

Erratum

Question 14.3

The information below has been added to the response provided on page 35 to correct its omission.

Water and Sewerage concession

The output, 'Concessions to pensioners and beneficiaries' supports this initiative through the output performance measure:

- Households receiving water and sewerage concessions



PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE

2011-12 BUDGET ESTIMATES QUESTIONNAIRE

Part B

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PART B: Budget-sensitive information

Responses to questions in Part B are due by 5.00 pm, Wednesday 4 May 2011

4. Strategic priorities

Question 4.1

- (a) What are the impacts of any differences in the Department's strategic priorities between 2010-11 and 2011-12 on funding and resource allocation?
- (b) Please identify any programs or initiatives over \$2 million that have been curtailed, deferred, discontinued or completed as a result of changes in strategic priorities between 2010-11 and 2011-12.

DHS Response:

The department's strategic priorities to provide housing and community services to support and protect Victorians most in need, and improve people's lives and reduce their experience of disadvantage remain unchanged.

These priorities support, and are supported by, Government policy. In 2011-12, the Department of Human Services has aligned its service delivery to implement Government policy and plans announced during the 2010 State election.

The 2011-12 Budget provides funding for actions to deliver government's election commitments and new service directions, as well as to address service demand and reform priorities put forward by the department within the context of Budget financial settings.

There are no programs or initiatives over \$2 million that have been curtailed, deferred, discontinued or completed as a result of changes in strategic priorities between 2010-11 and 2011-12.

5. Budget preparation

Question 5.1 (Department of Treasury and Finance only)

In relation to the contingency items within the 2011-12 Budget and Appropriation Bill, namely:

- 'output contingencies not allocated to departments',
- 'capital provision approved but not yet allocated' and
- 'advance to the Treasurer to meet urgent claims that may arise before Parliamentary sanction',

- (a) please provide a detailed account of the rationale that is applied to ensure the adequacy of these allocations; and
- (b) please comment on the accuracy and utilisation of the contingency items in 2010-11.

DTF to respond.

Question 5.2 (Department of Treasury and Finance only)

In relation to the Estimated Financial Statements for the Victorian General Government Sector (estimated operating statement and estimated balance sheet), please explain any variations of more than 10 per cent between the 2011-12 estimates published in the 2010-11 budget papers, and the 2011-12 Budget forecasts shown in the 2011-12 budget papers.

DTF to respond.

Question 5.3 (Department of Treasury and Finance only)

- (a) What new features have been incorporated in the budget papers for 2011-12 and why?
- (b) What features have been omitted and why?

DTF to respond.

6. Spending

Question 6.1

In relation to output costs, please explain any variations of more than 10 per cent between the expected outcome for 2010-11 and the target for 2011-12 for individual outputs.

DHS Response:

Output	2010-11 Expected Outcomes \$m	2011-12 Target \$m	Variance \$m	Variance % ()=negative
Concessions to Pensioners and Beneficiaries	445.9	514.8	68.9	15% (a)
Social Housing	218.5	168.8	(49.7)	(23%) (b)
Women's Policy	6.0	7.9	1.9	32% (c)
Youth Affairs	14.5	18.6	4.1	28% (d)
Office for Disability	6.6	5.0	(1.6)	(24%) (e)

- (a) The variance between the 2010-11 expected outcome and the 2011-12 target for Concessions to Pensioners and Beneficiaries reflects additional government funding to continue to ameliorate rising costs of utilities, including energy, municipal, water and sewerage. Increased

funding also extends the existing Winter Energy Concession on electricity bills for Victorian concession cardholders from six months to all year round.

- (b) The variance between 2010-11 expected outcome and the 2011-12 target for Social Housing primarily reflects the winding down of fixed term Commonwealth funding for the Social Housing and Nation Building - Economic Stimulus Plan initiatives.
- (c) The variance between 2010-11 expected outcome and the 2011-12 target for Women's Policy primarily reflects the full year effect of prior year initiatives and additional investment in the 2011-12 Budget for Advancing Women's Leadership and Economic Independence.
- (d) The variance between 2010-11 expected outcome and the 2011-12 target for Youth Affairs primarily reflects the full year effect of prior year initiatives and additional investment in the 2011-12 Budget for youth initiatives.
- (e) The variance between 2010-11 expected outcome and the 2011-12 target for the Office for Disability results from transition to the program evaluation phase for the four year Disability Action Plan and Community Awareness Strategy initiatives.

Question 6.2

In relation to expenses from transactions that relate to 'Employee Benefits', please explain any variations of more than 10 per cent between the expected outcome for 2010-11 and the target for 2011-12.

DHS Response:

Employee benefits did not vary by more than 10 percent between the expected outcome for 2010-11 and the 2011-12 target.

Question 6.3

- (a) As 'other operating expenses' constitute around a third of total expenses for the general government sector, please provide a breakdown of the major components of the Department's expected expense for 2010-11 and the Department's target for this item for 2011-12.
- (b) Please explain any variations of more than 10 per cent between the expected outcome for 2010-11 and the target for 2011-12 for these major components.

DHS Response:

Account Description	2010/11 Expected Outcome \$m	2011/12 Target \$m	Movement \$	Variance %
Externally Delivered Client Services- Community Services Organisations	1,086.6	1,190.5	103.9	9.6%
Operating supplies and consumables	121.8	124.3	2.5	2.1%
Maintenance and Operating Leases	41.4	41.6	0.2	0.5%
Payments to individuals (primarily concession and caregivers)	448.5	530.3	81.8	18.2% (a)
Total Other Operating Expenses	1,698.3	1,886.7	188.4	11.1%

(a) The variance primarily reflects the Government's election commitment to extend the Winter Energy Concession for Victorian concession card holders from six months to all year round.

