

COMMUNITY SERVICES DIRECTORATE

Purpose

The work of the Community Services Directorate (the Directorate) is shaped by whole of government priorities which promote the participation and wellbeing of the Canberra community. The focus and responsibility of the Directorate is broad and includes a range of policy and programs which deliver essential services to individuals, their families and the ACT community more broadly.

Services are targeted to people with a disability, children and young people, families, carers, women, Aboriginal and Torres Strait Islander peoples, and people who are ageing. Programs include multicultural affairs, volunteering, community services and facilities, concessions, social housing, therapy services, and arts and cultural programs.

The Directorate provides an integrated approach to developing policy and delivering human services. Central to this approach is a commitment to value and to build the cultural and social capital in the ACT, and to support and engage people who are the most marginalised and vulnerable in our community.

The Directorate is committed to recognising the stage of life and circumstances of its clients and to facilitating an outcome that is focused on their individual needs. This is reflected in the Directorate's Strategic Plan which articulates participation as the central driver of its work, and is supported by five goals:

- a positive start – individuals and families receive services and support when they are needed;
- support to grow and develop – individuals and families have the skills, support and information to join in;
- a productive life – people of Canberra are valued contributors to our community;
- a connected community – people of Canberra come together to build a vibrant, resilient and connected community; and
- a leading organisation – leading in the way we work for the people of Canberra.

Participation, and its elements of engaging, learning, working and having a voice, is about ways to achieve better outcomes for everyone in the ACT.

2012-13 Priorities

Strategic and operational issues to be pursued in 2012-13 include:

- implementing the *Community Services Directorate Strategic Plan 2012–15* based around the Vision of Participation – Engage, Learn, Work and Have a Voice;
- implementing the *National Quality Framework* for education and care services, including educator to child ratios, and strategies to up skill the workforce to meet qualification requirements;
- finalising the construction of Holder Childcare Centre and Holt Childcare Centre upgrades and undertaking the Civic Childcare Centre feasibility study;

- providing additional staff for Care and Protection Services to meet community needs and incentives to attract and retain staff;
- enhancing the capacity of the Out of Home Care sector to provide support to children and young people in a range of community-based settings;
- continuing the successful Therapy Assistants Program for the ACT Schools' outreach program;
- implementing new prevention and diversion approaches in the ACT youth justice system as part of a *Blueprint for Youth Justice*;
- supporting further improvements to Care and Protection Services, including systems development, professional development and practice improvement with a particular focus on enhancing decision making and cultural competence;
- implementing the strategic priorities within *Future Directions, Towards Challenge 2014*;
- working in partnership with the Australian Government and other jurisdictions to implement a National Disability Insurance Scheme (NDIS);
- implementing a Community Visitors Scheme;
- delivering early intervention and prevention initiatives that focus on services for Aboriginal and Torres Strait Islander (ATSI) children and families through initiatives such as the West Belconnen Child and Family Centre;
- continuing to work closely with Housing ACT to leverage our services and assets to the benefit of our shared clients;
- introducing an electronic smart card system to replace paper vouchers for the Taxi Subsidy Scheme;
- promoting the Targeted Assistance Website to the community and providing access to 'no interest' loans;
- working with the community sector to build its sustainability, including implementation of Equal Remuneration Case Pay Outcome;
- progressively implementing an Outcomes Based Service Funding Agreement Purchasing Framework across all community providers;
- partnering with multicultural communities to promote a diverse and inclusive community;
- providing nationally accredited job-ready training to members of the ATSI community through the Community Helping Aboriginal Australians Negotiate Choices Leading to Employment and Success (CHANCES) Program;
- engaging with ATSI communities, including the ATSI Elected Body, to improve outcomes and advance reconciliation;
- providing support to members of the local ATSI communities to undertake certificate training in children's services so that they can participate in childcare and early childhood settings in the ACT;

- implementing the ACT Women's Plan 2010–15 and whole of government strategy for the ACT Prevention of Violence against Women and Children Strategy;
- implementing the 2010–14 Strategic Plan for Positive Ageing through the 2012–14 Action Plan;
- implementing a new arts ACT Policy linking with the new National Cultural Policy and delivering programs resulting from the Loxton Arts Review, including creating arts hubs, on-line grant programs, community cultural inclusion officers and engaging with national arts, health and education strategies;
- undertaking improvements to the Tuggeranong Arts Centre and completing the feasibility study for Stage 2 of the Belconnen Arts Centre;
- undertaking a feasibility study and design for the development of a community hub in the Woden/Weston Creek region;
- completing the refurbishment of the Flynn Community Hub;
- implementing integrated approaches to service delivery which are person centred and tailored to meet individual needs;
- engaging with service users and stakeholders in the co-design of policies and programs; and
- continuing to implement the Respect Equity Diversity (RED) Framework to create a positive and productive work environment.

Business and Corporate Strategies

In accordance with its Strategic Plan, the Directorate works with community organisations; maintaining a person centred approach within a human rights framework, and places an emphasis on strengthening the skills and professionalism of its people and encouraging work life balance and staff retention.

The Directorate will continue to develop its information management systems to deliver efficient and effective services. The Directorate maintains a comprehensive governance framework which identifies its strategic risks and oversights reporting and accountability. Each area of the Directorate has a business plan that includes the strategic risks and mitigation plans which are monitored by the Board of Management and the Audit and Review Committee.

Estimated Employment Level

2010-11 Actual	2011-12 Budget	2011-12 Est. Outcome ¹	2012-13 Budget
880 Staffing (FTE)	906	944	932

Note:

1. The increase in the 2011–12 estimated outcome from the 2011–12 Budget is mainly due to staffing for programs funded by the Commonwealth, additional staff associated with reviews by the Human Rights Commissioner and the Public Advocate, staff engaged for strategic projects and workforce planning savings achieved through reduction in administrative costs.

Strategic Objectives and Indicators

Strategic Objective 1

Provide Services to Strengthen the Capacity of People with Disabilities, their Families and Carers to Maximise Control over their Lives

The Directorate provides disability services through government and non government service providers to meet the accommodation support, community access, community support, respite care and wellbeing needs of people with moderate to severe disabilities.

Growth in service user numbers is an indicator of the effect increased funding in the disability services sector has on reaching the target population of approximately 12,000 people with a profound or severe core activity limitation in the ACT community.

Strategic Indicator 1: Number of Service Users by Service Type Accessed

2011-12 Budget No.	2012-13 Budget No.	2013-14 Estimate No.	2014-15 Estimate No.	2015-16 Estimate No.
4,025	4,260 ¹	4,300	4,340	4,380

Note:

1. The increase in the 2012–13 Budget is due to improved data collection and the implementation of a new forecast model.

Strategic Objective 2

Provide Services to Improve Developmental Outcomes for Children, Young People and Adults with Physical, Intellectual, Communication and Other Functional Difficulties

The Directorate aims to improve developmental outcomes by providing therapy services for children with delays in development from birth to age eight, and for children, young people and adults with disabilities (i.e. from birth to 65 years), including counselling and support, and assistance with physical, intellectual, communication and other functional disabilities.

Growth in the number of clients accessing therapy service is an indicator of the availability of services to improve outcomes for people with physical, intellectual, communication and other functional difficulties.

Strategic Indicator 2: Number of Clients Accessing Services

2011-12 Budget No.	2012-13 Budget No.	2013-14 Estimate No.	2014-15 Estimate No.	2015-16 Estimate No.
4,310	4,410 ¹	4,410	4,320	4,320

Note:

1. The increase in the 2012-13 Budget is due to the continuation of the Therapy Assistants Program.

Strategic Objectives and Indicators cont.

Strategic Objective 3

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 partnerships with other ACT Government agencies and local community based organisations.

The number of families accessing the centres indicates the number of families supported in the ACT by a range of early intervention and prevention services and also indicates community awareness of the centres.

