

**Portfolio Budget Statements 2017‑18**

**Budget Related Paper No. 1.15B**

Social Services Portfolio

(Department of Human Services)

Budget Initiatives and Explanations of

Appropriations Specified by Outcomes

and Programs by Entity

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**The Hon Alan Tudge MP**

**MINISTER FOR HUMAN SERVICES**

President of the Senate

Australian Senate

Parliament House

CANBERRA ACT 2600

Speaker

House of Representatives

Parliament House

CANBERRA ACT 2600

Dear Mr President

Dear Mr Speaker

I hereby submit Portfolio Budget Statements in support of the 2017-18 Budget for the Social Services Portfolio (Department of Human Services).

These statements have been developed, and are submitted to the Parliament, as a statement on the outcomes for the portfolio.

I present these statements to provide accountability to the Parliament and, through it, the public.

Yours sincerely

SIGNED

Alan Tudge

#### Abbreviations and conventions

The following notation may be used:

NEC/nec not elsewhere classified

- nil

.. not zero, but rounded to zero

na not applicable (unless otherwise specified)

nfp not for publication

$m $ million

$b $ billion

Figures in tables and in the text may be rounded. Figures in text are generally rounded to one decimal place, whereas figures in tables are generally rounded to the nearest thousand. Discrepancies in tables between totals and sums of components are due to rounding.

#### Enquiries

Should you have any enquiries regarding this publication please contact Mr Mark Jenkin, Chief Financial Officer in the Department of Human Services on (02) 6223 4350.

Links to Portfolio Budget Statements (including Portfolio Additional Estimates Statements and Portfolio Supplementary Additional Statements) can be located on the Australian Government Budget website at: [budget.gov.au](http://www.budget.gov.au).

User Guide  
To The  
Portfolio Budget Statements

User guide

The purpose of the *2017-18 Portfolio Budget Statements* (PB Statements) is to inform Senators and Members of Parliament of the proposed allocation of resources to government outcomes by entities within the portfolio. Entities receive resources from the annual appropriations acts, special appropriations (including standing appropriations and special accounts), and revenue from other sources.

A key role of the PB Statements is to facilitate the understanding of proposed annual appropriations in Appropriation Bills (No. 1 and No. 2) 2017-18 (or Appropriation (Parliamentary Departments) Bill *(*No. 1) 2017-18 for the parliamentary departments). In this sense, the PB Statements are Budget related papers and are declared by the Appropriation Acts to be ‘relevant documents’ to the interpretation of the Acts according to section 15AB of the *Acts Interpretation Act 1901*.

The PB Statements provide information, explanation and justification to enable Parliament to understand the purpose of each outcome proposed in the Bills.

As required under section 12 of the *Charter of Budget Honesty Act 1998*, only entities within the general government sector are included as part of the Commonwealth general government sector fiscal estimates and produce PB Statements where they receive funding (either directly or via portfolio departments) through the annual appropriation acts.

**The Enhanced Commonwealth Performance Framework.**

The following diagram outlines the key components of the enhanced Commonwealth performance framework. The diagram identifies the content of each of the publications and the relationship between them. Links to the publications for each entity within the portfolio can be found in the introduction to Section 2: Outcomes and planned performance.

The diagram outlines the key components of the enhanced Commonwealth performance framework. The diagram identifies the content of each of the publications and defines the relationship between them. Portfolio Budget Statements are one of these publications. The key components are:
• Portfolio Budget Statements: released in May, they support Annual Appropriations, and inform Senators and Members of Parliament of the proposed allocation of other resources to government outcomes and programs.  They also provide links to relevant programs, provide high level performance information for current and ongoing programs, and provide detailed prospective performance information for proposed new budget measures that require a new program or significantly change an existing program.
• Corporate Plans: released in August, are the primary planning document of a Commonwealth entity. They set out the purposes of an entity, the activities it will undertake to achieve its purposes, and the results it expects to achieve over a minimum four year period. They also describe the environment in which the entity operates, the capability it requires to undertake its activities and a discussion of risk. An explanation of how an entity’s performance will be measured and assessed is also provided.
• Annual Performance Statements: released October the following year, report on the actual performance results for the year against the forecasts made in the corporate plan and Portfolio Budget Statements. They also provide an analysis of the factors that contributed to the entity’s performance results. 
Portfolio Budget Statements and corporate plans are released at the beginning of a reporting period (usually the financial year), while annual performance statements are released in annual reports at the end of the reporting period.


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Portfolio Overview

# Department of Human Services

# Portfolio overview

Ministers and portfolio responsibilities

The ministers responsible for the Social Services portfolio and its entities are:

* The Hon Christian Porter MP, Minister for Social Services
* The Hon Alan Tudge MP, Minister for Human Services
* The Hon Jane Prentice MP, Assistant Minister for Social Services and Disability Services
* Senator the Hon Zed Seselja, Assistant Minister for Social Services and Multicultural Affairs.

The Department of Human Services (the department) is part of the Social Services portfolio. Full details of the Social Services portfolio appear in the *Portfolio Budget Statements 2017-18, Budget Related Paper No. 1.15A, Social Services Portfolio.*

For information on resourcing across the Social Services portfolio, please refer to Part 1: Agency Financial Resourcing in *Budget Paper No. 4: Agency Resourcing*.

**Department of Human Services**

The department is responsible for providing advice to government on design, development, delivery, co-ordination and monitoring of government services, social security, child support, students, families, aged care and health programmes (excluding Health provider compliance), superannuation release and Australian Hearing Services.

Legislation administered by the Minister for Human Services includes the:

* Human Services (Centrelink) Act 1997
* Human Services (Medicare) Act 1973, except to the extent administered by the Minister for [Health](https://www.legislation.gov.au/Details/C2016Q00067/Html/Text#_Legislation_administered_by_10)
* Australian Hearing Services Act 1991, except to the extent administered by the Minister for [Health.](https://www.legislation.gov.au/Details/C2016Q00067/Html/Text#_Legislation_administered_by_10)

The department is subject to the Public Governance, Performance and Accountability Act 2013 (PGPA Act). The department has one outcome and delivers a range of government and other payments and services to almost every Australian, including:

* **Centrelink** payments and services for retirees, the unemployed, families, carers, parents, students, people with disability, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people living overseas and provision of services at times of major change, including disaster recovery payments.
* **Aged** **care** payments to services funded under the Aged Care Act 1997 including residential care, home care and flexible care services.
* **Health** services and payments that support Australians such as Medicare, the Pharmaceutical Benefits Scheme, digital health, Private Health Insurance Rebate, the Australian Immunisation Register, the National Bowel Cancer Screening Register, the Australian Organ Donor Register, and related services for eligible veterans, their spouses and dependants.
* **Child Support** services for separated parents to provide the financial and emotional support necessary for their children’s wellbeing.

The department also delivers other services including the Tasmanian Freight Equalisation Scheme and Early Release of Superannuation, as well as whole of government services such as myGov.

**Australian Hearing**

Australian Hearing is a non-General Government Sector entity established under the

*Australian Hearing Services Act 1991*. As such, Australian Hearing is not consolidated into the Commonwealth General Government Sector fiscal estimates. Accordingly, Australian Hearing is not reported in the Portfolio Budget Statements or Portfolio Additional Estimates Statements. Australian Hearing is a corporate Commonwealth entity under the PGPA Act and is governed by a board that is appointed by the Minister for Human Services.

Figure 1: Department of Human Services portfolio structure and outcomes

|  |  |  |
| --- | --- | --- |
| **Minister for Social Services**  The Hon Christian Porter MP  **Minister for Human Services** The Hon Alan Tudge MP | | |
|  | |  |
| **Department of Human Services** Secretary: Ms Kathryn Campbell CSC  **Outcome 1:** Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of policy advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery. |  | **Australian Hearing**  Managing Director:  Mr Bill Davidson |

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Entity resources and planned performance

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Department of Human Services

## Section 1: Entity overview and resources

### 1.1 Strategic direction statement

The department delivers payments and associated services on behalf of partner agencies, and provides related advice to government on social welfare, health and child support service delivery policy.

The department delivers payments to the community on behalf of the Australian Government either directly via face-to-face and telephone or through digital channels. A key aim of the department is to deliver digital services that support individuals, families and communities to be self-sufficient and manage their own affairs.

The contribution of the department to the government’s agenda is reflected in its Outcome Statement which is to:

*Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of policy advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery.*

To shape more effective and efficient service delivery, the department plays an active role in developing new approaches to social and health related policy with our partner agencies. The department also builds on its foundation of service excellence to the Australian community, through close collaboration with the community and third parties.

The department is the face of government to the majority of Australians and underpins the Commonwealth’s relationship with its people – as children and parents; as patients and carers; in study, in work and in retirement.

The department provides support to Australians facing financial hardship or structural adjustment and works with them through every stage of their lives.

The department’s mission is ‘connecting Australians to the services they need’**.** The department’s priorities include the following:

* Transforming and simplifying the department’s ICT environment to support secure digital access to our services when people need it and to enable rapid, flexible responses to the government’s digital transformation agenda
* Making the delivery of services and regulatory functions as efficient as possible, including reducing red tape, while providing effective government and recipient outcomes
* Seeking opportunities to enhance efficiencies and increase service effectiveness by partnering with industry and not-for-profit organisations
* Working closely with partner agencies to shape the development and delivery of joined-up government services
* Designing and developing new, innovative and effective service approaches that encourage responsibility and enable self-sufficiency, while identifying and supporting those most in need.