Question 6.4

(a) For your Department, please provide a breakdown of the expected expenditure for 2010-11 and the target for 2011-12 for the following items:

- (i) entertainment expenses;
- (ii) overseas travel;
- (iii) legal expenses;
- (iv) consultants;*
- (v) contractors;* and
- (vi) grants to non-government organisations.

* for the definitions of 'consultants' and 'contractors', see VGPB's *All Procurement Policies* (Procurement Policies Master Manual), p.105

If this information cannot be extracted, please specify why.

(b) Please explain any variations of more than 10 per cent between the expected outcome for 2010-11 and the target for 2011-12 for these expense items.

DHS Response:

Expense category	2010-11 expected expenditure \$m
Entertainment	0.1
Overseas travel	0.1
Legal expenses	5.1
Consultants	0.4
Contractors	51.8
Grants to non-government organisations	28.5
Total	86.0

The 2011-12 targets for the above expense items, have not yet been fully determined by the Department. Funding for these items will be finalised before the start of 2011-12 financial year.

Question 6.5

Please complete the following table showing the estimated cost and planned completion timelines for each review, inquiry, study, audit and evaluation specifically requested by the new Government after the 2010 election that the Department will be undertaking during 2011-12.

DHS Response:

Review	Estimated cost	Expected completion date
Evaluate the gap between the increased requirements of the Disability Act 2006 and funding provided to community sector organisations to ensure they are appropriately resourced to deliver their legal responsibilities.	To be determined.	Approximately September 2012
<p>Audit of</p> <ul style="list-style-type: none"> • new and existing social housing to assess access for people with a mental illness; and • access people with a disability have to new and existing public housing. 	\$18,000	November 2011
2010 election commitment to 'finalise the investigation into the suitability of Melbourne's Youth Justice Precinct, including an analysis of capacity and management in order that appropriate responses can be implemented'.	<p>To be determined.</p> <p>Further advice to government will be provided during 2010-11, outlining options and investment required.</p>	June 2011

7. Efficiencies

Question 7.1

Please provide the following details about efficiency targets for 2011-12:

- (a) the total savings target for 2011-12 for the Department as a result of efficiency initiatives in the 2011-12 Budget; and
- (b) for the efficiency initiatives announced in the 2008-09, 2009-10 and 2010-11 budgets (if applicable) which apply to 2011-12, please provide an update of the savings targets for 2011-12.

DHS Response:

Efficiency Initiatives	2011-12 \$m
Election Commitment Savings	30.2
Measures to offset the GST reduction	4.8
Total Efficiency Initiatives	35.0
Other	
2008-09 Budget efficiencies	12.2
2009-10 Budget efficiencies	56.5
Total Other	68.7
Total	103.7

8. Asset and output initiative funding

Question 8.1

Please provide the Department's expected total expenditure on asset investment projects in 2011-12 (including both 2011-12 Budget initiatives and initiatives from previous budgets for which expenditure is budgeted in 2011-12).

DHS Response:

The department's expected total expenditure on asset investment projects in 2011-12 is \$23.277 million. This includes existing projects and new investments announced in the 2011-12 Budget.

Question 8.2

As details of expenditure can change over time, please provide up-to-date details of all output initiatives (both those released in this Budget and those released in previous budgets) for which more than \$10 million of expenditure is budgeted to occur in 2011-12, including each initiative's total funding and the budget allocation for each initiative for 2011-12.

DHS Response:

DHS budgeted output funding of more than \$10m in 2011-12					
Budget year commenced	Initiative Title	2011-12 Budgeted Expenditure \$m	Total Initiative funding \$m	2011-12 budget allocation \$m	Notes
08-09	Expanding Individual Support Packages	18.300	70.600	18.300	This funding has been allocated to increase the availability of ISPs which are specifically tailored to the person's needs and preferences, with funding attached to the person rather than service providers. ISPs give people with a disability the flexibility to choose supports to meet their needs and to change their supports as their needs change.
08-09	Concessions	16.000	73.800	16.000	The initiative increases the water and sewerage concession cap by 14.8 percent and modifies other concession programs to assist concession card holders. This initiative also provided funding for free ambulance services to eligible concession card holders, and for the HomeWise Program under government's climate change initiative.
09-10	Out of Home Care Reform	34.700	124.500	34.700	Funding was provided to continue reform of Victoria's Out of Home Care System which provides assistance to children who have experienced abuse or neglect so serious that they have been, or are at risk of being, removed from their home and placed in alternative care.
09-10	Increase in the Water and Sewerage Concession Cap	10.600	44.400	10.600	The initiative increases the water and sewerage concession cap to assist low income households with water price increases. The concession provides a 50 per cent discount on water and sewerage bills up to a maximum cap. Funding was also provided to the Water Wise Program to assist low income households to reduce their water usage.
09-10	Nation Building - Economic Stimulus Plan - New Construction Stage 2	37.600	639.000	29.485	The lower 2011-12 budget allocation for the output funding compared to the 2011-12 budgeted expenditure is due to re-phasing associated with lower allocation to construction grants through housing associations and a higher allocation to direct public housing by the Director of Housing.
09-10	Homelessness National Partnership	28.800	104.800	28.800	Funding provided to facilitate delivery of cross-government initiatives to help people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion.
10-11	Helping low income Victorians with the rising cost of water	14.900	56.000	14.900	The initiative increases the water and sewerage concession cap to reduce the burden of water price increases on Victorian concession households. Funding is also provided to assist around 9 380 low income households receive water audits and retrofits through the waterwise program over two years.
10-11	Responding to critical needs in child protection	22.300	98.200*	22.300	Funding was provided to boost child protection and family services, including additional frontline child protection workers, a specialist intervention team to tackle child protection hot spots and support for children placed with their extended family, as well as boosting ChildFIRST services, appointment of two principal child protection practitioners, a recruitment campaign and additional training for child protection workers. * five year funded initiative
10-11	Sustaining Out of Home Care	12.400	34.700	12.400	Funding was provided to continue the OOHC reforms, further expand residential care and home based care placement capacity, extend a therapeutic residential care pilot program, provide a dedicated health service for children in secure welfare, and for additional support tailored to Aboriginal children living with extended family.
10-11	Additional support for Community Services Organisations	27.400	103.400*	27.400	Initiative provided funding certainty the price indexation adjustment and capacity building grants to the range of community services agencies to support delivery of high quality services. * five year funded initiative
10-11	Rooming Houses	10.300	27.300*	10.300	Initiatives to improve standards in rooming houses; improve compliance and enforcement activities; implement a new registration system for rooming house operators; and increase affordable accommodation options for people in rooming houses, in particular families with children. * five year funded initiative
11-12	Out of home care placement capacity	11.150	22.184	11.150	Funding is provided to enhance placement capacity and care arrangements and address immediate shortages in funded placements in the Out-of-Home care system.
11-12	Concessions to pensioners and beneficiaries	73.150	382.950*	73.150	This initiative covers the coordination of the delivery of concessions and relief grants to eligible consumers and concession card holders. Provides reductions in the price of energy, water and municipal rates. * five year funded initiative
11-12	Annual electricity concession	71.800	351.400	71.800	Extension of the six month Winter Energy Concession (which applies from 1 May to 31 October each year) to cover the summer months(1 November to 30 April)

Question 8.3

In relation to any unapplied output and asset funding carried forward to 2011-12, please provide:

- (a) a breakdown of the carried forward funding for both output and asset initiatives;
- (b) the underlying reasons for the Department's funding carryover for each category; and
- (c) the intended revised timing for use of the carried forward funds, including project-specific details for asset initiatives.

DHS Response:

The Department of Human Services has no unapplied funding carried forward to 2011-12.

9. Revenue initiatives, departmental income (fees, fines, taxation measures, concessions and subsidies) and tax expenditures

Question 9.1

In relation to 2011-12, please outline any new revenue-raising initiatives and/or major changes to existing revenue initiatives. For each initiative/change, please explain:

- (a) the reason for the initiative/change;
- (b) the assumptions underlying the analysis;
- (c) alternative scenarios considered;
- (d) the impact of any changes on service delivery (i.e. please detail all programs/projects that have been revised as a result of changes to existing revenue initiatives); and
- (e) the anticipated total value of revenue gained/foregone as a result of the initiative/change.

DHS Response:

There are no new revenue raising initiatives or major revenue policy changes for the Department of Human Services in the 2011-12 budget.

Question 9.2

In relation to 2011-12, please outline any new tax expenditures or concession/subsidy initiatives and/or major changes to existing tax

expenditures or concession/subsidy initiatives. For each initiative/change, please explain:

- (a) the reason for the initiative/change;
- (b) the assumptions underlying the analysis;
- (c) alternative scenarios considered;
- (d) the impact of any initiatives/changes on service delivery (i.e. please detail all programs/projects that have been revised as a result of changes to existing revenue initiatives); and
- (e) the anticipated total value of revenue gained/foregone as a result of the initiative/change.

DHS Response:

Annual Electricity Concession

- (a) To alleviate the cost of living pressures for Victorian Concession Card holders by extending the existing Winter Energy Concession on electricity bills. The concession has been extended from May to November to all year round.
- (b) The underlying assumption for extension of the electricity concession to all year round is that electricity consumption for concession cardholders, and therefore cost hardship, outside the period between May and November is similar to the cost/consumption for the remainder of the year.
- (c) This initiative is a Government election commitment.
- (d) Around 800,000 Victorian low income and disadvantaged households will benefit from this initiative.
- (e) Nil

Question 9.3

- (a) Please provide a list of any revenue measures (taxation, fees, fines etc.) or any concessions (or subsidies) where the rate has been changed for reasons other than keeping up with inflation.
- (b) Please provide an explanation for the changes.

DHS Response:

There have not been any rate changes for revenue measures or concessions/subsidies other than adjustment for inflation within the Department.

Question 9.4

For the Department's income categories shown in its operating statement, please provide an explanation for any items that have a variance of greater than 10 per cent between the revised estimate for 2010-11 and the budget for 2011-12.

DHS Response:

Income categories	10-11 Revised Estimate	11-12 Budget	Movement	Variance
	\$m	\$m		\$m
Output appropriations	3,111.2	3,315.3	204.1	6.6%
Special appropriations	63.9	63.9	-	0.0%
Interest	0.4	0.4	0.0	2.4%
Sales of goods and services	15.2	15.6	0.4	2.5%
Grants	17.1	3.5	(13.5)	-79.2% (a)
Other income	0.6	0.6	0.0	2.5%
Total income from transactions	3,208.4	3,399.4	191.0	6.0%

(a) Grants: The reduction in Grants funding in the 2011-12 is due to one off funding of \$4.7 million, provided in 2010-11 for the Neighbourhood Renewal program; and recognition of \$4.9 million one off revenue in 2010-11 from the Department of Health under shared services arrangements, which will be funded through an appropriation transfer from 2011-12 onwards.