Strategic Indicator 3: Number of Families Accessing Services

2011-12 Budget No.	2012-13 Budget No.	2013-14 Estimate No.	2014-15 Estimate No.	2015-16 Estimate No.
1,300	1,720 ¹	1,920	2,000	2,050

Note:

1. The increase in the 2012–13 Budget is due to the integration of the Schools as Communities Program with services delivered through the Child and Family Centres.

Strategic Objective 4

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. It is a national indicator for child protection services.

Strategic Indicator 4: Re-substantiation Rates

	2011-12 Budget %	2012-13 Budget %	2013-14 Estimate %	2014-15 Estimate %	2015-16 Estimate %
Re-substantiation Rate - Within 3 Months	15	15	15	15	14
Re-substantiation Rate - Within 12 Months	30	28	28	28	26

Strategic Objectives and Indicators cont.

Strategic Objective 5

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 5: Value of Community Services Support Programs

2011-12 Budget \$'000	2012-13 Budget \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
6,863	7,499	7,793	7,986	8,154

Strategic Objective 6

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 those from culturally and linguistically diverse backgrounds by hosting the annual National Multicultural Festival.

The number of community groups participating in the National Multicultural Festival each year is an indicator of the extent to which community groups participate in community life in the ACT.

Strategic Indicator 6: Number of Groups Participating in the Annual National Multicultural Festival

	2011-12 Budget No.	2012-13 Budget No.	2013-14 Estimate No.	2014-15 Estimate No.	2015-16 Estimate No.
Multicultural Groups	150	250	150	150	150
Community Groups	90	120	90	90	90
Total	240	370 ¹	240	240	240

Note:

1. The increase in 2012–13 Budget is due to the expected expansion of the National Multicultural Festival for the Centenary of Canberra in 2013.

Strategic Objective 7

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 Objectives and Indicators cont.

Strategic Indicator 7: Recidivism of Young People

	2011-12 Budget %	2012-13 Budget %	2013-14 Estimate %	2014-15 Estimate %	2015-16 Estimate %
Recidivism of Sentenced Young People in Custody	44.5	44	43.5	43	42.5
Recidivism of Young People on Community Based Orders	35.5	35	34.5	34	34

Strategic Objective 8

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 8: Proportion of Children Exiting Care Having Experienced No More than Two Placements in Care

2011-12 Budget %	2012-13 Budget %	2013-14 Estimate %	2014-15 Estimate %	2015-16 Estimate %
68	70	70	70	70

Output Classes

	Total Cost ¹		Government Payment for Outputs	
	2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	2011-12 Est. Outcome \$'000	2012-13 Budget \$'000
	Output Class 1			
Disability and Therapy Services	99,408	99,448	96,312	97,165
Output 1.1: Disability Services and Policy	86,251	86,026	83,738	84,243

Note:

1. Total cost includes depreciation and amortisation of \$0.891 million in the 2011-12 estimated outcome and the 2012-13 Budget.

Output Description

Provision of high quality community based, consumer focused disability services through government and non government service providers to meet the accommodation support, community access and support, respite care and wellbeing needs of people with moderate to severe disabilities.

Output Classes cont.

	Total Cost		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 1.2: Therapy Services	13,157	13,422	12,574	12,922

Output Description

Provision of therapy services for children with delays in development from birth to age eight, and for children, young people and adults with disabilities (i.e. from birth to 65 years), including counselling and support, and assistance with physical, intellectual, communication and other functional disabilities.

	Total Cost ¹		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output Class 2				
Early Intervention	24,905	26,584	22,875	24,545
Output 2.1: Child and Family Centre Program	3,829	3,968	3,543	3,586

Note:

1. Total cost includes depreciation and amortisation of \$1.116 million in the 2011-12 estimated outcome and \$0.919 million in the 2012-13 Budget.

Output Description

Provision of an early intervention and prevention program for children from birth to age five and their families. The program provides a range of universal and targeted parenting information and support services, specialist clinical services, community development and community education programs, including the Parents as Teachers and Schools as Communities Programs. Services are delivered in partnerships with other agencies, local community organisations and service providers.

	Total Cost		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 2.2: Children Services	21,076	22,616	19,332	20,959

Output Description

Provision of services to assist children, young people and families to participate in a range of community activities and prevention/intervention services. The output includes assessment and monitoring of the operation of education and care services.

Output Classes cont.

	Total Cost ¹		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output Class 3				
Community Development and Policy	34,304	36,095	27,957	29,184
Output 3.1: Community Services	15,447	16,927	10,757	11,848

Note:

- Total cost includes depreciation and amortisation of \$5.024 million in the 2011-12 estimated outcome and \$5.393 million in the 2012-13 Budget.

Output Description

Provision of a variety of community support and development activities, including administration of a range of concessions and benefits to low income earners and management of community facilities.

	Total Cost		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 3.2: Community Affairs	6,985	7,179	6,458	6,551

Output Description

Provision of support and policy development activities, including multicultural affairs, the ageing, the status of women and Aboriginal and Torres Strait Islander affairs.

	Total Cost		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 3.3: Arts Policy, Advice and Programs	11,872	11,989	10,742	10,785

Output Description

Implementation of Government policies and priorities, facilitation and development, and community participation in the arts. Arts Policy, Advice and Programs will:

- deliver a range of arts programs, projects and initiatives;
- develop and implement arts policy;
- develop, manage and maintain a range of arts facilities; and
- provide support to and participate in advisory mechanisms in the arts.

Output Classes cont.

	Total Cost ¹		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output Class 4				
Children, Youth and Family Services	74,159	81,394	69,768	78,305
Output 4.1: Youth Services	24,433	25,792	22,246	24,075

Note:

1. Total cost includes depreciation and amortisation of \$3.227 million in the 2011-12 estimated outcome and \$2.288 million in the 2012-13 Budget.

Output Description

Provision of support services to young people at risk and support and supervision of young offenders.

	Total Cost		Government Payment for Outputs	
	2011-12	2012-13	2011-12	2012-13
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 4.2: Care and Protection Services	49,726	55,602	47,522	54,230

Output Description

Provision of care and protection services for children and young people, promote their safety within the family unit and, where a child is at risk and cannot remain within the family home, support the child in out of home care.

Accountability Indicators

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output Class 1: Disability and Therapy Services			
Output 1.1: Disability Services and Policy			
a. Accommodation support (number of places)	500	500	500
Services that provide accommodation to people with a disability and services that provide support needed to enable a person with a disability to remain in their existing accommodation or to move to more suitable or appropriate accommodation.			
b. Community support (number of people accessing service)	980	980	1,000 ¹
Services that provide the support needed for a person with a disability to live in a non-institutional setting. These include: behaviour/specialist intervention, counseling, case management, local coordination and development.			
c. Community access (hours of service)	233,000	233,000	245,000 ²
Services designed to provide opportunities for people with a disability to gain and use their abilities to enjoy their full potential for social independence. This includes hours of service purchased from the non government sector.			
d. Respite – centre based (number of bed nights)	8,100	8,100	8,100
Respite care provided in community setting similar to a ‘group home’ structure and respite care provided in other centre based settings.			
e. Respite – in own home (number of hours)	50,000	50,000	50,000
Respite care provided in the individual’s own home. This includes hours purchased from the non government sector.			
f. Client satisfaction as measured by annual survey	75%	75%	75%
The satisfaction of clients and funded organisations with the relationship with the Directorate and service delivery and contract management by the Directorate.			
g. Cost per head of population	\$235.10	\$237.46	\$234.44

Notes:

1. The increase in the 2012-13 target is due to the higher demand by school leavers for additional access to planning support.
2. The increase in the 2012-13 target is due to the expected higher number of school leavers who have an ongoing need for support and who are offered the equivalent of two days of daytime support.

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output 1.2: Therapy Services			
a. Hours of therapy services provided	66,400	66,400	66,500 ¹
Hours of therapy services to an individual, group or the community. Hours of service to an individual may include assessments, intervention, consultations with families or other providers of service to the client.			
b. Average cost per hour of therapy service to an individual or group	\$194.46	\$198.15	\$201.83
c. Client satisfaction with therapy service as measured by annual survey	85%	85%	85%
d. New referrals actioned within five working days	95%	95%	95%
New referrals are taken by intake and through the Drop In Clinics. The team leaders will accept these referrals within the five working days of being formally documented as a referral.			

