and respectful workplace to support the delivery of government priorities and the department's mission. APS reform and global workforce trends continue to influence our approach, including competing for talent, digital transformation, demographic and social shifts.



## Grants capability

Each year the Government provides grant funding to deliver on its policy objectives for the benefit of Australians. The Community Grants Hub is a centralised grants function with staff based across Australia delivering grants administration services for the department and 8 other government departments. In 2021-22, the Community Grants Hub managed 25,102 grants of over \$8.3 billion in value for the department and other agencies.



Through shared services arrangements and partnerships with government departments and funded organisations, the Community Grants Hub drives consistency in grant administration by developing and maintaining standardised tools to support best practice in grants management. Support is offered through all stages of the grants administration lifecycle, aiming to reduce duplication and ensure the most effective approaches are used to identify and respond to community needs.

The Community Grants Hub facilitates strategic engagement between the department and the social, disability, health and aged care services sectors, leveraging opportunities, evidence and engagement to target programs more effectively and maximise outcomes. Through the department's geographically dispersed network of staff, including Funding Arrangement Managers, based in all states and territories, our aim is to capture intelligence on the ground. Our engagement and interaction with funded organisations and the broader sectors, supports the ongoing development and improvement of the policies, programs and grant activity delivered by the department and client agencies.

## Data capability

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

Starting from a solid foundation, the department is working to build its data capability. In 2021-22, the department established the role of Chief Data Officer (CDO), launched a new Data Strategy, and developed an Analytics Forward Work Program.

The DSS Data Strategy 2022-24 sets the strategic direction for the department's data agenda over the next 3 years, to deliver the vision of empowering every person in the department to achieve more with data. The Strategy outlines the goals to improve and reinforce the department's data foundations across 5 themes: capability; governance; culture; data access and sharing; and technology.

In 2022-23, the department will continue to:

- invest in data development and integration for payment and program administrative data including opportunities for exploring data sharing with state and territory jurisdictions
- focus on supporting program areas to understand and derive program insights, particularly to understand client pathways and outcomes
- explore and participate in initiatives related to data, analytics, capability development and evaluation across the Australian Public Service,
- improve the collection and reporting of outcomes data through the Data Exchange – the department's program performance reporting system
- build data literacy and capability across the department.

## Financial capability

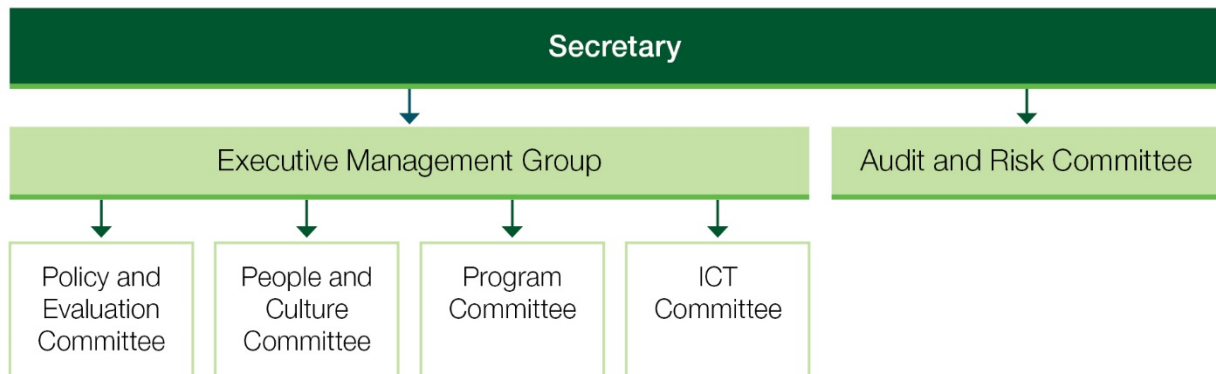
Our Finance Group leads the department's finance capability and ensures compliance with legislative and policy requirements. The group facilitates allocation of budgets to priorities for the delivery of the department's outcomes. The group is a key enabler in ensuring the financial health of the department through advice to the:

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

## Governance capability

The department's governance structure is designed to ensure accountability to support the work of the department and support the Secretary, as the accountable authority. The structure is shown in the diagram below.

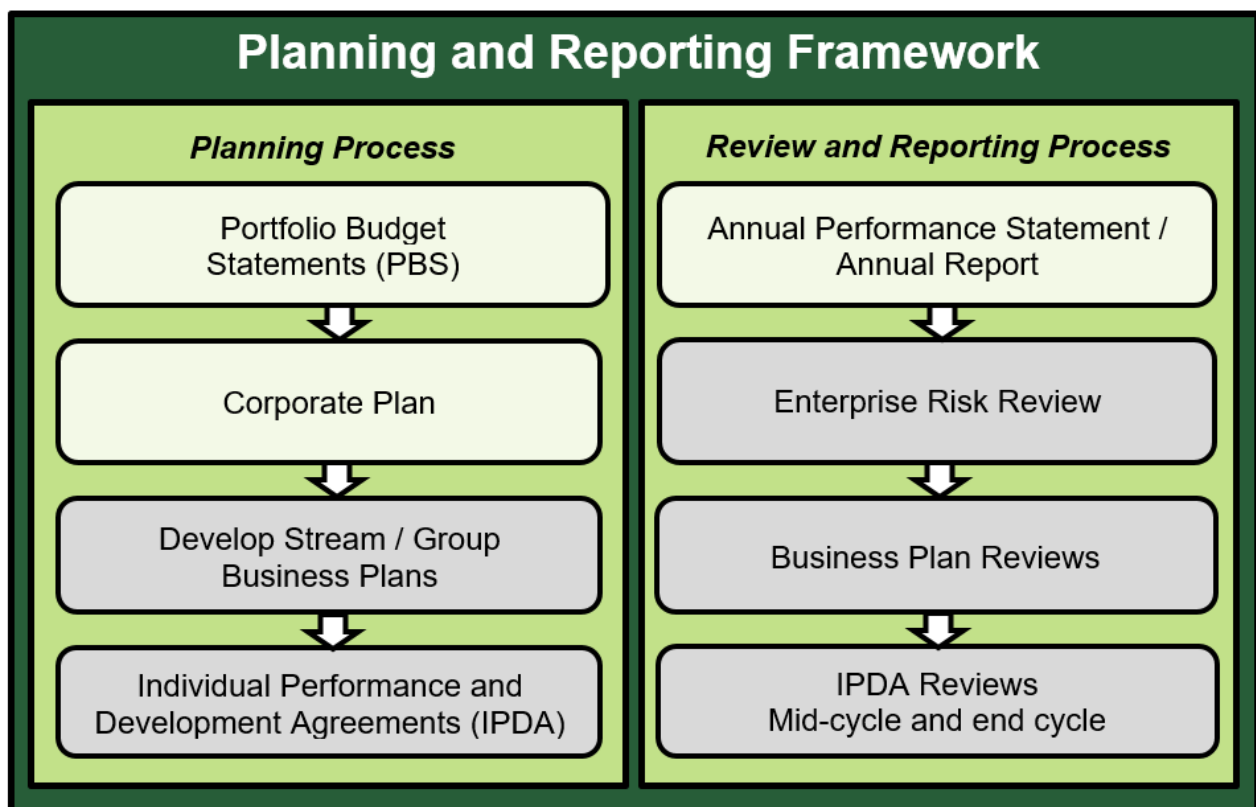
Governance structure diagram



## DSS planning and reporting framework

The department's planning and reporting framework supports the delivery of our obligations under the PGPA Act and ensures that the business planning, performance measurement and budget processes are aligned.

The Corporate Plan is our primary planning document and it integrates our outcomes, performance, priorities, and workplace values. The detailed group business plans and individual performance plans cascade down from the Corporate Plan, which allows the department to have a clear line of sight between our strategic objectives and performance. We measure and assess performance in contributing to government policy objectives through the lens of the 4 outcomes.



# Risk oversight and management

## Our risk management

The Enterprise Risk Management Model (the model) shows how the department's current approach to risk is managed across the department in the context of our mission, purpose and organisational priorities. The model is overseen by the Executive Management Group, Executive Committees and Secretary for awareness and treatment.

Our risk framework enables us to provide consistent and effective identification, assessment and proportional response to risk to support achievement of our purpose. It provides oversight and supports staff in the department to meet their duties under Section 16 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and the Commonwealth Risk Management Policy.

The risk framework serves to inform the decision-making process on how we design, implement, monitor and continually improve risk management. It provides clear responsibilities for all our staff to manage and report on risk.



Executive committees oversee the approach and effectiveness of our risk framework and make decisions about enterprise risks. In addition to the governance committees, the Chief Risk Officer Working Group supports the Chief Risk Officer and the Executive Management Group in recognising and raising awareness of risk related issues within the department. The department's nominated Risk Stewards, each oversee an identified enterprise risk are members of this group.

Enterprise risks are reviewed annually to assess currency, relevance and the status of the key controls and progress of treatment actions. This review process informs executive governance committees to ensure senior executive oversight and appropriate management action. The risk review process is also aligned to our corporate planning cycle to strengthen the management of risk by integrating risk into our governance and enterprise planning models, thereby ensuring management of risk is incorporated into decision-making at all levels.

Effective risk management is fundamental to ensuring we are able to deliver on the Government's priorities for our department. Working in an environment where third parties deliver our programs requires us to understand how best to manage shared risks. As a result, we require the right evidence, at the right time, to make sound management decisions regarding the development, implementation and oversight of policy outcomes.

We are focused on increasing our capability and capacity to manage risk and fostering a positive risk culture. Transforming our culture supports our commitment to changing the way we manage risk. Our focus includes traits and behaviours outlined in our workforce behaviours.



#### **ACTION-ORIENTED**

We have a bias for action and achieving outcomes.

##### **To do this we:**

1. support executive decisions and resource allocations, across the full business of the department, with documented risk assessments
2. regularly review and act on escalated risks.



#### **BUILDERS OF CO-OPERATIVE RELATIONSHIPS**

We work with internal and external stakeholders to achieve results.

##### **To do this we:**

1. collaborate with stakeholders to understand our risk exposures
2. engage to build consensus among our stakeholders on how to treat our shared risks.



#### **CURIOUS**

We listen, learn, see opportunities and adapt.

##### **To do this we:**

1. we bring an open mind, energy and enthusiasm to everything we do including how we engage with risk
2. are honest with our risk assessments and treatment options.



#### **DECISIVE**

We progress issues in a timely manner and are accountable for ensuring closure.

##### **To do this we:**

1. ensure we escalate and act on critical risks as they arise
2. use risk management to drive a decision or action rather than only an administrative or compliance effect.

