

2022

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

**Community Services Directorate Half-Yearly Performance Report
(31 December 2021)**

**Presented by
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Minister for Housing and Suburban Development
February 2022**

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 1: STRATEGIC POLICY, INCLUSION AND PARTICIPATION
PRINCIPAL MEASURES

OUTPUT 1.1: INCLUSION AND PARTICIPATION

Description:

Inclusion and Participation provides strategic advice to strengthen the inclusion and participation of all people in Canberra's community, including people from multicultural backgrounds, youth, women, veterans and seniors and people with disability. The contribution and support for the engagement of all people is recognised through community events, awards, ceremonies and grants. Inclusion and Participation manages the ACT Governments Social Recovery. Inclusion and Participation also administers and funds community sector services and programs.

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
Strategic Indicators					
3. Improve the outcomes for people in the community by providing a range of support and services.	16,983	8,492	8,020	-6	1
4. Promote and increase participation in community life by Canberrans, including those from culturally and linguistically diverse backgrounds.	90%	90%	N/A	N/A	2
5. The proportion of women who feel safe when they are by themselves, walking in the neighbourhood during the day.	93%	93%	93%	0	
5. The proportion of women who feel safe when they are by themselves, walking in the neighbourhood at night.	42%	42%	37%	-12	3
Accountability Indicators					
a. Number of community building, participation grants and scholarship programs administered.	19	10	4	-60	4
b. Percentage of participants who successfully complete the Work Experience and Support Program.	90%	N/A	N/A	N/A	5
c. Proportion of funded services that were visited by a Relationship Manager during the financial year.	75%	38%	84%	121	6
d. Number of community engagement opportunities for veterans in the ACT	7	4	7	75	7
e. Number of community engagement opportunities for seniors in the ACT	7	4	5	25	8

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
TOTAL COST (\$'000)	47,574	23,787	24,523	3	
CONTROLLED RECURRENT PAYMENTS (\$'000)	46,601	23,301	23,260	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicators

- a. This indicator is measured by grant assessments completed and reports approved by delegate, letter of offers issues and accepted, payments made and recipient grant acquittals.
- b. This indicator measures the percentage of people who finish the program which is designed to assist Canberrans from culturally and linguistically diverse backgrounds enter the workforce by providing an opportunity to improve skills and confidence, as well as develop important networks with the ACT Public Service.
- c. This indicator measures the proportion of funded services organisations visited during the financial year.
- d. This indicator measures the number of Veterans Advisory Committee meetings and community consultation forums held.
- e. This indicator measures the number of community engagement opportunities for seniors in the ACT.

Explanation of Material Variance (=>5%):

1. The lower than targeted result is mainly due to timing in delivering the grant programs. The targeted grants are expected to be finalised prior to the end of 2021-22.
2. The annual Canberra Omnibus Survey will be conducted in either the third or fourth quarter of the financial year. The result will be reported in the respective quarter.
3. This data relates to women's perceptions of safety at night, which can be influenced by events and incidents in other jurisdictions, including overseas.
4. The lower than targeted result is due to timing in delivering the grant programs. The targeted grants are expected to be finalised prior to the end of 2021-22.
5. Due to COVID-19, the Work Experience and Support Program will be delivered in the third and fourth quarter of the financial year.
6. The increased result achieved for service visits undertaken during the second quarter is due to the ease by which service visits can be conducted virtually in line with ACT Health's advice in relation to the COVID-19 pandemic.
7. The higher than targeted result is due to additional Ministerial Advisory Council for Veterans and their families meetings and veteran's consultations held to support the veterans community through lockdown.
8. The higher than targeted result is due to additional seniors webinars held to support organisations through lockdown.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 1: STRATEGIC POLICY, INCLUSION AND PARTICIPATION
PRINCIPAL MEASURES
OUTPUT 1.2: OFFICE FOR DISABILITY
Description:
The ACT 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 equal access to justice for people with disability through the Disability Justice Strategy, equal access to services and participation in mainstream community activities; promoting the International Day of People with Disability; and supporting the Disability Reference Group, the ACT Inclusion Council and the Chief Minister’s Inclusion Awards.