Note:

1. The increase in the 2012-13 target is due to additional hours from the Therapy Assistants Program.

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output Class 2: Early Intervention			
Output 2.1: Child and Family Centre Program			
a. Number of group sessions ¹	350	390 ²	550 ³
A group session is an evidenced based session that aims to improve parents' skills and knowledge about parenting, or aims to improve children's social and emotional wellbeing. They may be delivered in partnership with other organisations/services to strengthen community capacity to support parents.			
b. Number of Community Development/Education Programs	170	190 ²	200
Any activity that engages the community, in which the general community participates, or which is targeted at the community in general.			
c. Number of families supported through the Parents as Teachers Program	80	80	80
Families are supported through Government provided Parents as Teachers Program (a universal home visiting program that provides families with information and skills appropriate to their child's development during the first three years).			
d. Number of children or young people receiving targeted intervention services through the Schools as Communities Program	420	420	n/a ⁴
The Schools as Communities Program provides community development to targeted communities with workers based in school settings.			
e. Number of group sessions delivered through the Schools as Communities Program	140	140	n/a ⁴
f. Client satisfaction with services	90%	90%	90%
g. Cost per head of population	\$10.38	\$10.54	\$10.81

Notes:

1. This indicator has been renamed. It was previously reported as "Number of parenting sessions".
2. The increase in the 2011-12 estimated outcome is the result of the increase in service provision at the West Belconnen Child and Family Centre.
3. The increase in the 2012-13 target is due to the integration of the Schools as Communities Program with the services delivered through the Child and Family Centres.
4. Discontinued indicator. The Schools as Communities Program has been integrated with the services delivered through the Child and Family Centres.

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output 2.2: Children's Services			
a. Occasions of licence administration and compliance monitoring ¹	465	437 ²	n/a
Visits to licensed children's services to assess compliance with the <i>Children and Young People Act 2008</i> .			
b. Number of visits to licensed education and care services	280	280	504 ³
Visits to licensed education and care services to regulate and enforce the National Quality Standards under the <i>Education and Care Services National Law (ACT) Act 2011</i> or assess compliance with the <i>Children and Young People Act 2008</i> .			
c. Education and care services satisfaction with assessment and monitoring functions ⁴	85%	85%	85%
An annual survey that measures the extent to which licensed education and care services are satisfied with the way their services are regulated, including interactions with the Directorate and offering of advice and support.			
d. Cost per occasion of licence administration and compliance monitoring ⁵	\$1,575	\$1,676 ⁶	n/a
e. Cost per visit to licensed education and care services ⁷	n/a	n/a	\$2,901

Notes:

1. Discontinued indicator, following the introduction of the National Quality Framework Standards from 1 January 2012.
2. The decrease in the 2011-12 estimated outcome is due to the introduction of the new National Quality Framework standards from 1 January 2012.
3. The increase in the 2012-13 target is due to the full year impact of the introduction of the National Quality Framework standards.
4. This indicator has been renamed. It was previously reported as "Children's services satisfaction with licensing functions".
5. Discontinued indicator, following the introduction of the National Quality Framework Standards from 1 January 2012.
6. The increase in the 2011-12 estimated outcome is due to fewer occasions of licence administration and compliance monitoring (see note 2).
7. New indicator, following the introduction of the National Quality Framework Standards from 1 January 2012.

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output Class 3: Community Development and Policy			
Output 3.1: Community Services			
a. Number of partnership forums with the community	16	16	16
The Joint Community Government Reference Group, the Community Recovery Sub-Committee, Community Services Program Forums and the Regional Community Services Forums are held to foster strategic partnerships to improve sector viability in the ACT.			
b. Number of Community Capacity Building projects supported	15	15	15
Number of grants allocated to assist community organisations to strengthen capacity, sustainability and address disadvantage in the community.			
c. Number of visits to community service organisations	26	26	26
The number of funded service organisations visited during the financial year.			
d. Tenant satisfaction with management of community facilities as measured by annual survey	80%	80%	80%
The annual survey measures the standard of service and assistance Community Facility Managers receive from the Directorate.			
e. Funded organisations' satisfaction with government contract administration (as measured by annual survey)	85%	85%	85%
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.			
f. Cost per head of population	\$41.99	\$42.53	\$46.13 ¹

Note:

1. The increase in the 2012–13 target is mainly due to funding for new initiatives.

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output 3.2: Community Affairs			
a. Percentage of participants that successfully complete the Work Experience and Support Program for Migrants This program provides an opportunity for migrants to gain formal office based training and work experience in an Australian workplace. Participants attain skills in office administration, computing and communication.	85%	85%	85%
b. Number of grant programs administered (Women's and Seniors grants, Multicultural Radio grants, Ethnic Languages grants and Multicultural grants)	5	5	5
c. Number of Ministerial Councils that received secretariat support and policy advice Councils include the United Ngunnawal Elders Council, Ministerial ACT Muslim Advisory Council, Ministerial Advisory Council on Women and Ministerial Advisory Council on Ageing.	4	4	4
d. Number of contacts made with the Women's Information and Referral Centre The Women's Information and Referral Centre provides information and referral services to women and their families.	10,000	12,000 ¹	12,000 ¹
e. Cost per head of population	\$19.33	\$19.23	\$19.56

Note:

1. The increase in the 2011–12 estimated outcome and the 2012–13 target is due to an increase in the use of internet technology and postal services.

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output 3.3: Arts Policy, Advice and Programs			
a. Manage the Community Outreach Program ¹	1	1	n/a
This measure covers the management of the ACT Government's agreement with the Australian National University for the delivery of the Community Outreach Program.			
b. Administer and manage the ACT Cultural Council ¹	1	1	n/a
This measure covers the administration and management of the ACT Cultural Council, including administering the appointment of members, members' remuneration, maintaining the Council's Charter, and the preparation of meeting papers.			
c. Participate in Commonwealth Government advisory and funding mechanisms ¹	3	3	n/a
This measure covers participation in the Cultural Ministers Council and Cultural Ministers Council Standing Committee, and liaison with the Australia Council for the Arts.			
d. Provide support for administrative arrangements associated with the Cultural Facilities Corporation ¹	4	4	n/a
This measure covers artsACT's responsibilities to the Minister in relation to the Cultural Facilities Corporation Board appointments and quarterly reporting.			
e. Deliver the ACT Arts Fund and associated awards and prizes ¹	8	8	n/a
The ACT Arts Fund is a program of arts-development grants made under eight categories to arts organisations, groups and individual artists, as well as a range of awards and prizes.			
f. Manage ACT Arts Fund Key Arts Organisations ¹	18	18	n/a
This measure covers the management of arts funding to the ACT's eighteen Key Arts Organisations in accordance with their Deeds of Grant and License Agreements.			
g. Manage single-line funded Key Arts Organisations ¹	2	2	n/a
This measure covers the management of arts funding to the ACT's two single-line-funded Key Arts Organisations in accordance with their Deeds of Grant and License agreements. These organisations are the Canberra Glassworks and Belconnen Arts Centre.			
h. Manage Program-funded organisations ¹	7	7	n/a
This measure covers the management of arts funding to the ACT's seven Program-funded arts organisations in accordance with their Deeds of Grant and License Agreements.			
i. Manage the Public Arts Program ¹	5	5	n/a
This measure covers project management of the commission or acquisition and installation of public art in five categories.			
j. Administer and manage the ACT Public Art Panel ¹	1	0 ²	n/a
This measure covers the administration and management of the Public Art Panel, including administering the appointment of members, members' remuneration and secretariat services.			
k. Manage Community Facilities ¹	13	13	n/a
This measure covers the annual funding program for a full range of cyclical and unplanned maintenance for the thirteen art facilities by artsACT.			