In addition to Risk Management, internal audit provides independent oversight and assurance that our internal controls are fit for purpose and operating in an efficient, effective, economical and ethical manner. Continual improvement of our control environment and strengthening of our systems and processes ensures we are able to effectively manage current risks and issues whilst adapting to new or emerging challenges as they arise.

Over the next 4 years, we will continue to develop and mature our Risk Framework to help departmental staff further engage with risk and apply best practice. Our risk appetite is outlined in our risk framework and will continue to be further enhanced through an integrated approach to business and project planning.

## **Our enterprise risks**

We have 6 risks at the enterprise level. The department's Executive Management Group has identified these enterprise risks as potential threats to achieving our mission, purpose and priorities. These risks are strategic in nature and cut across our organisational boundaries. Managing these risks requires oversight by our executives and Executive Committees to ensure we take an integrated approach to treating them.

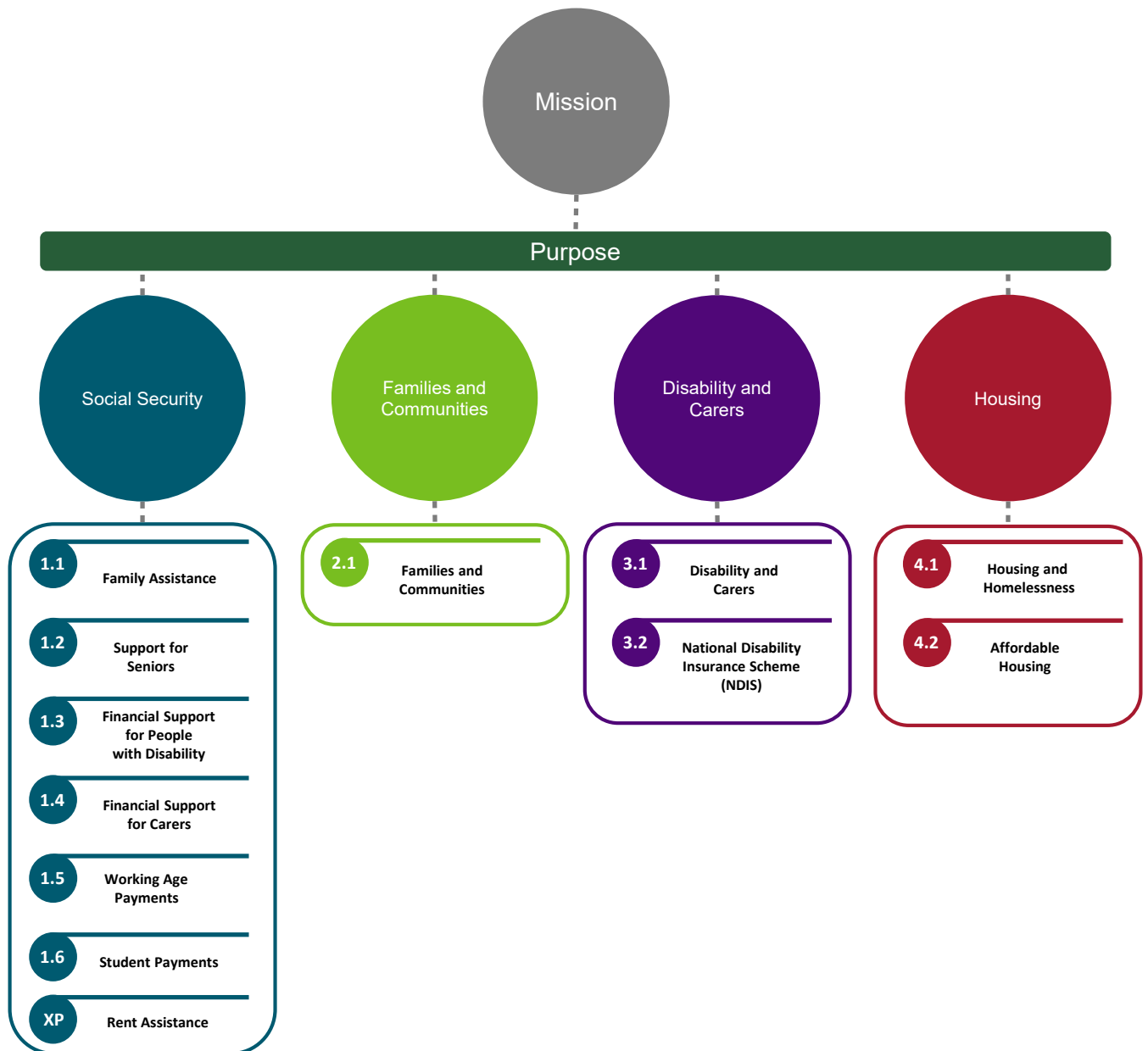
Below are our enterprise risks and mitigations.

CATEGORY	ENTERPRISE RISKS	MITIGATIONS
Delivery	<ul style="list-style-type: none"> <li>Inability to provide quality policy advice and implement Government priorities.</li> <li>Inability to anticipate or respond to fiscal and the economic environment.</li> </ul>	<ul style="list-style-type: none"> <li>We continue to implement government priorities in line with legislation, frameworks and guidance to deliver against our four outcomes.</li> <li>Engage with policy experts in the academic sector to understand public policy impacts at a system level.</li> <li>Further enhance a DSS Risk Management Framework and use Enterprise Risk Stewards to further educate staff about risk.</li> <li>Further enhance the Business Planning Framework to better integrate priorities, projects and performance to ensure the most effective and efficient allocation of our people, resources and effort.</li> </ul>
People and Capability	<ul style="list-style-type: none"> <li>Inability to manage workforce requirements including capability, safety and wellbeing.</li> </ul>	<ul style="list-style-type: none"> <li>Implement and monitor the DSS Workforce Strategy that sets direction and priorities to support and develop our people.</li> <li>Continue to cultivate the application of the DSS Leadership Behaviours through embedding the leadership and management craft into development programs.</li> <li>Continue to mature diversity and inclusion efforts through a new Action Plan and our Senior Executive diversity champions.</li> <li>Implement the APS Mental Health and Wellbeing Framework into the department to support health and wellbeing initiatives already in place.</li> </ul>
Policy and Data	<ul style="list-style-type: none"> <li>Ineffective integration between policy, program, delivery and evaluation.</li> <li>Inability to maintain system, data or payment integrity.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to grow the use of data to deliver on evaluations, insights and to inform policy and program improvements.</li> <li>Develop a department Data Strategy and Evaluation, Research and Analytics Forward Work Program, including establishment of a DSS Chief Data Officer.</li> <li>Continue to build on oversight of payment delivery through the Random Sample Survey process to provide assurance on payment integrity with Services Australia.</li> </ul>
Relationships and Influence	<ul style="list-style-type: none"> <li>Inability to influence and oversight third parties in critical sectors.</li> </ul>	<ul style="list-style-type: none"> <li>We demonstrate shared benefit of collaboration through partnership approaches with the sectors, including for example disability providers in relation to the NDIS and grant providers.</li> <li>We have a credible network of state footprints with the local community sector, which we will continue to develop and grow.</li> </ul>



# Our performance

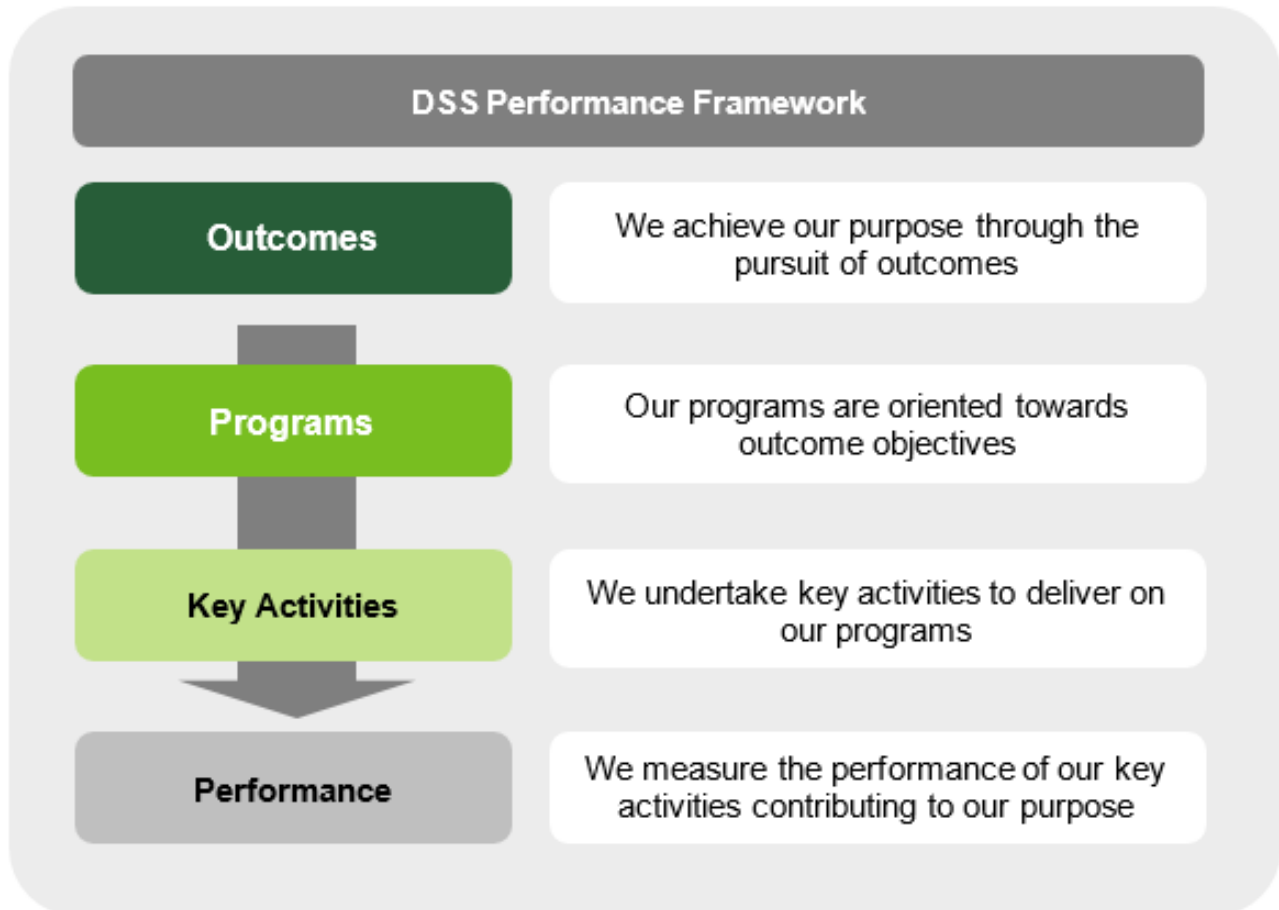
Our policies and programs are the foundations through which we achieve our purpose. The performance measures in this Plan demonstrate the value and impact of our initiatives to improve the wellbeing of individuals and families in Australian communities.