10. Grants from the Commonwealth**Question 10.1**

- (a) What impact have developments at the Commonwealth level, including initiatives under the COAG Reform Agenda, had on the Department's component of the 2011-12 State Budget?
- (b) In describing the impact of these developments for 2011-12, please outline the Department's progress to date in transitioning to the COAG Reform Council's new performance reporting framework.

DHS Response:

- (a) Department of Human Services' 2011-12 State Budget initiatives for Disability services complement developments at the Commonwealth level.

Activity continues under the Nation Building Economic Stimulus plan, Homelessness National Partnership Agreement and the Remote Indigenous National Partnership.
- (b) The Department has transitioned to the new performance reporting framework.

Question 10.2

In the accompanying Excel file, please supply breakdowns (as indicated in the spreadsheets) for each of the following categories of Commonwealth grants for which the Department received funding in 2011-12:

- (a) Specific Purpose Payments (SPPs);
- (a) Nation Building – Economic Stimulus Plan;
- (b) National Partnership project payments; and
- (c) any other Commonwealth grants pertaining to functions carried out by the Department.

DHS Response:

See Attachment 1.

Question 10.3 (Department of Treasury and Finance only)

Please explain how any major changes between financial agreements with the Commonwealth have impacted on the State's budget for 2011-12, e.g. new national health and hospitals reform.

DTF to respond.

Question 10.4 (Department of Treasury and Finance only)

What has been the impact of changes to Victoria's share of the GST pool for 2011-12 and beyond?

DTF to respond.

11. Net debt

Question 11.1 (Department of Treasury and Finance only)

In relation to the net debt projections for the non-financial public sector for the 2011-12 budget year and over the forward estimates to 2014-15, please provide a breakdown of the spread of net debt between the general government sector and each of the public non-financial corporations concerned.

DTF to respond.

Question 11.3 (Department of Treasury and Finance only)

What plans are in place to reduce Victoria's net debt position over time?

DTF to respond.

Question 11.4 (Department of Treasury and Finance only)

Does the Government expect to maintain Victoria's AAA credit rating? If so, what strategies have been put in place to achieve this?

DTF to respond.

12. Environmental challenges

Question 12.1

- (a) What are the key environmental issues that are predicted to have an impact on services delivered by the Department's portfolios in 2011-12?
- (b) How have these issues been addressed in the Department's budget for 2011-12 and over the forward estimates to 2014-15?
- (c) Please list up to five key projects or programs worth over \$1 million (new and/or existing) where increased funding has been provided in the Budget to address environmental issues (including responding to climate change). Please provide a comparison of funding levels for 2010-11 and 2011-12 for existing projects if applicable.

DHS Response:

(a) Increases in utilities pricing will adversely impact disadvantaged and vulnerable groups, which rely on DHS services and place additional pressure on DHS to meet the needs of these clients.

Operating costs of the Department are also anticipated to rise for direct service facilities operated by the Department. This will also be the case for community services organisations in their service operations.

Increased utility costs will however provide more opportunities for energy and water efficiency projects, as a shorter payback period will promote the economic viability of such projects.

Unpredictable events of extreme weather or other incidents will impact departmental and sector insurance and infrastructure maintenance costs.

From May 2011, the Building Code of Australia requires all new residential buildings to meet a 6 star minimum energy rating. This will have both design and cost implications for the development of new public housing and residential facilities. In addition the department will audit the energy efficiency of existing public housing stock and consider implementing a program for cost-effective upgrades.

The Department also participates in the Greener Government Buildings (GGB) program and is developing a three year Environmental Sustainability Strategy which will provide a framework for the alignment and integration of environmental outcomes with department operations and client outcomes.

To reduce impact of its operational activities on the environment the Department will continue to focus its Environmental Management System on the areas of:

- Energy – further developing and managing energy reporting and improving energy efficiency in buildings and facilities.
- Water – managing the analysis and interpretation of water data to better manage and support more efficient water consumption.
- Waste – further expansion of the departmental waste management system to reduce waste to landfill and improve recycling outcomes.
- Transportation – further developing the analysis of fleet data to enable a greater reduction in emissions from the vehicle fleet and to encourage the use of public transport and video conferencing to reduce kilometres traveled by DHS staff.
- Greenhouse gas emissions – further developing the analysis and reporting of greenhouse gas emissions associated with the department's operations.
- Purchasing – minimising the environmental impact and resource use from purchasing.
- Paper – the provision of information and processes to reduce paper use, increase the use of recycled paper and reduce the number of print and other devices.

(b) The Department's key environmental initiatives are included within the current budget estimates, these include:

- implementation of the Environmental Management System to manage, monitor and reduce the environmental impacts from operations.
- incorporation of sustainability initiatives into office fit outs and refurbishments in accordance with the Victorian Government Office Accommodation Guidelines.
- improving energy and water efficiency in new community residential units.
- incorporation of Environmentally Sustainable Design into the development of new public housing.

(c) DHS sustainability projects are being progressed within existing budget resources.

13. Geographic considerations

Question 13.1

In the following table, please outline the critical issues facing metropolitan, regional and rural communities in 2011-12 that depend on services provided

by the Department and how the Department's 2011-12 budget addresses these issues.