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
Strategic Indicators					
1.a Number of participants in the NDIS	7,903	7,903	8,954	13	1
1.b Number of people with disability on advisory councils	10	10	19	90	2
Accountability Indicators					
a. Community engagement activities on National Disability Strategy	8	4	6	50	3
b. Implement Companion Card Program – Number of Companion Card affiliates	90	90	89	-1	
TOTAL COST (\$'000)	4,921	2,461	1,700	-31	4
CONTROLLED RECURRENT PAYMENTS (\$'000)	4,862	2,431	2,518	4	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicators

- a. This indicator measures the number of policy and project initiatives that engage directly with the community on issues to inform progress of outcomes against the commitment to the National Disability Strategy.
- b. This indicator measures the implementation of the Companion Card Program through the number of Companion Card affiliates recruited.

Explanation of Material Variance (=>5%):

1. The latest official data from the Commonwealth NDIS COAG, Disability Reform Council, Quarterly Report (30 September 2021), reflects higher than anticipated participants entering the Scheme, especially for children ages 0-6 and 7-14. The result is the cumulative or intake number of NDIS active participants in the ACT which does not include participants who have exited the Scheme.
2. This is the first reporting on this strategic indicator and will set a baseline of the representation of people with disability on advisory councils. The Cabinet Appointments Register has recently been updated to reflect recent recruitment rounds.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

3. The Office for Disability has worked in partnership with community and Government to deliver a range of activities and strategies to support greater inclusion of people with disability, particularly during the COVID-19 pandemic.
4. The lower than budgeted result is mainly due to timing of delivering initiatives and programs, including Disability Justice Strategy, individual advocacy and lower demand for Emergency Funding of the Integrated Service Response program.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 1: STRATEGIC POLICY, INCLUSION AND PARTICIPATION
PRINCIPAL MEASURES
OUTPUT 1.3: Strategic Policy
Description:
Strategic Policy drives evidence informed policy advice and service design, information analysis and governance, digital strategy, reform initiatives and Aboriginal and Torres Strait Islander policy and engagement, with a focus on innovation, sustainability and continuous improvement.
The Division provides strategic legislative reform and policy development to improve and drive long term, human-centred initiatives that focus on early investment and support. The Division supports teams across the Directorate to embed the Strategic Plan outcomes into their day-to-day work, improve their data literacy and capability, and leads the digital transformation agenda for the Directorate.

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
Accountability Indicators					
a. Implementation of projects included in the Whole of Government plan on Aboriginal and Torres Strait Islander Agreement	2	2	0	-100	1
b. Satisfaction of funded organisations with government contract administration (as measured by annual survey)	90%	N/A	N/A	N/A	2
c. Provision of strategic policy advice on human services issues to drive improved outcomes for children, young people and their families	3	3	0	-100	3
d. Performance improvement initiatives	3	3	3	-	
TOTAL COST (\$'000)	16,980	8,490	7,037	-17	4
CONTROLLED RECURRENT PAYMENTS (\$'000)	16,002	8,001	8,025	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicators

- a. The two projects are: 'Healing and Reconciliation Fund governance operational' and 'Yarramundi Cultural Centre – Strategic Vision agreed'.
- b. This indicator measures the extent to which non-government entities that administer and provide services contracted by the government are satisfied with the way their contracts are administered, including management of contract compliance through monitoring contractual requirements and service delivery quality, disbursement of contract payments and offering advice and support to service providers.

Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021

- c. The three initiatives are: 'legislative reform identified by the *Our Booris, Our Way* Review', 'provision of policy advice into service system analysis for raising the minimum age of criminal responsibility' and 'delivery of a defined model of external merits review'.
- d. The three initiatives are: 'Australian Early Development Census', '*Our Booris, Our Way* Dashboard Reporting' and 'support progress against Empowering People: Community Services Directorate Strategic Plan 2018-2028'.

