



**ACT**  
Government

Australian  
Capital Territory

# BUDGET 2017-18

For a better Canberra



**Budget Statements G**

Community Services Directorate | ACT Housing



Australian  
Capital Territory  
**BUDGET**  
**2017-18**

For a better Canberra

**Budget Statements C**

Community Services Directorate | ACT Housing

# STRUCTURE AND CONTENT OF THE 2017-18 BUDGET PAPERS

The 2017-18 Budget is presented in three papers and a series of agency Budget Statements.

## Budget Paper 1: Budget Speech

The Treasurer's speech to the Legislative Assembly highlights the Government's Budget strategies and key features of the Budget.

## Budget Paper 2: Budget in Brief

Budget Paper 2 presents a summary of the overall budgetary position together with information on the Government's expenditure priorities in key service delivery areas.

## Budget Paper 3: Budget Outlook

Budget Paper 3 summarises the 2017-18 Budget and forward estimates for the general government sector, the public trading enterprise sector and the total Territory Government.

Details of the projected 2017-18 Budget results are provided, as well as background information on the development of the 2017-18 Budget, including economic conditions and federal financial relations. It also provides an overview of the Territory's infrastructure investment program and details of the 2017-18 expense, infrastructure and capital, and revenue initiatives. Full accrual financial statements and notes are provided for all sectors.

## Budget Statements

The Budget Statements contain information on each directorate and agency, including descriptions of functions and roles and responsibilities, together with major strategic priorities.

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# Contents

COMMUNITY SERVICES DIRECTORATE .....	1
Purpose .....	1
2017-18 Priorities.....	1
Estimated Employment Level .....	4
Strategic Objectives and Indicators .....	5
Output Classes .....	10
Accountability Indicators .....	15
Changes to Appropriation.....	20
Financial Statements.....	22
HOUSING ACT.....	32
Purpose .....	32
2017-18 Priorities.....	32
Estimated Employment Level .....	33
Strategic Objectives and Indicators .....	34
Output Classes .....	37
Accountability Indicators .....	38
Changes to Appropriation.....	39
Financial Statements – Controlled (PTE) .....	40

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# COMMUNITY SERVICES DIRECTORATE

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## Purpose

The Community Services Directorate (the Directorate) enables Canberrans to fulfil their potential, take advantage of social and economic opportunities and make a valued contribution to our community.

The Directorate is responsible for portfolios spanning many aspects of people's lives. These include housing, community services and social inclusion, women, disability, children and youth, Aboriginal and Torres Strait Islander affairs, multicultural affairs, and veterans and seniors.

The non-government sector is a key partner of the Directorate. As this sector assumes more responsibility for the delivery of services the Directorate is strengthening its regulatory functions through the Office of the Human Services Registrar. The Directorate also works in partnership with other human service areas of ACT Government.

The Directorate is committed to recognising the stage of life and circumstances of its clients in order to facilitate an outcome that is focused on their needs. The areas where the Directorate targets its work can be described as: access and information services, prevention and early intervention services, intensive support, and statutory protection services for children and young people. The Directorate also has whole of government responsibilities for social inclusion policy and program development.

## 2017-18 Priorities

Strategic and operational priorities for 2017-18 include:

### Supporting People with Disability

- The newly established Office for Disability is responsible for ongoing policy development and oversight for the implementation of the National Disability Insurance Scheme (NDIS) to provide choice and control for people with disability in the ACT.
- Develop a Disability Justice Strategy to help ensure that people with a disability are treated equally before the law.
- Establish the position of the ACT Senior Practitioner to provide oversight of the use of restrictive practices and to work towards reducing and eliminating their use in the disability services sector including under the NDIS.
- Progress objectives of the National Disability Strategy through the ACT inclusion commitment 'INVOLVE – Canberra Disability Commitment 2015-2017' and work to develop a new strategy for 2018-2020.

- Continue to strengthen the current operation of the Child Development Service, established in January 2016 to provide assessment, referral, information and linkages for children 0-6 years with developmental delay.
- Support the integration of the Early Childhood Early Intervention provider, EACH, into the ACT and facilitate its service provision to families and co-location with the Child Development Service in Holder.

## **Children, Young People and Family Services**

- Continue implementation of *A Step Up For Our Kids* (Out of Home Care Strategy) to support improved service responses for children, young people and families involved, or at risk of involvement, in statutory services.
- Support the migration of information to a new client management system that replaces the existing legacy systems within Child and Youth Protection Services.
- Establish a new taskforce to set the priorities for action over the next five years of the *Blueprint for Youth Justice in the ACT 2012-22*.
- Implement a trial of Family Group Conferencing for Aboriginal and Torres Strait Islander children at risk of ongoing involvement with Child and Youth Protection Services.
- Implement a collaboration framework to strengthen relationships with stakeholders to improve community based responses for the protection of children and young people.
- Continue to increase the capacity of the service system to respond earlier in the life of vulnerable children, young people and their families, with a primary goal to prevent escalation into tertiary and statutory service systems.
- Tailor early intervention and prevention approaches to reduce the overrepresentation of Aboriginal and Torres Strait Islander children and young people in the child protection system and in out of home care.
- Continue to build on the work of the Child and Family Centres at Tuggeranong, West Belconnen and Gungahlin, supporting delivery models that provide a range of universal and targeted services based on the needs of children and their families.
- Continue the successful Growing Healthy Families Program, which is a community development initiative that focuses on Aboriginal and Torres Strait Islander parents' strengths, offering supports across health, education, parenting and family services.
- Implement and coordinate the Commonwealth funded Australian Early Development Census.
- Conduct a review of interstate transfer arrangements to ensure optimal support and stability for children and young people living in care outside the ACT.

## **Social Inclusion / Connected Communities**

- Coordinate community consultation to inform the development of an ACT Carers Strategy, in recognition of the valuable contribution that carers make to the community.
- Expand English language programs for refugees and asylum seekers and help them enter the workforce through the provision of a job brokering service.
- Support the Aboriginal and Torres Strait Islander community through the delivery of cultural, leadership and scholarship grant programs.
- Provide 'seed funding' grants for new and emerging Aboriginal and Torres Strait Islander controlled organisations.
- Support the community sector through workforce development to improve the capability and capacity of the sector to meet the needs of our community.
- Build community organisation capacity through better procurement practice, improved information exchange, more efficient and effective regulatory and quality assurance arrangements, reductions in unnecessary administrative and reporting requirements, and investment in workforce capability.
- Implement measures to enhance the social and economic inclusion of women, people with disability, Aboriginal and Torres Strait Islander People, culturally and linguistically diverse people, young people, veterans and older Canberrans.
- Promote an age-friendly city to ensure that people aged 60 years and over are included and supported to participate in the community life of the ACT; this includes addressing elder abuse by raising awareness and providing support.
- Support for veterans, in particular those transitioning out of the defence forces, linking veterans with opportunities and having an advocacy role with the Commonwealth Government.
- Work to support implementation of a Reportable Conduct scheme in the ACT, to commence on 1 July 2017. The scheme will improve reporting and oversight of employee misconduct against children in organisations with a duty of care to children and young people.
- Continue policy work regarding the Working with Vulnerable People scheme, by implementing legislative amendments to improve the operation and delivery of the scheme.
- Support the development of evidence informed policy and practice to improve human service delivery through quality improvement projects.
- Strengthen the capacity of the human service system to identify opportunities for prevention and early intervention supports that aim to improve outcomes for the Canberra community.

## Estimated Employment Level

Table 1: Estimated Employment Level

	2015-16 Actual Outcome	2016-17 Budget	2016-17 Estimated Outcome	2017-18 Budget
<b>Staffing (FTE)</b>	727	658.5	583.2 <sup>1</sup>	593.7 <sup>2</sup>

**Notes:**

1. The decrease in 2016-17 estimated outcome from original budget is due mainly to the reduction of staff as they exit the ACT Public Service in line with the final transition of Disability and Therapy services to the NDIS.
2. The increase in 2017-18 Budget to 2016-17 estimated outcome represents the additional staff numbers relating to new initiatives, offset by the reduction in staffing numbers due to ceasing initiatives from prior years.

# Strategic Objectives and Indicators

## Strategic Objective 1

### ***Strengthen the capacity of people with disabilities, their families and carers to maximise control over their lives***

The National Disability Insurance Scheme (NDIS) trial for eligible participants in the ACT began on 1 July 2014 over a three year period. In 2017-18 and 2018-19, the ACT will be in transition to full scheme.

The Territory funding for specialist disability services will be provided to the Commonwealth as part of the commitment between the Commonwealth and the ACT.

The ongoing commitment to people with disability in the ACT will be supported by the Territory during the final transition period into the NDIS. Responsibility for the accountability of service provision under the scheme will rest with the Commonwealth.

### ***Strategic Indicator 1: Number of participants in the NDIS<sup>1, 2</sup>***

2016-17 Target	2017-18 Target	2018-19 Estimate	2019-20 Estimate	2020-21 Estimate
5,075	5,126	5,177	TBC <sup>3</sup>	TBC <sup>3</sup>

#### **Notes:**

1. These targets are in line with the Heads of Agreement with the Commonwealth for participants to have NDIS approved plans and are cumulative.
2. These targets include participants entering the NDIS through the Health Directorate.
3. Estimated 2019-20 and 2020-21 participant figures are subject to agreement with the Commonwealth.

## Strategic Objective 2

### ***Improve outcomes for children and families through the provision of coordinated locally based services***

The Directorate aims to improve outcomes for children and families through the Child and Family Centres Program. The Child and Family Centres Program has been developed on an evidence based, best practice model and offers a one-stop shop for services and programs for children and families. Services and programs are delivered in partnership with other ACT Government agencies and local community based organisations.

This indicator shows the number of occasions of service supplied by a range of early intervention and prevention services through Child and Family Centres and also indicates community awareness of the centres.

### ***Strategic Indicator 2: Number of occasions of service to Child and Family Centre clients***

2016-17 Target	2017-18 Target	2018-19 Estimate	2019-20 Estimate	2020-21 Estimate
8,000	8,000	8,000	8,000	8,000

## Strategic Objective 3

### *Improve the outcomes for people in the community by providing a range of support and services*

The Directorate provides funding to community organisations to deliver community development activities, counselling, referral services and emergency relief. The community organisations work in partnership with the ACT Government to build stronger communities and enhance resilience, strengthen capacity and facilitate participation of individuals and the broader community.

#### **Strategic Indicator 3: Value of community services support programs**

2016-17	2017-18	2018-19	2019-20	2020-21
Target	Target	Estimate	Estimate	Estimate
\$'000	\$'000	\$'000	\$'000	\$'000
12,032	12,784	13,321	13,240	13,842

## Strategic Objective 4

### *Promote and increase participation in community life by Canberrans, including those from culturally and linguistically diverse backgrounds*

The Directorate promotes participation in community life by people from culturally and linguistically diverse backgrounds, including through the implementation of the *ACT Multicultural Framework*.

The proportion of Canberrans who agree that Canberra as a community accepts people from different cultures is an indication of how well the Directorate is contributing to this objective. This is measured annually through the Canberra and Region Social and Market Survey (CRSMS).

#### **Strategic Indicator 4: The proportion of canberrans who agree that Canberra as a community accepts people from different cultures<sup>1</sup>**

2016-17	2017-18	2018-19	2019-20	2020-21
Target	Target	Estimate	Estimate	Estimate
N/A	90%	90%	90%	90%

**Note:**

1. This is a new strategic indicator replacing 'Number of Groups participating in the Annual National Multicultural Festival'.