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output 3.3: Arts Policy, Advice and Programs cont.			
l. Provide secretariat support to the ACT Cultural Council ³	n/a	n/a	6
Secretariat support for bi-monthly meetings of the Council and liaison with the Minister's Office.			
m. Support for arts activity in the ACT (\$'000) ³	n/a	n/a	\$7,500
Arts activities are supported through grants funding to individuals, groups and organisations for projects and programs that develop the arts, and associated prizes and awards.			
n. Tenant satisfaction with management of Community Arts Facilities ³	n/a	n/a	85%
The annual survey measures the standard of service and assistance the community arts facility managers receive from artsACT.			

Notes:

1. Discontinued indicators replaced with improved performance monitoring indicators.
2. The ACT Public Art Panel ceased in June 2011.
3. New indicator to improve performance monitoring.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output Class 4: Children, Youth and Family Services			
Output 4.1: Youth Services			
a. Number of custody days used annually	8,000	8,000	8,000
The number of days served in custody by a young person.			
b. Number of Community Youth Justice clients	280	315 ¹	315 ¹
Includes clients supervised on a community based justice order, clients for whom a court ordered report is requested and clients supported on a voluntary basis.			
c. Number of individual clients supported by the Turnaround Program	35	38	38
Turnaround is a program providing integrated support to young people aged between 12 to 18 years requiring intensive support.			
d. Number of children or young people receiving targeted intervention services through the Adolescent Day Unit and Youth Connection Service	116	116	116
The Adolescent Day Unit supports young people aged 12 to 15 years to work towards returning to school or vocational education programs. Youth Connections works with young people who are at risk of leaving school early.			
e. Average cost per Youth Services client	\$19,460	\$18,310 ²	\$21,835 ³

Notes:

1. The increase in the 2011-12 estimated outcome and the 2012-13 target is due to support being provided to a higher number of young people remanded into custody by police, and then released by the Court at the first appearance.
2. The decrease in the 2011-12 estimated outcome reflects a higher number of clients (see note 1).
3. The increase in the 2012-13 target is mainly due to funding for new initiatives.

Accountability Indicators cont.

	2011-12 Target	2011-12 Est. Outcome	2012-13 Target
Output 4.2: Care and Protection Services			
a. Child Protection Reports and Child Concern Reports about children and young people	14,000	14,000	14,500 ¹
Child Concern Reports and Child Protection Reports are defined in the <i>Children and Young People Act 2008</i> .			
b. Reports requiring appraisal	1,700	2,000 ²	2,000 ²
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, appears to be reasonable risk of abuse or neglect, or that the child or young person is likely to be in need of care.			
c. Number of child protection reports received and proceeding to appraisal that were substantiated	900	900	900
An appraisal of a child or young person and their situation is recorded as 'substantiated' if in the professional opinion of the Care and Protection worker 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.			
d. Total number of children and young people receiving care and protection services	1,200	1,200	1,200
Includes all children being supported or appraised.			
e. Number of Aboriginal and Torres Strait Islander children and young people receiving support	300	300	300
Number of Aboriginal and Torres Strait Islander children and young people receiving support from Aboriginal and Torres Strait Islander Services or Child Protection Services.			
f. Total number of children and young people for whom the Director-General has parental responsibility	560	570 ³	580 ³
As defined by the <i>Children and Young People Act 2008</i> .			
g. Total out of home care days used annually	210,000	210,000	220,500 ⁴
Out of home care includes foster care, kinship care, residential care and refuges.			
h. Number of out of home care days used by Indigenous children and young people	50,000	50,000	50,000
Number of out of home care days used for Indigenous children and young people. Out of home care includes foster care, kinship care, residential care and refugees.			
i. Average cost per out of home care day	\$135	\$135	\$154 ⁵
j. Number of adoptions	15	15	15
Number of adoption orders granted including inter-country, local and step family adoptions.			

Notes:

1. The increase in the 2012-13 target is due to the continuing trend in public awareness and reporting patterns.
2. The number of reports proceeding to appraisal fluctuates depending on the number of reports received. The increase in the 2011-12 estimated outcome and the 2012-13 target are due to the continuing increase based on current outcomes of internal analysis of trends.
3. The increase in the 2011-12 estimated outcome and the 2012-13 target are due to the continuing trend over the past few years of a steady increase in the number of children for whom the Director-General has responsibility.
4. The increase in the 2012-13 target is in line with the national and local trend where children come into care younger and stay longer. Respite for children in out of home care and for children at home on orders also contributes to the increase.
5. The increase in the 2012-13 target is mainly due to funding for new initiatives.

Changes to Appropriation

Changes to Appropriation – Controlled

	2011-12	2012-13	2013-14	2014-15	2015-16
Government Payment for Outputs	Est. Out.	Budget	Estimate	Estimate	Estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
2011-12 Budget	216,197	218,074	218,833	223,095	223,095
2nd Appropriation					
Revised Wage Parameters	446	1,730	1,702	1,724	1,743
FMA Section 16B Rollovers from 2010-11					
National Disaster Resilience Program	200	-	-	-	-
Public Art	163	-	-	-	-
Business and Industrial Relations Support for Community Organisation	100	-	-	-	-
Commonwealth Grants – National Quality Agenda for Early Childhood Education and Care NP	30	-	-	-	-
Prevention of Violence Against Women	16	-	-	-	-
2012-13 Budget Policy Adjustments					
Therapy Assistants Program	-	517	524	-	-
Assisting People on Low Incomes	-	185	240	185	130
Additional Positions for Care and Protection Services	-	1,196	1,210	1,462	1,478
Out of Home Care Costs	-	4,936	5,118	5,306	-
Early Childhood Education and Care National Quality Framework Reforms	-	942	705	-	-
Blueprint for Youth Justice	-	1,320	1,355	1,390	1,427
Community Visitors Scheme	-	100	195	200	-
Early Childhood Playgroup Program	-	30	31	32	-
Strengthening Care and Protection Services	-	250	150	150	-
Community Helping Aboriginal Australians to Negotiate Choices Leading to Employment and Success (CHANCES)	-	180	-	-	-
Aboriginal and Torres Strait Islander Support and Capacity Building Program	-	100	-	-	-
Civic Childcare Centre (Feasibility)	-	350	-	-	-
Upgrade of Community Facilities and Childcare Centre Improvements	-	150	154	158	162
Tuggeranong Arts Centre Improvements	-	-	-	62	63
Social and Community Services (SACS) Pay Equity Award	-	169	607	1,017	1,482
Savings Initiatives	-	(1,833)	(2,913)	(4,014)	(5,035)
2012-13 Budget Technical Adjustments					
Revised Indexation Parameters	-	(288)	(295)	(302)	3,727
Revised Indexation Parameters – Community Sector Indexation	-	(119)	(123)	(128)	221
Revised Superannuation Parameters	-	218	318	213	(66)
Revised Notional Superannuation Contributions	-	638	628	636	643
Transfer – National Disaster Resilience Program to HACT	(150)	-	-	-	-
Transfer – Funding for Equal Remuneration Project Team from Health and HACT	-	245	253	261	-
Transfer – artsACT Procurement Fee from CMCD	-	69	71	73	75
Transfer – Funeral Program to Territorial	-	(50)	(51)	(52)	(53)
Rollover – Supporting Youth Transitioning from Out of Home Care	(90)	90	-	-	-
2012-13 Budget	216,912	229,199	228,712	231,468	229,092

Changes to Appropriation cont.