Explanation of Material Variance (=>5%):

- 1. This is an annual measure and the targeted initiatives are expected to be finalised prior to the end of the financial year.
- 2. This is an annual survey to be conducted in the fourth quarter in 2021-22.
- 3. This is an annual measure and the targeted initiatives are expected to be finalised prior to the end of the financial year. Preliminary policy work on the three initiatives has commenced.
- 4. The lower than budgeted result is mainly due to timing of delivering of initiatives, including the improving and expanding online services project, modernising the *Children and Young People Act*, Commonwealth Redress Scheme and national agreement on closing the gap.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 1: STRATEGIC POLICY, INCLUSION AND PARTICIPATION
PRINCIPAL MEASURES
OUTPUT 1.4: QUALITY, COMPLAINTS AND REGULATION
Description:
<p>Quality, Complaints and Regulation (QCR) operates independently from program, funding or policy streams within the Directorate. Its aim is to ensure high quality services to often vulnerable people. It includes the Office of the Human Services Registrar, which regulates human services providers under ACT legislation and the Office of the Senior Practitioner for the reduction and elimination of restrictive practices.</p> <p>QCR is responsible for 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. QCR provides support to strategic committees and projects and also represents the Directorate on matters relating to quality and safeguards for vulnerable and disadvantaged members of our community.</p>

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
Strategic Indicators					
9. The proportion of suitable entities complaint with registration standards – care and protection purposes	100%	100%	100%	-	
10. The proportion of suitable entities compliant with registration standards – community housing purposes	100%	100%	100%	-	
Accountability Indicators					
a. Regulatory and process reform initiatives	3	3	3	-	
b. Number of regulated service providers	658	658	668	2	
c. Number of tenancies managed by registered community housing providers	2,050	2,050	2,095	2	
TOTAL COST (\$'000)	3,183	1,592	1,920	21	1
CONTROLLED RECURRENT PAYMENTS (\$'000)	3,029	1,515	1,518	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicators

- a. The three reform initiatives are: 'Continuation of the establishment of the Senior Practitioner for the Reduction and Elimination of Restrictive Practices', 'Strengthening Practice Committee' and 'Review of the Complaints Handling and Management Policy'.
- b. This indicator measures the number of regulated services providers.
- c. This indicator measures the quantum of tenancies managed by the community housing providers registered under the National Regulatory System for Community Housing.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

Explanation of Material Variance (=>5%):

1. The higher than budgeted result is mainly due to the additional resources required in supporting the Office of the Senior Practitioner and the Strengthening Practice Committee.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 1: STRATEGIC POLICY, INCLUSION AND PARTICIPATION PRINCIPAL MEASURES
OUTPUT 1.5: SAFER FAMILIES
Description: The Office of the Coordinator General for Family Safety provides strategic leadership, coordination, policy analysis and innovation expertise to drive cultural change and system reform, and to build whole-of-Government and whole-of-community capability to address domestic and family violence.

Measure	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
Accountability Indicator					
a. Family Violence Statement presented to the ACT Legislative Assembly	1	N/A	N/A	N/A	1
TOTAL COST (\$'000)	7,320	3,660	2,436	-33	2
CONTROLLED RECURRENT PAYMENTS (\$'000)	7,240	3,620	3,644	1	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicator

- a. This indicator measures the Government's progress and achievements in addressing family and domestic violence.

Explanation of Material Variance (=>5%):

1. The 2021-22 Family Violence Statement is expected to be presented in the ACT Legislative Assembly by the end of 2021-22.
2. The lower than budgeted result is mainly due to timing of implementing program services and delay in finalising procurement processes.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 2: CHILDREN, YOUTH AND FAMILIES
PRINCIPAL MEASURES
OUTPUT 2.1: CHILD AND FAMILY CENTRES
Description:
Early intervention and prevention services are provided through a universal platform with targeted services for vulnerable families. Services provided include parenting groups, advice and support, sustained home visiting, specialist clinical services, and community development and education programs. Services are delivered in partnership with other agencies, local community organisations and service providers.

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
Strategic Indicator					
2. Number of occasions of service to Child and Family Centre clients	8,250	4,125	6,458	57	1
Accountability Indicators					
a. Number of Community Development/Education Programs	225	113	120	6	2
b. Number of Parenting Assistance Sessions	1,125	563	334	-41	3
c. Client satisfaction with services	90%	N/A	N/A	N/A	4
TOTAL COST (\$'000)	6,946	3,473	3,457	-	
CONTROLLED RECURRENT PAYMENTS (\$'000)	6,544	3,272	3,284	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicators

- a. The number of group sessions run by Child and Family Centres addressing community development and education issues.
- b. The combined Parent Group Sessions and Parents as Teachers home visits to achieve a count of all sessions run by Child and Family Centres, which assist with a wide variety of parenting issues being experienced by families.
- c. A 'self-report' telephone survey of clients who access the service; received at least one provision of service and had a case opened on Children and Young Peoples Systems (CHYPS).