## Strategic Objective 5

### *Promote an anti-violence culture in the ACT to ensure that women feel safe*

The Directorate works to enhance the status of women and girls in the ACT and to create a community where they are safe, healthy, equally represented, and valued for their contribution to society. This is achieved through the implementation of the *ACT Women's Plan* and the *Prevention of Violence against Women and Children Strategy*. This is also

achieved through targeted women’s programs such as grant and leadership programs for women and girls, International Women’s Day and Violence Prevention Awards, and the application of women’s safety assessments to ACT funded events and environment design in urban planning.

The data is obtained from the ‘Community Satisfaction with Policing’ national survey, measuring women’s perception of safety in public places during the day and at night.

***Strategic Indicator 5: The proportion of ACT women who feel safe by themselves in public places during the day and at night***

	2016-17 Target %	2017-18 Target %	2018-19 Estimate %	2019-20 Estimate %	2020-21 Estimate %
Day	93	93	93	93	93
Night	38	38	38	38	38

**Strategic Objective 6**

***Promote an age-friendly city to ensure that those aged 60 years and over are included in, and supported to participate in the community life of the ACT***

The Directorate promotes an age-friendly city through the implementation of the whole-of-government *ACT Strategic Plan for Positive Ageing* and its Action Plans and positive ageing programs such as the Seniors Grants and Sponsorship Program, the Seniors Card Program, Seniors Week and Elder Abuse Prevention Program, and Life’s Reflections Photographic Competition.

An annual survey measures how satisfied seniors are with the essential features required to make an age-friendly city: outdoor spaces and buildings; transportation; housing; social participation; respect and social inclusion; community contribution and employment; communication and information; and community support and health services.

***Strategic Indicator 6: The proportion of Canberrans who agree that Canberra is an age-friendly city for seniors<sup>1</sup>***

	2016-17 Target %	2017-18 Target %	2018-19 Estimate %	2019-20 Estimate %	2020-21 Estimate %
	80	80	80	80	80

**Note:**

1. This is a new strategic indicator replacing seniors’ *satisfaction with Canberra as an age-friendly city*.

**Strategic Objective 7**

***Provision of services and interventions that reduce the risk of re-substantiated reports of abuse***

The Directorate provides care and protection services for children and young people. A reduced re-substantiation rate is an indication that appropriate assessment, evaluation of

risk and action have been taken to minimise opportunities for abuse or neglect or the risk of abuse and neglect to reoccur. Repeated occurrences of maltreatment, as indicated by re-substantiation, are also an indicator of cumulative harm which can have a damaging impact on children and young people. This is a national indicator for child protection services.

**Strategic Indicator 7: Re-substantiation rates**

	2016-17	2017-18	2018-19	2019-20	2020-21
	Target	Target	Estimate	Estimate	Estimate
	%	%	%	%	%
Re-substantiation Rate — Within 3 Months	14	14	14	14	14
Re-substantiation Rate — Within 12 Months	26	26	26	26	26

**Strategic Objective 8**

**Provision of services that improve outcomes for young people involved with the justice system**

The Directorate aims to improve outcomes by providing support services to young people at risk and support and supervision of young offenders.

Recidivism rates measure the return of young people to the youth justice system, after receiving a final Court Order, and are an indicator of outcomes for young people, in particular whether interventions have been successful in assisting young people to exit the youth justice system.

**Strategic Indicator 8: Recidivism of young people**

	2016-17	2017-18	2018-19	2019-20	2020-21
	Target	Target	Estimate	Estimate	Estimate
	%	%	%	%	%
Recidivism of Sentenced Young People in Custody	42.5	43	43	43	43
Recidivism of Young People on Community Based Orders	34	34	34	34	34

**Strategic Objective 9**

**Improve stability of children in care through case management and appropriate services and programs**

The Directorate provides care and protection services for children and young people, promotes their safety within the family unit and, where a child is at risk and cannot remain within the family home, supports the child in out of home care.

Uninterrupted placements signal appropriately targeted intervention, stability and continuity of care and maximises opportunities to achieve positive outcomes for vulnerable children and young people.

**Strategic Indicator 9: Proportion of children exiting care having experienced no more than two placements in care**

<b>2016-17 Target %</b>	<b>2017-18 Target %</b>	<b>2018-19 Estimate %</b>	<b>2019-20 Estimate %</b>	<b>2020-21 Estimate %</b>
75	75	75	80	80

## Output Classes

### Output Class 1: National Disability Insurance Scheme (NDIS) Implementation

Table 2: Output Class 1: National Disability Insurance Scheme (NDIS) Implementation

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000
<b>Total Cost</b>	127,757	94,282
<b>Controlled Recurrent Payments<sup>1</sup></b>	127,432	94,282

**Note:**

1. The decrease in the 2017-18 Budget from the 2016-17 estimated outcome is mainly due to a reduction in Commonwealth grants coming to the Territory, the reduction of operating expenses and purchased services as Disability ACT and Therapy ACT transition into the NDIS by the end of 2017.

#### **Output 1.1: National Disability Insurance Scheme (NDIS) Implementation**

The National Disability Insurance Scheme (NDIS) trial for eligible participants in the ACT began on 1 July 2014 over a three year period ending 2016-17. In 2017-18 and 2018 -19, the ACT will be in transition to full scheme through to 2019-20.

The Territory funding for specialist disability services, therapy services and early intervention will be provided to the Commonwealth as part of the commitment between the Commonwealth and the ACT as set out in the Bilateral Agreement for the transition to the NDIS.

The ongoing commitment to people with disability in the ACT will be supported by the Territory during the final transition period into the NDIS. Responsibility for the accountability of service provision under the scheme will rest with the Commonwealth.

Table 3: Output 1.1: National Disability Insurance Scheme (NDIS) Implementation

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000
<b>Total Cost</b>	127,757	94,282
<b>Controlled Recurrent Payments</b>	127,432	94,282

## Output Class 2: Strategy, Participation and Early Intervention

**Table 4: Output Class 2: Strategy, Participation and Early Intervention**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b> <sup>1</sup>	58,075	60,359
<b>Controlled Recurrent Payments</b> <sup>2</sup>	55,623	59,086

**Notes:**

1. Total cost includes depreciation and amortisation of \$0.464 million in 2016-17 and \$0.460 million in 2017-18.
2. The increase in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to new initiatives in 2017-18.

### **Output 2.1: Early Intervention Services**

Provision of early intervention and prevention services are provided through a universal platform with targeted services for vulnerable families. Services provided include parenting information available on-line and through parenting tip sheets, sustained home visiting, parenting advice and support services, specialist clinical services, community development and community education. Services are delivered by community organisations or in partnership with other agencies, local community organisations and service providers.

**Table 5: Output 2.1: Early Intervention Services**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b>	24,584	22,124
<b>Controlled Recurrent Payments</b> <sup>1</sup>	23,393	21,871

**Note:**

1. The decrease in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the reclassification of overhead resources within Output Class 2 to establish new sub classes, Output 2.4 Office for Disability, Output 2.5 Service Design, Policy and Accountability and Output 2.6 Quality and Human Services Regulation.

### **Output 2.2: Child Development Services**

The Child Development Service has a focus on early identification and early intervention and provides assessment, referral, information and linkages for children 0-6 living in the ACT, where there are concerns relating to their development. Autism assessments are provided for children up to 12 years. Children 7-8 years with complex needs who have not had a previous assessment by allied health professionals can access the service.

**Table 6: Output 2.2: Child Development Services**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b>	5,796	4,322
<b>Controlled Recurrent Payments</b> <sup>1</sup>	5,687	4,237

**Note:**

1. The decrease in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the reclassification of overhead resources within Output Class 2 to establish new sub classes, Output 2.4 Office for Disability, Output 2.5 Service Design, Policy and Accountability and Output 2.6 Quality and Human Services Regulation.

### **Output 2.3: Community Participation**

Provide support and development activities that promote participation, strengthen engagement, foster community relations and build community capacity, including improved access to services.

**Table 7: Output 2.3: Community Participation**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b>	27,695	24,884
<b>Controlled Recurrent Payments <sup>1</sup></b>	26,543	24,043

**Note:**

1. The decrease in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the reclassification of overhead resources within Output Class 2 to establish new sub classes, Output 2.4 Office for Disability, Output 2.5 Service Design, Policy and Accountability and Output 2.6 Quality and Human Services Regulation.

### **Output 2.4: Office for Disability**

The Office for Disability promotes social inclusion and community participation of people with disability through: supporting the implementation of the NDIS; progressing the objectives of the National Disability Strategy including better access to justice; implementing the Connect and Participate Expo and the Companion Card; establishing the Community Organisations Access Grant program to provide increased opportunities for people with disability to participate in mainstream community activities; promote International Day of People with Disability; and support the Disability Reference Group, the ACT Inclusion Council and the Chief Minister's Inclusion Awards.

**Table 8: Output 2.4: Office for Disability**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b>	0	2,395
<b>Controlled Recurrent Payments <sup>1</sup></b>	0	2,364

**Note:**

1. The increase in the 2017-18 budget from the 2016-17 estimated outcome is due to the creation of a new sub-output class established as a result of the reclassification of overhead resources within Output Class 2.

### **Output 2.5: Service Design, Policy and Accountability**

Service Design, Policy and Accountability (SDPA) lead and contribute to specialist human services policy and project work across the Directorate and across government. SDPA guides the Directorate's work through policy development, business improvement, and performance and accountability activities. This includes data management for internal and external reporting, implementing the Community Services Industry Strategy, supporting family safety reform and building the capacity of our community partners. SDPA also provides support and advice on whole of government reform initiatives including children, young people and their families, with a view to improving human service delivery across government and the community sector.

**Table 9: Output 2.5: Service Design, Policy and Accountability**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b>	0	3,947
<b>Controlled Recurrent Payments <sup>1</sup></b>	0	3,915

**Note:**

1. The increase in the 2017-18 budget from the 2016-17 estimated outcome is due to the creation of a new sub-output class established as a result of the reclassification of overhead resources within Output Class 2.

**Output 2.6: Quality and Human Services Regulation**

Quality and Human Services Regulation (QHSR) operates independently from program, funding or policy streams within the Directorate. It incorporates the Office for the Human Services Registrar, which regulates service providers under ACT legislation. Building capacity of service providers to deliver quality and viable services, whilst investigating incidents and complex complaints made about government and non-government service providers. QHSR also represents the Directorate on matters relating to quality safeguards for vulnerable and disadvantaged members of our community.

**Table 10: Output 2.6: Quality and Human Services Regulation**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b>	0	2,687
<b>Controlled Recurrent Payments <sup>1</sup></b>	0	2,656

**Note:**

1. The increase in the 2017-18 budget from the 2016-17 estimated outcome is due to the creation of a new sub-output class established as a result of the reclassification of overhead resources within Output Class 2.

**Output Class 3: Child and Youth Protection Services****Table 11: Output Class 3: Child and Youth Protection Services**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost <sup>1</sup></b>	102,360	102,317
<b>Controlled Recurrent Payments <sup>2</sup></b>	99,536	99,217

**Notes:**

1. Total cost includes depreciation and amortisation of \$1.478 million in 2016-17 and \$1.439 million in 2017-18.
2. The decrease in the 2017-18 budget from the 2016-17 estimated outcome includes the estimated Treasurer's Advance receipt for cost pressures in 2016-17 relating to investments to strengthen support for vulnerable children and young people, increased funding for the child protection system and Out of Home Care services by \$10.159 million. The 2017-18 budget included new initiatives of \$10.788 million for caring for our children and young people across child and youth protection and youth justice.