Changes to Appropriation – Territorial

	2011-12	2012-13	2013-14	2014-15	2015-16
Payment for Expenses on Behalf of Territory	Est. Out.	Budget	Estimate	Estimate	Estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
2011-12 Budget	39,893	41,438	43,075	44,760	44,760
Revised Indexation Parameters	-	(101)	(104)	(106)	1,010
Commonwealth Grants – Concessions for Pensioners NP	205	271	277	358	445
Transfer – Funeral Program from Controlled	-	50	51	52	53
2012-13 Budget	40,098	41,658	43,299	45,064	46,268

Changes to Appropriation – Controlled

	2011-12	2012-13	2013-14	2014-15	2015-16
Capital Injections	Est. Out.	Budget	Estimate	Estimate	Estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
2011-12 Budget	27,371	14,653	2,519	2,601	2,601
FMA Section 16B Rollovers from 2010-11					
Tuggeranong 55 Plus Club	954	-	-	-	-
Percent-for-art Scheme	736	-	-	-	-
Public Art	439	-	-	-	-
Flynn Childcare Centre	301	-	-	-	-
Commonwealth Grants – Indigenous Early Childhood Development – Third Child and Family Centre NP	289	-	-	-	-
Watson Arts Centre – Additional Studios and Residence	286	-	-	-	-
Watson Arts Centre – Five Studios Forward Design	83	-	-	-	-
Extension to the Street Theatre (Design)	118	-	-	-	-
Strathnairn Homestead Kitchen, Toilet and Veranda Improvement	95	-	-	-	-
Regional Community Facilities Car Parks and Building Facades	76	-	-	-	-
Capital Upgrades Program	51	-	-	-	-
Manuka Arts Centre – Landscape Works	22	-	-	-	-
Strathnairn Homestead – Bronze Foundry Workshop	18	-	-	-	-
Strathnairn Homestead – Additional Studio Space and Landscaping	10	-	-	-	-
Client Information Management System	14	-	-	-	-
Baringa Childcare Centre	6	-	-	-	-
Commonwealth Grants – Concessions for Pensioners NP	3	-	-	-	-
2012-13 Budget Policy Adjustments					
Woden/Weston Creek Community Hub (Feasibility and Forward Design)	-	275	275	-	-
Upgrade of Community Facilities and Childcare Centre Improvements	-	1,000	1,500	-	-
Replacement of Canberra Seniors Centre (Design)	-	-	650	-	-
Tuggeranong Arts Centre Improvements	-	800	1,200	-	-
Belconnen Arts Centre Stage 2 (Feasibility and Forward Design)	-	300	-	-	-
Flynn Regional Community Hub – Stage 2	-	1,200	-	-	-

Changes to Appropriation cont.

Changes to Appropriation – Controlled					
	2011-12	2012-13	2013-14	2014-15	2015-16
Capital Injections cont.	Est. Out.	Budget	Estimate	Estimate	Estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
2012-13 Budget Technical Adjustments					
Capital Upgrades Indexation	-	-	-	-	65
Transfer – Fitters' Workshop from EDD	2,500	1,400	-	-	-
Transfer – Taxi Subsidy Scheme from Territorial	-	300	-	-	-
Rollover – Flynn Regional Community Hub	1,200	(1,200)	-	-	-
Rollover – Holt Preschool Refurbishment	(400)	400	-	-	-
Rollover – Child Death Review Committee	(100)	100	-	-	-
Rollover – Upgrade of Early Childhood Facilities	(2,830)	2,830	-	-	-
Rollover – Holder Early Childhood Centre	(4,750)	4,750	-	-	-
Rollover – Bimberi Security Upgrade	(355)	355	-	-	-
Rollover – Glassworks and Other Arts Facilities – Fire Systems Improvements	(100)	100	-	-	-
Rollover – Street Theatre Extension	(680)	680	-	-	-
Rollover – Strathnairn Facility Improvements	(100)	100	-	-	-
Rollover – Fitters' Workshop Kingston Foreshore	(2,350)	2,350	-	-	-
Rollover – Public Art Scheme	(600)	600	-	-	-
Cessation – Flynn Regional Community Hub	-	-	-	-	(25)
2012-13 Budget	22,307	30,993	6,144	2,601	2,641
Changes to Appropriation – Territorial					
	2011-12	2012-13	2013-14	2014-15	2015-16
Capital Injections	Est. Out.	Budget	Estimate	Estimate	Estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
2011-12 Budget	300	-	-	-	-
2012-13 Budget Technical Adjustments					
Rollover – Taxi Subsidy Scheme	(300)	300	-	-	-
Transfer – Taxi Subsidy Scheme to Controlled	-	(300)	-	-	-
2012-13 Budget	-	-	-	-	-

2012-13 Capital Works Program

	Estimated Total Cost \$'000	Estimated Expenditure Pre 2012-13 \$'000	2012-13 Financing \$'000	2013-14 Financing \$'000	2014-15 Financing \$'000	Physical Completion Date
New Capital Works						
Civic Childcare Centre (Feasibility)	350	-	350	-	-	Jun 2013
Woden/Weston Creek Community Hub (Feasibility and Forward Design)	550	-	275	275	-	Jun 2014
Upgrade of Community Facilities and Childcare Centre improvements	2,500	-	1,000	1,500	-	Jun 2014
Replacement of Canberra Seniors Centre (Design)	650	-	-	650	-	Jun 2014
Tuggeranong Arts Centre Improvements	2,000	-	800	1,200	-	Jun 2014
Flynn Regional Community Hub Stage 2	1,200	-	1,200	-	-	Jun 2013
Belconnen Arts Centre Stage 2 (Feasibility and Forward Design)	300	-	300	-	-	Jun 2013
Total New Capital Works	7,550	-	3,925	3,625	-	
Capital Upgrades						
Community, Youth and Childcare Facilities	2,163	-	2,163	-	-	
artsACT	292	-	292	-	-	
Total Capital Upgrades	2,455	-	2,455	-	-	
Total New Works	10,005	-	6,380	3,625	-	
Works in Progress						
Flynn Regional Community Hub	4,030	2,200	1,800	5	25	Jun 2013
Upgrade of Early Childhood Facilities	9,000	1,670	7,330	-	-	Jun 2013
Holt Preschool Refurbishment	500	100	400	-	-	Jun 2013
Holder Early Childhood Centre	7,500	250	7,250	-	-	Jun 2013
Bimberi Security Upgrade	1,555	1,200	355	-	-	Jun 2013
Glassworks and other Arts Facilities – Fire Systems Improvements	1,270	970	300	-	-	Jun 2013
Street Theatre Extension	3,180	600	2,580	-	-	Jun 2013
Strathnairn Facility Improvements	500	300	200	-	-	Jun 2013
Fitters' Workshop Kingston Foreshore	3,900	150	3,750	-	-	Jun 2013
Public Art Scheme	7,348	6,748	600	-	-	Various
Total Works in Progress	38,783	14,188	24,565	5	25	
Total Capital Works Program	48,788	14,188	30,945	3,630	25	

Community Services Directorate Operating Statement

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
Income							
Revenue							
216,197	Government Payment for Outputs	216,912	229,199	6	228,712	231,468	229,092
2,855	User Charges - Non ACT Government	2,855	2,902	2	2,950	2,999	3,074
27	User Charges - ACT Government	27	0	-100	0	0	0
232	Other Revenue	332	1,226	269	1,049	806	899
460	Resources Received Free of Charge	460	460	-	460	460	460
219,771	Total Revenue	220,586	233,787	6	233,171	235,733	233,525
Gains							
0	Other Gains	6,534	1,212	-81	1,236	1,264	1,620
0	Total Gains	6,534	1,212	-81	1,236	1,264	1,620
219,771	Total Income	227,120	234,999	3	234,407	236,997	235,145
Expenses							
75,905	Employee Expenses	77,812	79,717	2	78,016	77,617	77,981
10,760	Superannuation Expenses	10,817	12,114	12	11,889	11,597	11,416
35,537	Supplies and Services	35,919	38,840	8	36,160	35,441	35,982
10,314	Depreciation and Amortisation	10,258	9,491	-7	9,972	10,150	10,144
87	Borrowing Costs	87	87	-	89	91	91
97,808	Grants and Purchased Services	97,808	103,196	6	107,143	111,111	108,176
75	Other Expenses	75	76	1	78	80	83
230,486	Total Ordinary Expenses	232,776	243,521	5	243,347	246,087	243,873
-10,715	Operating Result	-5,656	-8,522	-51	-8,940	-9,090	-8,728
5	Net Effect of Correction of an Error	4,094	-1,271	-131	-1,453	-158	-175
0	Inc/Dec in Asset Revaluation Reserve Surpluses	0	41	#	49	56	66
5	Total Other Comprehensive Income	4,094	-1,230	-130	-1,404	-102	-109
-10,710	Total Comprehensive Income	-1,562	-9,752	-524	-10,344	-9,192	-8,837