Explanation of Material Variance (=>5%):

1. The higher than target results are due to an increase demand for case management support for families during the recent COVID lockdown period.
2. The number of community education programs has stabilised over the first six months after fluctuating as the Child and Family Centres moved between face-to-face and online program delivery over the reporting period.
3. The lower than targeted results are due to a decrease in face-to-face parenting assistance sessions during the lockdown COVID-19 period which impacted across the six months.

Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021

4. The survey will be undertaken and the result will be reported in the fourth quarter 2021-22.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 2: CHILDREN, YOUTH AND FAMILIES PRINCIPAL MEASURES
OUTPUT 2.2: CHILD DEVELOPMENT SERVICE
Description: The Child Development Service has a focus on early identification and intervention and provides assessment, referral, information and linkages for children birth to six years living in the ACT, where there are concerns relating to their development. Autism assessments are provided for children up to twelve years. Children seven to eight years with complex needs who have not had a previous assessment by allied health professionals can access the service.

Measure	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Note
Accountability Indicator					
a. Hours of service provided to clients of the Child Development Service	21,125	10,563	9,925	-6	1
TOTAL COST (\$'000)	6,387	3,194	3,285	3	
CONTROLLED RECURRENT PAYMENTS (\$'000)	5,960	2,980	2,992	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicator

- a. The total hours of services provided to clients of the Child Development Service.

Explanation of Material Variance (=>5%):

- The lower than budgeted result is attributed to being unable to recruit professionals to deliver services over the reporting period and changes in service delivery as controls to limit client numbers in waiting spaces and treatment areas implemented to align with COVID safe practice.

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

OUTPUT CLASS 2: CHILDREN, YOUTH AND FAMILIES

PRINCIPAL MEASURES

OUTPUT 2.3: CHILD AND YOUTH PROTECTION SERVICES

Description:

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

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
Strategic Indicators					
6. Re-substantiation Rate - Within 3 Months	12%	12%	6%	-50	1
6. Re-substantiation Rate - Within 12 Months	22%	22%	18%	-18	2
7. Returns to Sentenced Supervision	35%	35%	23%	-34	3
8. Proportion of children exiting care having experienced no more than two placements in care	75%	75%	69%	-8	4
Accountability Indicators					
a. Number of custody days used annually	5,000	2,500	1,729	-31	5
b. Youth Justice Case Plans completed	90%	90%	100%	11	6
c. Child Protection Reports and Child Concern Reports about children and young people	18,000	9,000	10,466	16	7
d. Child Protection Reports requiring appraisal	2,500	1,250	1,112	-11	8
e. Number of child protection reports received and proceeding to appraisal that were substantiated	500	250	169	-32	9
f. Number of children and young people receiving a service during the year	2,800	2,800	2,506	-11	10
g. Number of Aboriginal and Torres Strait Islander children and young people receiving support during the year	630	630	625	-1	
h. Total number of children and young people for whom the Director-General has parental responsibility	805	805	793	-1	
i. Total out-of-home care days used annually	300,000	150,000	154,191	3	

**Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021**

Measures	2021-22 Target	2021-22 Dec YTD Targets	2021-22 Dec YTD Results	Var. %	Notes
j. Number of out-of-home care days used by Aboriginal and Torres Strait Islander children and young people	89,000	44,500	47,613	7	11
k. Average investment per out-of-home care day	\$178	\$178	\$178	-	
l. Number of permanency placements	25	13	16	23	12
TOTAL COST (\$'000)	137,283	68,642	69,995	2	
CONTROLLED RECURRENT PAYMENTS (\$'000)	129,390	64,695	65,015	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