### 1.2 Entity resource statement

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity’s operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing*.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the ‘Budgeted expenses by Outcome’ tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Table 1.1: Department of Human Services resource statement — Budget estimates for 2017-18 as at Budget May 2017

|  |  |  |
| --- | --- | --- |
|  | *2016-17 Estimated actual $'000* | 2017-18 Budget Estimate $'000 |
| **Departmental** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *957,518* | 898,204 |
| Departmental appropriation (c) | *4,283,013* | 4,486,514 |
| s 74 retained revenue receipts (d) | *266,038* | 263,821 |
| Departmental capital budget (e) | *139,675* | 188,996 |
| Annual appropriations - other services - non-operating (f) |  |  |
| Prior year appropriations available (b) | *-* | 179 |
| Equity injection | *138,421* | 161,904 |
| ***Total departmental resourcing*** | ***5,784,665*** | **5,999,618** |
| **Administered** |  |  |
| Annual appropriations - ordinary annual services (a) |  |  |
| Prior year appropriations available (b) | *2,240* | 2,240 |
| Outcome 1 (g) | *1,565* | 1,566 |
| s 74 retained revenue receipts (h) | *1,534* | 1,566 |
| *Total administered annual appropriations* | *5,339* | 5,372 |
| *Total administered special appropriations* (i) (j) | *57,172* | 58,343 |
| Special accounts (j) (k) |  |  |
| Opening balance | *61,517* | 61,517 |
| Appropriation receipts (l) | *58,706* | 59,909 |
| Non-appropriation receipts to special accounts (m) | *1,394,865* | 1,423,431 |
| *Total special account receipts* | *1,515,088* | 1,544,857 |
| *less administered appropriations drawn from annual/special appropriations and credited to special accounts (l)* | *58,706* | 59,909 |
| ***Total administered resourcing*** | ***1,518,893*** | **1,548,663** |
| **Total resourcing for Department of Human Services** | ***7,303,558*** | **7,548,281** |
|  | *2016-17* | 2017-18 |
| **Average staffing level (number)** | *29,835* | **28,647** |

Prepared on a resourcing (that is, appropriations available) basis.

Please note: All figures shown above are GST exclusive – these may not match figures in the cash flow statement.

1. Appropriation Bill (No.1) 2017-18.
2. The 2016-17 and 2017-18 prior year appropriations available exclude $15.5 million subject to quarantine by Department of Finance under section 51 of the PGPA Act.
3. Excludes departmental capital budget (DCB).
4. Estimated retained revenue receipts under section 74 of the PGPA Act.
5. Departmental capital budgets are not separately identified in Appropriation Bill (No.1) and form part of ordinary annual services items. Please refer to Table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner’.
6. Appropriation Bill (No.2) 2017-18.
7. Appropriation Bill (No.1) 2017-18 provides funding for operating expenses only. The department does not have an administered capital budget.
8. Administered repayments received by the department.

Table 1.1: Department of Human Services resource statement — Budget estimates for 2017-18 as at Budget May 2017 (continued)

1. Special appropriations under the *Child Support (Registration and Collection) Act 1988* provide temporary funding to cover unremitted deductions and unexplained remittances until deductions have been received and unexplained remittances have been attributed to the relevant paying parent.
2. For further information on special appropriations and special accounts, please refer to *Budget Paper No. 4 ‑ Agency Resourcing*.
3. Excludes 'Special Public Money' held in accounts like Other Trust Monies accounts (OTM), Services for Other Government and Non-agency Bodies accounts (SOG) or Services for Other Entities and Trust Moneys accounts (SOETM).
4. Amounts credited to special accounts from annual administered appropriations and special appropriations relating to Child Support. Please also see Table 2.1.1 for further information on outcome and program expenses broken down by various funding sources, for example, annual appropriations, special appropriations and special accounts.
5. Non-appropriation receipts mainly comprise receipts from non-custodial parents through the Child Support special account.

Table 1.1: Department of Human Services resource statement — Budget estimates for 2017-18 as at Budget May 2017 (continued)

Third party payments from and on behalf of other entities

|  |  |  |
| --- | --- | --- |
|  | *2016-17 Estimated actual $'000* | 2017-18 Budget Estimate $'000 |
| **Payments made on behalf of other entities** (as disclosed in the respective entity's resource statement) | | |
| **Attorney-General's Department** |  |  |
| Special appropriation - *Social Security (Administration) Act 1999*  - Australian Victim of Terrorism Overseas Payment | 1,095 | 1,595 |
| - Disaster Recovery Allowance | 14,712 | 191 |
| - Disaster Recovery Payment | 78,047 | 955 |
| Annual appropriation - Ex gratia assistance - New Zealand citizens | 873 | 120 |
| **Total** | **94,727** | **2,861** |
| **Department of Agriculture and Water Resources** |  |  |
| Special appropriation - *Farm Household Support Act 2014* s 105  - payments for Farm Household Allowance and Exceptional   circumstances relief payments | 78,389 | 36,607 |
| **Total** | **78,389** | **36,607** |
| **Department of Defence** |  |  |
| Annual appropriation - Closure of Hunter River and Port Stephens  Fisheries - Assistance to individuals and Businesses | 2,156 | - |
| **Total** | **2,156** | **-** |
| **Department of Education and Training** |  |  |
| Special appropriation - *A New Tax System (Family Assistance)  (Administration) Act 1999* | 1,447,249 | 1,466,752 |
| **Total** | **1,447,249** | **1,466,752** |
| **Department of Employment** |  |  |
| Annual appropriation - Job Commitment Bonus | 15,486 | - |
| **Total** | **15,486** | **-** |
| **Department of Health** |  |  |
| Special appropriation - *Health Insurance Act 1973* - Medical Benefits | 22,092,457 | 22,897,861 |
| Special appropriation - *National Health Act 1953* - Pharmaceutical  Benefits | 11,297,940 | 11,950,710 |
| Special appropriation - *Private Health Insurance Act 2007* | 6,054,635 | 6,175,728 |
| Special appropriation - *Dental Benefits Act 2008* | 331,860 | 346,039 |
| Special appropriation - *National Health Act 1953* - Aids and  Appliances | 354,493 | 353,784 |
| Special appropriation - *Medical Indemnity Agreement Act 2002* | 91,800 | 96,900 |
| Special Account - Australian Childhood Immunisation Register | 9,650 | 9,820 |
| Special appropriation *- Midwife Professional Indemnity  (Commonwealth Contribution) Scheme Act 2010* | 6,870 | 4,061 |
| Special appropriation - *Aged Care Act 1997* | 13,043,790 | 13,868,620 |
| Special appropriation - *National Health Act 1953* - Continence Aids  Assistance Scheme | 85,291 | 86,792 |
| Ordinary annual Services - Hearing Services | 442,669 | 445,138 |
| **Total** | **53,811,455** | **56,235,453** |

Table 1.1: Department of Human Services resource statement — Budget estimates for 2017-18 as at Budget May 2017 (continued)

Third party payments from and on behalf of other entities (continued)

|  |  |  |
| --- | --- | --- |
|  | *2016-17 Estimated actual $'000* | 2017-18 Budget Estimate $'000 |
| **Department of Immigration and Border Protection** |  |  |
| Annual appropriation - Asylum Seeker Support | 245,831 | 191,138 |
| **Total** | **245,831** | **191,138** |
| **Department of Infrastructure and Regional Development** |  |  |
| Annual appropriation - Tasmanian Freight Equalisation Scheme | 170,595 | 171,609 |
| Annual appropriation - Bass Strait Passenger Vehicle Equalisation  Scheme | 47,773 | 46,681 |
| **Total** | **218,368** | **218,290** |
| **Department of Social Services** |  |  |
| Special appropriation - *Social Security (Administration) Act 1999* | 90,230,497 | 91,887,360 |
| Special appropriation - *A New Tax System (Family Assistance)  (Administration) Act 1999* | 20,379,176 | 19,499,677 |
| Special appropriation - *Paid Parental Leave Act 2010* | 2,172,680 | 2,239,894 |
| Special appropriation - *Student Assistance Act 1973* | 351,054 | 350,336 |
| Annual Administered Appropriations | 7,660 | 7,476 |
| **Total** | **113,141,067** | **113,984,743** |
| **Department of Veterans' Affairs** |  |  |
| Special appropriation - *Veterans’ Entitlements Act 1986* and related acts | 3,492,278 | 3,422,952 |
| Special appropriation - *Military Rehabilitation and Compensation  Act 2004* | 51,331 | 60,529 |
| Special appropriation - *Safety, Rehabilitation and Compensation  Act 1988* | 12,668 | 12,375 |
| Special appropriation - *Australian Participants in British Nuclear  Tests (Treatment) Act 2006* | 358 | 377 |
| **Total** | **3,556,635** | **3,496,233** |
| **Total Payments made on behalf of other entities** | **172,611,363** | **175,632,077** |

Table 1.1: Department of Human Services resource statement — Budget estimates for 2017-18 as at Budget May 2017 (continued)

Third party payments from and on behalf of other entities (continued)

|  |  |  |
| --- | --- | --- |
|  | *2016-17 Estimated actual $'000* | 2017-18 Budget Estimate $'000 |
| **Payments made to other entities for the provision of services** |  |  |
| Attorney-General's Department | 1,500 | 1,500 |
| Australian Federal Police | 2,859 | 3,002 |
| Australian Postal Corporation | 70,600 | 70,600 |
| Comcare | 69,289 | 64,383 |
| Commonwealth Superannuation Corporation | 6,000 | 5,757 |
| Department of Finance | 42,341 | 42,667 |
| Department of Immigration and Border Protection | 12 | 12 |
| Reserve Bank of Australia | 15,221 | 15,221 |
| **Total payments made to other entities for the provision of services** | **207,822** | **203,142** |
|  | *2016-17 Estimated actual $'000* | 2017-18 Budget Estimate $'000 |
| **Receipts from other entities for the provision of services  (disclosed above in s 74 retained revenue  receipts section)** |  |  |
| Australian Digital Health Agency | 18,999 | 18,999 |
| Australian Electoral Commission | 8,987 | 28 |
| Australian Taxation Office | 12,468 | 12,251 |
| Department of Employment | 804 | 603 |
| Department of Finance | 40 | - |
| Department of Foreign Affairs and Trade | 7,951 | 7,951 |
| Department of Health | 35,181 | 35,357 |
| Department of Immigration and Border Protection | 1,883 | 2,724 |
| Department of Social Services | 3,136 | 2,642 |
| Department of the Prime Minister and Cabinet | 2,548 | 1,619 |
| Department of Veterans' Affairs | 29,674 | 27,260 |
| National Disability Insurance Agency | 72,581 | 74,959 |
| Total s 74 receipts received from other entities for the provision of services | 194,252 | 184,393 |

### 1.3 Budget measures

Budget measures in Part 1 relating to the Department are detailed in *Budget Paper No. 2* and are summarised below.