DHS Response:

The Department of Human Services' 2011-12 budget priorities provided for deliver of the Government's election commitments to address critical service issues. Broadly budget themes addressed:

1. Protecting and supporting vulnerable children and young people at risk of harm or abuse;
2. Improving the access of people with a disability, their families and carers to services they need;
3. Planning and delivering innovative, forward thinking and responsive housing and community services;
4. Strengthening individual and community capacity to assist individuals to sustain themselves and make their own life choices; and,
5. Improving the sustainability of Victoria's housing and community services, and enhance the quality of those services.

The Department allocates resources to the delivery of services that support all Victorians and meet growing demands for human services in the most timely and responsive way.

	Critical issues	Explanation of how these issues are addressed through the 2011-12 Budget
<p>Metropolitan Melbourne</p>	<ul style="list-style-type: none"> ▪ Population growth and demand for services ▪ Support and protect vulnerable Victorians most in need ▪ Improve people's lives and reduce their experience of disadvantage 	<p>Funding is provided in the 2011-12 Budget to address significant growth in demand for child protection services to sustain rates of service intervention for vulnerable children. Factors contributing to this growth include population growth, heightened community awareness and significant growth in reports relating to family violence from Victoria Police.</p> <p>Support to young people in the out-of-home care system has been provided in the 2011-12 Budget. Major initiatives announced as part of this funding package include: additional funding for out-of-home care placement capacity; comprehensive assessments for children entering care; extra support for foster carers in rural Victoria; strengthening supports for care leavers, including changing legislation to assist care leavers up to the age of 25; and increased scrutiny of child safety.</p> <p>The Budget also seeks to improve client outcomes by delivering Government's election commitment to an innovative case management system, as well as research into transition supports to improve knowledge of and support to young people exiting out-of-home care</p> <p>Demand for disability services (as measured through the Disability Support Register) exceeds the available supply of services in all regions.</p> <p>The 2011-12 budget contributes to addressing these issues by:</p> <ul style="list-style-type: none"> • Funding an increase in the supply of supported accommodation services • Providing additional funding for aids and equipment for children, to increase access to this program • Providing funding to maintain service levels for:

		<ul style="list-style-type: none">○ The aids and equipment program generally○ Services for people with acquired brain injury○ Video Relay Interpreting. <ul style="list-style-type: none">● Funding additional Respite services – specifically School Holiday Respite and Innovative Respite – to support carers in continuing in their caring role. <p>The 2011-12 budget creates clearer pathways for young offenders into prevention and rehabilitation programs to reduce re-offending.</p> <p>Budget Initiatives also address disadvantage experienced by vulnerable mothers and families by building parenting capacity and reducing the risk of child abuse and neglect.</p> <ul style="list-style-type: none">● establish an intensive ante and post-natal support service within the family and early parenting service system● Children’s Protection Society’s Child Care Centre Pilot Project is an early intervention program that will provide vulnerable children aged 0-5 years with high quality, intensive, integrated early years education and child care● continue the Early Childhood Development (ECD) project until June 2012 to provide an ECD worker in each of the 24 Child and Family Service Alliances across Victoria <p>Funding provided in this Budget will extend the existing Winter Energy Concession on electricity bills for Victorian concession cardholders from six months to all year round and increase the water and sewerage concessions for low income and vulnerable Victorians to assist with the rising cost of water.</p> <p>The Budget also strengthens community participation and involvement by advancing women’s economic independence, participation and status and</p>
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		<p>strengthening the important community resources of Men's Sheds and Neighbourhood Houses.</p> <p>It continues support for Aboriginal Community Controlled Organisations (ACCOs) to develop operational and service capabilities. And supports a range of programs providing opportunities for youth to develop skills and knowledge, and strengthen their participation in the community to improve life outcomes for Victorian youth, as well as supporting organisations to work effectively with young people.</p> <p>The 2011-12 Budget provides recurrent and capital funding for innovative housing projects. The funding will enable the development and construction of innovative models of housing and support Victorians who are homeless or at risk of homelessness.</p> <p>Work and Learning Centres will be co-located on social housing estates giving residents better access to the services they need to gain employment of vital skills training. Each centre will employ trained staff to provide services or link residents to external "job help" services such as career guidance and job search training.</p> <p>Funding is also provided for essential preliminary scoping and design of three 40-bed Youth Foyers in Melbourne and regional Victoria which will provide safe accommodation and education, training, and general support to young people who are homeless or at risk of homelessness.</p>
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<p>Regional Cities</p>	<ul style="list-style-type: none"> ▪ Population growth and demand for services ▪ Support and protect vulnerable Victorians most in need ▪ Improve people's lives and reduce their experience of disadvantage ▪ Refugee and humanitarian resettlement ▪ Retention of young people 	<p>The Victoria in Future 2008 data indicates population projection growth of 20 per cent in Victoria for children aged 0 to 19 years between 2011 and 2036, with higher projections for growth areas such as Cardinia (166 per cent), Melton (94 per cent) and Wyndham (92 per cent).</p> <p>Services described above overlap metropolitan and regional areas.</p> <p>The centre for multicultural youth will expand to 2 regional localities. This initiative will provide further support for refugee young people who are resettling in regional Victoria.</p> <p>Through the Youth Action Strategy capacity building initiatives and grant funding will be available to regional and rural councils, community organisations and youth advisory groups to engage young people in decision making across local government business and community planning.</p>
<p>Rural Victoria</p>	<ul style="list-style-type: none"> ▪ Population growth and demand for services 	<p>See above as human services are largely statewide.</p>