Explanation of Accountability Indicators

- a. The number of days served in custody by the young person.
- b. The proportion of case plans prepared or reviewed within six weeks of the start of a supervised sentenced order.
- c. The number of contacts by persons who believe or suspect that a child or young person is or has been abused or neglected counted for each individual child or young person.
- d. A report is considered to require an appraisal if, on the basis of the information received and known history of the child or young person, there appears to be reasonable risk of abuse or neglect, or that the child or young person is likely to be in need of care.
- e. An appraisal of a child or young person and their situation is recorded as 'substantiated' if in the professional opinion of the case manager there is reasonable cause to believe that the child has been suffering, is suffering or is likely to suffer physical or sexual abuse, neglect or other significant harm.
- f. The number of individual children and young people receiving appraisal, support and/or ongoing casework from Child and Youth Protection Services during the year.
- g. The number of Aboriginal and Torres Strait Islander individual children and young people receiving appraisal, support and/or ongoing casework from Child and Youth Protection Services during the year.
- h. The number of children on a given day who are subject to a child protection court order conferring part or sole parental responsibility to the Chief Executive or a Voluntary Care Agreement under section 397 of the *Children and Young People Act 2008*.
- i. The number of days for which the Child and Youth Protection Services made a payment for overnight care of children in out of home care.
- j. The number of days for which the Child and Youth Protection Services made a payment for overnight care of Aboriginal and Torres Strait Islander children in out of home care.
- k. The average cost per out-of-home care day for the Child and Youth Protection Services in ACT.
- l. The number of permanency orders made throughout the year including inter-country adoptions, local adoptions, stepfamily or 'known' adoptions & Enduring Parental Responsibility orders.

Explanation of Material Variance (=>5%):

1. The number of re-substantiations made in the ACT has been trending downwards over time. Six per cent represents 10 re-substantiations. This indicator is based on a measure reported nationally in the Report on Government Services. Small changes against a 'small number' target have a large impact on the

Community Services Directorate
Statement of Performance
For Half Yearly 1 July 2021 – 31 December 2021

increase and decrease of the percentage. A reduction in this result is the desired outcome. This figure fluctuates regularly and continues to be monitored.

2. The number of re-substantiations made in the ACT has been trending downwards over time. 18 per cent represents 29 re-substantiations. This indicator is based on a measure reported nationally in the Report on Government Services. Small changes against a 'small number' target have a large impact on the increase and decrease of the percentage. A reduction in this result is the desired outcome, however, this figure fluctuates regularly and continues to be monitored.
3. The below target relates to a focus in the ACT on active case management, targeted intervention and prevention programs and greater emphasis on diverting young people from the youth justice system. This is a positive result however it should be noted that the small numbers involved in sentenced supervision data may cause large fluctuations in the results.
4. The result improved from 63% for the full year in 2019-20 to 67% for the full year in 2020-21. The current result may indicate continuing improvement.
5. The number of young people experiencing a period of youth justice detention during the first half of 2021-22 was lower than prior years, continuing a long-term trend for decreasing numbers of young people in youth justice detention in the ACT. The lower custody days result can also be attributed to fewer young people entering custody during the ACT wide COVID lockdown.
6. The above target variance result relates to youth justice case plans being completed for all young people, within six weeks of the start of a supervised sentenced order. Small changes against this target have a large impact on the percentage.
7. 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, community expectations and recent events in the media relating to child abuse and neglect, circumstances surrounding COVID-19 resulting in increases in family and domestic violence and vulnerabilities in the community, community education and change in reporting partners. The number of Reports made has been trending upwards in recent years.
8. The number of reports proceeding to appraisal can fluctuate depending on the number of reports received and the individual issues identified for a particular child, young person or family.
9. The number of substantiated reports can fluctuate depending on the results of the appraisal for each child or young person. The lower than targeted result indicates fewer children and young people reported to Child and Youth Protection Services experienced substantiated abuse and neglect.
10. The targets are accumulative annual targets which do not start at zero. There are a core number of children receiving long term support that will remain in the count, with a slowly increasing number of children and young people requiring assistance being added to the count throughout the year.
11. The annual target depicts 29 per cent of all out of home care days are used by Aboriginal and Torres Strait Islander children and young people. The current result reflects 31 per cent of all out of home care days being used by Aboriginal and Torres Strait Islander children and young people.
12. The number of adoptions or Enduring Parental Responsibility orders finalised in a given timeframe can fluctuate depending on a range of factors including the individual circumstances of the child or young person and court processes. CYPS expects to meet the identified target for the financial year.