Table 1.2: Department of Human Services 2017‑18 Budget measures

Part 1: Measures announced since the 2016‑17 Mid-Year Economic and Fiscal Outlook (MYEFO)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | 2016-17 $'000 | 2017-18 $'000 | 2018-19 $'000 | 2019-20 $'000 | 2020-21 $'000 |
| **Expense measures (a)** |  |  |  |  |  |  |
| **Department of Human Services** |  |  |  |  |  |  |
| Department of Human Services —  improving service delivery and  reducing red tape (b) |  |  |  |  |  |  |
| Departmental expense | 1.1 | 185 | 6,044 | (243) | (255) | (256) |
| **Cross Portfolio** |  |  |  |  |  |  |
| *Various Agencies* |  |  |  |  |  |  |
| Unlegislated Budget Repair Measures — not proceeding |  |  |  |  |  |  |
| Departmental expense | 1.1, 1.2 | (28,704) | (54,215) | (67,347) | (76,519) | (69,068) |
| **Education and Training** |  |  |  |  |  |  |
| Jobs for Families Package — upper  income threshold |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | - | (302) | (282) | (329) |
| **Employment** |  |  |  |  |  |  |
| Better Targeting of Assistance to Support Jobseekers (c) |  |  |  |  |  |  |
| Departmental expense | 1.1 | 4,119 | 35,430 | 33,296 | 29,649 | 29,663 |
| Closing the Gap — Employment  Services — additional funding |  |  |  |  |  |  |
| Departmental expense | 1.1 | 24 | 2,213 | (140) | (140) | (141) |
| ParentsNext — national expansion |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 9,098 | 11,637 | 4,855 | 4,859 |
| **Health** |  |  |  |  |  |  |
| Child Dental Benefits Schedule  — increased cap |  |  |  |  |  |  |
| Departmental expense | 1.2 | 1,541 | - | - | - | - |
| Guaranteeing Medicare |  |  |  |  |  |  |
| – aligning reciprocal health care |  |  |  |  |  |  |
| Departmental expense | 1.2 | 440 | 709 | - | - | - |
| – Medicare Benefits Schedule —  improved compliance |  |  |  |  |  |  |
| Departmental expense | 1.2 | 14 | 4,519 | 721 | 693 | 696 |
| – Medicare Benefits Schedule —  new and amended listings |  |  |  |  |  |  |
| Departmental expense | 1.2 | - | 4 | 10 | 15 | 19 |

Prepared on a Government Finance Statistics (fiscal) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 1.2: Department of Human Services 2017‑18 Budget measures (continued)

Part 1: Measures announced since the 2016‑17 Mid-Year Economic and Fiscal Outlook (MYEFO) (continued)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | 2016-17 $'000 | 2017-18 $'000 | 2018-19 $'000 | 2019-20 $'000 | 2020-21 $'000 |
| **Expense measures (a)  (continued)** |  |  |  |  |  |  |
| **Health (continued)** |  |  |  |  |  |  |
| Guaranteeing Medicare (continued) |  |  |  |  |  |  |
| – modernising the health and aged  care payments systems |  |  |  |  |  |  |
| Departmental expense | 1.2 | - | 15,558 | - | - | - |
| Improving Access to Medicines |  |  |  |  |  |  |
| – cheaper medicines |  |  |  |  |  |  |
| Departmental expense | 1.2 | - | 230 | 59 | 23 | 11 |
| – maintaining Remote Area Aboriginal Health Services pharmaceutical dispensing |  |  |  |  |  |  |
| Departmental expense | 1.2 | 104 | 748 | 181 | 181 | 182 |
| – Pharmaceutical Benefits Scheme — new and amended listings |  |  |  |  |  |  |
| Departmental expense | 1.2 | 423 | (173) | (59) | 33 | 100 |
| My Health Record — continuation  and expansion |  |  |  |  |  |  |
| Departmental expense | 1.2 | - | (21,695) | - | - | - |
| Pathology Approved Collection  Centres — strengthening  compliance |  |  |  |  |  |  |
| Departmental expense | 1.2 | - | 2,799 | 231 | 202 | 203 |
| Prioritising Mental Health —  improving telehealth for   psychological services in regional,  rural and remote Australia |  |  |  |  |  |  |
| Departmental expense | 1.2 | - | 10 | 17 | 18 | 19 |
| Quality Improvements in General  Practice — implementation of the  Practice Incentives Program |  |  |  |  |  |  |
| Departmental expense | 1.2 | (6,923) | 7,637 | 722 | 551 | 546 |
| **Immigration and Border  Protection** |  |  |  |  |  |  |
| Better targeting skilled visas |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 2,633 | - | - | - |
| Community Support Programme —  establishment |  |  |  |  |  |  |
| Departmental expense | 1.1 | 784 | 6,027 | 700 | 735 | 738 |

Prepared on a Government Finance Statistics (fiscal) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 1.2: Department of Human Services 2017‑18 Budget measures (continued)

Part 1: Measures announced since the 2016‑17 Mid-Year Economic and Fiscal Outlook (MYEFO) (continued)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | 2016-17 $'000 | 2017-18 $'000 | 2018-19 $'000 | 2019-20 $'000 | 2020-21 $'000 |
| **Expense measures (a)  (continued)** |  |  |  |  |  |  |
| **Immigration and Border  Protection (continued)** |  |  |  |  |  |  |
| Resolving the Onshore Illegal  Maritime Arrival Legacy Caseload |  |  |  |  |  |  |
| Departmental expense | 1.1 | 75 | 1,609 | - | - | - |
| Temporary sponsored parent visa  — establishment (d) |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | - | - | - | - |
| **Social Services** |  |  |  |  |  |  |
| Aligning the Pensioner Education  Supplement and Education Entry  Payment |  |  |  |  |  |  |
| Departmental expense | 1.1 | 105 | 6,624 | 181 | 110 | - |
| Better Alignment of Student  Payments |  |  |  |  |  |  |
| Departmental expense | 1.1 | 1,421 | 5,220 | 1,498 | 1,395 | 313 |
| Better Targeting of the Relocation  Scholarship |  |  |  |  |  |  |
| Departmental expense | 1.1 | 35 | 2,950 | - | - | - |
| Commonwealth Redress Scheme for  Survivors of Institutional Child  Sexual Abuse |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 16,063 | nfp | nfp | nfp |
| Consistent Income Treatment for  Families Receiving Family Tax  Benefit Part A |  |  |  |  |  |  |
| Departmental expense | 1.1 | 256 | 7,113 | 7,275 | 2,856 | 862 |
| Energy Assistance Payment |  |  |  |  |  |  |
| Departmental expense | 1.1 | 3,229 | 255 | - | - | - |
| Enhanced Residency Requirements  for Pensioners |  |  |  |  |  |  |
| Departmental expense | 1.1 | 28 | 3,462 | 1,692 | 1,678 | 1,997 |
| Extension and expansion of  Cashless Debit Card |  |  |  |  |  |  |
| Departmental expense | 1.1 | nfp | nfp | nfp | - | - |
| Extension of Income Management |  |  |  |  |  |  |
| Departmental expense | 1.1 | 90 | 67,925 | 67,164 | - | - |
| Family Tax Benefit Part A rate  increase — not proceeding |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | (631) | (305) | (306) | (307) |

Prepared on a Government Finance Statistics (fiscal) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Table 1.2: Department of Human Services 2017‑18 Budget measures (continued)

Part 1: Measures announced since the 2016‑17 Mid-Year Economic and Fiscal Outlook (MYEFO) (continued)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | 2016-17 $'000 | 2017-18 $'000 | 2018-19 $'000 | 2019-20 $'000 | 2020-21 $'000 |
| **Expense measures (a)  (continued)** |  |  |  |  |  |  |
| **Social Services (continued)** |  |  |  |  |  |  |
| Funding the Jobs for Families  Package |  |  |  |  |  |  |
| Departmental expense | 1.1 | 377 | 134 | (118) | (337) | (329) |
| Government Response to the  Parliamentary Inquiry into the  Child Support Program —  implementation |  |  |  |  |  |  |
| Departmental expense | 1.3 | 382 | 8,112 | 1,425 | 1,249 | 1,254 |
| Improving Disability Employment  Services |  |  |  |  |  |  |
| Departmental expense | 1.1 | 4 | 1,604 | 72 | 19 | 18 |
| Liquid Assets Waiting Period —  increasing self-reliance |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 316 | 2,120 | - | - |
| National Disability Insurance Scheme  Quality and Safeguards  Commission — establishment |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 3,798 | 968 | 499 | 502 |
| Pensioner Concession Card —  reinstatement |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 3,099 | - | - | - |
| Supporting No Jab No Pay —  Healthy Start for School —  new compliance arrangements |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 22,746 | 12,831 | 8,877 | 5,438 |
| Working Age Payments Reforms |  |  |  |  |  |  |
| Departmental expense |  | 327 | 6,891 | 19,213 | 25,023 | 6,175 |
| **Veterans' Affairs** |  |  |  |  |  |  |
| Veteran Centric Reform |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | 44,644 | - | - | - |
| **Total expense measures** |  |  |  |  |  |  |
| **Administered** |  | - | - | - | - | - |
| **Departmental** |  | (21,664) | 219,510 | 93,499 | 822 | (16,835) |
| **Total** |  | **(21,664)** | **219,510** | **93,499** | **822** | **(16,835)** |

Prepared on a Government Finance Statistics (fiscal) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

1. Measures are listed by lead portfolio. The full measure description and package details appear in *Budget Paper No. 2* under the relevant portfolio.
2. Costs for this measure have been partially absorbed within existing resources and a component of the measure is not included in the amounts shown as it is commercial-in-confidence.
3. A component of this measure is not included in the amounts shown as it is commercial-in-confidence.
4. Costs for this measure have been absorbed by the department within existing resources. The department’s involvement in this measure is not referenced in *Budget Paper No. 2*.