## Measurement

The department's framework for assessing performance links success criteria to key activities, which gives effect to our policy and program objectives. Our performance is measured through how key activities contribute to the delivery of programs and overall achievement of our purpose. We ensure our programs are outcome focused and oriented towards government priorities.

Our approach to planning and performance is outlined in the diagram below.



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

There are factors external to the department's control that can affect results for some targets - these are identified throughout this Corporate Plan using the diamond symbol (♦).

The assessment of the performance measures outlined in this Corporate Plan will be published in the 2022–23 Annual Report and reflected within the Annual Performance Statements section.

In the pursuit of continuous improvement, we regularly review our performance framework to ensure our key activities and corresponding performance measures are relevant, up-to-date and aligned with government priorities.

# Outcome 1: Social Security

## Programs and activities

Outcome 1 comprises of 7 programs and a number of activities, all of which contribute to achieving the social security outcome.

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

### Outcome 1 – Social Security

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

Program 1.1 Family Assistance	Program 1.1 Family Assistance	Program 1.1 Family Assistance	Program 1.2 Support for Seniors
<b>Key activities</b> 1.1.1 Family Tax Benefit	<b>Key activities</b> 1.1.2 Child Support Scheme	<b>Key activities</b> 1.1.3 Parental Leave Pay 1.1.4 Dad and Partner Pay	<b>Key activities</b> 1.2.1 Age Pension
Program 1.3 Financial Support for People with Disability	Program 1.4 Financial Support for Carers	Program 1.5 Working Age Payments	Program 1.6 Student Payments
<b>Key activities</b> 1.3.1 Disability Support Pension	<b>Key activities</b> 1.4.1 Carer Payment and Carer Allowance	<b>Key activities</b> 1.5.1 JobSeeker Payment, Youth Allowance (other) and Parenting Payment	<b>Key activities</b> 1.6.1 Youth Allowance (Student), Austudy and ABSTUDY
Cross-Program Commonwealth Rent Assistance			
<b>Key activities</b> XP Commonwealth Rent Assistance			

## Performance Tables Outcome 1: Social Security

### PROGRAM 1.1 FAMILY ASSISTANCE

Assist families to take time out of the workforce to bond with their children following birth or adoption and with the costs of their children

#### Key Activity — 1.1.1 Family Tax Benefit

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

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

Family Tax Benefit is paid either fortnightly or as a lump sum at the end of the financial year. Families who are eligible for the Family Tax Benefit may also be eligible for other payments and supplements. Family Tax Benefit Part A recipients also have to meet immunisation and health check requirements.

**The department** is responsible for designing and implementing the key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering the Family Tax Benefit on the department's behalf, including receiving, processing and managing payment applications and making payments.

Performance Measure				
1.1.1-1 Extent to which families with lower incomes are supported with the costs of raising children through Family Tax Benefit.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 1.1.1-1A Payment targeted to low income families (67% of support received by families under the FTB lower income free area).	≥67 %	≥67 %	≥67 %	≥67 %

#### Rationale

Measuring the extent to which families with lower incomes are supported with the costs of raising children through the Family Tax Benefit, aims to demonstrate how these families are financially assisted through this program. This measure demonstrates the **effectiveness** of the Family Tax Benefit in achieving the objective of the key activity: eligible families are helped with the cost of raising children.

The target demonstrates the **effectiveness** of the key activity, by showing the extent to which families with lower incomes are supported in comparison to the support provided to medium income families. The intent of the policy is for low-income families to receive the majority of assistance provided by the government under this program.

#### Methodology

The number of families with lower incomes supported through Family Tax Benefit is calculated using the total number of Annual Family Tax Benefit recipients. The Annual Family Tax Benefit recipients are filtered by annual family adjusted taxable income:

- equal to, or less than, the Lower Income Free Area (low-income families)
- greater than the Lower Income Free Area.

This is used to evaluate the per cent of support, measured in entitlement amounts, that is received by those families with income under the Family Tax Benefit Lower Income Free Area.

The **data source** used for this calculation is Services Australia administrative data.

#### **Program Outputs**

- Administered outlays
- Number of recipients
- Payment accuracy



## PROGRAM 1.1 FAMILY ASSISTANCE

Assist families to take time out of the workforce to bond with their children following birth or adoption and with the costs of their children.

### Key Activity — 1.1.2 Child Support Scheme

The Child Support Scheme is a key activity of the Family Assistance Program. The Child Support Scheme aims to ensure **children** continue to receive 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, or Services Australia can collect and transfer the payments on parents' behalf.

Child support payments and Family Tax Benefit Part A are closely linked. To receive more than the base rate of Family Tax Benefit Part A, separated parents who are entitled to apply for child support are required to apply for a child support assessment through Services Australia, even if parents arrange the transfer of their child support payments privately with the other parent. This is known as the **Maintenance Action Test (MAT)**. A parent who is a payer in a child support case is considered to be meeting the requirement to take reasonable action for maintenance.

**The department** is responsible for designing and implementing the Child Support Scheme, including the administration of the child support policy and legislation. **Services Australia** delivers the Child Support Scheme on the department's behalf and provides services to parents and carers. Services Australia assists parents to apply for a child support assessment and facilitates the collection and transfer of child support payments. Where payments are not made voluntarily, Services Australia has a range of powers to enforce the collection of child support.

Performance Measure				
1.1.2.1 Extent to which separated parents in the child support system are supporting their children				
Target	2022–23	2023–24	2024–25	2025–26
◆ 1.1.2.1A At least 85% of Family Tax Benefit Part A children of separated parents meet the maintenance action test requirements.	≥85 %	≥85 %	≥85 %	≥85 %

### Rationale

Measuring the extent to which separated parents in the Child Support Scheme are supporting their children aims to demonstrate that the Child Support Scheme supports separated parents provide an appropriate level of financial support to their children. This measure demonstrates the **effectiveness** of the Child Support Scheme in achieving the objective of the key activity: *children continue to receive support from their parents following separation*.

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

- The proportion of children of separated parents in the Family Tax Benefit system who are receiving child support from separated parents (i.e. those who meet the Family Tax Benefit MAT requirements)
- A significant per cent of these children continue to receive support from their parents following separation.

### Methodology

The number of Family Tax Benefit children of separated parents that meet the MAT requirements is based on the number of children subject to the MAT that:

- are exempt from meeting MAT requirements
- meet MAT requirements.

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

The **data source** used for this calculation is Services Australia Family Tax Benefit administrative data.

### Program Outputs

- Number of cases

## PROGRAM 1.1 FAMILY ASSISTANCE

Assist families to take time out of the workforce to bond with their children following birth or adoption and with the costs of their children

### Key Activity — 1.1.3 Parental Leave Pay

Parental Leave Pay is a key activity of the Family Assistance Program. Parental Leave Pay aims to provide financial support to help eligible **primary carers** to take time off work to care for a newborn or recently adopted child, to enhance the health and development of mothers and their children. It also aims to encourage women's workforce participation and help employers retain skilled staff. Parental Leave Pay provides eligible primary carers with up to 18 weeks of pay based on the national minimum wage. To be eligible for Parental Leave Pay, a claimant must meet the scheme's work test, income test, and residency test.

**The department** is responsible for designing and implementing the key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering Parental Leave Pay on the department's behalf, including receiving, processing and managing payment applications and delivering Parental Leave Pay payments.

Performance Measure				
1.1.3-1 Extent to which parents take Parental Leave Pay				
Target	2022–23	2023–24	2024–25	2025–26
◆ 1.1.3-1A At least 95% of eligible Parental Leave Pay families access payment.	≥95 %	≥95 %	≥95 %	≥95 %

### Rationale

Measuring the extent to which parents take Parental Leave Pay aims to demonstrate that parents are financially assisted to take time off work following the birth or adoption of a child. This measure demonstrates the **effectiveness** of Parental Leave Pay in achieving the objective of the key activity: *To provide financial support to help eligible working parents (usually birth mothers) spend more time at home with a new baby or recently adopted child to enhance the health and development of mothers and their children.*

The target demonstrates the **effectiveness** of the key activity by showing the proportion of eligible families that are assisted by the payment to take time off work following the birth or adoption of a child.

### Methodology

Eligibility is defined as Paid Parental Leave families that receive Paid Parental Leave payments. Access is defined as the receipt of the payment for the entire 18-week period for which the payment is available.

The percent is based on the number of Parental Leave Pay recipients that took the full 18 weeks Parental Leave Pay as a proportion of the total number of Parental Leave Pay recipients whose payments were finalised during the year.

The **data source** used for this calculation is Services Australia administrative data.

### Program Outputs

- Administered outlays
- Number of recipients

## PROGRAM 1.1 FAMILY ASSISTANCE

Assist families to take time out of the workforce to bond with their children following birth or adoption and with the costs of their children

### Key Activity — 1.1.4 Dad and Partner Pay

Dad and Partner Pay is a key activity of the Family Assistance Program. Dad and Partner Pay provides financial support to eligible working fathers or partners to increase the time they take off work around the time of the birth or adoption. Dad and Partner Pay provides up to 2 weeks' pay, at a rate based on the national minimum wage. To be eligible for Dad and Partner Pay, a claimant must meet the scheme's work test, income test, and residency test.

The **department** is responsible for designing and implementing the key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering Dad and Partner Pay on the department's behalf including receiving, processing and management payment applications and delivering Dad and Partner payments.

Performance Measure				
1.1.4.1 Extent to which parents take Dad and Partner Pay.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 1.1.4.1A At least 95% of eligible Dad and Partner Pay claimants access payment.	≥95 %	≥95 %	≥95 %	≥95 %

### Rationale

Measuring the extent to which parents take Dad and Partner Pay aims to demonstrate that fathers and partners caring for a newborn or newly adopted child are financially assisted to increase the time they take off work around the time of the birth or adoption. This measure demonstrates the **effectiveness** of Dad and Partner Pay in achieving the objective *to provide financial support to help eligible fathers and partners to increase the time they take off work around the time of the birth or adoption, to create further opportunities to bond with their child, and to allow fathers and partners to take a greater share of caring responsibilities and support their partners from the beginning of a child's life.*

The target demonstrates the **effectiveness** of the key activity by showing the proportion of eligible fathers and partners that access the Dad and Partner Pay payment, for the full two-week period for which the payment is available.

### Methodology

Eligibility is defined as Dad and Partner Pay claimants who receive the Dad and Partner Pay payment. Access is defined as the receipt of the payment for the entire 2 week period for which the payment is available.