**Output 3.1: Child and Youth Protection Services**

Provision of statutory care and protection and youth justice services aimed at improving and promoting the safety and the wellbeing of children, young people, their families and the community.

**Table 12: Output 3.1: Child and Youth Protection Services**

	<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget \$'000</b>
<b>Total Cost</b>	102,360	102,317
<b>Controlled Recurrent Payments</b>	99,536	99,217

## Accountability Indicators

### Output Class 1: National Disability Insurance Scheme (NDIS) Implementation

#### Output 1.1: National Disability Insurance Scheme (NDIS) Implementation

These indicators have been discontinued as a result of Disability ACT and Therapy ACT exiting as service providers. This output will reflect funding provided by the Territory to the Commonwealth, recognising that the ongoing commitment to people with disability in the ACT will be supported by the Territory during the final transition period into the NDIS. Responsibility for the accountability of service provision under the scheme will rest with the Commonwealth.

### Output Class 2: Strategy, Participation and Early Intervention

#### Output 2.1: Early Intervention Services

Table 13: Accountability Indicators Output 2.1

	2016-17 Targets	2016-17 Estimated Outcome	2017-18 Targets
<b>Early Intervention Services</b>			
a. Number of Community Development/Education Programs <sup>1</sup>	225	400	325
b. Number of Parenting Assistance Sessions <sup>2</sup>	1,250	1,000	1,250
c. Client satisfaction with services	90%	90%	90%

**Notes:**

1. The revised target reflects an increase in the number of Community Development / Education Programs being run from the Child and Family Centres. These respond to needs of the local community, including *Growing Healthy Families* that provides a range of programs tailored to the needs of Aboriginal and Torres Strait Islander families.
2. While there has been a decrease in individual Parents as Teachers sessions, there has been a corresponding increase in the uptake of other programs, such as Circle of Security, an internationally recognised program with a focus on parental attachment, which provides opportunities to develop and enhance a secure relationship between parents and their children.

#### Output 2.2: Child Development Services

Table 14: Accountability Indicators Output 2.2

	2016-17 Targets	2016-17 Estimated Outcome	2017-18 Targets
<b>Child Development Service</b>			
a. Hours of service provided to the clients of the Child Development Service	21,125	22,000	21,125

### Output 2.3: Community Participation

Table 15: Accountability Indicators Output 2.3

	2016-17 Targets	2016-17 Estimated Outcome	2017-18 Targets
<b>Community Participation</b>			
a. Number of community capacity building projects <sup>1</sup>	15	13	N/A
b. Number of community building, participation grants and scholarship programs administered <sup>2</sup>	N/A	N/A	14
c. Number of visits to community service organisations <sup>3</sup>	26	40	N/A
d. Funded organisations' satisfaction with government contract administration (as measured by annual survey) <sup>4</sup>	90%	90%	N/A
e. Percentage of participants that successfully complete the Work Experience and Support Program for migrants	85%	85%	85%
f. Implementation of projects included in the Whole of Government plan on Aboriginal and Torres Strait Islander Agreement <sup>5</sup>	5	5	4
g. Regulatory and process reform initiatives <sup>6</sup>	4	4	N/A
h. Number of regulated service providers <sup>7</sup>	172	172	N/A

**Notes:**

- Indicator removed in 2017-18 and replaced by (b).
- This is a new indicator replacing item (a).
- This indicator is removed in 2017-18 and replaced by (a) under Output 2.5 Service Design, Policy and Accountability.
- This indicator is relocated to (b) under Output 2.5 Service Design, Policy and Accountability.
- The four projects are: 'Cultural Strategy', 'Development of the next Aboriginal and Torres Strait Islander Agreement 2018-23', 'Provision and support to a new Elected Body' and 'Seed funding grants'.
- This indicator is relocated as (a) under Output 2.6 Quality and Human Services Regulation.
- This indicator is relocated as (b) under Output 2.6 Quality and Human Services Regulation.

### Output 2.4: Office for Disability

Table 16: Accountability Indicators Output 2.4

	2016-17 Targets	2016-17 Estimated Outcome	2017-18 Targets
<b>Office for Disability</b>			
a. Community engagement activities on National Disability Strategy <sup>1</sup>	N/A	N/A	6
b. Coordinate Connect and Participate Expo - Number of community group stallholders <sup>2</sup>	N/A	N/A	120
c. Coordinate Connect and Participate Expo - Number of people attending <sup>2</sup>	N/A	N/A	6,000
d. Implement Companion Card Program - Number of Companion Card affiliates <sup>3</sup>	N/A	N/A	70

**Notes:**

- This is a new indicator. It measures policy and project initiatives that engage directly with community on issues to inform progression of outcomes against the commitment to National Disability Strategy.
- This is a new indicator. The Connect and Participate Expo is an inclusive community event that provides opportunities for communities to connect and directly engage people with disability. Indicators (b) and (c) will measure participation of community groups and Canberrans attending the event.

- This is a new indicator. The ACT Companion Card Scheme enables people with disability with attendant care needs to participate at community venues and activities with support at reduced cost. The indicator measures the numbers of organisations supporting the scheme by becoming an affiliate member.

### **Output 2.5: Service Design, Policy and Accountability**

**Table 17: Accountability Indicators Output 2.5**

	<b>2016-17 Targets</b>	<b>2016-17 Estimated Outcome</b>	<b>2017-18 Targets</b>
<b>Service Design, Policy and Accountability</b>			
a. Proportion of funded services that were visited by a Relationship Manager during the financial year <sup>1</sup>	N/A	N/A	90%
b. Satisfaction of funded organisations with government contract administration (as measured by annual survey) <sup>2</sup>	90%	90%	90%
c. Provision of policy advice on human services issues to drive improved outcomes for children, young people and their families <sup>3</sup>	N/A	N/A	2
d. Performance improvement initiatives <sup>4</sup>	N/A	N/A	3

**Notes:**

- This is a new indicator replacing item (c) under Output 2.3 Community Participation.
- This indicator is relocated from (d) under Output 2.3 Community Participation expressed as a percentage.
- This is a new indicator. The two initiatives are: 'delivery of the ACT Carers Strategy' and 'legislative review of the *Working with Vulnerable People (Background Checking) Act 2011*.
- This is a new indicator. The three initiatives are: annual Report on Government Services, Australian Early Development Census program and Community Services Directorate business plan.

### **Output 2.6: Quality and Human Services Regulation**

**Table 18: Accountability Indicators Output 2.6**

	<b>2016-17 Targets</b>	<b>2016-17 Estimated Outcome</b>	<b>2017-18 Targets</b>
<b>Quality and Human Services Regulation</b>			
a. Regulatory and process reform initiatives <sup>1</sup>	4	4	4
b. Number of regulated service providers <sup>2</sup>	172	172	172

**Notes:**

- This indicator is relocated from (g) under Output 2.3 Community Participation. The four reform initiatives are: 'Continuation of the establishment of the Senior Practitioner for Restrictive Practices', 'National approach to NDIS Worker Screening', 'Child Protection Quality Assurance and Improvement Committee' and 'Implementation of the Community Services Industry Plan'.
- This indicator is relocated from (h) under Output 2.3 Community Participation.

## Output Class 3: Child and Youth Protection Services

### Output 3.1: Child and Youth Protection Services

Table 19: Accountability Indicators Output 3.1

	2016-17 Targets	2016-17 Estimated Outcome	2017-18 Targets
<b>Child and Youth Protection Services</b>			
a. Number of custody days used annually <sup>1</sup>	7,500	3,600	5,000
b. Youth Justice Case Plans completed <sup>2</sup>	90%	62%	90%
c. Child Protection Reports and Child Concern Reports about children and young people <sup>3</sup>	15,000	18,000	18,000
d. Child Protection Reports requiring appraisal <sup>4</sup>	2,150	3,500	3,500
e. Number of child protection reports received and proceeding to appraisal that were substantiated <sup>5</sup>	600	400	600
f. Number of children and young people receiving a service during the year <sup>6</sup>	2,500	3,800	3,000
g. Number of Aboriginal and Torres Strait Islander children and young people receiving support during the year <sup>7</sup>	520	730	650
h. Total number of children and young people for whom the Director-General has parental responsibility <sup>8</sup>	700	770	810
i. Total out-of-home care days used annually <sup>9</sup>	260,000	286,500	300,300
j. Number of out-of-home care days used by Aboriginal and Torres Strait Islander children and young people <sup>10</sup>	68,000	75,000	78,750
k. Average investment per out-of-home care day <sup>11</sup>	\$135	\$150	\$133
l. Number of permanency placements <sup>12</sup>	20	16	25

#### Notes:

1. This 'target' is a benchmark by which CYPs measures the utilisation of Bimberi Youth Justice Centre against the historical average of 7,500 custody days. Since 2011 the impact of reforms have significantly reduced the actual result as fewer young people come into detention; highlighting the continued success of reforms lead by the Blueprint for Youth Justice in the ACT 2012-22.
2. The implementation of CYPs integrated single case management includes increased quality standards of case plans, which has resulted in delays in completing some case plans within the designated six week time frames.
3. Reports are initiated by the community contacting Child and Youth Protection Services (CYPs) and the number of reports received can fluctuate depending on a range of factors, including but not limited to publicity about child abuse and neglect. Media attention and community concern regarding family violence in general continues to impact on the number of child concern reports received.
4. There has been an increase in reports requiring an appraisal in line with the increase of reports (indicator c). In 2015-16, 17% of reports received (indicator c) proceeded to appraisal. In 2016-17, it is estimated that around 19% of reports will proceed to appraisal.
5. The estimated low result is most likely caused by policy change resulting from external reviews leading to a change in practice from substantiation of risk of individual events to substantiation of risk of abuse and neglect for a child. This result suggests the rate of abuse and neglect in the ACT community has remained relatively stable despite increased reporting and community concern.
6. This indicator is directly related to an increase in the number of appraisals undertaken and an increase in the number of children requiring longer term care.
7. This indicator is a sub-set of the indicator above and is impacted by the same drivers.
8. This is a point in time measure (as at 30 June). The number of children in care of the Director-General can fluctuate on a daily basis, depending on factors such as orders or agreements expiring or commencing. The result over target is primarily due to the higher demand in the 'protection' element of the system leading to a continued high number of Emergency Actions taken during 2016-17.
9. The increase in out-of-home care days used annually is a result of the increased number of children and young people receiving a service during the year and is impacted by children coming into care and staying in care longer.
10. This indicator is a sub-set of the indicator above and is impacted by the same drivers.

11. The higher than budgeted result is due to increased transition costs associated with the transfer of services to *A Step Up for Our Kids* Strategy.
12. The number of adoptions or Enduring Parental Responsibility Orders finalised in a given timeframe can fluctuate depending on a range of factors and the individual needs of the child or young person. Under *A Step Up for Our Kids*, ACT Together are responsible for the identification and assessment of children on Enduring Parental Responsibility Orders, ACT Together are developing their capabilities to undertake this work.