Table 1.2: Department of Human Services 2017‑18 Budget measures (continued)

Part 1: Measures announced since the 2016‑17 Mid-Year Economic and Fiscal Outlook (MYEFO) (continued)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | 2016-17 $'000 | 2017-18 $'000 | 2018-19 $'000 | 2019-20 $'000 | 2020-21 $'000 |
| **Capital measures (a)** |  |  |  |  |  |  |
| **Cross Portfolio** |  |  |  |  |  |  |
| *Various Agencies* |  |  |  |  |  |  |
| Unlegislated Budget Repair  Measures — not proceeding |  |  |  |  |  |  |
| Departmental capital | 1.1 | (179) | - | - | - | - |
| **Health** |  |  |  |  |  |  |
| Guaranteeing Medicare |  |  |  |  |  |  |
| – Medicare Benefits Schedule —  improved compliance |  |  |  |  |  |  |
| Departmental capital | 1.2 | - | 2,652 | - | - | - |
| – modernising the health and aged  care payments systems |  |  |  |  |  |  |
| Departmental capital | 1.2 | - | 1,000 | - | - | - |
| My Health Record — continuation  and expansion |  |  |  |  |  |  |
| Departmental capital | 1.2 | - | 2,977 | - | - | - |
| **Social Services** |  |  |  |  |  |  |
| Aligning the Pensioner Education  Supplement and Education Entry  Payment |  |  |  |  |  |  |
| Departmental capital | 1.1 | - | 3,099 | - | - | - |
| Commonwealth Redress Scheme for  Survivors of Institutional Child  Sexual Abuse |  |  |  |  |  |  |
| Departmental capital | 1.1 | - | 7,592 | nfp | nfp | nfp |
| **Veterans' Affairs** |  |  |  |  |  |  |
| Veteran Centric Reform |  |  |  |  |  |  |
| Departmental capital | 1.1 | - | 23,881 | - | - | - |
| **Total capital measures** |  |  |  |  |  |  |
| **Administered** |  | - | - | - | - | - |
| **Departmental** |  | (179) | 41,201 | - | - | - |
| **Total** |  | **(179)** | **41,201** | **-** | **-** | **-** |

Prepared on a Government Finance Statistics (fiscal) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

1. Measures are listed by lead portfolio. The full measure description and package details appear in *Budget Paper No. 2* under the relevant portfolio.

Table 1.2: Department of Human Services 2017‑18 Budget measures (continued)

Part 2: Other measures not previously reported in a portfolio statement

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Program | 2016-17 $'000 | 2017-18 $'000 | 2018-19 $'000 | 2019-20 $'000 | 2020-21 $'000 |
| **Measures (a)** |  |  |  |  |  |  |
| **Employment** |  |  |  |  |  |  |
| Better Targeting of Assistance to  Support Jobseekers (b) |  |  |  |  |  |  |
| Departmental expense | 1.1 | - | - | - | - | - |
| **Prime Minister and Cabinet** |  |  |  |  |  |  |
| GovPass Program — trusted digital  identity framework (c) |  |  |  |  |  |  |
| Departmental expense/capital | 1.1 | - | - | - | - | - |
| **Total measures** |  |  |  |  |  |  |
| **Administered** |  | - | - | - | - | - |
| **Departmental** |  | - | - | - | - | - |
| **Total** |  | **-** | **-** | **-** | **-** | **-** |

Prepared on a Government Finance Statistics (fiscal) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

1. Measures are listed by lead portfolio. The full measure description and package details appear in *Budget Paper No. 2* under the relevant portfolio.
2. Decision taken but not yet announced in the 2016-17 MYEFO with the following impact: 2016-17 $12.324 million; 2017-18 $4.064 million; 2018-19 $0.505 million; 2019-20 $0.505 million; 2020-21 $0.508 million.
3. Decision taken but not yet announced in the 2016-17 MYEFO with the following impact: 2017-18  
   $2.499 million.

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below, together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the enhanced Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports - to provide an entity’s complete performance story.

The most recent corporate plan for the Department of Human Services can be found at:

[humanservices.gov.au/corporate/publications-and-resources/corporate-plan](https://www.humanservices.gov.au/corporate/publications-and-resources/corporate-plan).

The most recent annual performance statement for the Department of Human Services can be found at:

[humanservices.gov.au/corporate/annual-reports/annual-report-2015-16/part-2-report-performance/annual-performance-statement-2015-16](http://www.humanservices.gov.au/corporate/annual-reports/annual-report-2015-16/part-2-report-performance/annual-performance-statement-2015-16).

### 2.1 Budgeted expenses and performance for Outcome 1

|  |
| --- |
| Outcome 1: Support individuals, families and communities to achieve greater self‑sufficiency; through the delivery of policy advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery. |

#### Linked programs for Outcome 1

|  |
| --- |
| **Entity: Attorney-General's Department** |
| **Programs**   * 1.2 Attorney-General’s Department Operating Expenses—  National Security and Criminal Justice * 1.7 National Security and Criminal Justice * 1.8 Australian Government Disaster Financial Support Payments |
| **Entity: Australian Digital Health Agency** |
| **Programs**   * 1.1 Digital Health |
| **Entity: Australian Organ and Tissue Donation and Transplantation Authority** |
| **Programs**   * 1.1 A Nationally Coordinated System for Organ and Tissue Donation for  Transplantation |
| **Entity: Australian Taxation Office** |
| **Programs**   * 1.1 Australian Tax Office * 1.2 Private Health Insurance Rebate |
| **Entity: Department of Agriculture and Water Resources** |
| **Programs**   * 1.12 Rural Programmes |
| **Entity: Department of Defence** |
| **Programs**   * 2.10 Estate and Infrastructure (a) |
| **Entity: Department of Education and Training** |
| **Programs**   * 1.1 Support for the Child Care System (a) * 1.2 Child Care Benefit (a) * 1.3 Child Care Rebate (a) * 1.4 Child Care Subsidy (a) * 2.8 Building Skills and Capability |

#### Linked programs for Outcome 1 (continued)

|  |
| --- |
| **Entity: Department of Employment** |
| **Programs**   * 1.1 Employment Services |
| **Entity: Department of the Environment and Energy** |
| **Programs**   * 1.1 Sustainable Management of Natural Resources and the Environment |
| **Entity: Department of Foreign Affairs and Trade** |
| **Programs**   * 2.1 Consular Services * 2.2 Passport Services |
| **Entity: Department of Health** |
| **Programs**   * 1.1 Health Policy Research and Analysis * 1.2 Health Innovation and Technology * 2.2 Aboriginal and Torres Strait Islander Health * 2.3 Health Workforce * 2.4 Preventive Health and Chronic Disease Support * 2.5 Primary Health Care Quality and Coordination * 2.6 Primary Care Practice Incentives * 4.1 Medical Benefits * 4.2 Hearing Services * 4.3 Pharmaceutical Benefits * 4.4 Private Health Insurance * 4.5 Medical Indemnity * 4.6 Dental Services * 4.7 Health Benefit Compliance * 4.8 Targeted Assistance - Aids and Appliances * 5.3 Immunisation * 6.2 Home Support and Care * 6.3 Residential and Flexible Care |
| **Entity: Department of Immigration and Border Protection** |
| **Programs**   * 1.3 Onshore Compliance and Detention (a) * 2.1 Citizenship * 2.4 Refugee and Humanitarian Assistance |

#### Linked programs for Outcome 1 (continued)

|  |
| --- |
| **Entity: Department of Infrastructure and Regional Development** |
| **Programs**   * 2.2 Surface Transport |
| **Entity: Department of the Prime Minister and Cabinet** |
| **Programs**   * 2.1 Indigenous Advancement - Jobs, Land and Economy * 2.2 Indigenous Advancement - Children and Schooling |
| **Entity: Department of Social Services** |
| **Programs**   * 1.1 Family Tax Benefit * 1.2 Child Payments * 1.3 Income Support for Vulnerable People * 1.4 Income Support for People in Special Circumstances * 1.5 Supplementary Payments and Support for Income Support Recipients * 1.6 Income Support for Seniors * 1.7 Allowances and Concessions for Seniors * 1.8 Income Support for People with Disability * 1.9 Income Support for Carers * 1.10 Working Age Payments * 1.11 Student Payments * Outcome 1 Cross Program: Rent Assistance (a) * 2.1 Families and Communities * 2.2 Paid Parental Leave * 3.1 Disability, Mental Health and Carers |
| **Entity: Department of the Treasury** |
| **Programs**   * 1.1 Department of the Treasury |
| **Entity: Department of Veterans’ Affairs** |
| **Programs**   * 1.1 Veterans' Income Support and Allowances * 2.1 General Medical Consultations and Services * 2.2 Veterans' Hospital Services * 2.3 Veterans' Pharmaceuticals Benefits * 2.4 Veterans' Community Care and Support * 2.5 Veterans' Counselling and Other Health Services |

#### Linked programs for Outcome 1 (continued)

|  |
| --- |
| **Entity: National Disability Insurance Agency** |
| **Programs**   * 1.1 Reasonable and necessary care and support for participants * 1.3 Agency costs |
| **Entity: Professional Services Review** |
| **Programs**   * 1.1 Safeguarding the Integrity of the Medicare Program and  Pharmaceutical Benefits Scheme |
| **Contribution made by Outcome 1**  Outcome 1 contributes to the linked programs above by the provision of a range of information, services and payments on behalf of the entities listed within Australia and where applicable, overseas. |