The number of Dad and Partner Pay claimants that took the full 2 weeks as a proportion of the total number of Dad and Partner Pay claimants whose payment was finalised during the year, for the most recent 3 years of data.

The **data source** used for this calculation is Services Australia administrative data.

### Program Output

- Administered outlays
- Number of recipients

## PROGRAM 1.2 SUPPORT FOR SENIORS

This program aims to make payments to senior Australians to assist them financially in a manner that encourages them to productively manage resources and life transitions.

### Key Activity – 1.2.1 Age Pension

The Age Pension is a key activity of the Income Support for Seniors Program. The key activity aims to provide 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 Australian price and wage increases.

**The department** is responsible for designing and implementing the key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering the key activity on the department's behalf including receiving, processing and managing applications, and delivering payments.

Performance Measure				
1.2.1-1 Extent to which people over the Age Pension qualification age are supported in their retirement through the Age Pension or other income support.				
Target	2022–23	2023–24	2024–25	2025–26
◆1.2.1-1A 75% or below of people of Age Pension age are supported by the Age Pension or other income support.	≤75 %	≤75 %	≤75 %	≤75 %

### Rationale

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

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

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

### Methodology

The number of people supported by the Age Pension or other income support is calculated using the number of:

- Age Pension recipients
- DVA Service Pension and Income Support Supplement recipients over pension age
- other income support recipients over pension age.

Australian Bureau of Statistics population projections are used to measure the number of people over pension age.

The **data sources** used for this calculation are:

- Services Australia administrative data
- DVA administrative data
- Australian Bureau of Statistics data – Population Projections, Australia 2017-2066, which draws on the base population data set released on 20 September 2018.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

## PROGRAM 1.3 FINANCIAL SUPPORT FOR PEOPLE WITH DISABILITY

This program aims to make payments to eligible people with disability who are unable to support themselves to achieve financial independence.

### Key Activity — 1.3.1 Disability Support Pension (DSP)

The Disability Support Pension is a key activity of the Income Support for People with Disability. The key activity aims to make payments to eligible **people with disability who cannot fully support themselves**.

The Disability Support Pension is an income support payment paid fortnightly, for people who are unable to fully support themselves financially through work due to permanent physical, intellectual, or psychiatric impairment. People with a profound or severe disability are defined as those people needing help or assistance in one or more of the 3 core activity areas of self-care, mobility, and communication because of a disability, long-term health condition (lasting six months or more) or old age.

**The department** is responsible for designing and implementing the key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering the Disability Support Pension on the department's behalf, including managing applications and making payments.

Performance Measure				
1.3.1-1 Extent to which people of working age with a profound or severe disability are paid the Disability Support Pension.				
Target	2022–23	2023–24	2024–25	2025–26
◆1.3.1-1A At least 90% of people with a profound or severe disability of working age are supported by the Disability Support Pension.	≥90 %	≥90 %	≥90 %	≥90 %

### Rationale

Measuring the extent to which people of working age with a profound or severe disability are paid the Disability Support Pension aims to demonstrate that eligible people with a disability who cannot fully support themselves are being financially assisted. That is, that those with sufficient means should not receive the Disability Support Pension. This measure demonstrates the **effectiveness** of the Disability Support Pension in achieving the objective of the key activity: *To make payments to eligible people with disability who cannot fully support themselves*.

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

- A significant percentage of people with a severe disability who are unable to support themselves are in receipt of financial support
- Funding is targeted to financially assist people with disability who are unable to support themselves to achieve financial independence.

### Methodology

The number of people receiving the Disability Support Pension is based on the number of people receiving the Disability Support Pension aged 16 to 64 inclusive, who are severely or profoundly disabled.

The number of people with a profound or severe disability of working age is based on the number of Australians who are severely or profoundly disabled between the ages of 15 to 64.

The **data sources** used for this calculation are:

- Services Australia administrative data
- Australian Bureau of Statistics - Survey of Disability, Ageing and Carers.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment Accuracy



## PROGRAM 1.4 FINANCIAL SUPPORT FOR CARERS

This program aims to make payments and allowances to financially assist eligible carers of people with disability or a severe medical condition.

### Key Activity — 1.4.1 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** aims to make payments to eligible carers of people with disability or a severe medical condition. Carer Payment may be paid where the constant care a carer provides to a child (under 16 years) and/or adult (16 years and over) with a disability or medical condition, prevents them from supporting themselves through paid employment. Carer Payment recipients automatically qualify for a Pensioner Concession Card and short term or episodic carers a Health Care Card. Carer Payment is income and assets tested and paid at the same rate as other social security pensions. Carer Payment recipients may also qualify for Carer Allowance.

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

**The department** is responsible for designing and implementing the key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering the Carer Payment and Carer Allowance on the department's behalf including managing applications and making payments.

Performance Measure				
1.4.1-1 Extent to which payments are made to, or with respect to, carers unable to fully support themselves.				
Target	2022–23	2023–24	2024–25	2025–26
◆1.4.1-1A At least 70% of primary carers in Australia are supported by Carer Payment and/or Carer Allowance.	≥70 %	≥70 %	≥70 %	≥70 %

### Rationale

Measuring the *extent to which payments are made to, or with respect to, carers unable to fully support themselves* aims to demonstrate that carers of people with disability or a severe medical condition are financially assisted. This measure demonstrates the effectiveness of the Carer Payment and Carer Allowance in achieving the objectives of the key activities. The target demonstrates **effectiveness** of the key activity by showing a significant percentage of eligible carers, unable to fully support themselves, are in receipt of financial support.

### Methodology

The number of primary carers in Australia 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 Australian Bureau of Statistics – Survey of Disability, Ageing and Carers.

The **data sources** used for this calculation are:

- Services Australia administrative data
- Australian Bureau of Statistics – Survey of Disability, Ageing and Carers.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment Accuracy

## PROGRAM 1.5 WORKING AGE PAYMENTS

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

### Key Activity — 1.5.1 JobSeeker Payment, Parenting Payment, Youth Allowance (Other)

The JobSeeker Payment, Parenting Payment & Youth Allowance (Other) are key activities of the Working Age Payments program.

Working Age Payments assist people who are temporarily unable to support themselves through work or who have a limited capacity to work due to disability or caring responsibilities as well as bereaved partners. Eligibility for payments is targeted with means testing and supplementary payments are available where people have additional costs, ensuring that assistance is directed to those with the greatest need. Recipients who have the capacity to work are required to actively seek work and may be required to attend training or work experience to improve their job prospects.

- **JobSeeker Payment** aims to provide 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.
- **Parenting Payment** aims to provide an income support payment for **single parents, partnered parents, or guardians** who have principal care for a young child; it provides them with incentives to increase workforce participation.
- **Youth Allowance (Other)** aims to make payments to eligible **young people 16 to 21 years** of age who are looking for full time work or undertaking approved activities.

**The department** is responsible for designing and implementing the key activity. This includes providing advice to Government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering the key activities on the department's behalf, including receiving, processing and managing payment applications, and delivering the JobSeeker Payment, Parenting Payment and Youth Allowance (Other).

Performance Measure				
1.5.1-1 Extent to which payments are made to, or with respect to, people unable to fully support themselves.				
Target	2022–23	2023–24	2024–25	2025–26
◆1.5-1A Changes in recipient numbers align with movements in the unemployment rate.	Recipient numbers and unemployment rate are positively correlated	Recipient numbers and unemployment rate are positively correlated	Recipient numbers and unemployment rate are positively correlated	Recipient numbers and unemployment rate are positively correlated

### Rationale

Measuring the *Extent to which payments are made to, or with respect to, people unable to fully support themselves* aims to demonstrate that people who are temporarily unable to support themselves through work or have a limited capacity to work due to disability or caring responsibilities, are assisted financially. This measure demonstrates the **effectiveness** of the JobSeeker Payment, Parenting Payment & Youth Allowance (Other) in achieving the objectives of the key activities: *To financially assist people who are temporarily unable to support themselves through work or have a limited capacity to work.*

The extent to which *changes in recipient numbers align with movements in the unemployment rate* demonstrates **effectiveness**, by showing how the system responds to need in the community when unemployment rates are high and that those leaving Working Age Payments are able to support themselves through work when unemployment rates are low. It also demonstrates the effectiveness of payment policy in providing the right incentives for income support recipients to take up available work.

The unemployment rate and the number of people supported by working age payments have both trended downwards over the past year. As the economy continues to recover from the COVID-19 pandemic, the department will continue to closely monitor these indicators, giving consideration to whether the current measure and target are the best option for assessing the effectiveness of the Working Age Payments program.

## Methodology

The performance measure is calculated by comparing the number of people supported by working age payments with the unemployment rate on a month-to-month basis. This assesses the consistency of the number of recipients of working age payments with the unemployment rate, and whether changes to the unemployment rate are reflected in the number of recipients of working age payments.

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

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

The *unemployment rate* uses the Australian Bureau of Statistics, Labour Force Survey - Seasonally adjusted unemployment rate.

The **data sources** used for this calculation are:

- Services Australia administrative data
- Australian Bureau of Statistics, Labour Force Survey - Seasonally adjusted unemployment rate.

## Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

## PROGRAM 1.6 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 — 1.6.1 Youth Allowance (Student), Austudy, ABSTUDY

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

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

**The department** is responsible for designing and implementing the key activity. This includes providing advice to government on policy and legislation, program implementation and management, program performance, monitoring and meeting all relevant deliverables, setting guidelines and providing guidance and advice to Services Australia on the administration of the program. **Services Australia** is the primary portfolio agency responsible for administering the key activities on the department's behalf including receiving, processing and managing payment application and delivering student payments.

Performance Measure				
1.6.1.1 Extent to which payment recipients have improved financial self-reliance.				
Target	2022–23	2023–24	2024–25	2025–26
◆1.6.1.1A The proportion of Austudy, Youth Allowance and ABSTUDY recipients who are not receiving income support 3/6/12 months after exiting student payments aligns with movements in the unemployment rate.	Changes in exit rates align with changes in unemployment rate	Changes in exit rates align with changes in unemployment rate	Changes in exit rates align with changes in unemployment rate	Changes in exit rates align with changes in unemployment rate

### Rationale

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

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

### Methodology

The *number of recipients exiting student payments* is calculated using the number of:

- recipients that exit from 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
- recipient numbers for the 12 months following the calendar year of exit.

The *unemployment rate* uses the Australian Bureau of Statistics, National Accounts, Labour Force Australia.

The **data sources** used for this calculation are:

- Services Australia administrative data
- Australian Bureau of Statistics, National Accounts - Labour Force Australia.