Community Services Directorate Balance Sheet

Budget as at 30/6/12 \$'000		Est. Outcome as at 30/6/12 \$'000	Planned as at 30/6/13 \$'000	Var %	Planned as at 30/6/14 \$'000	Planned as at 30/6/15 \$'000	Planned as at 30/6/16 \$'000
Current Assets							
866	Cash and Cash Equivalents	2,409	2,773	15	2,773	2,773	2,773
4,353	Receivables	2,724	2,724	-	2,724	2,724	2,724
26	Assets Held for Sale	72	72	-	72	72	72
300	Other Current Assets	182	182	-	182	182	182
5,545	Total Current Assets	5,387	5,751	7	5,751	5,751	5,751
Non Current Assets							
283,985	Property, Plant and Equipment	279,063	286,091	3	294,751	288,645	282,917
508	Intangibles	307	321	5	215	109	20
10,434	Capital Works in Progress	10,952	25,569	133	13,194	13,194	13,194
294,927	Total Non Current Assets	290,322	311,981	7	308,160	301,948	296,131
300,472	TOTAL ASSETS	295,709	317,732	7	313,911	307,699	301,882
Current Liabilities							
8,000	Payables	5,000	5,006	..	5,012	5,018	5,024
0	Interest-Bearing Liabilities	56	56	-	56	56	56
1,043	Finance Leases	1,331	1,353	2	1,375	1,397	1,419
18,137	Employee Benefits	20,805	21,552	4	22,302	23,050	23,798
0	Other Provisions	294	294	-	294	294	294
398	Other Liabilities	657	657	-	657	657	657
27,578	Total Current Liabilities	28,143	28,918	3	29,696	30,472	31,248
Non Current Liabilities							
0	Interest-Bearing Liabilities	126	126	-	126	126	126
2,269	Finance Leases	1,670	1,501	-10	1,332	1,163	994
1,945	Employee Benefits	1,843	2,005	9	2,125	2,247	2,369
0	Other	911	911	-	911	911	911
4,214	Total Non Current Liabilities	4,550	4,543	..	4,494	4,447	4,400
31,792	TOTAL LIABILITIES	32,693	33,461	2	34,190	34,919	35,648
268,680	NET ASSETS	263,016	284,271	8	279,721	272,780	266,234
REPRESENTED BY FUNDS EMPLOYED							
199,713	Accumulated Funds	215,179	236,393	10	231,794	224,797	218,185
68,967	Reserves	47,837	47,878	..	47,927	47,983	48,049
268,680	TOTAL FUNDS EMPLOYED	263,016	284,271	8	279,721	272,780	266,234

Community Services Directorate Statement of Changes in Equity

Budget as at 30/6/12 \$'000		Est. Outcome as at 30/6/12 \$'000	Planned as at 30/6/13 \$'000	Var %	Planned as at 30/6/14 \$'000	Planned as at 30/6/15 \$'000	Planned as at 30/6/16 \$'000
Opening Equity							
142,350	Opening Accumulated Funds	194,784	215,179	10	236,393	231,794	224,797
53,195	Opening Asset Revaluation Reserve	47,837	47,837	-	47,878	47,927	47,983
195,545	Balance at the Start of the Reporting Period	242,621	263,016	8	284,271	279,721	272,780
Comprehensive Income							
5	Net Effect of Correction of an Error	4,094	-1,271	-131	-1,453	-158	-175
-10,715	Operating Result for the Period	-5,656	-8,522	-51	-8,940	-9,090	-8,728
0	Inc/Dec in Asset Revaluation Reserve Surpluses	0	41	#	49	56	66
-10,710	Total Comprehensive Income	-1,562	-9,752	-524	-10,344	-9,192	-8,837
-15,772	Transfer to/from Accumulated Funds	0	0	-	0	0	0
15,772	Movement in Asset Revaluation Reserve	0	0	-	0	0	0
0	Total Movement in Reserves	0	0	-	0	0	0
Transactions Involving Owners Affecting Accumulated Funds							
27,371	Capital Injections	22,307	30,993	39	6,144	2,601	2,641
-350	Capital Distributions to Government	-350	-350	-	-350	-350	-350
56,824	Inc/Dec in Net Assets due to Admin Restructure	0	364	#	0	0	0
83,845	Total Transactions Involving Owners Affecting Accumulated Funds	21,957	31,007	41	5,794	2,251	2,291
Closing Equity							
199,713	Closing Accumulated Funds	215,179	236,393	10	231,794	224,797	218,185
68,967	Closing Asset Revaluation Reserve	47,837	47,878	..	47,927	47,983	48,049
268,680	Balance at the End of the Reporting Period	263,016	284,271	8	279,721	272,780	266,234

Community Services Directorate Cash Flow Statement

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES							
Receipts							
216,197	Cash from Government for Outputs	216,912	229,199	6	228,712	231,468	229,092
2,882	User Charges	2,882	2,902	1	2,950	2,999	3,074
14,493	Other Receipts	13,865	17,009	23	14,570	14,278	13,818
233,572	Operating Receipts	233,659	249,110	7	246,232	248,745	245,984
Payments							
74,855	Related to Employees	75,231	78,796	5	77,131	76,734	77,097
10,743	Related to Superannuation	10,800	12,112	12	11,889	11,597	11,416
34,643	Related to Supplies and Services	34,925	37,598	8	34,859	34,070	34,520
86	Borrowing Costs	86	86	-	86	86	86
98,238	Grants and Purchased Services	98,238	103,625	5	107,572	111,540	108,605
14,335	Other	13,707	16,237	18	14,046	14,069	13,611
232,900	Operating Payments	232,987	248,454	7	245,583	248,096	245,335
672	NET CASH INFLOW/ (OUTFLOW) FROM OPERATING ACTIVITIES	672	656	-2	649	649	649
CASH FLOWS FROM INVESTING ACTIVITIES							
Payments							
27,271	Purchase of Property, Plant and Equipment and Capital Works	22,307	30,877	38	6,121	2,578	2,618
100	Purchase of Land and Intangibles	0	100	#	0	0	0
27,371	Investing Payments	22,307	30,977	39	6,121	2,578	2,618
-27,371	NET CASH INFLOW/ (OUTFLOW) FROM INVESTING ACTIVITIES	-22,307	-30,977	-39	-6,121	-2,578	-2,618
CASH FLOWS FROM FINANCING ACTIVITIES							
Receipts							
27,371	Capital Injections from Government	22,307	30,993	39	6,144	2,601	2,641
0	Receipt of Transferred Cash Balances	0	364	#	0	0	0
27,371	Financing Receipts	22,307	31,357	41	6,144	2,601	2,641
Payments							
350	Distributions to Government	350	350	-	350	350	350
322	Repayment of Finance Leases	322	322	-	322	322	322
-1	Payment of Transferred Cash Balances	0	0	-	0	0	0
671	Financing Payments	672	672	-	672	672	672
26,700	NET CASH INFLOW/ (OUTFLOW) FROM FINANCING ACTIVITIES	21,635	30,685	42	5,472	1,929	1,969
1	NET INCREASE / (DECREASE) IN CASH HELD	0	364	#	0	0	0
865	CASH AT THE BEGINNING OF REPORTING PERIOD	2,409	2,409	-	2,773	2,773	2,773
866	CASH AT THE END OF REPORTING PERIOD	2,409	2,773	15	2,773	2,773	2,773

Notes to the Budget Statements

Significant variations are as follows:

Operating Statement

- government payment for outputs:
 - the increase of \$0.715 million in the 2011-12 estimated outcome from the original budget is mainly due to programs rolled over to 2011-12 (\$0.509 million), revised wage parameters (\$0.446 million), partially offset by the transfer of the National Disaster Resilience Program to Housing ACT (\$0.150 million); and
 - the increase of \$12.287 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to new initiatives (\$10.425 million), revised wage and superannuation parameters (\$3.928 million), indexation of non-salary expenses (\$3.406 million) and funding transferred for procurement and the equal remuneration project team (\$0.314 million). This is partially offset by savings initiatives (\$2.232 million), cessation of prior year funding (\$1.976 million) and one-off expenditure in 2011-12 for programs deferred from 2010-11 (\$1.618 million).
- other revenue: the increase of \$0.894 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to the full year effect of the establishment of the Affordable Rental Scheme (ARS) (\$0.263 million), contribution from states and territories towards the Australian Juvenile Justice Administrators secretariat services (\$0.207 million), Commonwealth funding for early intervention programs (\$0.356 million) and early childhood education fees (\$0.068 million).
- other gains:
 - the increase of \$6.534 million in the 2011-12 estimated outcome from the original budget is due to the transfer of properties from Housing ACT under the ARS; and
 - the decrease of \$5.322 million in the 2012-13 Budget from the 2011-12 estimated outcome is due to fewer properties transferred to the Directorate.
- employee and superannuation expenses:
 - the increase of \$1.964 million in the 2011-12 estimated outcome from the original budget is mainly due to revised wage parameters (\$0.838 million) and the impact of the discount rate on the long service leave liability (\$1.139 million); and
 - the increase of \$3.202 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to revised wage parameters (\$2.155 million), new initiatives for 2012-13 (\$2.756 million), additional funding from the Commonwealth for early intervention programs (\$0.356 million) and funding for juvenile justice administrators secretariat services (\$0.108 million). This is partially offset by savings initiatives (\$1.485 million), the cessation of one-off funding for programs (\$0.632 million), and the transfer of injury prevention management function to Shared Services (\$0.056 million).

- supplies and services:
 - the increase of \$0.382 million in the 2011-12 estimated outcome from the original budget is mainly due to programs rolled over to 2011-12 (\$0.509 million), partially offset by the transfer of the National Disaster Resilience Program to Housing ACT (\$0.150 million); and
 - the increase of \$2.921 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to new initiatives for 2012-13 (\$2.075 million), programs rolled over from 2011–12 (\$0.090 million), indexation (\$0.751 million), realignment of expenditure from Grants and Purchased Services (\$1.499 million), the ARS expenditure (\$0.263 million), early childhood education administration, licensing and juvenile justice (\$0.167 million) and expenditure and additional payment to Shared Services for injury and prevention management (\$0.056 million). This is partially offset by cessation of prior year funding (\$1.544 million) and savings initiatives (\$0.436 million).
- depreciation and amortisation: the decrease of \$0.767 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to a technical adjustment of depreciation for leased property (\$1.198 million), partially offset by the impact of completed capital works projects.
- grants and purchased services: the increase of \$5.388 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to new initiatives for 2012-13 (\$6.042 million) and indexation (\$2.680 million), partially offset by a realignment of expenditure to expenditure to employee expenses and supplies and services (\$1.702 million), cessation of prior year funding and one-off expenditure in 2011-12 (\$1.271 million) and the impact of savings initiatives introduced in the 2010-11 Budget (\$0.311 million).
- net effect of correction: the variance is due to a technical correction of prior years accumulated depreciation.

Balance Sheet

- current assets: the increase of \$0.364 million in the 2012-13 Budget from the 2011-12 estimated outcome is due to a residual transfer of cash from CMCD flowing from the Administrative Arrangement changes of 17 May 2011.
- non current assets:
 - the decrease of \$4.605 million in the 2011-12 estimated outcome from the original budget is mainly due to the flow-on impact of the 2010-11 audited outcome and the re-profiling of capital works (\$11.065 million), partially offset by an increase in buildings and land as a result of the establishment of the ARS in conjunction with Housing ACT (\$6.525 million); and
 - the increase of \$21.659 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to the re-profiling of capital works (\$11.065 million), the transfer of the Fitters' Workshop from EDD, additional funding for capital projects (\$4.830 million) and the impact of the establishment of the ARS in conjunction with Housing ACT (\$1.212 million).

- current liabilities:
 - the increase of \$0.565 million in the 2011-12 estimated outcome from the original budget is mainly due to the flow-on impact of the 2010-11 audited outcome, the impact of the discount rate on the long service leave liability and revised wage parameters; and
 - the increase of \$0.775 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to the impact of revised wage parameters and the expected growth in employee benefits.
- non current liabilities: the increase of \$0.336 million in the 2011-12 estimated outcome from the original budget is mainly due to make good provisions on leased properties (\$0.911 million) and an increase interest bearing liabilities (\$0.126 million), offset by the flow-on impact of the 2010-11 audited outcome (\$0.701 million), including a decrease in finance leases liabilities and a change to the methodology for calculating employee leave provisions.

Statement of Changes in Equity

Variations in the statement are explained in the notes above.

Cash Flow Statement

Variations in the statement are explained in the notes above.

Community Services Directorate
Statement of Income and Expenses on Behalf of the Territory

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
Income							
Revenue							
39,893	Payment for Expenses on behalf of Territory	40,098	41,658	4	43,299	45,064	46,268
39,893	Total Revenue	40,098	41,658	4	43,299	45,064	46,268
39,893	Total Income	40,098	41,658	4	43,299	45,064	46,268
Expenses							
21,498	Grants and Purchased Services	21,498	22,537	5	23,620	24,841	25,461
18,395	Other Expenses	18,600	19,121	3	19,679	20,223	20,807
39,893	Total Ordinary Expenses	40,098	41,658	4	43,299	45,064	46,268
0	Operating Result	0	0	-	0	0	0
0	Total Comprehensive Income	0	0	-	0	0	0

Community Services Directorate
Statement of Assets and Liabilities on Behalf of the Territory

Budget as at 30/6/12 \$'000	Est. Outcome as at 30/6/12 \$'000	Planned as at 30/6/13 \$'000	Var %	Planned as at 30/6/14 \$'000	Planned as at 30/6/15 \$'000	Planned as at 30/6/16 \$'000
Current Assets						
12	Cash and Cash Equivalents	17	17	-	17	17
3,390	Receivables	3,637	3,637	-	3,637	3,637
3,402	Total Current Assets	3,654	3,654	-	3,654	3,654
Non Current Assets						
300	Capital Works in Progress	0	0	-	0	0
300	Total Non Current Assets	0	0	-	0	0
3,702	TOTAL ASSETS	3,654	3,654	-	3,654	3,654
Current Liabilities						
3,402	Payables	3,654	3,654	-	3,654	3,654
3,402	Total Current Liabilities	3,654	3,654	-	3,654	3,654
3,402	TOTAL LIABILITIES	3,654	3,654	-	3,654	3,654
300	NET ASSETS	0	0	-	0	0
REPRESENTED BY FUNDS EMPLOYED						
300	Accumulated Funds	0	0	-	0	0
300	TOTAL FUNDS EMPLOYED	0	0	-	0	0

Community Services Directorate
Statement of Changes in Equity on Behalf of the Territory

Budget as at 30/6/12 \$'000	Est. Outcome as at 30/6/12 \$'000	Planned as at 30/6/13 \$'000	Var %	Planned as at 30/6/14 \$'000	Planned as at 30/6/15 \$'000	Planned as at 30/6/16 \$'000
0	Total Movement in Reserves	0	0	-	0	0
	Transactions Involving Owners Affecting Accumulated Funds					
300	Capital Injections	0	0	-	0	0
300	Total Transactions Involving Owners Affecting Accumulated Funds	0	0	-	0	0
	Closing Equity					
300	Closing Accumulated Funds	0	0	-	0	0
300	Balance at the End of the Reporting Period	0	0	-	0	0