1. These linked programs have been revised since the 2016-17 Portfolio Budget Statements.

#### Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

Table 2.1.1: Budgeted expenses for Outcome 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **Program 1.1: Services to the Community - Social Security and Welfare** |  |  |  |  |  |
| Administered expenses |  |  |  |  |  |
| Expenses not requiring appropriation in the Budget  year (a) | 273 | 273 | 273 | 273 | 273 |
| **Administered total** | 273 | 273 | 273 | 273 | 273 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 3,398,745 | 3,592,518 | 3,126,576 | 2,964,984 | 2,811,561 |
| s 74 Retained revenue  receipts (b) | 152,631 | 150,712 | 165,337 | 154,431 | 132,705 |
| Expenses not requiring appropriation in the Budget  year (a) | 180,290 | 206,001 | 234,913 | 236,302 | 245,792 |
| **Departmental total** | 3,731,666 | 3,949,231 | 3,526,826 | 3,355,717 | 3,190,058 |
| **Total expenses for  program 1.1** | **3,731,939** | **3,949,504** | **3,527,099** | **3,355,990** | **3,190,331** |
| **Program 1.2: Services to the Community - Health** |  |  |  |  |  |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 478,574 | 478,750 | 457,872 | 469,075 | 482,222 |
| s 74 Retained revenue  receipts (b) | 65,677 | 62,927 | 8,876 | 484 | 90 |
| Expenses not requiring appropriation in the Budget  year (a) | 33,287 | 41,476 | 45,607 | 45,460 | 47,308 |
| **Departmental total** | 577,538 | 583,153 | 512,355 | 515,019 | 529,620 |
| **Total expenses for  program 1.2** | **577,538** | **583,153** | **512,355** | **515,019** | **529,620** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **Program 1.3: Child Support** |  |  |  |  |  |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services (Appropriation Bill No. 1) | 1,534 | 1,566 | 1,598 | 1,631 | 1,664 |
| Special appropriations |  |  |  |  |  |
| Child Support Act (c) |  |  |  |  |  |
| - s 77 - unremitted deductions | 57,122 | 58,293 | 59,497 | 60,721 | 61,969 |
| - s 78 - unexplained remittances | 50 | 50 | 50 | 50 | 50 |
| Special accounts: |  |  |  |  |  |
| Child Support special account | 1,406,015 | 1,416,480 | 1,445,470 | 1,474,986 | 1,505,026 |
| Expenses not requiring appropriation in the Budget  year (a) | 72,405 | 96,568 | 82,245 | 82,932 | 83,633 |
| **Administered total** | 1,537,126 | 1,572,957 | 1,588,860 | 1,620,320 | 1,652,342 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 423,199 | 427,515 | 418,152 | 418,567 | 420,463 |
| s 74 Retained revenue  receipts (b) | 2,804 | 2,804 | 2,804 | 2,804 | 2,804 |
| Expenses not requiring appropriation in the Budget  year (a) | 26,318 | 24,811 | 25,908 | 25,363 | 26,042 |
| **Departmental total** | 452,321 | 455,130 | 446,864 | 446,734 | 449,309 |
| **Total expenses for  program 1.3** | **1,989,447** | **2,028,087** | **2,035,724** | **2,067,054** | **2,101,651** |
| **Outcome 1 Totals by appropriation type** |  |  |  |  |  |
| Administered expenses |  |  |  |  |  |
| Ordinary annual services (Appropriation Bill No. 1) | 1,534 | 1,566 | 1,598 | 1,631 | 1,664 |
| Special appropriations | 57,172 | 58,343 | 59,547 | 60,771 | 62,019 |
| Special accounts | 1,406,015 | 1,416,480 | 1,445,470 | 1,474,986 | 1,505,026 |
| Expenses not requiring appropriation in the Budget  year (a) | 72,678 | 96,841 | 82,518 | 83,205 | 83,906 |
| **Administered total** | 1,537,399 | 1,573,230 | 1,589,133 | 1,620,593 | 1,652,615 |
| Departmental expenses |  |  |  |  |  |
| Departmental appropriation | 4,300,518 | 4,498,783 | 4,002,600 | 3,852,626 | 3,714,246 |
| s 74 Retained revenue  receipts (b) | 221,112 | 216,443 | 177,017 | 157,719 | 135,599 |
| Expenses not requiring appropriation in the Budget  year (a) | 239,895 | 272,288 | 306,428 | 307,125 | 319,142 |
| **Departmental total** | 4,761,525 | 4,987,514 | 4,486,045 | 4,317,470 | 4,168,987 |
| **Total expenses for Outcome 1** | **6,298,924** | **6,560,744** | **6,075,178** | **5,938,063** | **5,821,602** |

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

1. Administered expenses not requiring appropriation in the Budget year comprise depreciation expense and write down of assets. Departmental expenses not requiring appropriation in the Budget year include unfunded depreciation and amortisation expense; and resources consumed free of charge.
2. Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.
3. *Child Support (Registration and Collection) Act 1988*.

Notes:

There has been no movement of administered funds between years.

Departmental appropriation splits and totals are indicative estimates and may change in the course of the budget year as government priorities change.

Table 2.1.2: Performance criteria for Outcome 1

Table 2.1.2 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2017-18 Budget measures have created new programs or materially changed existing programs.

|  |  |  |
| --- | --- | --- |
| Outcome 1 – Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of policy advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery. | | |
| **Program 1.1 Services to the Community - Social Security and Welfare**  The department supports individuals, families and communities to achieve greater self-sufficiency by providing access to social security and welfare payments and services on behalf of the Australian Government. | | |
| **Delivery** | The department provides social security and welfare payments and services to the community through service centres located across Australia, online services and smart centres. | |
| **Performance information 1.1** | | |
| **Year** | **Performance criteria** | **Targets** |
| **Customer satisfaction** | | |
| 2016-17 | Achievement of customer satisfaction standards. | ≥85%  Target not expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥85% |
| **Achievement of digital service level standards** | | |
| 2016-17 | Departmental interactions completed through digital channels. | ≥5% increase on previous year.  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥5% increase on previous year. |
| 2016-17 | Availability of ICT systems that support 24/7 customer access. | ≥98%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥98% |
| **Achievement of payment quality standards** | | |
| 2016-17 | Centrelink: Delivery of correct customer payments. | ≥95%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥95% |
| **Key initiatives delivered as agreed within timeframes and on budget** | | |
| 2016-17 | Welfare Payments Infrastructure Transformation Budget measure. | Achieved  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | Achieved |
| 2016-17 | Strengthening the integrity of welfare payments Budget measure. | Achieved  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | Achieved |

##### Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 Performance information (continued)** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2016-17 | Jobs Budget measures. | Achieved  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | Achieved |
| 2016-17 | Families Budget measures. | Achieved  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | Achieved |
| 2016-17 | Income Management Budget measure. | Achieved  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | Achieved |
| **Support economic and social participation of Indigenous Australians through the timely delivery of appropriate departmental payments and services** | | |
| 2016-17 | Centrelink: Delivery of correct payments for Indigenous Australians. | ≥95%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥95% |
| **Achievement of face-to-face service level standards** | | |
| 2016-17 | Average wait time. | ≤15mins  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≤15mins |
| **Achievement of telephony service level standards** | | |
| 2016-17 | Average speed of answer. | ≤16mins  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≤16mins |
| **Achievement of processing service level standards** | | |
| 2016-17 | Claims processed within standard. | ≥82%  Target expected to be met. |
| As per 2016-17. | As per 2016-17. | ≥82% |
| **Internal reviews** | | |
| 2016-17 | Percentage of reviews finalised within standard. | ≥70%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥70% |

##### Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.1 Performance information (continued)** | | |
| **Year** | **Performance criteria** | **Targets** |
| **Achievement of payment integrity standards** | | |
| 2016-17 | Centrelink: Debt under recovery. | ≥60%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥60% |
| **Purpose** (a) | The department delivers payments and associated services on behalf of partner agencies, and provides related advice to government on social welfare, health and child support service delivery policy. | |
| **There have been no material changes to Program 1.1 as a result of Budget measures.** | | |

(a) Refers to updated purposes that will be reflected in the 2017-18 Corporate Plan.

##### Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.2 Services to the Community - Health**  The department supports individuals, families and communities to achieve greater self-sufficiency by providing access to health payments and services on behalf of the Australian Government | | |
| **Delivery** | The department provides health payments and services to the community and systems that support the delivery of services by providers and business through service centres located across Australia, online services and smart centres. | |
| **Performance information 1.2** | | |
| **Year** | **Performance criteria** | **Targets** |
| **Satisfaction with Medicare provider service delivery** | | |
| 2016-17 | Practitioners. | ≥70%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥70% |
| 2016-17 | Pharmacists. | ≥70%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥70% |
| 2016-17 | Practice managers. | ≥70%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥70% |
| **Customer satisfaction** | | |
| 2016-17 | Achievement of customer satisfaction standards. | ≥85%  Target not expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥85% |
| **Achievement of digital service level standards** | | |
| 2016-17 | Medicare Benefits Schedule digital claiming rate. | ≥96%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥96% |
| 2016-17 | Departmental interactions completed via digital channels. | ≥5% increase on previous year.  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥5% increase on previous year. |
| 2016-17 | Availability of ICT systems that support 24/7 customer access. | ≥98%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥98% |
| **Achievement of payment quality standards** | | |
| 2016-17 | Medicare: Delivery of accurate medical benefits and services. | ≥98%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥98% |
| **Achievement of face-to-face service level standards** | | |
| 2016-17 | Average wait time. | ≤15mins  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≤15mins |

##### Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Performance information 1.2 Performance information (continued)** | | |
| **Achievement of telephony service level standards - Average speed of answer** | | |
| 2016-17 | Pharmaceutical Benefits Scheme Authorities and My Health Record Providers. | ≤30 seconds  Target not expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≤30 seconds |
| 2016-17 | Providers. | ≤2 minutes  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≤2 minutes |
| 2016-17 | Customers. | ≤7 minutes  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≤7 minutes |
| **Achievement of processing service level standards** | | |
| 2016-17 | Claims processed within standard. | ≥82%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥82% |
| **Achievement of payment integrity standards** | | |
| 2016-17 | Medicare: Completed interventions with customers for compliance purposes. | ≥300  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥300 |
| **Purpose (a)** | The department delivers payments and associated services on behalf of partner agencies, and provides related advice to government on social welfare, health and child support service delivery policy. | |
| **There have been no material changes to Program 1.2 as a result of Budget measures.** | | |

1. Refers to updated purposes that will be reflected in the 2017-18 Corporate Plan.

##### Table 2.1.2: Performance criteria for Outcome 1 (continued)

|  |  |  |
| --- | --- | --- |
| **Program 1.3 Child Support**  The department’s Child Support program is designed to ensure that both parents contribute to the cost of their children, according to their capacity. | | |
| **Delivery** | The department assists separated and separating parents by the collection and disbursement of child support payments through online services and smart centres. | |
| **Performance information 1.3** | | |
| **Year** | **Performance criteria** | **Targets** |
| **Customer satisfaction** | | |
| 2016-17 | Achievement of customer satisfaction standards. | ≥85%  Target not expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥85% |
| **Achievement of digital service level standards** | | |
| 2016-17 | Departmental interactions completed via digital channels. | ≥5% increase on previous year.  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥5% increase on previous year. |
| 2016-17 | Availability of ICT systems that support 24/7 customer access. | ≥98%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥98% |
| **Child Support collection** | | |
| 2016-17 | Child Support collection rate (Child Support collect only). | ≥91.7%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥91.7% |
| 2016-17 | Percentage of domestic active paying parents with less than one month liability outstanding (Child Support collect only). | ≥63%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥63% |
| **Achievement of telephony service level standards** | | |
| 2016-17 | Average speed of answer. | ≤3 minutes  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≤3 minutes |
| **Achievement of processing service level standards** | | |
| 2016-17 | Claims processed within standard. | ≥82%  Target expected to be met. |
| 2017-18 and beyond | As per 2016-17. | ≥82% |
| **Purpose (a)** | The department delivers payments and associated services on behalf of partner agencies, and provides related advice to government on social welfare, health and child support service delivery policy. | |
| **There have been no material changes to Program 1.3 as a result of Budget measures.** | | |

1. Refers to updated purposes that will be reflected in the 2017-18 Corporate Plan.

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2017-18 budget year, including the impact of budget measures and resourcing on financial statements.