#### **Program Outputs**

- Administered outlays
- Number of recipients
- Payment accuracy

## OUTCOME 1 CROSS PROGRAM: COMMONWEALTH RENT ASSISTANCE

This program aims to make payments to eligible income support or family payment recipients to assist with the costs of renting private and community housing.

### Key Activity — Commonwealth Rent Assistance

Commonwealth Rent Assistance (CRA) is a supplementary payment to assist eligible Australians receiving income support or family assistance payments with the cost of private rental or community housing.

Individuals receiving the following payments may be eligible for Rent Assistance:

- Age Pension, Carer Payment or Disability Support Pension
- ABSTUDY Living Allowance, Austudy or Youth Allowance
- Widow Allowance
- Partner Allowance or Special Benefit
- Family Tax Benefit (FTB) – Part A, at more than the base rate
- Parenting Payment, partnered and single
- JobSeeker Payment or Farm Household Allowance.

The **department** is responsible for CRA policy. **Services Australia** is the primary portfolio agency responsible for administering CRA, including assessments, compliance and payments.

Performance Measure				
Australians receiving income support or family assistance payments are assisted with the cost of private rental or community housing.				
Target	2022–23	2023–24	2024–25	2025–26
Commonwealth Rent Assistance (CRA) reduces the proportion of recipient households in "rental stress" by at least 25 percentage points <sup>1</sup>	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points	CRA reduces the proportion of recipient households in "rental stress" by at least 25 percentage points

### Rationale

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

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

### Methodology

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

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

The **data source** used for this calculation is the Department of Social Services Housing Data Set.

### Program Outputs

- Administered outlays
- Number of recipients
- Payment accuracy

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



# Outcome 2: Families and Communities

## Programs and activities

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

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

### Outcome 2 – Families and Communities

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

#### Program 2.1

#### Families and Communities

#### Key activities

- 2.1.1 – Families and Children
- 2.1.2 – Women’s Safety
- 2.1.3 – Financial Wellbeing and Capability
- 2.1.4 – Income Management
- 2.1.5 – National Redress Scheme for Institutional Child Sexual Abuse

## Performance Tables Outcome 2: Families and Communities

### PROGRAM 2.1 FAMILIES AND COMMUNITIES

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

#### Key Activity — 2.1.1 Families and Children

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

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

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

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

Performance Measure				
2.1.1-1 Extent to which individuals have improved individual and family functioning.				
Target	2022–23	2023–24	2024–25	2025–26
♦ 2.1.1-1A - At least 75% of clients in reporting services have improved family functioning.	≥75 %	≥75 %	≥75 %	≥75 %

#### Rationale

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


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

#### Methodology

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

There is a risk that results reported by some service providers may not be accurate, reliable and/or free from bias. In order to mitigate this risk, the department is exploring five measures to quality assure service provider data:

1. Confirming client activity by using DEX Statistical Linkage Key (SLK) matching with DSS Social Security payment data – this measure will verify clients reported by service providers and increase confidence in the accuracy and validity of data.
2. Independently conducted client surveys – this measure will independently validate the reported DEX data.
3. Service provider cohort analysis – this measure will identify trends or patterns common across comparable cohorts and use these patterns to validate the reported data and identify outliers or anomalies.

- 
4. Data Validation Strategy – this measure will require providers to have a Data Validation Strategy to prevent and detect poor data entry and correct any errors prior to the close of a reporting period.
  5. Random SCORE Sampling – this measure validates the accuracy of reported outcomes data and identifies potential bias.

The department will implement ongoing data assurance practices of DEX data to assess its appropriateness for future performance reporting.

The **data source** used for this calculation is the Department of Social Services Data Exchange. Standard Client / Community Outcome Reporting (SCORE) – Family functioning – Client SCORE Circumstances and Client SCORE Goals.

## 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 Women's Safety

The department's work in women's safety aims to end all forms of violence against women. The main vehicle to achieve this goal is through finalising and commencing implementation of the National Plan to End Violence against Women and Children 2022-2032 (National Plan). All Australian governments have committed to the National Plan with actions to be delivered by Commonwealth and state and territory governments. The draft National Plan utilises a public health approach, with actions across the continuum, spanning 4 domains: prevention, early intervention, response, and recovery and healing.

A separate, standalone National Plan will be developed to address the unacceptably high rates of violence experienced by Aboriginal and Torres Strait Islander women and children, recognising the intersecting multiple and layered forms of discrimination and disadvantage that impact on the safety of Aboriginal and Torres Strait Islander families and communities.

While the National Plan is being finalised, the department will continue to support and administer a number of significant national initiatives including: 1800RESPECT, Our Watch, DV-alert, Australia's National Research Organisation for Women's Safety (ANROWS), The Stop it at the Start campaign, the Safe Places Emergency Accommodation program, and the Keeping Women Safe in their Homes program. The department will continue to report outputs for these 7 initiatives, pending finalisation of the National Plan. Once finalised, the department will develop new targets for the initiatives for which it is responsible.

Performance Measure				
2.1.2-1 Successful implementation of initiatives under the National Plan to End Violence against Women and Children 2022-2032.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 2.1.2-1A - Demonstrated achievement towards successful implementation of initiatives under the National Plan to End Violence against Women and Children 2022-2032.	The department will report outputs for 7 significant initiatives.	To be developed pending finalisation of the National Plan to End Violence against Women and Children 2022-2023.	To be developed pending finalisation of the National Plan to End Violence against Women and Children 2022-2023.	To be developed pending finalisation of the National Plan to End Violence against Women and Children 2022-2023.

### Rationale

This measure primarily demonstrates the achievement of outputs of the Women's Safety key activity, supporting the achievement of its objective: to implement the next National Plan, which includes strategies and initiatives led by the Commonwealth, state and territory governments. Reporting outputs for significant initiatives that the department continues to administer, pending the National Plan, will demonstrate achievement under this key activity.

### Methodology

Outputs will be reported for each of the 7 significant initiatives. This approach builds on the 2021-22 performance measurement and reflects performance over time. These 7 output measures reflect the key priorities that the department is directly responsible for implementing:

- 1800RESPECT
- Our Watch
- DV-alert
- Australia's National Research Organisation for Women's Safety (ANROWS)
- The Stop it at the Start campaign
- The Safe Places Emergency Accommodation program
- The Keeping Women Safe in their Homes program

## 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 — 2.1.3 Financial Wellbeing and Capability

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

- The department provides grants to Financial Wellbeing and Capability service providers to deliver Emergency Relief, which provides immediate financial and/or material support to people in financial crisis.
- Food Relief, which increases emergency relief organisations' access to a cost-effective supply of food items.
- Commonwealth Financial Counselling which helps people in financial difficulty to address their financial problems and make informed choices.
- Financial Capability services, which aim to help people build longer-term capability to budget and manage their money better.
- Financial Resilience, which offers a variety of financial services and products such as microfinance and savings programs.

**The department** is responsible for designing and implementing services and initiatives for Financial Wellbeing and Capability. **The department's** role is to:

- design and implement policy
- undertake research and evaluation
- design and management of grants.

Performance Measure				
2.1.3 -1 Extent to which individuals and families can navigate through financial crisis, build financial resilience and reduce vulnerability to financial shock.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 2.1.3-1A – 20% or less of people with multiple requests for emergency relief.	≤20 %	≤20 %	≤20 %	≤20 %
◆ 2.1.3-1B - At least 70% of people report an improvement in their financial wellbeing following engagement with a funded service.	≥70 %	≥70 %	≥70 %	≥70 %

### Rationale

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

- a) Targeting 20% or less of people with multiple requests for emergency relief demonstrates the **effectiveness** of the key activity by showing people who have experienced financial crisis (i.e. require emergency relief) have not become reliant on emergency relief indicating they are more financially resilient and have navigated financial crisis.
- b) Targeting At least 70% of people report an improvement in their financial well-being following engagement with a funded service demonstrates the **effectiveness** of the key activity by showing improvements in 'financial wellbeing' of services clients as they navigate life transitions and/or financial stress or crisis.

## Methodology

The percentage for Emergency Relief is based on the cohort of clients that had at least 5 sessions of Emergency Relief within a 90 day period in the current reporting year.

The **data source** used for this calculation is the Department of Social Services Data Exchange using Statistical Linkage Key match of de-identified clients.

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 Client Circumstances Standard Client/Community Outcome Reporting. The circumstance domain Standard Client/Community Outcome Reporting used in this measure are Financial Resilience and Material Wellbeing and Basic Necessities.

The **data source** used for this calculation is the Department of Social Services Data Exchange Standard Client/Community Outcome Reporting.

## Program Outputs

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



## PROGRAM 2.1 FAMILIES AND COMMUNITIES

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

### Key Activity — 2.1.4 Income Management

On 3 June 2022, the Australian Government announced the abolition of the Cashless Debit Card.

An immediate priority for Government has been to introduce legislation into Parliament to repeal the Cashless Debit Card. This was introduced on 27 July 2022 and separately, from 1 August 2022 the Secretary ceased placing any new entrants on the card.

Subject to the passage of the legislation, a progressive transition of existing participants off the card will begin from 19 September 2022 or one day after Royal Assent. A further Bill, to be introduced after consultations with affected areas and communities, will address the question of income management, to explore the future of this and other supports that are needed in communities.

Development of future measures for this Activity are subject to the outcomes of Government decisions and legislated objectives.

Opportunities to update performance measures in relation to the department's revised role for income management and the transition of participants off the Cashless Debit Card will be considered in the context of the October 2022 Budget and Portfolio Budget Statements.

Performance Measure				
Under review				
Target	2022–23	2023–24	2024–25	2025–26
To be developed				

### Program Outputs

- Administered outlays

## 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 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. The Scheme:

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

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

**The department** is responsible for:

- Policy, guidelines, eligibility criteria and legislation for the activity.
- Processing and managing applications.
  - Considering applications; deciding if an applicant can access redress, and which redress the institution(s) needs to make to the applicant.
  - Asking the relevant institution(s) for more information.
  - Communicating with the applicant, including requesting more information and about the outcome of the application (an offer of redress).
- Providing free access to Redress Support Services and redress-specific financial counselling support.
- Working with institutions to join the Scheme.
- Publicly identifying institutions that decline to join the Scheme.