**Community Services Directorate
Statement of Cash Flows on Behalf of the Territory**

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES							
Receipts							
18,948	Cash from Government for EBT	18,598	19,121	3	19,659	20,221	20,820
20,945	Cash from Government - CSO Payments	21,500	22,537	5	23,640	24,843	25,448
605	Other Receipts	575	587	2	588	589	589
40,498	Operating Receipts	40,673	42,245	4	43,887	45,653	46,857
Payments							
21,498	Grants and Purchased Services	21,498	22,537	5	23,620	24,841	25,461
19,000	Other	19,175	19,708	3	20,267	20,812	21,396
40,498	Operating Payments	40,673	42,245	4	43,887	45,653	46,857
0	NET CASH INFLOW/ (OUTFLOW) FROM OPERATING ACTIVITIES	0	0	-	0	0	0
CASH FLOWS FROM INVESTING ACTIVITIES							
Payments							
300	Purchase of Property, Plant and Equipment and Capital Works	0	0	-	0	0	0
300	Investing Payments	0	0	-	0	0	0
-300	NET CASH INFLOW/ (OUTFLOW) FROM INVESTING ACTIVITIES	0	0	-	0	0	0
CASH FLOWS FROM FINANCING ACTIVITIES							
Receipts							
300	Capital Injections from Government	0	0	-	0	0	0
300	Financing Receipts	0	0	-	0	0	0
300	NET CASH INFLOW/ (OUTFLOW) FROM FINANCING ACTIVITIES	0	0	-	0	0	0
12	CASH AT THE BEGINNING OF REPORTING PERIOD	17	17	-	17	17	17
12	CASH AT THE END OF REPORTING PERIOD	17	17	-	17	17	17

Notes to the Budget Statements

Significant variations are as follows:

Statement of Income and Expenses on Behalf of the Territory

- payment for expenses on behalf of the Territory:
 - the increase of \$0.205 million the 2011-12 estimated outcome from the original budget is due to additional funding from the Commonwealth for concession programs; and
 - the increase of \$1.560 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to indexation (\$1.510 million).

Disability and Therapy Services Operating Statement

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
Income							
Revenue							
96,097	Government Payment for Outputs	96,312	97,165	1	98,146	100,403	101,561
1,093	User Charges - Non ACT Government	1,093	1,120	2	1,148	1,177	1,207
50	Other Revenue	50	50	-	50	50	50
142	Resources Received Free of Charge	142	142	-	142	142	142
97,382	Total Revenue	97,597	98,477	1	99,486	101,772	102,960
97,382	Total Income	97,597	98,477	1	99,486	101,772	102,960
Expenses							
34,667	Employee Expenses	35,599	35,266	-1	34,755	34,689	34,958
5,077	Superannuation Expenses	5,104	5,604	10	5,528	5,436	5,344
13,354	Supplies and Services	13,370	14,519	9	13,345	13,437	13,678
891	Depreciation and Amortisation	891	891	-	801	801	784
39	Borrowing Costs	39	39	-	40	41	41
44,404	Grants and Purchased Services	44,404	43,129	-3	45,883	48,243	49,092
1	Other Expenses	1	0	-100	0	0	0
98,433	Total Ordinary Expenses	99,408	99,448	..	100,352	102,647	103,897
-1,051	Operating Result	-1,811	-971	46	-866	-875	-937

Early Intervention Operating Statement

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
Income							
Revenue							
22,805	Government Payment for Outputs	22,875	24,545	7	24,048	22,330	22,790
0	Other Revenue	0	424	#	386	71	73
55	Resources Received Free of Charge	55	55	-	55	55	55
22,860	Total Revenue	22,930	25,024	9	24,489	22,456	22,918
22,860	Total Income	22,930	25,024	9	24,489	22,456	22,918
Expenses							
8,096	Employee Expenses	8,290	8,937	8	8,932	8,145	8,200
976	Superannuation Expenses	981	1,133	15	1,124	1,016	978
4,213	Supplies and Services	4,243	4,994	18	4,312	2,980	3,074
1,116	Depreciation and Amortisation	1,116	919	-18	919	919	919
15	Borrowing Costs	15	15	-	15	15	15
10,234	Grants and Purchased Services	10,234	10,559	3	10,696	10,881	11,230
26	Other Expenses	26	27	4	28	29	30
24,676	Total Ordinary Expenses	24,905	26,584	7	26,026	23,985	24,446
-1,816	Operating Result	-1,975	-1,560	21	-1,537	-1,529	-1,528

Children, Youth and Family Services Operating Statement

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
Income							
Revenue							
69,690	Government Payment for Outputs	69,768	78,305	12	78,167	79,786	75,570
784	User Charges - Non ACT Government	784	804	3	824	844	865
102	Other Revenue	102	309	203	102	102	102
251	Resources Received Free of Charge	251	251	-	251	251	251
70,827	Total Revenue	70,905	79,669	12	79,344	80,983	76,788
70,827	Total Income	70,905	79,669	12	79,344	80,983	76,788
Expenses							
28,105	Employee Expenses	28,755	30,214	5	29,307	29,728	29,933
4,151	Superannuation Expenses	4,172	4,888	17	4,891	4,940	4,957
10,782	Supplies and Services	10,689	10,573	-1	10,285	10,495	10,683
3,227	Depreciation and Amortisation	3,227	2,288	-29	2,308	2,308	2,308
32	Borrowing Costs	32	32	-	33	34	34
27,236	Grants and Purchased Services	27,236	33,350	22	34,268	35,281	30,832
48	Other Expenses	48	49	2	50	51	53
73,581	Total Ordinary Expenses	74,159	81,394	10	81,142	82,837	78,800
-2,754	Operating Result	-3,254	-1,725	47	-1,798	-1,854	-2,012

Community Development and Policy Operating Statement

2011-12 Budget \$'000		2011-12 Est. Outcome \$'000	2012-13 Budget \$'000	Var %	2013-14 Estimate \$'000	2014-15 Estimate \$'000	2015-16 Estimate \$'000
Income							
Revenue							
27,605	Government Payment for Outputs	27,957	29,184	4	28,351	28,949	29,171
978	User Charges - Non ACT Government	978	978	-	978	978	1,002
27	User Charges - ACT Government	27	0	-100	0	0	0
80	Other Revenue	180	443	146	511	583	674
12	Resources Received Free of Charge	12	12	-	12	12	12
28,702	Total Revenue	29,154	30,617	5	29,852	30,522	30,859
Gains							
0	Other Gains	6,534	1,212	-81	1,236	1,264	1,620
0	Total Gains	6,534	1,212	-81	1,236	1,264	1,620
28,702	Total Income	35,688	31,829	-11	31,088	31,786	32,479
Expenses							
5,037	Employee Expenses	5,168	5,300	3	5,022	5,055	4,890
556	Superannuation Expenses	560	489	-13	346	205	137
7,188	Supplies and Services	7,617	8,754	15	8,218	8,529	8,547
5,080	Depreciation and Amortisation	5,024	5,393	7	5,944	6,122	6,133
1	Borrowing Costs	1	1	-	1	1	1
15,934	Grants and Purchased Services	15,934	16,158	1	16,296	16,706	17,022
33,796	Total Ordinary Expenses	34,304	36,095	5	35,827	36,618	36,730
-5,094	Operating Result	1,384	-4,266	-408	-4,739	-4,832	-4,251

Notes to the Output Class Statements

Significant variations are as follows:

Disability and Therapy Services Total Expenses

- the increase of \$0.040 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to the impact of revised wage parameters and indexation, partially offset by savings initiatives, cessation of prior year funding and one-off 2011-12 expenditure.

Early Intervention Total Expenses

- the increase of \$1.679 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to funding for new initiatives, revised wage parameters and indexation, partially offset by savings initiatives.

Community Development and Policy Total Expenses

- the increase of \$1.791 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to funding for new initiatives and indexation, partially offset by savings initiatives and one-off 2011-12 expenditure.

Children, Youth and Family Services Total Expenses

- the increase of \$7.235 million in the 2012-13 Budget from the 2011-12 estimated outcome is mainly due to funding for new initiatives, revised wage parameters and indexation, partially offset by savings initiatives and one-off 2011-12 expenditure.