### 3.1 Budgeted financial statements

#### 3.1.1 Differences between entity resourcing and financial statements

Differences between the resources shown in Table 1.1 and the financial statements presented in this section, are the result of differences between whole of government financial reporting (under AASB 1049 *Whole of Government and General government sector financial reporting*) and requirements applicable to entity level financial reporting.

#### 3.1.2 Explanatory notes and analysis of budgeted financial statements

**Departmental comprehensive income statement (Table 3.1)**

Since the 2016-17 Additional Estimates, revenue from government in 2017-18 has increased by $278.2 million, mainly due to new expense measures totalling $219.5 million and changes in funding model volumes and other variations totalling $58.7 million. Over the estimates period, revenue from government decreases by $784.5 million, mainly due to the impact of Budget measures, forecast volume changes and efficiency dividends.

Estimates of own-source revenue in 2017-18 have increased by $0.9 million since the 2016-17 Additional Estimates, mainly reflecting changes in revenue from service agreements. Over the estimates period own-source revenue decreases by $80.8 million due to completion of current service agreements.

Total expenses in 2017-18 have increased by $280.6 million since the 2016-17 Additional Estimates mainly reflecting increased employee, supplier and depreciation expenses associated with government measures. Over the estimates period, expenses decrease by $818.5 million, mainly due to the impact of declining and terminating Budget measures; the efficiency dividend; forecast volume changes; and a reduction in own source revenue.

**Departmental balance sheet (Table 3.2)**

Since the 2016-17 Additional Estimates, estimated net assets as at 30 June 2018 have increased by $68.0 million, mainly due to a reduction in employee provisions resulting from movements in the bond rate discount factor. Over the estimates period, total assets are forecast to decrease by $387.1 million, reflecting depreciation and amortisation expenses being greater than funding provided through capital injections. Total liabilities are forecast to decrease by $35.3 million over the estimates period reflecting reductions in supplier payables offset by increased payables and provisions.

**Departmental statement of changes in equity (Table 3.3)**

Total estimated equity as at 30 June 2018 has increased by $68.0 million since the 2016-17 Additional Estimates, mainly due to 2017-18 equity injections which have increased by $73.4 million, partially offset by increased depreciation expenses. Over the estimates period, equity is forecast to decrease by $351.7 million which is mainly due to the decline in non-financial asset balances as a result of depreciation and amortisation expense being greater than the Departmental Capital Budget (DCB).

**Departmental cash flow (Table 3.4)**

Since the 2016-17 Additional Estimates, cash flows have been affected by new measures, changes in expenses and changes in own-source revenue. The estimated cash held at the end of each financial year has increased by $10.0 million following a review of operating cash requirements.

**Departmental Capital Budget Statement (Table 3.5)**

Since the 2016-17 Additional Estimates, total capital appropriations in 2017-18 have increased by $73.4 million, due to increased equity injections. The DCB for asset replacement remains relatively stable over the forward years, while other equity injections reflect the impact of Budget measures.

**Statement of departmental asset movements (Table 3.6)**

The estimated net book value of land, buildings, plant and equipment and software assets as at 30 June 2018 has increased by $51.9 million since the 2016-17 Additional Estimates. This is mainly due to the increased asset additions in 2017-18, offset by increased impairments in 2016-17.

#### Schedule of administered activity

**Administered income and expenses (Table 3.7)**

Since the 2016-17 Additional Estimates, estimated administered revenue for 2017-18 has increased by $12.0 million and expenses have increased by $12.9 million. This mainly reflects revised estimates for Child Support maintenance transfers between parents.

**Administered assets and liabilities (Table 3.8)**

Since the 2016-17 Additional Estimates, the estimated closing asset balances for 2017-18 have increased by $8.6 million, while liabilities have increased by $8.4 million, reflecting increases in child support receivables and payables due to a reduction in net write-offs, partially offset by an increase in the provision for doubtful debts.

**Schedule of Administered cash flows (Table 3.9)**

Changes in administered cash flows and cash balances since the 2016-17 Additional Estimates reflect changes in child support receipts and payments.

### 3.2 Budgeted financial statements tables

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **EXPENSES** |  |  |  |  |  |
| Employee benefits | 2,757,509 | 2,699,327 | 2,566,678 | 2,492,128 | 2,480,007 |
| Supplier expenses | 1,733,158 | 2,014,554 | 1,610,529 | 1,515,790 | 1,367,400 |
| Depreciation and amortisation | 249,276 | 269,522 | 303,662 | 304,359 | 316,376 |
| Write down and impairment of assets | 17,635 | 124 | 129 | 129 | 129 |
| Other expenses | 3,947 | 3,987 | 5,047 | 5,064 | 5,075 |
| **Total expenses** | **4,761,525** | **4,987,514** | **4,486,045** | **4,317,470** | **4,168,987** |
| **LESS:** |  |  |  |  |  |
| **OWN SOURCE REVENUE** |  |  |  |  |  |
| Rendering of services | 211,838 | 206,097 | 166,534 | 147,024 | 124,909 |
| Rental income | 9,156 | 10,346 | 10,483 | 10,695 | 10,690 |
| **Total own-source revenue** | **220,994** | **216,443** | **177,017** | **157,719** | **135,599** |
| **Gains** |  |  |  |  |  |
| Reversal of previous asset  write-down and impairment | 122 | - | - | - | - |
| Resources received free of charge | 2,766 | 2,766 | 2,766 | 2,766 | 2,766 |
| Other gains | 529 | - | - | - | - |
| **Total gains** | **3,417** | **2,766** | **2,766** | **2,766** | **2,766** |
| **Total own-source Revenue** | **224,411** | **219,209** | **179,783** | **160,485** | **138,365** |
| **Net cost of services** | **(4,537,114)** | **(4,768,305)** | **(4,306,262)** | **(4,156,985)** | **(4,030,622)** |
| Revenue from government | 4,287,838 | 4,498,783 | 4,002,600 | 3,852,626 | 3,714,246 |
| **Deficit attributable to the  Australian Government** | **(249,276)** | **(269,522)** | **(303,662)** | **(304,359)** | **(316,376)** |
| **Total comprehensive deficit  attributable to the Australian  Government** | **(249,276)** | **(269,522)** | **(303,662)** | **(304,359)** | **(316,376)** |

Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June (continued)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Note: Impact of Net cash appropriation arrangements** | | | | | |
|  | 2016-17  $'000 | 2017-18  $'000 | 2018-19  $'000 | 2019-20  $'000 | 2020-21  $'000 |
| **Total comprehensive deficit  excluding depreciation/  amortisation expenses  previously funded through  revenue appropriations** | - | - | - | - | - |
| less depreciation/amortisation expenses previously funded through revenue appropriations (a) | 249,276 | 269,522 | 303,662 | 304,359 | 316,376 |
| **Total comprehensive deficit  - as per the statement of  comprehensive income** | **(249,276)** | **(269,522)** | **(303,662)** | **(304,359)** | **(316,376)** |

1. From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate DCB provided through Bill 1 equity appropriations. For information regarding DCBs, please refer to Table 3.5 Departmental Capital Budget Statement.

Prepared on Australian Accounting Standards basis.

Table 3.2: Budgeted departmental balance sheet (as at 30 June)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash | 20,000 | 20,000 | 20,000 | 20,000 | 20,000 |
| Trade and other receivables | 962,090 | 962,675 | 950,843 | 968,625 | 916,284 |
| Other financial assets | - | - | - | - | - |
| **Total financial assets** | **982,090** | **982,675** | **970,843** | **988,625** | **936,284** |
| **Non-financial assets** |  |  |  |  |  |
| Land and buildings | 308,113 | 292,912 | 277,604 | 263,290 | 241,613 |
| Plant and equipment | 183,247 | 185,310 | 174,420 | 165,913 | 155,762 |
| Software | 499,789 | 594,484 | 514,336 | 421,596 | 323,619 |
| Prepayments | 92,045 | 89,811 | 88,998 | 75,007 | 100,858 |
| **Total non-financial assets** | **1,083,194** | **1,162,517** | **1,055,358** | **925,806** | **821,852** |
| **Total assets** | **2,065,284** | **2,145,192** | **2,026,201** | **1,914,431** | **1,758,136** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Suppliers | 348,743 | 352,860 | 345,673 | 338,075 | 329,946 |
| Employee Benefits | 46,780 | 43,869 | 42,737 | 58,960 | 45,341 |
| Lease Incentives | 40,300 | 36,447 | 30,477 | 25,025 | 19,671 |
| Other payables | 4,293 | 4,016 | 4,016 | 4,016 | 4,016 |
| **Total payables** | **440,116** | **437,192** | **422,903** | **426,076** | **398,974** |
| **Provisions** |  |  |  |  |  |
| Employee provisions | 846,240 | 847,025 | 848,169 | 848,278 | 848,370 |
| Other provisions | 27,310 | 27,800 | 28,300 | 28,809 | 29,329 |
| **Total provisions** | **873,550** | **874,825** | **876,469** | **877,087** | **877,699** |
| **Total liabilities** | **1,313,666** | **1,312,017** | **1,299,372** | **1,303,163** | **1,276,673** |
| **Net assets** | **751,618** | **833,175** | **726,829** | **611,268** | **481,463** |
| **EQUITY\*** |  |  |  |  |  |
| **Parent entity interest** |  |  |  |  |  |
| Contributed equity | 1,979,491 | 2,330,570 | 2,527,886 | 2,716,684 | 2,903,255 |
| Reserves | 128,654 | 128,654 | 128,654 | 128,654 | 128,654 |
| Accumulated deficit | (1,356,527) | (1,626,049) | (1,929,711) | (2,234,070) | (2,550,446) |
| ***Total parent entity interest*** | **751,618** | **833,175** | **726,829** | **611,268** | **481,463** |
| **Total equity** | **751,618** | **833,175** | **726,829** | **611,268** | **481,463** |

\*‘Equity’ is the residual interest in assets after deduction of liabilities.