**The institutions** are responsible for:

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

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

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

Performance Measure				
2.1.5-1 Ensure quality and timely decisions are made on applications to the Scheme.				
Target	2022–23	2023–24	2024–25	2025–26
2.1.5-1A - The Scheme will notify >75% of survivors about an outcome within 6 months of the date that all required information is received.	>75 %	>80 %	>80 %	>80 %
2.1.5-1B - The Scheme will maintain survivor confidence in decision-making, with >95 % of initial determinations reflecting the final outcome.	>95 %	>95 %	>95 %	>95 %

## Rationale

Measuring *the timely and quality finalisation of National Redress Scheme applications and offers made to survivors* aims to demonstrate the department has efficiently processed and managed applications. This is a **proxy efficiency** measure that demonstrates achievement of a key **output** of the National Redress Scheme key activity: The department has called or sent the applicant a letter about the outcome of their application. Further, the proportion of initial determinations that reflect the final outcome indicates the quality of decision-making – that the details in the application have been fully considered in the determination made, and, where a further review of a decision is requested, the review does not lead to the original decision being overturned in more than a small number of instances. Targeting *at least 75 per cent of survivors will be notified of an outcome within 6 months of all required information being received* shows applications are processed within a timely and reasonable timeframe, and is reflective of the complexity of the assessment process, available resources to process applications, and institutions that have joined the Scheme.

This target is susceptible to changes experienced by the Scheme, such as system changes that may impact the ability to consider applications in the usual timeframes, or increases in the number of applications received.

## Methodology

2.1.5-1A - 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.

2.1.5-1B - The percentage of completed applications that had a review of the initial outcome requested, as a proportion of all applications completed after the initial outcome was advised.

Performance Measure				
2.1.5-2 Maximise institution participation with the Scheme.				
Target	2022–23	2023–24	2024–25	2025–26
2.1.5-2A - The Scheme will engage and maintain participation, with institutions on-board to cover ≥ 95% of applications in progress.	≥95 %	≥95 %	≥95 %	≥95 %

## Rationale

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

Targeting *engagement of newly named institutions continues and current participation is maintained, with institutions on board to cover 95% of applications received* demonstrates achievement of a key **output** of the key activity, by showing that a significant percentage of people who have experienced institutional child sexual abuse are supported by the institutions who have joined the Scheme and are providing redress.

## Methodology

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

Performance Measure				
2.1.5-3 Provide applicants a redress payment.				
Target	2022–23	2023–24	2024–25	2025–26
2.1.5-3A - The Scheme will issue ≥ 80% of eligible survivors an advance payment within 7 days of receiving acceptance documentation.	≥80 %	≥80 %	≥80 %	≥80 %
2.1.5-3B - The Scheme will issue ≥ 80% of survivors a redress payment within 14 days of receiving acceptance documentation.	≥80 %	≥80 %	≥80 %	≥80 %

## Rationale

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

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

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

Advance payments are made to survivors with exceptional circumstances, and are a recent policy initiative. The processes are under development. The shorter timeframe for advance payments reflects the importance placed by the Scheme on making these payments available to survivors.

## Methodology

2.1.5-3A - 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.

2.1.5-3B - 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.

## Program Outputs

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

The **data sources** used for measure and target calculations are:

- Services Australia Enterprise Data Warehouse
- Department of Social Services Administrative Data
- Institutions Customer Relationship Management Siebel system

# Outcome 3: Disability and Carers

## Programs and activities

Outcome 3 comprises of 2 programs and a number of activities that contribute to the achievement of the disability and carers outcome. The table below depicts how this purpose is translated into measurable activities.

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

**Outcome 3 – DISABILITY AND CARERS**  
Supporting the independence of, and economic participation by, people with disability and carers by providing targeted supports.

<b>Program 3.1</b> <b>Disability and Carers</b>	<b>Program 3.2</b> <b>National Disability Insurance Scheme</b>
<b>Key activities</b> 3.1.1 – Disability employment services 3.1.2 – Support for carers	<b>Key activities</b> 3.2.1 – NDIS Transition 3.2.2 – Development of the NDIS Market 3.2.3 – NDIS Participant Plans

## Performance Tables Outcome 3: Disability and Carers

### PROGRAM 3.1 DISABILITY AND CARERS

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

#### Key Activity — 3.1.1 Disability Employment Services

Disability Employment Services (DES) is a key activity of the Disability and Carers Program. DES aims to help individuals with injury, disability, or a health condition to secure and maintain sustainable open employment. Through DES, people with disability, injury or health condition may be able to receive assistance to prepare for, find and keep employment.

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

When a person with disability has been placed in a job, a DES provider will give them employment support for at least 52 weeks. Support may also be available to help both the employee and employer beyond this time, where it is needed.

For employers, DES can provide a range of free services, including help to employ and retain workers with disability and access to a range of financial incentives and support.

The department's role is to:

- manage the grants process for DES
- conduct the assurance and compliance program
- manage service providers against the DES performance service framework
- design and implement the DES Funding Model, including setting the pricing structure base and set milestones for providers
- manage the Job Access website and telephone service.

The **Disability Employment Service Providers** role is:

Grants are provided to disability employment services providers to deliver 2 services:

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

Performance Measure				
3.1.1-1 - Extent to which people with disability are supported to find and maintain employment through Disability Employment Services				
Target	2022–23	2023–24	2024–25	2025–26
◆ 3.1.1-1A - At least 40% of job placements sustained to 13 weeks.	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks	≥ 40 % to 13 weeks
◆ 3.1.1-1B - At least 30% of job placements sustained to 26 weeks.	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks	≥ 30 % to 26 weeks
◆ 3.1.1-1C - At least 20% of job placements sustained to 52 weeks.	≥ 20 % to 52 weeks	≥ 20 % to 52 weeks	≥ 20 % to 52 weeks	≥ 20 % to 52 weeks

#### Rationale

Measuring the *extent to which people with disability are supported to find and maintain employment through Disability Employment Services* aims to demonstrate that DES has assisted people with disability, injury or health condition, to secure and maintain sustainable open employment. This measure demonstrates the **effectiveness** of DES in achieving the objective of the key activity: *To help individuals with injury, disability or a health condition to secure and maintain sustainable open employment.*



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

### Methodology

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

The **data source** used for this calculation is the Department of Education, Skills and Employment – Employment Business Intelligence Warehouse.

### Program Outputs

- Number of Disability Employment Services participants
- Number of Disability Employment Services providers
- Administered outlays

## PROGRAM 3.1 DISABILITY AND CARERS

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

### Key Activity — 3.1.2 Support for Carers

Support for Carers is a key activity of the Disability and Carers Program. Support for Carers aims to provide assistance, support, and services for **carers**.

**The department** is responsible for managing activities providing supports and services to carers under the Integrated Carer Support Service (ICSS) model, publicly branded as Carer Gateway.

Through Carer Gateway, carers can access a range of tailored supports and services to help them manage their daily challenges, reduce stress, and plan for the future. The services, delivered face-to-face and through digital channels, focus on providing carers with access to early-intervention, preventative and skill building supports to improve well-being and long-term outcomes.

The department is responsible for managing the ICSS including:

- Responsibility for the Carer Gateway Website and 1800 telephone number (Services Australia manages infrastructure)
- Manage grants for the Carer Gateway Service Providers, Young Carer Bursary and Young Carer Network Service Provider, Tristate Vocational Outcomes Pilot Program
- Manage contract for the Digital Counselling Service Provider, Online Peer Support Service and Social Media Account Provider, Online Carer Coaching and Skills Service Provider
- Manage communications and social media content.

Performance Measure				
3.1.2-1 Extent to which carers access information, supports, and services.				
Target	2022–23	2023–24	2024–25	2025–26
♦ 3.1.2-1A - At least 10% annual increase in people accessing Carer Gateway (website and 1800 number).	≥10 %	≥10 %	≥10 %	≥10 %

### Rationale

Measuring the *extent to which carers access information, supports and services* aims to demonstrate performance as a shorter-term outcome and complements the longer-term outcome of carer resilience through provision of preventative support services. This measure demonstrates the **effectiveness** of Support for Carers in achieving the objective of the key activity: *To provide assistance, support and services for carers*.

Targeting at least 10% annual increase in people accessing Carer Gateway demonstrates the **effectiveness** of the key activity by showing the extent to which carers access information, supports and services through Carer Gateway access points over time.

### Methodology

The total number of carers accessing Carer Gateway each year is the total of the following 2 values added together:

- total Carer Gateway page views over the reporting period
- total successful calls to Carer Gateway over the reporting period.

The percentage of annual increase is calculated by comparing the current reporting period and the previous reporting period.

The **data sources** used for this calculation are:

- Services Australia Google Analytics custom dashboard
- Telstra telephony system.

Performance Measure				
3.1.2-2 Extent to which carers who are registered with Carer Gateway local service providers' wellbeing is assessed as improved.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 3.1.2-2A - Percentage of carers registered with Carer Gateway local service providers assessed as having improved level of wellbeing.	30 %	35 %	40 %	40 %

### Rationale

Measuring the *extent to which the wellbeing of carers registered with Carer Gateway local service providers is assessed as improved* aims to demonstrate the **effectiveness** of Support for Carers in relation to one of the long term outcomes of the ICSS: *improve carer wellbeing*.

Targeting the number of Carer Gateway registered carers assessed as having improved wellbeing, demonstrates the **effectiveness** of the program activity in improving outcomes for carers. This is an ongoing measure and the increase to the target result in out-years recognises that improved carer wellbeing is a longer-term outcome. It also reflects an expectation of increasing levels of carer wellbeing as the program matures and carer access increases.

### Methodology

The total number of carers registered with Carer Gateway service providers with assessed improvement in wellbeing is calculated using data from Carers Star™ needs assessments, across all reporting periods from 1 January 2020 to the end of the reporting period.

Data results are produced using Data Exchange QLIK Sense client outcomes reporting. QLIK Sense pairs available earliest and latest SCORE data entered in DEX for each client, and produces the percentage of carers who are assessed as having improved wellbeing.

The **data sources** used for this calculation are:

- Carer Star™ needs assessments conducted by Carer Gateway service providers and entered into the Data Exchange.

### Program Outputs

- Number of carers assisted
- Number of Disability Employment Services participants
- Number of Disability Employment Services providers
- Number of people with disability provided with direct advocacy support
- Administered outlays

## PROGRAM 3.2 NATIONAL DISABILITY INSURANCE SCHEME

To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes the Jobs and Market Fund.

### Key Activity — 3.2.1 NDIS Transition

National Disability Insurance Scheme (NDIS) Transition is a key activity of the NDIS Program that aims to support national implementation of the NDIS in accordance with inter-government agreements.

The completion of transition is defined by:

- 1) The execution of full scheme bilateral agreements between the Commonwealth and all states and territories (target = full scheme agreements signed with all states and territories by 30 June 2023).

The department's role is to facilitate transition to the NDIS, including:

1. execute full scheme bilateral agreements with all states and territories;
2. administer inter-government agreements about the NDIS, governing state financial contributions to the scheme, including the recognition of in-kind provision of services by states and territories, and commitments to phase these out, and advising on payments from the DisabilityCare Australia Fund; and
3. monitor the implementation of the NDIS in each state and territory through trilateral governance arrangements with the NDIA and state and territory governments.