	<ul style="list-style-type: none">▪ Support and protect vulnerable Victorians most in need▪ Improve people's lives and reduce their experience of disadvantage.▪ Flood Impact	<p>The floods in the north-western area of Victoria have been widespread and have negatively impacted on the social fabric of a many communities, including those which are socioeconomically disadvantaged.</p> <p>The Department of Human Services has been providing direct recovery services including emergency financial assistance, personal support services, interim accommodation, counselling and case work support, and regional recovery staffing.</p>
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Question 13.2

What general principles does the Department use to determine resource allocation between regional cities compared to rural localities? Please provide two examples, if possible, of programs in regional Victoria and how the breakdown of resource allocation to regional cities and rural areas was determined in those programs.

DHS Response:

The Department's resources are allocated to the delivery of services that support all Victorians and meet growing demands for human services in the most timely and responsive way.

Human Services programs address rural and regional service issues and resource allocation with reference to their characteristic needs as expressed by population, socio-economic status, indigenous status, prevalence of severe and profound disability, and location.

The Department is also currently undertaking a major forecasting project of demand across all major Human Services service streams. The results of this work will inform future planning.

Examples of DHS resource allocation include:

Disability Services, which are allocated across geographical areas of the state using a Resource Allocation Formula (the RAF). The RAF uses a range of socio-demographic variables to estimate the need for disability services.

These are:

- Population
- Indigenous population
- Prevalence of severe and profound disability
- Rurality weighting
- Socio-economic weighting

Flood assistance and recovery:

Flood support has been prioritised according to the severity of flood impact by local government area. The initial focus of relief assistance has been in the Grampians and Loddon Mallee rural regions.

Funds for recovery activity have been provided to local service providers across the state based on numbers of households affected by the floods.

Recovery activity includes

- administration of grants
- housing assistance
- personal support
- case management

- community engagement
- connectedness after an emergency event.

Tertiary recovery activities are centred on psychosocial support (such as counselling), which will be rolled out following initial relief and emergency recovery activity. Funding in the 2011-12 Budget supports regional recovery coordination, accommodation planning, communications and psychosocial support.

Question 13.3

Please complete the following table for up to five of the Department's largest projects (in terms of expenditure) benefiting regional and rural Victoria:

DHS Response:

Project	Budget allocation for 2011-12 (\$m)	New or existing project?	Purpose of the project	How is the funding to be spent?	What performance measures are in place?	Expected net benefits	Net present value (in 2011 dollars), where applicable
Flood Recovery Services	\$2.942	New	Assist the recovery of flood affected Victorians	A combination of psycho-social recovery activity (counselling / case work support), interim accommodation, responding to the health impacts of the floods and regional recovery staffing.	Employment of regional recovery staff Delivery of case work support and generalist counselling according to targets set Interim accommodation and support services Whole of Government communications	Recovery of flood affected people is enhanced.	

Project	Budget allocation for 2011-12 (\$m)	New or existing project?	Purpose of the project	How is the funding to be spent?	What performance measures are in place?	Expected net benefits	Net present value (in 2011 dollars), where applicable
					coordination		
Mildura	\$3.335	Existing	To increase social housing in rural and regional Victoria	Construction of social housing	The performance of Nation Building projects will be measured against specific criteria for each project, however ultimately all Nation Building projects are scheduled to be delivered by June 2012.	25 apartments comprising seven dwellings for transitional accommodation plus two office facilities and 18 dwellings for long term accommodation	N/A
Geelong	\$2.300	Existing	To increase social housing in rural and regional Victoria	Construction of social housing	The performance of Nation Building projects will be measured against specific criteria for each project, however ultimately all Nation Building projects are scheduled to be delivered by June	30 social housing units, which are part of a larger 98 unit development.	N/A

Project	Budget allocation for 2011-12 (\$m)	New or existing project?	Purpose of the project	How is the funding to be spent?	What performance measures are in place?	Expected net benefits	Net present value (in 2011 dollars), where applicable
					2012.		
Disability service reorientation – Individual Support Packages	\$1.948	Existing	A key part of service reorientation, Individual Support Packages give individuals greater flexibility in the use of allocated funding by providing individually tailored packages of support specific to their needs.	On the provision of Individual Support Packages for Victorians with a disability.	Number of individuals receiving Individual Support Packages.	Improvements in outcomes for individuals as a result of improved control over their supports and greater flexibility in supports provided.	N/A
Traralgon	\$0.639	Existing	To increase social housing in rural and regional Victoria	Construction of social housing	The performance of Nation Building projects will be measured against specific criteria for each project, however ultimately all Nation Building projects are scheduled to be delivered by June	40 dwellings will be constructed over two levels	N/A

Project	Budget allocation for 2011-12 (\$m)	New or existing project?	Purpose of the project	How is the funding to be spent?	What performance measures are in place?	Expected net benefits	Net present value (in 2011 dollars), where applicable
					2012.		

14. Performance measures

Question 14.1

Please provide the rationale for any change in performance measures presented in the budget papers for 2011-12 (including new and discontinued measures).

DHS Response:

The rationale for changes in annual performance measures is to ensure that the measures accurately reflect achievement and target outcomes in key areas of service performance. Performance measures also provide a basis to identify key service statistics and trends for use in management decision-making.

The rationale for developing departmental performance measures presented in the budget papers is to provide a public record of achievement and future goals in service delivery and operations supporting human services in Victoria.