Prepared on Australian Accounting Standards basis.

Table 3.3: Departmental statement of changes in equity — summary of movement (Budget year 2017-18)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Retained earnings $'000 | Asset revaluation reserve $'000 | Contributed equity/capital $'000 | Total equity $'000 |
| **Opening balance as at 1 July 2017** |  |  |  |  |
| Balance carried forward from previous period | (1,356,527) | 128,654 | 1,979,491 | 751,618 |
| ***Adjusted opening balance*** | **(1,356,527)** | **128,654** | **1,979,491** | **751,618** |
| **Comprehensive income** |  |  |  |  |
| Deficit for the period | (269,522) | - | - | (269,522) |
| ***Total comprehensive deficit attributable to the Australian Government*** | **(269,522)** | **-** | **-** | **(269,522)** |
| **Transactions with owners** |  |  |  |  |
| ***Contribution by owners*** |  |  |  |  |
| Equity injection: |  |  |  |  |
| Equity Injection - Appropriation | - | - | 162,083 | 162,083 |
| Departmental Capital Budget (DCB) | - | - | 188,996 | 188,996 |
| ***Total transactions with owners*** | **-** | **-** | **351,079** | **351,079** |
| **Closing balance as at 30 June 2018  attributable to the Australian  Government** | **(1,626,049)** | **128,654** | **2,330,570** | **833,175** |

Prepared on Australian Accounting Standards basis.

Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Appropriations | 4,772,541 | 4,967,868 | 4,405,255 | 4,195,832 | 4,094,416 |
| Rendering of services | 222,412 | 221,193 | 190,413 | 165,711 | 143,612 |
| Net GST received | 182,344 | 204,821 | 164,534 | 154,561 | 143,776 |
| Other | 45,718 | 45,718 | 45,718 | 45,718 | 45,718 |
| **Total cash received** | **5,223,015** | **5,439,600** | **4,805,920** | **4,561,822** | **4,427,522** |
| **Cash used** |  |  |  |  |  |
| Employees | 2,829,014 | 2,728,880 | 2,594,093 | 2,503,223 | 2,520,961 |
| Suppliers | 1,939,096 | 2,235,491 | 1,806,615 | 1,688,054 | 1,568,900 |
| Competitive neutrality payments | 709 | 497 | 1,547 | 1,555 | 1,555 |
| Returns to the official public account | 450,688 | 471,732 | 400,665 | 365,990 | 333,106 |
| Other | 6,208 | 3,000 | 3,000 | 3,000 | 3,000 |
| **Total cash used** | **5,225,715** | **5,439,600** | **4,805,920** | **4,561,822** | **4,427,522** |
| **Net cash from/(used by) operating activities** | **(2,700)** | **-** | **-** | **-** | **-** |
| **INVESTING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Proceeds from sales of plant and equipment | 214 | - | - | - | - |
| **Total cash received** | **214** | **-** | **-** | **-** | **-** |
| **Cash used** |  |  |  |  |  |
| Purchase of property, plant and equipment and software | 300,033 | 351,079 | 197,316 | 188,798 | 186,571 |
| **Total cash used** | **300,033** | **351,079** | **197,316** | **188,798** | **186,571** |
| **Net cash used by investing activities** | **(299,819)** | **(351,079)** | **(197,316)** | **(188,798)** | **(186,571)** |
| **FINANCING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Contributed equity | 300,113 | 351,079 | 197,316 | 188,798 | 186,571 |
| **Total cash received** | **300,113** | **351,079** | **197,316** | **188,798** | **186,571** |
| **Net cash from financing activities** | **300,113** | **351,079** | **197,316** | **188,798** | **186,571** |
| **Net increase/(decrease) in cash held** | **(2,406)** | **-** | **-** | **-** | **-** |
| Cash at the beginning of the reporting period | 22,406 | 20,000 | 20,000 | 20,000 | 20,000 |
| **Cash at the end of the reporting period** | **20,000** | **20,000** | **20,000** | **20,000** | **20,000** |

Prepared on Australian Accounting Standards basis.

Table 3.5: Departmental capital budget statement (for the period ended 30 June)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **NEW CAPITAL APPROPRIATIONS** |  |  |  |  |  |
| Capital budget - Bill No. 1 (DCB) | 164,675 | 188,996 | 182,941 | 183,689 | 184,581 |
| Equity injections - Bill No. 2 | 138,421 | 161,904 | 14,375 | 5,109 | 1,990 |
| **Total new capital appropriations** | **303,096** | **350,900** | **197,316** | **188,798** | **186,571** |
| **Provided for:** |  |  |  |  |  |
| *Purchase of non-financial assets* | 300,212 | 351,079 | 197,316 | 188,798 | 186,571 |
| *Other items* | 2,884 | (179) | - | - | - |
| **Total Items** | **303,096** | **350,900** | **197,316** | **188,798** | **186,571** |
| **PURCHASE OF NON-FINANCIAL  ASSETS** |  |  |  |  |  |
| Funded by capital appropriations (a) | 135,358 | 162,083 | 14,375 | 5,109 | 1,990 |
| Funded by capital appropriation - DCB (b) | 164,675 | 188,996 | 182,941 | 183,689 | 184,581 |
| **TOTAL** | **300,033** | **351,079** | **197,316** | **188,798** | **186,571** |
| **RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE** |  |  |  |  |  |
| Total purchases | 300,033 | 351,079 | 197,316 | 188,798 | 186,571 |
| **Total cash used to acquire assets** | **300,033** | **351,079** | **197,316** | **188,798** | **186,571** |

1. Includes both current Bill 2 and prior Act 2/4/6 appropriations and special capital appropriations.
2. Does not include annual finance lease costs. Includes purchases from current and previous years’ Departmental capital budgets (DCBs).

Prepared on Australian Accounting Standards basis.

Table 3.6: Statement of departmental asset movements (Budget year 2017‑18)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Land $'000 | Buildings $'000 | Plant and equipment $'000 | Software $'000 | Total $'000 |
| **As at 1 July 2017** |  |  |  |  |  |
| Gross book value | 4,320 | 421,271 | 251,556 | 1,158,652 | 1,835,799 |
| Accumulated depreciation/amortisation  and impairment | - | (117,478) | (68,309) | (658,863) | (844,650) |
| **Opening net book balance** | **4,320** | **303,793** | **183,247** | **499,789** | **991,149** |
| **Capital asset additions** |  |  |  |  |  |
| **Estimated expenditure on new or replacement assets** |  |  |  |  |  |
| By purchase - appropriation equity (a) | - | - | 9,466 | 152,617 | 162,083 |
| By purchase - appropriation ordinary annual services (b) | - | 64,351 | 52,404 | 72,241 | 188,996 |
| **Total additions** | **-** | **64,351** | **61,870** | **224,858** | **351,079** |
| **Other movements** |  |  |  |  |  |
| Depreciation/amortisation expense | - | (79,552) | (59,807) | (130,163) | (269,522) |
| **Total other movements** | **-** | **(79,552)** | **(59,807)** | **(130,163)** | **(269,522)** |
| **As at 30 June 2018** |  |  |  |  |  |
| Gross book value | 4,320 | 485,622 | 313,426 | 1,383,510 | 2,186,878 |
| Accumulated depreciation/amortisation  and impairment | - | (197,030) | (128,116) | (789,026) | (1,114,172) |
| **Closing net book balance** | **4,320** | **288,592** | **185,310** | **594,484** | **1,072,706** |

1. ‘Appropriation equity’ refers to equity injections appropriations provided through Appropriation Bill (No. 2) 2017-18.
2. ‘Appropriation ordinary annual services’ refers to funding provided through Appropriation Bill (No. 1) 2017-18  
    for depreciation/amortisation expenses, DCBs or other operational expenses.

Prepared on Australian Accounting Standards basis.

Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **EXPENSES** |  |  |  |  |  |
| Child support maintenance expense | 1,464,721 | 1,476,389 | 1,506,615 | 1,537,388 | 1,568,709 |
| Write-down and impairment of assets | 72,678 | 96,841 | 82,518 | 83,205 | 83,906 |
| **Total expenses** | **1,537,399** | **1,573,230** | **1,589,133** | **1,620,593** | **1,652,615** |
| **INCOME** |  |  |  |  |  |
| **Non-taxation revenue** |  |  |  |  |  |
| Child support maintenance revenue | 1,536,316 | 1,572,887 | 1,588,790 | 1,620,248 | 1,652,268 |
| Competitive neutrality revenue | 14,604 | 15,044 | 16,202 | 17,532 | 19,104 |
| Fees and fines | 9,061 | 9,225 | 9,396 | 9,567 | 9,745 |
| Dividends | 15,451 | 13,421 | 14,765 | 16,347 | 18,264 |
| **Total non-taxation revenue** | **1,575,432** | **1,610,577** | **1,629,153** | **1,663,694** | **1,699,381** |
| **Total income** | **1,575,432** | **1,610,577** | **1,629,153** | **1,663,694** | **1,699,381** |
| **Net contribution by services** | **38,033** | **37,347** | **40,020** | **43,101** | **46,766** |
| **Surplus** | **38,033** | **37,347** | **40,020** | **43,101** | **46,766** |
| **Total comprehensive income** | **38,033** | **37,347** | **40,020** | **43,101** | **46,766** |

Prepared on Australian Accounting Standards basis.

Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **ASSETS** |  |  |  |  |  |
| **Financial assets** |  |  |  |  |  |
| Cash and cash equivalents | 660 | 660 | 660 | 660 | 660 |
| Child support receivables | 843,088 | 896,487 | 950,755 | 1,005,907 | 1,061,958 |
| Trade and other receivables | 8,699 | 10,264 | 11,409 | 12,620 | 14,634 |
| Investment - Australian Hearing | 57,852 | 57,852 | 57,852 | 57,852 | 57,852 |
| **Total financial assets** | **910,299** | **965,263** | **1,020,676** | **1,077,039** | **1,135,104** |
| **Total assets** | **910,299** | **965,263** | **1,020,676** | **1,077,039** | **1,135,104** |
| **LIABILITIES** |  |  |  |  |  |
| **Payables** |  |  |  |  |  |
| Child support and other payables | 27,555 | 27,555 | 27,555 | 27,555 | 27,555 |
| Child support payments received  in advance | 17,981 | 17,981 | 17,981 | 17,981 | 17,981 |
| **Total payables** | **45,536** | **45,536** | **45,536** | **45,536** | **45,536** |
| **Provisions** |  |  |  |  |  |
| Child support provisions | 840,802 | 894,199 | 948,465 | 1,003,617 | 1,059,670 |
| **Total provisions** | **840,802** | **894,199** | **948,465** | **1,003,617** | **1,059,670** |
| **Total liabilities** | **886,338** | **939,735** | **994,001** | **1,049,153** | **1,105,206** |
| **Net assets/(liabilities)** | **23,961** | **25,528** | **26,675** | **27,886** | **29,898** |

Prepared on Australian Accounting Standards basis.