Performance Measure				
3.2.1-1 DSS works with states and territories and the NDIA to support national implementation of the NDIS in accordance with inter government agreements.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 3.2.1-1A - Full scheme agreements signed with all states and territories by 30 June 2023.	Full scheme agreement signed with all states and territories	N/A	N/A	N/A

This target will be fully met by 30 June 2023. Monitoring against this target will not be required for future years.

### Rationale

The execution of full scheme bilateral agreements with all states and territories demonstrates the completion of transition as all states and territories would be contributing to the NDIS under full scheme bilateral agreements, as opposed to transition bilateral agreements. Western Australia is the only state or territory remaining to negotiate full scheme arrangements. Negotiation of full scheme arrangements for WA is scheduled to be completed by 30 June 2023. This measure demonstrates the **effectiveness** of **NDIS Transition** in achieving the objective of the key activity: for eligible persons to be supported by the NDIS rather than by services provided under arrangements in place prior to the NDIS becoming available across all of Australia.

### Methodology

Reporting against this measure will be based on the execution of a full scheme bilateral agreement with the Western Australian government. Once executed, full scheme agreements will be in place with all states and territories.

### Program Outputs

- Administered outlays (NDIS; NDIS Transition; NDIS Participant Plans; Information, Linkages and Capacity Building; Establishment of the NDIS Quality and Safeguards Commission; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)

## PROGRAM 3.2 NATIONAL DISABILITY INSURANCE SCHEME

To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes the Jobs and Market Fund.

### Key Activity — 3.2.2 Development of NDIS Market

Development of the National Disability Insurance Scheme (NDIS) market is a key activity that aims to support the development of an efficient, effective, and mature market and workforce for the NDIS.

The department's role is to:

1. Provide policy advice to government on the development of the NDIS market and workforce, including pricing, payment, market and workforce issues
2. Provide policy advice on the design of implementation arrangements under the NDIS quality and safeguarding framework
3. Develop and implement strategies and initiatives to support an effective NDIS market and workforce
4. Report on market effectiveness from a policy perspective, including market KPIs
5. Maintain the NDIS demand map to help providers to understand service demand and grow in the NDIS
6. Implement market roles and responsibilities with the states and territories, NDIA and NDIS Quality Safeguards Commission

The department delivers the Boosting the Local Care Workforce Program with **EY Australia and the Community Services Industry Alliance**. The Boosting the Local Care Workforce Program aims to develop the capacity and capability of disability and aged care service providers to operate effectively and expand their workforce.

Performance Measure				
3.2.2-1 Market indicators signal that participants have improved opportunity to access services in the market.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 3.2.2-1A - At least 3% reduction in market supply gaps in each financial year up to 30 June 2026.	≥ 3%	≥ 3%	≥ 3%	≥ 3%
◆ 3.2.2-1B - At least 3% increase in NDIS market competition (a decrease in market concentration) in remote areas in each financial year up to 30 June 2026.	≥ 3%	≥ 3%	≥ 3%	≥ 3%

### Rationale

Measuring *market indicators signal that participants have improved opportunity to access services in the market* aims to demonstrate participants have improved opportunities to access services in the market. This measure demonstrates the **effectiveness** of development of the NDIS market in achieving the objective of the key activity: *To support the development of an efficient, effective and mature market and workforce for the NDIS*. Targeting *at least 3% reduction in market supply gaps each financial year* demonstrates the **effectiveness** of the key activity. This target measures structural supply gaps – an indicator that a participant is unable to access supply of supports they need within the market. Targeting *At least 3% increase in NDIS market competition (a decrease in market concentration) in remote areas each year*, demonstrates the **effectiveness** of the key activity. Market competition is a market indicator which describes whether a market has many providers or if it is dominated by a few large providers.

### Methodology

3.2.2-1A - Market supply gaps are measured as differences between expected mature plan utilisation rates and what is actually being spent in the market. Supply gaps may be driven by short-term transitory or market development factors or may be a structural supply issue. This target measures structural supply gaps – an indicator that a participant is unable to access supply of supports they need within the market.

The **data source** used for this calculation is NDIA Scheme datasets.

3.2.2-1B - Market competition is measured as a decrease in market concentration, which is weighted according to the value of the district. The remote concentration is presented as the change in remote market concentration. Market concentration measures firms' respective shares of the total revenue in a market or the extent of dominance in the market. A market with higher concentration may be less competitive (higher prices and less diverse services offered).

The **data source** used for this calculation is NDIA Scheme datasets.

#### **Program Outputs**

- Administered outlays (NDIS; NDIS Transition; NDIS Participant Plans; Information, Linkages and Capacity Building; Establishment of the NDIS Quality and Safeguards Commission; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)
- High quality and timely policy advice to government



## PROGRAM 3.2 NATIONAL DISABILITY INSURANCE SCHEME

To improve the wellbeing and social and economic participation of people with disability, and their families and carers, by building a NDIS that delivers individualised support through an insurance approach. This program also includes the Jobs and Market Fund.

### Key Activity — 3.2.3 NDIS Participant Plans

National Disability Insurance Scheme (NDIS) Participant Plans is a key activity of the NDIS Program. NDIS Participant Plans aims to provide support to **people with disability** to participate in and contribute to their community. The NDIS is Australia's first national Scheme for people with disability. It moves away from the previous system of providing block funding to agencies and community organisations to give funding directly to people with disability.

In 2022-23, it is estimated that 586,433 people with permanent and significant disability will be supported by the NDIS and will collectively spend more than \$33.9 billion on supports from funds provided to them by the scheme. This is more than twice as many people and more than 3 times the expenditure on supports as was the case before the NDIS was established.

The NDIS works with participants to identify the supports they need to achieve goals in many aspects of their life. People's goals may include independence, involvement in their community, education, employment, and health and wellbeing. The NDIS provides greater choice and control for participants over how and when they receive support. The NDIS also has a focus on funding early intervention where this can reduce the impact of disability for eligible people, including children.

**The department** is responsible for:

- providing advice to government on the design, operation and performance of the NDIS
- supporting the development of legislation to amend the [National Disability Insurance Scheme Act 2013 \(Cth\)](#) and subordinate legislation (rules made under the Act), which underpin the governance and operations of the NDIS
- administering Commonwealth payments to the NDIA
- liaising with states and territories regarding the interface between the NDIS and the other services systems such as health, housing, education, transport, justice and child protection
- supporting meetings of Commonwealth, state and territory disability ministers as the Ministerial Council under the NDIS Act
- implementing actions that support the achievement of targets to prevent younger people from entering into, or remaining in, residential aged care, except in exceptional circumstances, jointly with the Department of Health and Aged Care and the NDIA.

**The National Disability Insurance Agency (NDIA)** is responsible for:

- coordination, strategic or referral services, or activities relating to the funding for reasonable and necessary supports via individual plans, which will assist people with disability to participate in economic and social life.

The functions of the NDIA are:

- deliver the NDIS
- manage the financial sustainability of the NDIS and advise and report on this to the Ministerial Council
- develop and enhance the disability sector including by facilitating innovation, research, and contemporary best practice in the sector
- collect, analyse, and exchange data about disabilities and the supports (including early intervention supports) for people with disability through the NDIS
- undertake research relating to disability, the supports for people with disability, and the social contributors to disability
- drive the implementation of actions to achieve targets relating to younger people in residential aged care, jointly with the Department and the Department of Health and Aged Care.

**The states and territories'** role in governing and implementing the NDIS, include:

- agreeing NDIS rules, which underpin the governance and operations of the NDIS
- transitioning people with disability in their state programs to the NDIS
- delivering in-kind supports to NDIS participants, phasing these out by June 2023
- providing financial contributions to the NDIS
- monitoring and contributing to the outcomes and financial sustainability of the NDIS

- providing ongoing support via continuity of support arrangements for people not eligible for NDIS
- providing accommodation support, community support, community access, and respite for people with disabilities
- providing affordable and accessible accommodation options for NDIS participants, including but not limited to, supporting the transition of younger people out of residential aged care where they are not eligible for housing supports under the NDIS.

**The Department of Health and Aged Care's role** in implementing the NDIS is to:

- set policy and guidelines for people eligible for aged care, including people with disability, and its interface with the NDIS
- drive the implementation of actions to achieve targets relating to younger people in residential aged care, jointly with the Department and NDIA.

Performance Measure				
3.2.3-1 Extent to which NDIS participant outcomes are met.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 3.2.3-1A - At least 25% of working age NDIS participants in paid employment.	≥ 25 %	≥ 25 %	≥ 25 %	≥ 25 %
◆ 3.2.3-1B - At least 45% of NDIS participants involved in community and social activities.	≥ 45 %	≥ 45 %	≥ 45 %	≥ 45 %

Performance Measure				
3.2.3-2 Progress towards targets relating to younger people in residential aged care.				
Target	2022–23	2023–24	2024–25	2025–26
◆ 3.2.3-2A - No people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances.	Progress towards target (Dec 2022)	Entry only for people who have exceptional circumstances	Entry only for people who have exceptional circumstances	Entry only for people who have exceptional circumstances
◆ 3.2.3-2B - No people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances.	Progress towards target (Dec 2022)	Only younger people under 45 with exceptional circumstances	Only younger people under 45 with exceptional circumstances	Only younger people under 45 with exceptional circumstances

## Rationale

The performance measure aligns to the key activity long-term outcomes: Participants are empowered to live an ordinary life. This includes supporting their independence, and social and economic participation; and participants exercising choice and control in the pursuit of their goals and the planning and delivery of their supports, including their living arrangements.

Measuring the *extent to which NDIS participant outcomes are met* will demonstrate if NDIS participants are provided with appropriate services and support for their individual needs (i.e. meet their individual outcomes), particularly for social and economic participation and living arrangement goals. The department contributes to achieving this measure by influencing the policy design of the NDIS through inter-agency governance arrangements.

- Targeting at least 25% of working age NDIS participants in paid employment, demonstrates the **effectiveness** of the key activity by showing working age NDIS participants in paid employment. This will demonstrate if participants are achieving their employment outcomes.
- Targeting at least 45% of NDIS participants involved in community and social activities demonstrates the **effectiveness** of the key activity by showing NDIS participants involved in community and social activities. This will demonstrate if participants are achieving their social participation outcomes.

Measuring the *progress towards targets relating to younger people in residential aged care* will demonstrate the extent to which actions by the Department, jointly with the NDIA and Department of Health and Aged Care, are effective in contributing to the Australian Government's commitment to ensure no person under the age of 65 lives in residential aged care by 2025, unless there are exceptional circumstances. The aged care system is designed to support the needs of older people and is not designed for younger people.