The 2011-12 Budget Paper No. 3 presents performance measures changes (including new and discontinued measures). New measures are created to reflect performance of new services and better reporting of existing programs, as well as services now delivered by DHS as a result of machinery of government changes.

Performance measures are discontinued for a number of reasons, including

- new performance measures are developed to better reflect the services to be delivered and as a result measures are discontinued, and
- as and when the service being measured is delivered or completed, the performance measure becomes no longer relevant
- machinery of government changes where performance measures are transferred out of the department.

Question 14.2

For any performance measures where there is a variance of over 10 per cent between the expected outcome for 2010-11 and the target for 2011-12, please provide the reasons for the variance.

DHS Response:

Output Group	Output	Performance Measure Unit Description	Type of Measure	Unit of Measure	2011-12 Target **	2010-11 Expected Outcome **	Variance	Comments
Disability Services	Targeted Services	Clients either in receipt of equipment or sent written acknowledgment of aids and equipment applications within ten working days	Timeliness	per cent	90	70	28.6	The 2010-11 Expected Outcome reflects the impact of a new automated reporting system. An improvement in the reported performance is expected over the year.
Child Protection and Family Services	Statutory Child Protection Services	Children and young people who were the subject of an investigation which led to a decision not to substantiate, who were subsequently the subject of a substantiation within three months of case closure	Quality	per cent	5	3	66.7	The 2010-11 Expected Outcome represents a positive outcome and indicates appropriate decision making.
Child Protection and Family Services	Statutory Child Protection Services	Protective cases re-substantiated within 12 months of case closure	Quality	per cent	15	11	36.4	The 2010-11 Expected Outcome reflects good post-substantiation case planning decision making and the 2011-12 Target is adjusted accordingly.
Child Protection and Family Services	Family and Community Services	Number of family services cases provided to Aboriginal families	Quantity	number	1,500	1,680	10.7	The 2010-11 Expected Outcome, based on current data estimates reflects a positive result.

2011-12 Budget Estimates questionnaire

Output Group	Output	Performance Measure Unit Description	Type of Measure	Unit of Measure	2011-12 Target **	2010-11 Expected Outcome **	Variance	Comments
Youth Services and Youth Justice	Youth Justice Custodial Services	Average Daily Custodial Centre utilisation rate: males (under 15 years) and female	Quantity	per cent	40-65	30.5	31.1%	The 2010-11 Expected Outcome is lower than the target range, reflecting policing and sentencing practices impacting on custodial numbers.
Youth Services and Youth Justice	Youth Justice Custodial Services	Clients participating in community re-integration activities	quality	per cent	60	54	11.1	The 2010-11 Expected Outcome is lower than the target reflecting the changing profile of young people entering the custodial system.
Housing Assistance	Social Housing	Total number of social housing dwellings acquired during the year	quantity	number	1600	3700	56.8	The lower 2011-12 Target reflects the scheduled acquisitions for the Nation Building and Jobs Plan as the program nears completion.
Source Budget Paper No.3								

Question 14.3

For each initiative (asset or output) in the 2011-12 Budget with a total cost over the forward estimates greater than \$20 million (or a TEI over \$20 million), please list all new and existing performance measures in the budget papers related to the initiative.

DHS Response:

Out of Home Care Placement capacity

There are no new performance measures associated with the initiative, however the output 'Specialist Support and Placement Services' and associated output performance measures support this initiative.

Existing output performance measures include:

- Daily average number of placements (Quantity)
- Number of children receiving an intensive support service(Quantity)
- Number of clients receiving funding to support placement stability(Quantity)
- Children and young people in out of home care who have had three or more placements in the last 12 months (not including placements at home) (Quality)
- Percentage of community service organisations who have successfully completed a scheduled external review against the registration standards under the Children, Youth and Families Act (2005). (Quality)
- Proportion of placements that are home-based care(Quality)

Aids & Equipment continuation of lapsing

There are no new performance measures associated with the initiative, however the output 'Targeted Services' and associated output performance measures support this initiative.

Existing output performance measures include:

- Clients accessing aids and equipment (Quantity)
- Clients satisfied with the aids and equipment services system (Quality)
- Clients either in receipt of equipment or sent written acknowledgment of aids and equipment applications within ten working days (Timeliness)

Investment in new supported accommodation places

There are no new performance measures associated with the initiative, however the output 'Residential Accommodation Support' and associated output performance measures support this initiative.

- Clients in shared supported accommodation (Quantity)
- Support plans reviewed at least once during each period of three years commencing from when the support plan was first prepared (Quality)

- Support plans prepared within 60 days of the person commencing to regularly access the disability services (Timeliness)

Innovative respite fund

There are no new performance measures associated with the initiative, however the output 'Individual Support' and associated output performance measures support this initiative.

- Episodes of respite provided (Quantity)
- Carer households satisfied with quality of respite service provided (Quality)

Annual electricity concession

The output, 'Concessions to pensioners and beneficiaries' supports this initiative through the output performance measure:

- Households receiving mains electricity concessions (Quantity)

Water and Sewerage concession

The output, 'Concessions to pensioners and beneficiaries' supports this initiative through the output performance measure:

- Households receiving water and sewerage concessions

Social and Community services pay equity case

This initiative supports performance measures in Department of Human Services' outputs:

- Individual Support,
- Residential Accommodation Support,
- Information, Planning and Capacity Building,
- Targeted Services,
- Specialist Support and Placement Services,
- Family and Community Services,
- Community Based Services and Housing Support
- Homelessness Assistance.