## Changes to Appropriation

Table 20: Changes to appropriation – Controlled Recurrent Payments

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
<b>2016-17 Budget</b>	<b>261,971</b>	<b>239,965</b>	<b>246,356</b>	<b>229,327</b>	<b>229,327</b>
<b>2017-18 Budget Policy Adjustments</b>					
Better support when it matters - Caring for our children and young people	-	10,263	10,832	11,156	11,295
Better support when it matters - Children and Young People Death Review Committee	-	211	231	219	222
Better support when it matters - Disability access grants	-	50	50	50	50
Better support when it matters - Growing healthy families	-	502	-	-	-
Better support when it matters - More support for refugees and new migrants	-	334	343	353	362
Better support when it matters - More support for SHOUT	-	70	-	-	-
Better support when it matters - Office of the Senior Practitioner	-	334	521	478	488
Better support when it matters - Recognising Canberra's carers	-	56	56	38	-
Better support when it matters - Strengthening the Bimberi Youth Justice Centre	-	525	526	528	530
Better support when it matters - Supporting the NDIS in the ACT	-	536	546	557	568
<b>2017-18 Budget Technical Adjustments</b>					
Revised Indexation Parameters	(12)	(727)	(1,167)	(1,266)	3,251
Revised Superannuation Parameters	-	1,568	1,320	933	731
Treasurer's Advance - Various cost pressures	21,314	-	-	-	-
Transfer to Education - Everyone Everyday Program	-	(25)	(25)	-	-
Transfer to Housing ACT - Support for women and children to leave violence	(30)	(85)	(100)	(100)	(100)
Pay Equity for Social and Community Sector (SACS) - ACT Government Contribution	-	(1,610)	(1,932)	(3,870)	(3,423)
Revised ACT Government Contribution to NDIS	-	-	-	48,112	51,417
Revised Funding Profile - Restrictive Practice Regulation	(60)	60	-	-	-
Revised Funding Profile - Integrated Statutory System Client Information System and Electronic Record	(187)	187	-	-	-
Revised Funding Profile - Safer Families - Integrated Case Management	(286)	286	-	-	-
Revised Funding Profile - Safer Families - Training in domestic violence for frontline workers	(250)	250	-	-	-

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
Revised Funding Profile - Support for people with disability - New respite property	-	(87)	(87)	(59)	(30)
Commonwealth Grant – National Disability SPP	131	-	-	-	-
Contribution to Government Office Block project	-	(78)	(79)	(81)	(135)
<b>2017-18 Budget</b>	<b>282,591</b>	<b>252,585</b>	<b>257,391</b>	<b>286,375</b>	<b>294,553</b>

**Table 21: Changes to appropriation – Capital Injections, Controlled**

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
<b>2016-17 Budget</b>	<b>4,542</b>	<b>423</b>	<b>432</b>	<b>442</b>	<b>442</b>
<b>2017-18 Budget Policy Adjustments</b>					
Better support when it matters - Bimberi Youth Justice Centre communications	-	326	-	-	-
Better support when it matters - Child Youth Protection System Critical Information Migration	-	700	-	-	-
<b>2017-18 Budget Technical Adjustments</b>					
Revised Indexation Parameters	-	-	-	-	10
Revised Funding Profile - Client management system for Child and Youth Protection Services	(2,348)	2,348	-	-	-
Revised Funding Profile - Disability Housing - Respite and congregate living housing	(8)	(28)	(27)	(27)	(26)
Revised Funding Profile - Support for people with disability - New respite property	(1,172)	1,172	-	-	-
<b>2017-18 Budget</b>	<b>1,014</b>	<b>4,941</b>	<b>405</b>	<b>415</b>	<b>426</b>

# Financial Statements

**Table 22: Community Services Directorate: Operating Statement**

2016-17 Budget		2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	Var %	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
<b>Income</b>							
<b>Revenue</b>							
261,971	Controlled Recurrent Payments	282,591	252,585	-11	257,391	286,375	294,553
722	User Charges	722	705	-2	705	705	705
6,760	Resources Received Free of Charge	1,560	460	-71	460	460	460
1,221	Other Revenue	1,221	591	-52	591	591	591
<b>270,674</b>	<b>Total Revenue</b>	<b>286,094</b>	<b>254,341</b>	<b>-11</b>	<b>259,147</b>	<b>288,131</b>	<b>296,309</b>
<b>Gains</b>							
1,620	Other Gains	1,620	1,620	-	1,620	1,620	1,620
<b>1,620</b>	<b>Total Gains</b>	<b>1,620</b>	<b>1,620</b>	<b>-</b>	<b>1,620</b>	<b>1,620</b>	<b>1,620</b>
<b>272,294</b>	<b>Total Income</b>	<b>287,714</b>	<b>255,961</b>	<b>-11</b>	<b>260,767</b>	<b>289,751</b>	<b>297,929</b>
<b>Expenses</b>							
71,806	Employee Expenses	64,965	60,853	-6	60,206	60,947	61,584
9,019	Superannuation Expenses	8,488	9,520	12	9,203	8,929	8,841
31,672	Supplies and Services	38,891	19,794	-49	20,769	26,562	26,945
2,321	Depreciation and Amortisation	1,942	1,899	-2	2,351	2,192	2,192
158,852	Grants and Purchased Services	173,829	164,809	-5	169,604	192,328	199,625
83	Other Expenses	77	83	8	83	83	83
<b>273,753</b>	<b>Total Expenses</b>	<b>288,192</b>	<b>256,958</b>	<b>-11</b>	<b>262,216</b>	<b>291,041</b>	<b>299,270</b>
<b>-1,459</b>	<b>Operating Result</b>	<b>-478</b>	<b>-997</b>	<b>-109</b>	<b>-1,449</b>	<b>-1,290</b>	<b>-1,341</b>
662	Net Effect of a Change in Accounting Policy	331	662	100	993	1,324	1,655
889	Other Movements	-1,202	-521	57	2,620	-924	-924
<b>1,551</b>	<b>Total Other Comprehensive Income</b>	<b>-871</b>	<b>141</b>	<b>116</b>	<b>3,613</b>	<b>400</b>	<b>731</b>
<b>92</b>	<b>Total Comprehensive Income</b>	<b>-1,349</b>	<b>-856</b>	<b>37</b>	<b>2,164</b>	<b>-890</b>	<b>-610</b>

**Table 23: Community Services Directorate: Balance Sheet**

Budget at 30/6/17 \$'000		2016-17 Estimated Outcome \$'000	Budget at 30/6/18 \$'000	Var %	Estimate at 30/6/19 \$'000	Estimate at 30/6/20 \$'000	Estimate at 30/6/21 \$'000
<b>Current Assets</b>							
1,200	Cash and Cash Equivalents	1,285	1,285	-	1,285	1,285	1,285
4,474	Receivables	5,065	5,065	-	5,065	5,065	5,065
182	Other Assets	287	287	-	287	287	287
<b>5,856</b>	<b>Total Current Assets</b>	<b>6,637</b>	<b>6,637</b>	<b>-</b>	<b>6,637</b>	<b>6,637</b>	<b>6,637</b>
<b>Non Current Assets</b>							
77,273	Property, Plant and Equipment	71,815	73,262	2	72,958	72,710	72,473
3,422	Intangible Assets	840	3,708	341	3,060	2,548	2,036
50	Capital Works in Progress	16	16	-	16	16	16
<b>80,745</b>	<b>Total Non Current Assets</b>	<b>72,671</b>	<b>76,986</b>	<b>6</b>	<b>76,034</b>	<b>75,274</b>	<b>74,525</b>
<b>86,601</b>	<b>TOTAL ASSETS</b>	<b>79,308</b>	<b>83,623</b>	<b>5</b>	<b>82,671</b>	<b>81,911</b>	<b>81,162</b>
<b>Current Liabilities</b>							
8,737	Payables	2,669	2,668	..	2,667	2,666	2,665
21,530	Employee Benefits	19,013	19,596	3	20,179	20,762	21,396
2,935	Other Liabilities	5,289	5,142	-3	1,575	1,575	1,575
<b>33,202</b>	<b>Total Current Liabilities</b>	<b>26,971</b>	<b>27,406</b>	<b>2</b>	<b>24,421</b>	<b>25,003</b>	<b>25,636</b>
<b>Non Current Liabilities</b>							
2,111	Employee Benefits	1,602	1,728	8	1,854	1,980	2,106
348	Other Liabilities	1,127	1,127	-	1,127	1,127	1,127
<b>2,459</b>	<b>Total Non Current Liabilities</b>	<b>2,729</b>	<b>2,855</b>	<b>5</b>	<b>2,981</b>	<b>3,107</b>	<b>3,233</b>
<b>35,661</b>	<b>TOTAL LIABILITIES</b>	<b>29,700</b>	<b>30,261</b>	<b>2</b>	<b>27,402</b>	<b>28,110</b>	<b>28,869</b>
<b>50,940</b>	<b>NET ASSETS REPRESENTED BY FUNDS EMPLOYED</b>	<b>49,608</b>	<b>53,362</b>	<b>8</b>	<b>55,269</b>	<b>53,801</b>	<b>52,293</b>
44,119	Accumulated Funds	45,112	48,535	8	50,111	48,312	46,473
6,821	Asset Revaluation Surplus	4,496	4,827	7	5,158	5,489	5,820
<b>50,940</b>	<b>TOTAL FUNDS EMPLOYED</b>	<b>49,608</b>	<b>53,362</b>	<b>8</b>	<b>55,269</b>	<b>53,801</b>	<b>52,293</b>

**Table 24: Community Services Directorate: Statement of Changes in Equity**

Budget at 30/6/17 \$'000		2016-17 Estimated Outcome \$'000	Budget at 30/6/18 \$'000	Var %	Estimate at 30/6/19 \$'000	Estimate at 30/6/20 \$'000	Estimate at 30/6/21 \$'000
<b>Opening Equity</b>							
40,147	Opening Accumulated	45,447	45,112	-1	48,535	50,111	48,312
6,490	Opening Asset Revaluation Reserve	4,496	4,496	-	4,827	5,158	5,489
<b>46,637</b>	<b>Balance at the Start of the Reporting Period</b>	<b>49,943</b>	<b>49,608</b>	<b>-1</b>	<b>53,362</b>	<b>55,269</b>	<b>53,801</b>
<b>Comprehensive Income</b>							
889	Net Effect of Correction of an Error	-1,202	-521	57	2,620	-924	-924
-1,459	Operating Result - Including Economic Flows	-478	-997	-109	-1,449	-1,290	-1,341
662	Net Effect of Change in Accounting Policy	331	662	100	993	1,324	1,655
<b>92</b>	<b>Total Comprehensive Income</b>	<b>-1,349</b>	<b>-856</b>	<b>37</b>	<b>2,164</b>	<b>-890</b>	<b>-610</b>
<b>Movement in Reserves</b>							
-662	Transfer to/from Accumulated Funds	0	-662	#	-993	-1,324	-1,655
331	Movement in Asset Revaluation Reserve	0	331	#	331	331	331
<b>-331</b>	<b>Total Movement in Reserves</b>	<b>0</b>	<b>-331</b>	<b>#</b>	<b>-662</b>	<b>-993</b>	<b>-1,324</b>
<b>Transactions Involving Owners Affecting Accumulated Funds</b>							
4,542	Capital Injections	1,014	4,941	387	405	415	426
<b>4,542</b>	<b>Total Transactions Involving Owners Affecting Accumulated Funds</b>	<b>1,014</b>	<b>4,941</b>	<b>387</b>	<b>405</b>	<b>415</b>	<b>426</b>
<b>Closing Equity</b>							
44,119	Closing Accumulated Funds	45,112	48,535	8	50,111	48,312	46,473
6,821	Closing Asset Revaluation Reserve	4,496	4,827	7	5,158	5,489	5,820
<b>50,940</b>	<b>Balance at the end of the Reporting Period</b>	<b>49,608</b>	<b>53,362</b>	<b>8</b>	<b>55,269</b>	<b>53,801</b>	<b>52,293</b>