- Targeting no people under 65 years entering residential aged care by the end of 2022 apart from in exceptional circumstances demonstrates the **effectiveness** of the key activity by showing whether NDIS participants are achieving their living arrangement goals and outcomes.
- Targeting no people under 45 years living in residential aged care by the end of 2022 apart from in exceptional circumstances demonstrates the **effectiveness** of the key activity by showing whether NDIS participants are achieving their living arrangement goals and outcomes.

## Methodology

- The *25% of working age NDIS participants in paid employment* is based on the proportion of participants aged 15 and over, who have been in the Scheme for at least two years, in paid work at their latest plan review.
- The *45% NDIS participants in community and social activities* is based on the proportion of participants aged 15 and over, who have been in the Scheme for at least two years, who were involved in community, cultural or religious groups at their latest plan review.
- The number of people under 65 years entering, and under 65 years and 45 years living, in residential care, is based on participant residential details where the Australian Institute of Health and Welfare (AIHW) are able to identify people with disability currently residing in residential aged care facilities.

The **data source** used for this calculation is NDIA Survey Data and AIHW Aged Care reports.

## Program Outputs

- Administered outlays (NDIS; NDIS Transition; NDIS Participant Plans; Information, Linkages and Capacity Building; Establishment of the NDIS Quality and Safeguards Commission; Boosting the Local Care Workforce; Payments to Corporate Entity – National Disability Insurance Agency costs)

# Outcome 4: Housing

## Programs and activities

Outcome 4 comprises 2 programs and a number of activities that contribute to the achievement of the housing outcome. The table below depicts how this purpose is translated into measurable activities.

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

OUTCOME 4 – HOUSING	
Improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports	
Program 4.1 Housing and Homelessness	Program 4.2 Affordable Housing
<b>Key activities</b>  4.1.1 – National Housing and Homelessness Agreement	<b>Key activities</b>  4.2.1 – Affordable Housing

## Performance Tables Outcome 4: Housing

### Program 4.1 Housing and Homelessness

This program aims to provide support for affordable housing and homelessness prevention initiatives including the design and implementation of innovative early-stage projects.

#### Key Activity — 4.1.1 National Housing and Homelessness Agreement

The National Housing and Homelessness Agreement (NHHA) is a national funding agreement between the Australian Government and the states and territories. It is a Key Activity of the Housing and Homelessness program. The NHHA provides funding each year to states and territories to improve Australians' access to affordable, safe and sustainable housing across the housing spectrum, including to prevent and address homelessness, and to support social and economic participation.

Housing and homelessness priorities are set out in bilateral schedules outlining how each state and territory proposes to implement the reforms, initiatives and policies to contribute to the outcomes and outputs under the NHHA.

**The department** is responsible for managing the NHHA with states and territories. **The department's** role is to:

- conduct monitoring and compliance
- conduct payments assurance
- review annual statements of assurance
- actively engage with states and territories
- lead the development of data improvement activities.

**The states and territories** are responsible for delivering services in accordance with the terms and conditions of contracts and agreements with the Commonwealth.

- Strategic planning: states identifying priorities and allocating resourcing
- Service delivery
- Reporting to the department
- Active engagement with Commonwealth.

Performance Measure				
4.1.1-1 Standard of delivery by states and territories is in accordance with the terms and conditions of agreements with the Commonwealth.				
Target	2022–23	2023–24	2024–25	2025–26
<p>◆ 4.1.1-1A – 100% of states and territories meet their requirements under the National Housing and Homelessness Agreement by:</p> <ul style="list-style-type: none"> <li>having a publicly available housing strategy</li> <li>having a publicly available homelessness strategy</li> <li>contributing to the ongoing collection and transparent reporting of agreed data</li> <li>providing annual statement of assurance reports outlining their housing and homelessness expenditure.</li> </ul> <p>*Bilateral agreements under the NHHA expire at the end of 2022-23, beyond which funding is subject to negotiation.</p>	100%	To be developed*	To be developed*	To be developed*

## Rationale

Measuring the standard of delivery by states and territories is in accordance with the terms and conditions of agreements with the Commonwealth, will demonstrate the department has effectively:

- conducted monitoring and compliance
- conducted payment assurance
- reviewed annual statements of assurance
- actively engaged with states and territories.

## Methodology

The per cent of *states and territories who meet their requirements* is based on the number of state and territories that have:

- published a housing strategy
- published a homelessness strategy
- transparent reporting of agreed data and
- annual statement of assurance reports outlining jurisdictional housing and homelessness expenditure.

The **data sources** used for this calculation are:

- relevant state and territory government departmental websites where housing and homelessness strategies are published
- the Productivity Commission's annual Report on Government Services
- the Australian Institute of Health and Welfare's Specialist Homelessness Services database; and NHHA statements of assurance, submitted to the relevant state or territory minister.

Performance Measure				
4.1.1-2 National reporting by states and territories on the number of dwellings for social housing and the number of specialist homelessness services delivered.				
Target	2022–23	2023–24	2024–25	2025–26
<p>◆ 4.1.1-2A - States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered.</p> <p>* Bilateral agreements under the NHHA expire at the end of 2022-23, beyond which funding is subject to negotiation.</p>	States and territories report on the number of dwellings for social housing and the number of specialist homelessness services delivered	To be developed*	To be developed*	To be developed*

## Rationale

As a requirement under NHHA, states and territories report their expenditure (and the number of) on social housing dwellings and the number of specialist homelessness services.

The output target represents a strong demonstration of outputs achieved under the measure and complements the effectiveness measure under this key activity (4.1.1-1 Standard of delivery by states and territories is in accordance with the terms and conditions and objectives of the NHHA).

The target demonstrates the measurable result for the financial year as part of the larger strategy towards improving housing affordability, supporting social housing for individuals and preventing and addressing homelessness by providing targeted supports.

## Methodology

The number of social housing dwellings by category is based on the Australian Institute of Health and Welfare Housing Assistance in Australia report 2020 (the report is published annually).

The number of specialist homelessness services clients by cohort is based on the Australian Institute of Health and Welfare Specialist Homelessness Service annual report.

### **The data sources used for this calculation are:**

- state and territory relevant government department website where housing and homelessness strategies are published
- the Australian Institute of Health and Welfare Housing Assistance annual report
- the Australian Institute of Health and Welfare Specialist Homelessness Services annual report
- NHHA annual statements of assurance, submitted to the department by the states and territories.



## Program 4.2 Affordable Housing

This program aims to improve the supply of affordable rental housing to low and moderate income households.

### Key Activity — 4.2.1 National Rental Affordability Scheme (NRAS)

The National Rental Affordability Scheme (NRAS, the Scheme) is a key activity of the Affordable Housing Program. The Scheme aims to provide support and services to increase the supply of affordable rental dwellings and encourage institutional investment in affordable and innovative housing. The Scheme, which commenced in 2008, provides an annual, retrospective financial incentive each year for up to 10 years for approved participants who rent dwellings to eligible **people on low to moderate incomes** at a rate at least 20% below market rent.

Under NRAS, the Australian Government in conjunction with the states and territories is providing financial incentives to:

- increase the supply of affordable rental housing
- reduce the rental costs for low to moderate income households
- encourage the large-scale investment and innovative delivery of affordable rental housing.

As announced in the 2014–15 Budget, there will be no further funding rounds or new allocations of NRAS incentives beyond those allocated in the Scheme and held by approved participants.

**The department's** role is to:

- administer the NRAS legislative framework
- process statements of compliance for rental dwellings and calculate and distribute financial incentives, including issuing cash incentives
- make decisions on the transfer of NRAS dwellings between approved participants or to another rental dwelling
- publish and maintain guidelines for NRAS stakeholders, including guidance on regulatory and administrative requirements.

**The states' and territories'** role is to:

- promote investment in affordable housing via financial incentives.

**The Australian Taxation Office's** role is to:

- issue refundable tax offset certificates to approved participants
- issue tax refunds to approved participants / investors.

Performance Measure				
4.2.1-1 Delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants.				
Target	2022–23	2023–24	2024–25	2025–26
4.2.1-1A - At least 90% of statements of compliance are processed within 60 days.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

### Rationale

Measuring that delivery complies with relevant legislation to ensure that incentives are issued accurately to approved participants, and will demonstrate the department has effectively:

- administered the NRAS legislative framework
- processed statements of compliance for rental dwellings and calculated and communicated financial incentives
- made decisions on the transfer of NRAS dwellings between approved participants or to another rental dwelling
- published and maintained guidelines for NRAS stakeholders.

Targeting 90% of statements of compliance are processed within 60 days demonstrates the **efficient** achievement of a key output by showing that the department, in its role as the administrator of the Scheme, provided timely incentives for approved participants who rent dwellings to eligible tenants at a rate at least 20% below market rent.

### Methodology

The per cent of statements of compliance processed within 60 days is based on the date:

- an approved participant submits a statement of compliance
- funds are released or the refundable tax offset certificate is issued for the relevant statement of compliance.

The **data source** used for this calculation is the department of Social Services' Grants Processing System.

Performance Measure				
4.2.1-2 Incentives delivered through the National Rental Affordability Scheme are maximised to improve the supply of affordable rental housing to low and moderate income households.				
Target	2022–23	2023–24	2024–25	2025–26
4.2.1-2A - At least 90% of allocations set under the National Rental Affordability Scheme are active and receiving incentive payments.	≥ 90 %	≥ 90 %	≥ 90 %	≥ 90 %

### Rationale

Measuring the allocations that received an incentive payment within the framework of the Scheme aims to demonstrate the department is improving the supply of affordable rental housing to low and moderate income households. While the department does not control whether an approved participant of the Scheme will act in accordance with the regulations to receive an incentive payment, the department seeks to maximise the proportion of active allocations and payments issued to maximise the supply of affordable rental housing to low and moderate income households.

Targeting 90% of allocations set under the Scheme being **active** and **receiving an incentive payment** demonstrates the achievement of the key outcome of the Scheme, within the legislative allocation cap set by Government.

### Methodology

The active, provisional and total allocations under the Scheme are reported quarterly, while incentives are paid on a yearly basis. For the purposes of this measure, the maximum number of allocations in the year is used. Please note:

- results for the 2020-21 National Rental Affordability Scheme year (1 May 2020 to 30 April 2021) and the correlated 2020–21 financial year are reported, as full payment data for the 2021–22 National Rental Affordability Scheme year was not available at time of publication.

The **data source** used for this calculation is the Department of Social Services' Grants Processing System.

### Program Output

- Number of National Rental Affordability Scheme incentives issued for the relevant National Rental Affordability Scheme year (Cash and Refundable Tax Offsets (RTO))

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