15. Staffing matters

Question 15.1

Please fully complete the spreadsheet in the accompanying Excel file, providing actual EFT staff numbers at 30 June 2010 and estimates of EFT staff numbers (non-executive officers, executive officers and departmental secretary classifications) at 30 June 2011 and 30 June 2012 for the Department and its major budget-funded agencies.

DHS Response:

Classification	30 June 2010 (Actual) (EFT)					30 June 2011 (Estimate) (EFT)					30 June 2012 (Estimate) (EFT)				
	Ongoing	Fixed term	Casual	Funded vacancy	Total	Ongoing	Fixed term	Casual	Funded vacancy	Total	Ongoing	Fixed term	Casual	Funded vacancy	Total
Allied health	242.2	59.0	0.0		301.2	226.0	45.0	0.0		271.0	228.3	45.5	0.0		273.7
Child Protection	1227.8	229.5	44.0		1501.3	1289.2	211.9	52.5		1553.6	1361.2	211.9	52.5		1625.6
Disability development and support	3340.8	454.4	548.5		4343.7	3365.1	437.6	511.8		4314.5	3398.7	442.0	516.9		4357.7
Housing services	412.7	47.2	0.0		459.9	394.6	54.3	0.0		448.9	398.6	54.9	0.0		453.4
Other	81.9	37.9	3.4		123.1	76.2	29.0	2.2		107.4	76.2	29.0	2.2		107.4
Youth Justice	264.7	46.7	78.0		389.4	257.3	59.2	66.3		382.8	259.9	59.8	67.0		386.6
Senior Tech Services	5.5	0.0	0.0		5.5	6.4	1.0	0.0		7.4	6.4	1.0	0.0		7.4
VPS-1	19.3	7.9	6.2		33.4	22.8	6.5	4.5		33.8	22.8	6.5	4.5		33.8
VPS-2	375.3	76.7	15.0		467.0	366.8	88.8	19.4		474.9	366.8	88.8	19.4		474.9
VPS-3	495.1	56.2	0.6		552.0	489.8	79.0	1.8		570.6	489.8	79.0	1.8		570.6
VPS-4	565.4	100.6	0.0		666.0	584.4	83.4	0.0		667.8	584.4	83.4	0.0		667.8
VPS-5	707.7	108.9	1.4		817.9	771.3	105.9	0.5		877.7	771.3	105.9	0.5		877.7
VPS-6	415.8	36.5	1.0		453.3	454.2	37.0	0.0		491.2	454.2	37.0	0.0		491.2
Executive Officers	1.0	71.8	0.0		72.8	78.0				78.0	78.0	0.0	0.0		78.0
Secretary	0.0	1.0	0.0		1.0	1.0				1.0	1.0	0.0	0.0		1.0
Total DHS	8155.2	1334.4	697.9	0.0	10187.5	8383.3	1238.6	658.9	0.0	10280.8	8497.7	1244.5	664.7	0.0	10406.9
Please note the following in relation to the June 2011 & 2012 FTE projections															
- As of June 2010 Executive Officers are recorded as 'ongoing' rather than 'fixed term'															
- 30 June 2011 projections are consistent with current (March 2011) FTE levels.															
- 2012 FTE projections detail a 1% growth from June 2011 in service delivery.															
- The 1% growth reflects an anticipated increase in services delivery staff only (excluding Child Protection)															
- The child protection worker classification includes a significant number staff engaged in the provision of non-statutory child protection services, including youth justice community based services, adoption															

Contact details

Department: Human Services

Contact Officer: Ms Fiona Williams

Position: Director, Integrated Planning & Reporting

Contact Numbers: Telephone: 90968456

Fax: 90969128

E-mail: Fiona.williams@dhs.vic.gov.au

The completed questionnaire must be returned in two parts:

PART A: by 5:00 pm, Thursday, 28 April 2011

PART B: by 5:00pm, Wednesday, 4 May 2011

Please return the response (**including an electronic Word version**) of the questionnaire to:

Ms Valerie Cheong

Executive Officer

Public Accounts and Estimates Committee

Level 3, 55 St Andrews Place

EAST MELBOURNE VIC 3002

Telephone: (03) 8682 2863

Fax: (03) 8682 2898

Email: paec@parliament.vic.gov.au

For inquiries on this questionnaire, please contact the Executive Officer or:

Christopher Gribbin

Ian Claessen

Senior Research Officer

Research Officer

(03) 8682 2865

(03) 8682 2861

10.2(d) - Other Commonwealth grants

Please provide the following details for any other Commonwealth grants pertaining to functions carried out by the Department in 2011-12.

Please provide all figures to the nearest \$0.1 million.

Output/project	Budget 2010-11	Revised 2010-11	Budget 2011-12	Change between 2011-12 Budget and Revised 2010-11 (%)	Reason for change
Refugee Minors Program	1.0	2.3	2.4	2.5%	Revised Budget for 2010-11 reflects additional revenue from the Commonwealth to respond to an increase in the number of unaccompanied humanitarian refugee minors. The figure for 2011-12 is consistent with the department's revenue forward estimates and assumes the number of clients will not decrease over the period. The increase of 2.5% between the Revised Budget for 2010-11 and 2011-12 Budget represents indexation.
Housing Affordability Fund	0	0	54.1	-	Commonwealth funding schedule provided \$39.7m in 2009-10, no funding for 2010-11, \$54.1m in 2011-12 and \$81.5m in 2012-13.