**Table 25: Community Services Directorate: Cash Flow Statement**

2016-17 Budget		2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	Var %	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>							
<b>Receipts</b>							
261,971	Controlled Recurrent Payments	282,591	252,585	-11	257,391	286,375	294,553
722	User Charges	1,843	1,296	-30	1,296	1,296	1,296
13,546	Other	12,254	16,006	31	13,764	13,878	13,940
<b>276,239</b>	<b>Operating Receipts</b>	<b>296,688</b>	<b>269,887</b>	<b>-9</b>	<b>272,451</b>	<b>301,549</b>	<b>309,789</b>
<b>Payments</b>							
64,667	Employee	63,628	59,512	-6	58,864	59,606	60,192
9,092	Superannuation	8,561	10,136	18	9,819	9,545	9,457
31,291	Supplies and Services	41,510	19,410	-53	20,388	26,242	26,625
158,172	Grants and Purchased Services	173,149	164,131	-5	168,924	191,586	198,883
13,017	Goods and Services Tax Paid to Suppliers	12,840	16,698	30	14,456	14,570	14,632
<b>276,239</b>	<b>Operating Payments</b>	<b>299,688</b>	<b>269,887</b>	<b>-9</b>	<b>272,451</b>	<b>301,549</b>	<b>309,789</b>
<b>0</b>	<b>NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES</b>	<b>-3,000</b>	<b>0</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>							
<b>Payments</b>							
4,542	Purchase of Property, Plant and Equipment	1,014	4,941	387	405	415	426
<b>4,542</b>	<b>Investing Payments</b>	<b>1,014</b>	<b>4,941</b>	<b>387</b>	<b>405</b>	<b>415</b>	<b>426</b>
<b>-4,542</b>	<b>NET CASH INFLOW/(OUTFLOW) FROM INVESTING ACTIVITIES</b>	<b>-1,014</b>	<b>-4,941</b>	<b>-387</b>	<b>-405</b>	<b>-415</b>	<b>-426</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>							
<b>Receipts</b>							
4,542	Capital Injections	1,014	4,941	387	405	415	426
<b>4,542</b>	<b>Financing Receipts</b>	<b>1,014</b>	<b>4,941</b>	<b>387</b>	<b>405</b>	<b>415</b>	<b>426</b>
<b>4,542</b>	<b>NET CASH INFLOW/(OUTFLOW) FROM FINANCING ACTIVITIES</b>	<b>1,014</b>	<b>4,941</b>	<b>387</b>	<b>405</b>	<b>415</b>	<b>426</b>
<b>0</b>	<b>NET INCREASE / (DECREASE) IN CASH AND CASH EQUIVALENTS</b>	<b>-3,000</b>	<b>0</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1,200</b>	<b>CASH AT THE BEGINNING OF REPORTING PERIOD</b>	<b>4,285</b>	<b>1,285</b>	<b>-70</b>	<b>1,285</b>	<b>1,285</b>	<b>1,285</b>
<b>1,200</b>	<b>CASH AT THE END OF REPORTING PERIOD</b>	<b>1,285</b>	<b>1,285</b>	<b>-</b>	<b>1,285</b>	<b>1,285</b>	<b>1,285</b>

## Notes to the Controlled Budget Statements

Significant variations are as follows:

### ***Operating Statement***

- Controlled recurrent payments:
  - the increase of \$20.620 million in the 2016-17 estimated outcome from the original budget is mainly due the estimated receipt of Treasurer's Advance in the 2016-17 financial year relating to the child protection and out of home care services (\$10.109 million), pressures associated with the transition into the NDIS largely due to operational costs that have not reduced in line with the modelled transition (\$9.905 million) and restoration of property leases upon exit (\$1.000 million); and
  - the decrease of \$30.006 million in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to a decrease in Commonwealth funding for National Disability Specific Purpose payment (\$24.394 million) and the cessation of Treasurer's Advance funding (\$21.314 million) partially offset by new initiatives for 2017-18 (\$12.881 million).
- Resources received free of charge:
  - the decrease of \$5.200 million in the 2016-17 estimated outcome from the original budget reflects the reduction of workers compensation supplementation from \$6.300 million to \$1.100 million due to a reduction in the workers compensation premium for 2016-17; and
  - the decrease of \$1.100 million in the 2017-18 budget from the 2016-17 estimated outcome reflects the reduction in workers compensation supplementation from 2016-17.
- Employee and Superannuation Expenses:
  - the reduction of \$6.841 million in the 2016-17 estimated outcome from the original budget is mainly due to the reduction in workers compensation premium for 2016-17 (\$5.200 million) and the reduction in employee expenses as Disability ACT and Therapy ACT finalise their transition to the NDIS with reductions in full time equivalent staff (\$2.923 million) partially offset by increased support for child protection (\$1.065 million); and
  - the decrease of \$4.112 million in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the cessation of 2016-17 employee costs (\$6.980 million) and ceasing support for reforms in the Disability and Out of Home Care sectors (\$2.336 million), partially offset by increased staffing costs associated with new initiatives (\$3.699 million).

- Suppliers and services:
  - The increase of \$7.219 million in the 2016-17 estimated outcome from the original budget is mainly due to operational cost pressures associated with delays in clients phasing to the NDIS.
  - the decrease of \$19.097 million in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the reduction in operational costs (\$7.903 million) as Disability ACT and Therapy ACT have fully transitioned to the NDIS, decreased support for sustainable footing<sup>1</sup> (\$2.600 million) and the full year impact of savings (\$2.909 million) in 2017-18.
- Grants and purchased services:
  - the increase of \$14.977 million in the 2016-17 estimated outcome from the original budget is mainly due to the contribution to the NDIS (\$7.446 million) and the increased demand for Out of Home Care Services (\$8.782 million) offset by initiatives re-profiled (\$1.352 million) to 2017-18; and
  - the decrease of \$9.020 million in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the reduction of Commonwealth support for the NDIS (\$24.394 million), Specialist Disability Services for over 65's (\$2.112 million) and the Social and Community Services (\$1.610 million), offset by the redirection of NDIS support (\$11.850 million) and new initiatives (\$7.950 million).

### **Balance Sheet**

- Property, Plant and Equipment:
  - the decrease in the 2016-17 estimated outcome from the original budget is mainly due to the transfer of assets out of the Directorate (\$2.184 million), revaluation decrement in prior year (\$1.940 million) and the re-profiling of capital works projects (\$1.447 million) to 2017-18; and
  - the increase in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the delivery of capital works projects (\$1.447 million).
- Intangible assets:
  - the decrease in the 2016-17 estimated outcome from the original budget is mainly due to the re-profiling of the Client Management System (\$2.348 million) into 2017-18; and
  - the increase in the 2017-18 budget from the 2016-17 estimated outcome is mainly due to the re-profiling of the Client Management System (\$2.348 million) from 2016-17 and new initiatives (\$0.700 million).

1. 2016-17 Budget Statement 'Supporting Reforms in the Disability and Out of Home Care Sectors'.

- Payables:
  - the decrease in the 2016-17 estimated outcome from the original budget is mainly due to the payment of creditors.
- Employee Benefits:
  - the decrease in the 2016-17 estimated outcome from the original budget is mainly due to the reduction in salaries payable, as a direct result of services transitioning from Disability and Therapy ACT to the NDIS and staff exiting the ACT Public Service.
- Other Liabilities:
  - the increase in the 2016-17 estimated outcome from the original budget is mainly due to the provision of redundancy payments in relation to Disability and Therapy ACT staff exiting due to the transition to the NDIS.

***Statement of Changes in Equity and Cash Flow Statement***

Variations in the Statements are explained in the notes above.

**Table 26: Output Class 1: National Disability Insurance Scheme (NDIS) Implementation Operating Statement**

<b>2016-17 Budget</b>		<b>2016-17 Estimated Outcome</b>	<b>2017-18 Budget</b>	<b>Var %</b>	<b>2018-19 Estimate</b>	<b>2019-20 Estimate</b>	<b>2020-21 Estimate</b>
<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Revenue</b>							
116,096	Controlled Recurrent Payments	127,432	94,282	-26	99,704	121,849	127,115
3,878	Resources Received Free of Charge	325	0	-100	0	0	0
<b>119,974</b>	<b>Total Revenue</b>	<b>127,757</b>	<b>94,282</b>	<b>-26</b>	<b>99,704</b>	<b>121,849</b>	<b>127,115</b>
<b>119,974</b>	<b>Total Income</b>	<b>127,757</b>	<b>94,282</b>	<b>-26</b>	<b>99,704</b>	<b>121,849</b>	<b>127,115</b>
<b>Expenses</b>							
15,718	Employee Expenses	9,316	0	-100	0	0	0
1,570	Superannuation Expenses	953	0	-100	0	0	0
7,151	Supplies and Services	14,376	0	-100	0	0	0
95,535	Grants and Purchased Services	103,112	94,282	-9	99,704	121,849	127,115
<b>119,974</b>	<b>Total Ordinary Expenses</b>	<b>127,757</b>	<b>94,282</b>	<b>-26</b>	<b>99,704</b>	<b>121,849</b>	<b>127,115</b>
<b>0</b>	<b>Operating Result</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 27: Output Class 2: Strategy, Participation and Early Intervention Operating Statement**

<b>2016-17 Budget</b>		<b>2016-17 Estimated Outcome</b>	<b>2017-18 Budget</b>	<b>Var %</b>	<b>2018-19 Estimate</b>	<b>2019-20 Estimate</b>	<b>2020-21 Estimate</b>
<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Revenue</b>							
56,249	Controlled Recurrent Payments	55,623	59,086	6	58,615	60,975	62,179
28	User Charges	28	408	#	408	408	408
631	Resources Received Free of Charge	124	0	-100	0	0	0
1,121	Other Revenue	1,121	591	-47	591	591	591
<b>58,029</b>	<b>Total Revenue</b>	<b>56,896</b>	<b>60,085</b>	<b>6</b>	<b>59,614</b>	<b>61,974</b>	<b>63,178</b>
<b>Gains</b>							
1,620	Other Gains	1,620	1,620	-	1,620	1,620	1,620
<b>1,620</b>	<b>Total Gains</b>	<b>1,620</b>	<b>1,620</b>	<b>-</b>	<b>1,620</b>	<b>1,620</b>	<b>1,620</b>
<b>59,649</b>	<b>Total Income</b>	<b>58,516</b>	<b>61,705</b>	<b>5</b>	<b>61,234</b>	<b>63,594</b>	<b>64,798</b>
<b>Expenses</b>							
19,827	Employee Expenses	19,244	19,597	2	18,801	19,057	19,112
2,171	Superannuation Expenses	2,171	3,002	38	2,866	2,795	2,770
9,716	Supplies and Services	9,662	7,554	-22	7,682	9,452	9,573
632	Depreciation and Amortisation	464	460	-1	445	439	439
27,076	Grants and Purchased Services	26,510	29,716	12	30,049	30,454	31,523
30	Other Expenses	24	30	25	30	30	30
<b>59,452</b>	<b>Total Ordinary Expenses</b>	<b>58,075</b>	<b>60,359</b>	<b>4</b>	<b>59,873</b>	<b>62,227</b>	<b>63,447</b>
<b>197</b>	<b>Operating Result</b>	<b>441</b>	<b>1,346</b>	<b>205</b>	<b>1,361</b>	<b>1,367</b>	<b>1,351</b>