Table 3.9: Schedule of budgeted administered cash flows (for the period ended 30 June)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2016-17 Estimated actual $'000 | 2017-18 Budget estimate $'000 | 2018-19 Forward estimate $'000 | 2019-20 Forward estimate $'000 | 2020-21 Forward estimate $'000 |
| **OPERATING ACTIVITIES** |  |  |  |  |  |
| **Cash received** |  |  |  |  |  |
| Child support | 1,394,426 | 1,422,992 | 1,452,349 | 1,482,236 | 1,512,656 |
| Fees and fines | 8,854 | 9,018 | 9,189 | 9,360 | 9,538 |
| Competitive neutrality | 16,296 | 14,233 | 15,304 | 16,974 | 17,911 |
| Dividends | 16,087 | 12,529 | 14,380 | 15,556 | 17,305 |
| Other | 439 | 439 | 439 | 439 | 439 |
| **Total cash received** | **1,436,102** | **1,459,211** | **1,491,661** | **1,524,565** | **1,557,849** |
| **Cash used** |  |  |  |  |  |
| Child support | 1,394,426 | 1,422,992 | 1,452,349 | 1,482,236 | 1,512,656 |
| Other | 439 | 439 | 439 | 439 | 439 |
| **Total cash used** | **1,394,865** | **1,423,431** | **1,452,788** | **1,482,675** | **1,513,095** |
| **Net cash from operating activities** | **41,237** | **35,780** | **38,873** | **41,890** | **44,754** |
| **Net increase/(decrease) in cash held** | **41,237** | **35,780** | **38,873** | **41,890** | **44,754** |
| **Cash at beginning of reporting  period** | **660** | **660** | **660** | **660** | **660** |
| **Cash from the Official Public  Account** |  |  |  |  |  |
| Special accounts | 1,335,720 | 1,363,083 | 1,391,204 | 1,419,834 | 1,448,973 |
| Appropriations | 58,706 | 59,909 | 61,145 | 62,402 | 63,683 |
| ***Total cash from the Official  Public Account*** | ***1,394,426*** | ***1,422,992*** | ***1,452,349*** | ***1,482,236*** | ***1,512,656*** |
| **Cash to the Official Public  Account** |  |  |  |  |  |
| Special accounts | (1,335,720) | (1,363,083) | (1,391,204) | (1,419,834) | (1,448,973) |
| Appropriations | (58,706) | (59,909) | (61,145) | (62,402) | (63,683) |
| Other | (41,237) | (35,780) | (38,873) | (41,890) | (44,754) |
| ***Total cash to the Official  Public Account*** | ***(1,435,663)*** | ***(1,458,772)*** | ***(1,491,222)*** | ***(1,524,126)*** | ***(1,557,410)*** |
| **Cash and cash equivalents at end of reporting period** | **660** | **660** | **660** | **660** | **660** |

Prepared on Australian Accounting Standards basis.

Table 3.10: Administered capital budget statement (for the period ended 30 June)

The Department does not have an administered capital budget.

Table 3.11: Statement of administered asset movements (2017-18 Budget year)

The Department does not administer any non-financial assets on behalf of Government.

# Portfolio glossary

| **Term** | **Meaning** |
| --- | --- |
| Activities | The actions/functions performed by agencies to deliver government policies. |
| Available appropriation | The available appropriation indicates the total appropriations available to the entity. It includes all appropriations made available to the entity in the year (+/- section 74 transfers, Advance to the Minister for Finance, witholdings under section 51 of the *Public Governance, Performance and Accountability Act 2013* and movements of funds). |
| Administered item | Appropriation that consists of funding managed on behalf of the Commonwealth. This funding is not at the discretion of the entity and any unspent appropriation is returned to the Consolidated Revenue Fund at the end of the financial year. An administered item is a component of an administered program. |
| Appropriation | An amount of public money Parliament authorises for spending (i.e. funds to be withdrawn from the Consolidated Revenue Fund). Parliament makes laws for appropriating money under the Supply Acts, Annual Appropriation Acts and under Special Appropriations, with spending restricted to the purposes specified in the Appropriation Acts. |
| Consolidated revenue fund (CRF) | The principal operating fund from which money is drawn to pay for the activities of the government. Section 81 of the Australian Constitution provides that all revenue raised or monies received by the Executive Government forms one consolidated revenue fund from which appropriations are made for the purposes of the Australian Government. |
| Corporate Commonwealth entity | A corporate Commonwealth entity is a Commonwealth entity that is a body corporate. |
| Departmental capital budget (DCB) | Funds proposed in Supply Bills or Appropriation Bills 1/3/5 for the ongoing replacement of minor assets. |
| Departmental item | Resources (assets, liabilities, revenues and expenses) that entity Chief Executive Officers control directly. This includes outsourced activities funded and controlled by the entity. Examples of departmental items include entity running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program. |
| Estimates period | The ‘estimates period’ includes the Budget year and forward estimates period and is used for trend analysis purposes. It excludes the estimated actual for the current financial year. |
| Expenses not requiring appropriation in the Budget year | Expenses not involving a cash flow impact are generally not included within the calculation of an appropriation. Appropriation funding is not provided in respect of depreciation or amortisation expense. Also, no funding is required for goods or services received free of charge that are then expensed. Similarly, bad debts are recognised as an expense but are not recognised for the purpose of calculating administered appropriation amounts to be sought from Parliament. |
| Forward estimates period | The three years following the budget year. For example, if 2017-18 is the budget year, 2018-19 is forward year 1, 2019-20 is forward year 2 and 2020-21 is forward year 3. This period does not include the current or budget year. |
| General Government Sector (GGS) | A government Finance Statistics’ classification of all entities that are controlled and largely funded by the Commonwealth Government. The GGS provides public services that are mainly non-market in nature and for the collective consumption of the community, or involve the transfer or redistribution of income. These services are largely financed through taxes and other compulsory levies, user charging and external funding. This sector comprises all government departments, offices and some other bodies. |
| Measure | A new policy or savings decision of the government with financial impacts on the government's underlying cash balance; fiscal balance; operating balance; headline cash balance; net debt or net worth. Such proposals are normally made in the context of the annual Budget, and are typically published in *Budget Paper No. 2*, in the Mid-Year Economic and Fiscal Outlook (MYEFO) and in the Pre-election Economic and Fiscal Outlook (PEFO). |
| Mid-Year Economic and Fiscal Outlook (MYEFO) | Around six months after the Budget, the Government produces the Mid-Year Economic and Fiscal Outlook (MYEFO) report. The report compares estimated expenditure to actual expenditure. MYEFO estimates include any government decisions made since the previous Budget that affected expenses and revenues. MYEFO also updates the budgetary position, including budget aggregates, by incorporating any changes to economic parameters. |
| Non-corporate Commonwealth entity | Non-corporate Commonwealth entity is a Commonwealth entity that is not a body corporate. |
| Official Public Account (OPA) | The OPA is the government’s central bank account held within the Reserve Bank of Australia. The OPA is the central component of the Consolidated Revenue Fund. |
| Outcome | An outcome is the intended result, consequence or impact of government actions on the Australian community. |
| Outcome statement | An outcome statement articulates the intended results, activities and target group of an Australian Government entity. An outcome statement serves three main purposes within the financial framework: (1). to explain and control the purposes for which annual appropriations are approved by the Parliament for use by agencies; (2). to provide a basis for annual budgeting, including (financial) reporting against the use of appropriated funds; and 3. to measure and assess entity and program (non-financial) performance in contributing to government policy objectives. |
| Portfolio Budget Statements (PB Statements) | Budget related paper detailing budget initiatives and explanations of appropriations specified by outcome and program by each entity within a portfolio. |
| Portfolio Additional Estimates Statements (PAES) | Budget related paper detailing the changes in resourcing by outcome(s) since the Budget which provides information on new measures and their impact on the financial and/or non‑financial planned performance of programs supporting those outcomes. |
| Program | Activity that delivers benefits, services or transfer payments to individuals, industry and/or the community as a whole, with the aim of achieving the intended result specified in an outcome statement. |
| Program support | The entity running costs allocated to a program. This is funded as part of the entity’s departmental appropriations. |
| *Public Governance, Performance and Accountability Act 2013* (PGPA Act) | The PGPA Act commenced on 1 July 2014. It provides a principles based framework for Commonwealth resource management, supported by rules and guidance to assist Commonwealth entities to manage public resources. |
| s 74 retained revenue receipts | Under section 74 of the PGPA Act, non-corporate Commonwealth entities can retain receipts for the amounts prescribed in the PGPA rules. These receipts include:   * retained (revenue) receipts and * retained (repayment) receipts.   Retained (revenue) receipts may increase a non-corporate Commonwealth entity’s most recent annual departmental item appropriation. Such receipts include:   * receipts from the provision of departmental goods and services * amounts that are managed in trust or similar arrangements * receipts from the sale of minor departmental assets, such as old computers, are disposed of at the end of their useful life.   Retained (repayment) receipts enable an appropriation that was used to make a Commonwealth payment to be re‑credited with an amount received as a repayment of that earlier payment. For example when a supplier is overpaid and the non-corporate Commonwealth entity receives a repayment. |
| s 75 determination | A determination made by the Minister for Finance (Finance Minister) under section 75 of the PGPA Act which details amendments to the Supply or annual Appropriation Acts as a result of a transfer of functions from one entity to another. |
| Supply Act | The Supply Act appropriations are broadly equivalent to 5/12ths of the estimated appropriations, excluding Budget measures. In some cases, the appropriations also provide for a few entities that may have disproportionately high estimated expenditure early in the financial year. The balance of the appropriations including Budget measures for that year will be in the Appropriation Acts (No.1) and (No. 2). |