**Table 28: Output Class 3: Child and Youth Protection Services Operating Statement**

<b>2016-17 Budget</b>		<b>2016-17 Estimated Outcome</b>	<b>2017-18 Budget</b>	<b>Var %</b>	<b>2018-19 Estimate</b>	<b>2019-20 Estimate</b>	<b>2020-21 Estimate</b>
<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Revenue</b>							
89,626	Controlled Recurrent Payments	99,536	99,217	..	99,072	103,551	105,259
694	User Charges	694	297	-57	297	297	297
2,251	Resources Received Free of Charge	1,111	460	-59	460	460	460
100	Other Revenue	100	0	-100	0	0	0
<b>92,671</b>	<b>Total Revenue</b>	<b>101,441</b>	<b>99,974</b>	<b>-1</b>	<b>99,829</b>	<b>104,308</b>	<b>106,016</b>
<b>92,671</b>	<b>Total Income</b>	<b>101,441</b>	<b>99,974</b>	<b>-1</b>	<b>99,829</b>	<b>104,308</b>	<b>106,016</b>
<b>Expenses</b>							
36,261	Employee Expenses	36,405	41,256	13	41,405	41,890	42,472
5,278	Superannuation Expenses	5,364	6,518	22	6,337	6,134	6,071
14,805	Supplies and Services	14,853	12,240	-18	13,087	17,110	17,372
1,689	Depreciation and Amortisation	1,478	1,439	-3	1,906	1,753	1,753
36,241	Grants and Purchased Services	44,207	40,811	-8	39,851	40,025	40,987
53	Other Expenses	53	53	-	53	53	53
<b>94,327</b>	<b>Total Ordinary Expenses</b>	<b>102,360</b>	<b>102,317</b>	<b>..</b>	<b>102,639</b>	<b>106,965</b>	<b>108,708</b>
<b>-1,656</b>	<b>Operating Result</b>	<b>-919</b>	<b>-2,343</b>	<b>-155</b>	<b>-2,810</b>	<b>-2,657</b>	<b>-2,692</b>

# HOUSING ACT

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## Purpose

Housing ACT's purpose is to provide social housing that is appropriate, affordable and meets the needs and circumstances of low income and disadvantaged people. Housing ACT also funds and supports the specialist homelessness sector to assist and support homeless people and to prevent people becoming homeless.

The provision of stable long-term and affordable housing provides people with a greater opportunity to more fully participate in the social, economic and recreational activities of the Territory and reach their potential. Through the provision of housing assistance and support for the homeless, Housing ACT helps to alleviate social isolation and build resilience, contributing to a safer, stronger and more inclusive community – a community where everybody has a bright future regardless of their characteristics, circumstances or background.

## 2017-18 Priorities

Strategic and operational initiatives to be pursued in 2017-18 include:

- ensuring tenants are well supported during and beyond the relocation process as part of the Public Housing Renewal Program,
- negotiating the new National Housing and Homelessness Agreement to enhance social inclusion and improve the life outcomes and wellbeing for low income, disadvantaged and homeless people,
- investing in the professional development of frontline specialist housing and homelessness workers and their organisations to build capability and service innovation,
- developing a system-wide trauma informed approach to homelessness support services,
- undertaking early planning to identify options for the design, location, and construction of Common Ground 2 and a second Aboriginal and Torres Strait Islander older persons housing facility,
- delivering a Housing and Homelessness Summit to ensure a genuine community-led dialogue with participants and representation across all sectors, to ensure that every Canberran has access to appropriate and affordable housing,
- undertaking work to inform future support requirements and associated long-term accommodation types for clients with high and complex needs such as the people living at Ainslie Village and the clients eligible to be accommodated in services such as MyHome,

- continuing to focus on better integrating services for families experiencing domestic and family violence, supported by a range of Safer Family Initiatives,
- improving services to tenants through testing the market for the provision of total facility management services, and
- developing the next public housing asset management strategy that delivers a contemporary and responsive asset base capable of meeting the broader social policy objectives of the government.

## Estimated Employment Level

**Table 29: Estimated Employment Level**

	<b>2015-16 Actual Outcome</b>	<b>2016-17 Budget</b>	<b>2016-17 Estimated Outcome</b>	<b>2017-18 Budget</b>
<b>Staffing (FTE)</b>	244	256	250 <sup>1</sup>	256

**Note:**

1. The decrease in number of employees (FTEs) in the 2016-17 estimated outcome compared to budget is due to delay in recruitment for a number of positions.

# Strategic Objectives and Indicators

## Strategic Objective 1

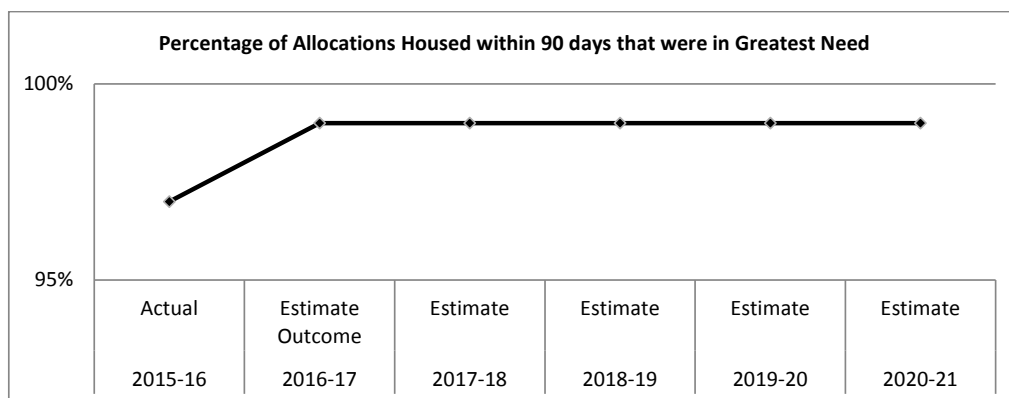
### *Appropriately housing people most in need*

Housing assistance is targeted at those most in need in the community. Stable, safe and secure long term housing provides the foundation upon which individuals and families can build their future, engage with the community and take up opportunities for education, training and employment and to build capacity and resilience. Therefore, the provision of housing assistance aims to reduce social isolation and disadvantage and build a safer, healthier community where everyone has the possibility of a bright future.

### *Strategic Indicator 1*

***Of all new households that were allocated within three months, the proportion that were in the greatest need.***

Allocating housing to those most in need in the community remains the key focus for public housing. This indicator measures the proportion of people housed, within a three month period, that were in the 'greatest need'. People classified as 'greatest need' include those who are homeless, women escaping family or domestic violence and those in housing that is detrimental to their health and safety for example the frail-aged or people with a disability.



## Strategic Objective 2

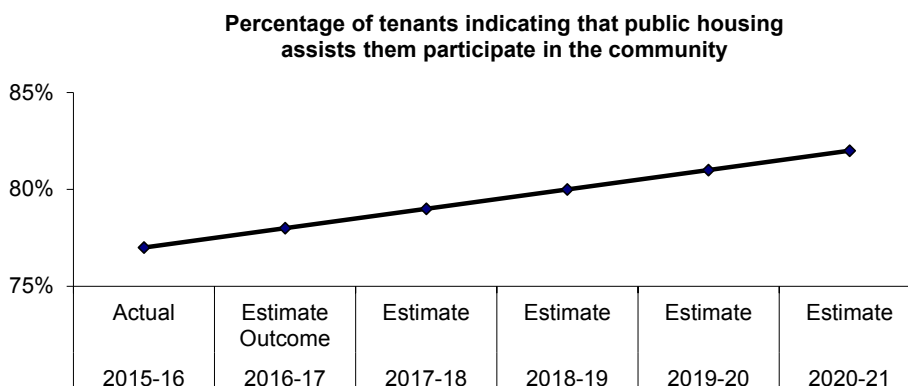
### *Access to safe, affordable and sustainable housing that contributes to the opportunities for social and economic participation*

Social housing enables tenants to take up opportunities to more fully participate in and contribute to the community and achieve their potential. Working in partnership with the specialist homelessness service providers, Housing ACT assists vulnerable families to improve their social inclusion by providing secure long term sustainable housing and appropriate support and assistance that builds foundation skills, capacity and resilience.

#### **Strategic Indicator 2**

##### ***Providing tenants with the opportunity to be part of the community***

Social housing helps build stronger, safer and more cohesive communities through reducing disadvantage and exclusion for some of the most vulnerable in the community. Improving access to education, training and employment opportunities better enables tenants to engage in social, cultural, civic and recreational activities and thereby participate in the community and achieve their potential.

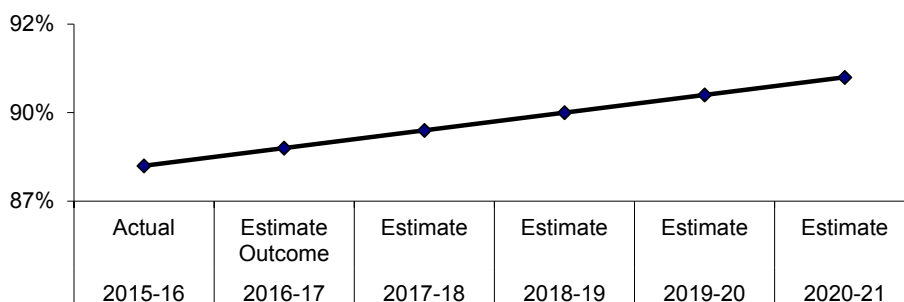


### Strategic Indicator 3

#### **Improving employment outcomes for homeless people to support them sustain their tenancy in long term housing.**

Critical to achieving successful outcomes for tenants transitioning from homelessness or crisis accommodation into mainstream housing, is improving their access to appropriate assistance and support. Access to supports helps tenants: sustain their tenancy long term; improve their opportunities for community participation; and provides greater access to training, education and employment opportunities. This approach provides a clear pathway out of poverty, disadvantage and exclusion. This indicator shows the improvement in employment outcomes as a result of the support and assistance provided to homeless people who sought such assistance whilst engaging with homelessness services.

**Improvement in employment outcomes as a result of support**



## Output Classes

Social housing primarily occurs through the provision of rental housing. A rental subsidy is provided to eligible tenants, based upon them paying no more than 25% of their assessable household income. In addition, social housing is provided to community housing providers, homelessness service providers and other specialist housing providers for their use to accommodate and support high needs and low income individuals and families.

Housing ACT also funds homelessness service providers to deliver intensive support and assistance to individuals and families who are homeless, and those who are at risk of becoming homeless. This supports aims to address people's individual circumstances and needs, and provide them with the skills and capacity to secure and sustain long term housing and participate in the community.

There is only one output class for the provision of social housing services.

### Output Class 1: Social Housing Services

**Table 30: Output Class 1: Social Housing Services**

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000
<b>Total Cost<sup>1</sup></b>	186,598	203,168
<b>Controlled Recurrent Payments</b>	43,975	46,792

**Note:**

1. Total cost includes depreciation and amortisation of \$31.506 million in 2016-17 and \$50.946 million in 2017-18.

#### **Output 1.1: Social Housing Services**

The provision of safe, affordable and appropriate housing that supports tenants to sustain their housing long term through:

- assessing an applicant's eligibility for housing, priority category and their support needs,
- allocating housing to eligible applicants and community housing providers and other community sector support providers that best meets the needs of tenants, and
- managing the public housing property portfolio to ensure that it best meets the needs of tenants, and managing the social housing tenancies.

Providing funding and support to the homelessness and community housing service providers to address homelessness and provide sustainable long term housing options.

**Table 31: Output 1.1: Social Housing Services**

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000
<b>Total Cost</b>	186,598	203,168
<b>Controlled Recurrent Payments</b>	43,975	46,792

# Accountability Indicators

## Output Class 1: Social Housing Services

### Output 1.1: Social Housing Services

**Table 32: Accountability Indicators Output 1.1**

	2016-17 Targets	2016-17 Estimated Outcome	2017-18 Targets
a. Allocation of housing to those in greatest need Percentage of public housing applications to priority and high need applicants	98%	98%	98%
b. Number of social housing properties <sup>1</sup> Includes all Housing ACT properties whether tenanted by public housing tenants or head leased to community service providers	11,928	11,822	11,637
c. Number of tenancies managed by registered community housing providers Includes tenants in individual tenantable units such as group shared homes and properties head leased from Housing ACT	1,730	1,720	1,770
d. Percentage of public housing tenants receiving a rebate	95%	95%	95%
e. Number of client service visits <sup>2</sup>	11,150	10,100	9,000
f. Satisfaction with provision of public housing	80%	80%	80%
g. Average cost per dwelling of public housing <sup>3</sup>	\$11,343	\$11,440	\$12,157
h. Satisfaction with provision of community housing	85%	85%	85%
i. Occupancy rate for public housing	98%	96%	96%
j. Percentage of tenant accounts ≥ \$500 and four or more weeks in arrears on repayment agreements <sup>4</sup>	90%	80%	90%
k. Percentage of rent received	99%	98%	98%

**Notes:**

1. The movement in the number of social housing properties is mainly impacted by the replacement properties received from the Public Housing Renewal Taskforce and properties transferred to the Land Development Agency for sale under the Public Housing Renewal Program.
2. The lower number of client service visits is mainly due to change in business practices where some of the clients will only have one client service visit over a period of 18 months instead of every 12 months if certain conditions are met. In addition, all new tenancies can receive multiple visits dependent on client need. Further development of this measure will occur in the next twelve months.
3. The increase in average cost per dwelling is due to indexation of costs and temporary reduction in the number of properties under the Public Housing Renewal Program.
4. The percentage of tenants who are four or more weeks in arrears, who owe at least \$500 and who enter into repayment agreements, continues to trend around the low to mid 80% range. Housing managers continue to focus on engaging with tenants to ensure that they are able to sustain their tenancy. This can be difficult when tenants are subject to the additional stresses from being in debt, not only to Housing ACT, but also others. Often a tenant cannot see a clear way forward that will enable them to meet all their financial commitments. This means that it can take some time to engage with tenants and for them to enter into long term repayment arrangements.

## Changes to Appropriation

**Table 33: Changes to appropriation – Controlled Recurrent Payments**

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
<b>2016-17 Budget</b>	<b>43,905</b>	<b>41,849</b>	<b>42,573</b>	<b>42,878</b>	<b>42,878</b>
<b>2017-18 Budget Policy Adjustments</b>					
Better support when it matters – Aboriginal and Torres Strait Islander people older persons housing and Common Ground	-	350	-	-	-
Better support when it matters - Planning for social housing	-	350	-	-	-
Better support when it matters - Strengthening homelessness services	-	1,554	1,573	1,597	1,621
Better support when it matters - Strengthening specialist homelessness and housing support services	-	525	225	125	125
<b>2017-18 Budget Technical Adjustments</b>					
Pay Equity for Social and Community Sector (SACS) - ACT Government Contribution	-	533	499	977	(715)
Transfer from CSD - Support for women and children to leave violence	30	85	100	100	100
Commonwealth Grants - National Affordable Housing SPP	40	(8)	(22,598)	(22,903)	(22,903)
Commonwealth Grants - National Housing and Homelessness Agreement	-	-	24,175	24,516	24,834
Commonwealth Grants - National Partnership Agreement on Homelessness	-	1,554	-	-	-
<b>2017-18 Budget</b>	<b>43,975</b>	<b>46,792</b>	<b>46,547</b>	<b>47,290</b>	<b>45,940</b>

**Table 34: Changes to appropriation – Capital Injections, Controlled**

	2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
<b>2016-17 Budget</b>	<b>7,360</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>
<b>FMA Section 16B Rollovers from 2015-16</b>					
Security Improvement Program for Elderly Public Housing Tenants	58	-	-	-	-
Disability Dual Occupancy Housing	143	-	-	-	-
Expansion of Public Housing Energy Efficiency	373	-	-	-	-
<b>2017-18 Budget</b>	<b>7,934</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>	<b>5,000</b>

## Financial Statements – Controlled (PTE)

Table 35: Housing ACT: Operating Statement

2016-17 Budget		2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	Var %	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
<b>Income</b>							
<b>Revenue</b>							
43,905	Controlled Recurrent Payments	43,975	46,792	6	46,547	47,290	45,940
85,290	User Charges	86,167	87,546	2	88,218	89,845	90,736
903	Interest	1,156	799	-31	523	352	165
6,537	Other Revenue	13,939	10,420	-25	7,443	7,092	7,233
<b>136,635</b>	<b>Total Revenue</b>	<b>145,237</b>	<b>145,557</b>	<b>..</b>	<b>142,731</b>	<b>144,579</b>	<b>144,074</b>
<b>Expenses</b>							
26,328	Employee Expenses	24,778	26,229	6	25,980	25,387	25,711
3,642	Superannuation Expenses	3,384	3,699	9	3,671	3,646	3,624
91,838	Supplies and Services	89,218	92,114	3	93,846	96,302	97,250
32,561	Depreciation and Amortisation	31,506	50,946	62	28,740	15,629	15,613
20,868	Grants and Purchased Services	20,898	21,852	5	22,162	22,684	23,258
3,035	Borrowing Costs	3,035	2,825	-7	2,614	2,407	2,204
5,763	Other Expenses	13,779	5,503	-60	5,348	5,372	5,403
<b>184,035</b>	<b>Total Expenses</b>	<b>186,598</b>	<b>203,168</b>	<b>9</b>	<b>182,361</b>	<b>171,427</b>	<b>173,063</b>
<b>-47,400</b>	<b>Operating Result</b>	<b>-41,361</b>	<b>-57,611</b>	<b>-39</b>	<b>-39,630</b>	<b>-26,848</b>	<b>-28,989</b>
<b>Other Comprehensive Income</b>							
<i>Items that will not be reclassified subsequently to Profit or Loss</i>							
108,353	Increase/(Decrease) in Asset Revaluation Surplus	115,859	150,933	30	55,088	134,758	142,635
<b>108,353</b>	<b>Total Other Comprehensive Income</b>	<b>115,859</b>	<b>150,933</b>	<b>30</b>	<b>55,088</b>	<b>134,758</b>	<b>142,635</b>
<b>60,953</b>	<b>Total Comprehensive Income</b>	<b>74,498</b>	<b>93,322</b>	<b>25</b>	<b>15,458</b>	<b>107,910</b>	<b>113,646</b>

**Table 36: Housing ACT: Balance Sheet**

<b>Budget at 30/6/17 \$'000</b>		<b>2016-17 Estimated Outcome \$'000</b>	<b>Budget at 30/6/18 \$'000</b>	<b>Var %</b>	<b>Estimate at 30/6/19 \$'000</b>	<b>Estimate at 30/6/20 \$'000</b>	<b>Estimate at 30/6/21 \$'000</b>
<b>Current Assets</b>							
19,784	Cash and Cash Equivalents	53,815	33,108	-38	23,899	14,357	2,665
1,501	Investments	0	0	-	0	0	0
1,771	Receivables	8,251	8,409	2	8,575	8,754	8,943
3,115	Assets Held for Sale	63,332	38,174	-40	3,016	3,285	3,554
470	Other Assets	269	269	-	269	269	269
<b>26,641</b>	<b>Total Current Assets</b>	<b>125,667</b>	<b>79,960</b>	<b>-36</b>	<b>35,759</b>	<b>26,665</b>	<b>15,431</b>
<b>Non Current Assets</b>							
157	Receivables	153	156	2	159	162	165
4,887,055	Property, Plant and Equipment	4,895,548	5,138,972	5	5,224,956	5,342,439	5,467,909
10,111	Investment Properties	9,615	10,596	10	11,577	12,558	13,539
19,078	Capital Works in Progress	13,602	12,833	-6	12,064	11,295	10,526
<b>4,916,401</b>	<b>Total Non Current Assets</b>	<b>4,918,918</b>	<b>5,162,557</b>	<b>5</b>	<b>5,248,756</b>	<b>5,366,454</b>	<b>5,492,139</b>
<b>4,943,042</b>	<b>TOTAL ASSETS</b>	<b>5,044,585</b>	<b>5,242,517</b>	<b>4</b>	<b>5,284,515</b>	<b>5,393,119</b>	<b>5,507,570</b>
<b>Current Liabilities</b>							
5,453	Payables	5,768	5,776	..	5,784	5,792	5,800
4,683	Interest-Bearing Liabilities	4,683	4,619	-1	4,511	4,403	4,265
8,196	Employee Benefits	7,493	7,654	2	7,827	8,003	8,181
4,031	Other Liabilities	20,231	4,500	-78	4,500	4,500	4,500
<b>22,363</b>	<b>Total Current Liabilities</b>	<b>38,175</b>	<b>22,549</b>	<b>-41</b>	<b>22,622</b>	<b>22,698</b>	<b>22,746</b>
<b>Non Current Liabilities</b>							
58,099	Interest-Bearing Liabilities	58,099	53,479	-8	48,968	44,565	40,301
488	Employee Benefits	612	632	3	653	674	695
<b>58,587</b>	<b>Total Non Current Liabilities</b>	<b>58,711</b>	<b>54,111</b>	<b>-8</b>	<b>49,621</b>	<b>45,239</b>	<b>40,996</b>
<b>80,950</b>	<b>TOTAL LIABILITIES</b>	<b>96,886</b>	<b>76,660</b>	<b>-21</b>	<b>72,243</b>	<b>67,937</b>	<b>63,742</b>
<b>4,862,092</b>	<b>NET ASSETS</b>	<b>4,947,699</b>	<b>5,165,857</b>	<b>4</b>	<b>5,212,272</b>	<b>5,325,182</b>	<b>5,443,828</b>
<b>REPRESENTED BY FUNDS EMPLOYED</b>							
1,371,667	Accumulated Funds	1,352,774	1,402,954	4	1,287,028	1,287,180	1,285,191
3,490,425	Asset Revaluation Surplus	3,594,925	3,762,903	5	3,925,244	4,038,002	4,158,637
<b>4,862,092</b>	<b>TOTAL FUNDS EMPLOYED</b>	<b>4,947,699</b>	<b>5,165,857</b>	<b>4</b>	<b>5,212,272</b>	<b>5,325,182</b>	<b>5,443,828</b>

**Table 37: Housing ACT: Statement of Changes in Equity**

Budget at 30/6/17 \$'000		2016-17 Estimated Outcome \$'000	Budget at 30/6/18 \$'000	Var %	Estimate at 30/6/19 \$'000	Estimate at 30/6/20 \$'000	Estimate at 30/6/21 \$'000
<b>Opening Equity</b>							
1,283,416	Opening Accumulated Funds	1,303,910	1,352,774	4	1,402,954	1,287,028	1,287,180
3,346,161	Opening Asset Revaluation Reserve	3,443,155	3,594,925	4	3,762,903	3,925,244	4,038,002
<b>4,629,577</b>	<b>Balance at the Start of the Reporting Period</b>	<b>4,747,065</b>	<b>4,947,699</b>	<b>4</b>	<b>5,165,857</b>	<b>5,212,272</b>	<b>5,325,182</b>
<b>Comprehensive Income</b>							
-47,400	Operating Result - Including Economic Flows	-41,361	-57,611	-39	-39,630	-26,848	-28,989
108,353	Inc/Dec in Asset Revaluation Reserve Surpluses	115,859	150,933	30	55,088	134,758	142,635
<b>60,953</b>	<b>Total Comprehensive Income</b>	<b>74,498</b>	<b>93,322</b>	<b>25</b>	<b>15,458</b>	<b>107,910</b>	<b>113,646</b>
-35,911	Transfer to/from Accumulated Funds	-35,911	-17,045	-53	-107,253	22,000	22,000
35,911	Movement in Asset Revaluation Reserve	35,911	17,045	53	107,253	-22,000	-22,000
<b>0</b>	<b>Total Movement in Reserves</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Transactions Involving Owners Affecting Accumulated Funds</b>							
7,360	Capital Injections	7,934	5,000	-37	5,000	5,000	5,000
164,202	Inc/Dec in Net Assets due to Admin Restructure	118,202	119,836	1	25,957	0	0
<b>171,562</b>	<b>Total Transactions Involving Owners Affecting Accumulated Funds</b>	<b>126,136</b>	<b>124,836</b>	<b>-1</b>	<b>30,957</b>	<b>5,000</b>	<b>5,000</b>
<b>Closing Equity</b>							
1,371,667	Closing Accumulated Funds	1,352,774	1,402,954	4	1,287,028	1,287,180	1,285,191
3,490,425	Closing Asset Revaluation Reserve	3,594,925	3,762,903	5	3,925,244	4,038,002	4,158,637
<b>4,862,092</b>	<b>Balance at the end of the Reporting Period</b>	<b>4,947,699</b>	<b>5,165,857</b>	<b>4</b>	<b>5,212,272</b>	<b>5,325,182</b>	<b>5,443,828</b>

**Table 38: Housing ACT: Cash Flow Statement**

<b>2016-17 Budget</b>		<b>2016-17 Estimated Outcome \$'000</b>	<b>2017-18 Budget</b>	<b>Var %</b>	<b>2018-19 Estimate</b>	<b>2019-20 Estimate</b>	<b>2020-21 Estimate</b>
<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>		<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>							
<b>Receipts</b>							
43,905	Controlled Recurrent Payments	43,975	46,792	6	46,547	47,290	45,940
84,695	User Charges	85,561	86,858	2	87,374	88,974	89,844
903	Interest Received	1,156	799	-31	523	352	165
7,315	Other	11,752	10,417	-11	7,412	7,032	7,142
<b>136,818</b>	<b>Operating Receipts</b>	<b>142,444</b>	<b>144,866</b>	<b>2</b>	<b>141,856</b>	<b>143,648</b>	<b>143,091</b>
<b>Payments</b>							
26,328	Employee	25,195	26,229	4	25,967	25,371	25,693
3,642	Superannuation	3,384	3,699	9	3,671	3,646	3,624
92,328	Supplies and Services	89,708	92,243	3	93,995	96,475	97,447
20,868	Grants and Purchased Services	20,898	21,852	5	22,143	22,641	23,191
3,035	Borrowing Costs	3,035	2,825	-7	2,614	2,407	2,204
3,700	Other	3,700	3,700	-	3,700	3,700	3,700
<b>149,901</b>	<b>Operating Payments</b>	<b>145,920</b>	<b>150,548</b>	<b>3</b>	<b>152,090</b>	<b>154,240</b>	<b>155,859</b>
<b>-13,083</b>	<b>NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES</b>	<b>-3,476</b>	<b>-5,682</b>	<b>-63</b>	<b>-10,234</b>	<b>-10,592</b>	<b>-12,768</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>							
<b>Receipts</b>							
33,551	Proceeds from Sale of Property, Plant and Equipment	51,854	37,600	-27	38,625	39,650	40,675
<b>33,551</b>	<b>Investing Receipts</b>	<b>51,854</b>	<b>37,600</b>	<b>-27</b>	<b>38,625</b>	<b>39,650</b>	<b>40,675</b>
<b>Payments</b>							
48,756	Purchase of Property, Plant and Equipment	53,704	52,941	-1	37,981	39,089	40,197
3,794	Purchase of Investments	0	0	-	0	0	0
<b>52,550</b>	<b>Investing Payments</b>	<b>53,704</b>	<b>52,941</b>	<b>-1</b>	<b>37,981</b>	<b>39,089</b>	<b>40,197</b>
<b>-18,999</b>	<b>NET CASH INFLOW/(OUTFLOW) FROM INVESTING ACTIVITIES</b>	<b>-1,850</b>	<b>-15,341</b>	<b>-729</b>	<b>644</b>	<b>561</b>	<b>478</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>							
<b>Receipts</b>							
7,360	Capital Injections	7,934	5,000	-37	5,000	5,000	5,000
300	Proceeds from Borrowings	300	300	-	300	300	300
<b>7,660</b>	<b>Financing Receipts</b>	<b>8,234</b>	<b>5,300</b>	<b>-36</b>	<b>5,300</b>	<b>5,300</b>	<b>5,300</b>
<b>Payments</b>							
4,973	Repayment of Borrowings	4,973	4,983	..	4,919	4,811	4,702
<b>4,973</b>	<b>Financing Payments</b>	<b>4,973</b>	<b>4,983</b>	<b>..</b>	<b>4,919</b>	<b>4,811</b>	<b>4,702</b>

2016-17 Budget		2016-17 Estimated Outcome \$'000	2017-18 Budget \$'000	Var %	2018-19 Estimate \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000
2,687	NET CASH INFLOW/(OUTFLOW) FROM FINANCING ACTIVITIES	3,261	317	-90	381	489	598
-29,395	NET INCREASE / (DECREASE) IN CASH AND CASH EQUIVALENTS	-2,065	-20,706	-903	-9,209	-9,542	-11,692
49,179	CASH AT THE BEGINNING OF REPORTING PERIOD	55,880	53,815	-4	33,109	23,900	14,358
19,784	CASH AT THE END OF REPORTING PERIOD	53,815	33,109	-38	23,900	14,358	2,666

## Notes to the Controlled Budget Statements

Significant variations are as follows:

### ***Operating Statement***

- Controlled recurrent payments:
  - the increase of \$2.817 million in the 2017-18 Budget from the 2016-17 estimated outcome is mainly due to additional funding to strengthen homelessness services and for a number of feasibility studies that will lead to better housing outcomes as well as funding adjustments of Commonwealth grants.
- User charges:
  - the increase of \$0.877 million in the 2016-17 estimated outcome from the original budget is mainly due to indexation to welfare payments and the progress of the Public Housing Renewal Program, and
  - similarly, the increase of \$1.379 million in the 2017-18 Budget from the 2016-17 estimated outcome is mainly due to a small increase in rental revenue, indexation of welfare payments and the progress of the Public Housing Renewal Program.
- Interest revenue:
  - the increase of \$0.253 million in the 2016-17 estimated outcome is due to higher cash holdings as a result of a more favourable operating result and delays of some construction projects; and
  - the decrease of \$0.357 million in the 2017-18 Budget is mainly due to reduction in cash holdings throughout the year, as funds are applied to meet operational expenses and outlays on capital projects.
- Other revenue:
  - the increase of \$7.402 million in the 2016-17 estimated outcome from the original budget is mainly due to higher profit on the sale of properties and higher other recoveries, and
  - the decrease of \$3.519 million in the 2017-18 Budget is mainly due to profit on the sale of properties and other recoveries returning to a normal level.
- Employee expenses:
  - the decrease of \$1.550 million in the 2016-17 estimated outcome from the original budget is mainly due to delay in recruitment for a number of positions during the year, and
  - the increase of \$1.451 million in the 2017-18 Budget from the 2016-17 estimated outcome is due to wages increase and a full complement of staff is expected.

- Superannuation expenses:
  - please see employee expenses above for variance explanations.
- Supplies and services:
  - the decrease of \$2.620 million in the 2016-17 estimated outcome from the original budget is mainly due to lower property ownership costs in water charges and repairs and maintenance as well as lower consultancy and administrative expenses, and
  - the increase of \$2.896 million in the 2017-18 Budget from the 2016-17 estimated outcome is due to general indexation of costs, including the range of property ownerships costs such as rates, water and sewerage, insurance and administrative costs.
- Depreciation and amortisation:
  - the decrease of \$1.055 million in the 2016-17 estimated outcome from the original budget is mainly due to decrease in the value of buildings following the annual revaluation of the property portfolio, and
  - the increase of \$19.440 million in the 2017-18 Budget from the 2016-17 estimated outcome is due to accelerated depreciation of buildings on sites identified for sale under the Public Housing Renewal Program.
- Grants and purchased services:
  - the increase of \$0.954 million in the 2017-18 Budget from the 2016-17 estimated outcome is mainly due to additional funding to strengthen homelessness services and indexation on service funding agreements.
- Borrowing costs:
  - the decrease of \$0.210 million in the 2017-18 Budget from the 2016-17 estimated outcome is due to repayment of the Commonwealth loans in accordance with the loan repayment schedules.
- Other expenses:
  - the increase of \$8.016 million in the 2016-17 estimated outcome from the original budget is mainly due to costs of demolition of properties for redevelopment purposes and the transfer of properties to the Project Independence Group, and
  - the decrease of \$8.276 million in the 2017-18 Budget from the 2016-17 estimated outcome is due to other expenses returning to the normal level subsequent to the one-off transfer of properties to the Project Independence Group.

## **Balance Sheet**

- Current assets:
  - the increase of \$99.026 million in the 2016-17 estimated outcome from the original budget is mainly due to higher cash holdings as a result of an improved bottom line and delay with some construction projects as well as an increase in assets held for distribution under the Public Housing Renewal Program, and
  - the decrease of \$45.707 million in the 2017-18 Budget from the 2016-17 estimated outcome is due to a reduction in cash holdings as funds are required to meet operational expenses and capital project commitments as well as a decrease in assets held for distribution subsequent to the transfer of assets to the Land Development Agency under the Public Housing Renewal Program.
- Non-current assets:
  - the increase of \$243.639 million in the 2017-18 Budget from the 2016-17 estimated outcome is mainly due to an increase in the value of the property portfolio following the annual asset revaluation and the receipt of replacement properties under the Public Housing Renewal Program.
- Current liabilities:
  - the increase of \$15.812 million in the 2016-17 estimated outcome from the original budget is mainly due to revenue received in advance for the sale of properties, and
  - the decrease of \$15.626 million in the 2017-18 Budget from the 2016-17 estimated outcome is mainly due to the one-off impact of the revenue received in advance for sale of properties in 2016-17.
- Non-current liabilities:
  - the decrease of \$4.600 million in the 2017-18 Budget from the 2016-17 estimated outcome is mainly due to the repayment of the Commonwealth loans in accordance with the loan repayment schedules.

### ***Statement of Changes in Equity***

- Asset revaluation reserve surpluses:
  - the increase of \$104.500 million in the estimated outcome from the original budget is due to higher than expected increase in value of the property portfolio as market condition improved markedly over the last twelve months, and
  - the increase of \$167.978 million in the 2017-18 Budget from the 2016-17 estimated outcome is consistent with the short to medium term market outlook.
- Transactions involving owners affecting accumulated funds:
  - the decrease of \$45.426 million in the estimated outcome from the original budget is mainly due to the net impact and timing of the transfer of equity (properties to/from between Housing ACT and the Land Development Agency or the Public Housing Renewal Taskforce) under the Public Housing Renewal Program.

### ***Cash Flow Statement***

Variations in the Statement are explained in the notes above.