

COMMUNITY SERVICES DIRECTORATE

Purpose

The Community Services Directorate (the Directorate) has responsibility for a wide range of programs and policies which deliver essential services to individuals, families and the whole ACT community. The Directorate's range of responsibilities includes: people with a disability; social housing; children and young people; families; therapy services; carers; women; the ageing; multicultural affairs; volunteering; community services and facilities; Aboriginal and Torres Strait Islander people; and concessions. In bringing these related functions together into one organisation, the Directorate provides an integrated approach to the development of policy and the delivery of a broad range of human services in the ACT.

The Directorate is committed to supporting each of its clients in a manner that recognises the stage of life and circumstances in which they find themselves, and to facilitating an outcome that is focused on their individual needs.

The Directorate undertakes its activities in accordance with its Service Delivery Platform, which is based around the following five strategic themes:

- improving outcomes for clients;
- engaging and involving clients;
- building better community partnerships;
- serving and contributing to good governance; and
- performing as a best practice organisation.

Through a focus on these themes, the Directorate will improve the linkages between programs and ensure that an emphasis on clients remains the highest priority.

2011-12 Priorities

Strategic and operational issues to be pursued in 2011-12 include:

- delivering the highest possible level of client services, by continuing to improve and consolidate the integration of disability, housing, children, youth, family, therapy, multicultural and community services;
- implementing the strategic priorities within *Future Directions, Towards Challenge 2014*;
- progressing the development of the Outcomes Based Service Funding Agreement Purchasing Framework across all community providers;
- continuing the implementation of the Government's recommendations on respite services;
- addressing demand for disability services by providing a sustained response to individuals who require support as a result of breakdown of natural and/or formal supports, and who are transitioning from school to adult life, and providing specialist after school care and holiday support for young people with complex behaviour;
- developing a pilot Therapy Assistant Program for ACT Schools, both government and non government;

- building alternative pathways to services and supports for vulnerable children and young people presenting to the Youth Justice system through the development of the diversionary framework;
- delivering early intervention and prevention initiatives that focus on services for Aboriginal and Torres Strait Islander (ATSI) children and families through the West Belconnen Child and Family Centre;
- implementing improvements at the Bimberi Youth Justice Centre (Bimberi) to ensure a best practice environment that is safe and secure and improves outcomes for the young people at the centre;
- implementing the National Quality Framework for Early Childhood Education and Care Services in line with other jurisdictions;
- continuing to build comprehensive across government support for vulnerable children and young people through the refocusing of the Youth and Family Support programs and the development of a new service framework for young people transitioning from care to independent living, including access to housing options to address youth homelessness;
- supporting children in kinship care and their carers while the Territory has a legislative responsibility for the child, up to 18 years;
- establishing a Child Death Review Committee that will review all child deaths in the ACT, consider the trends and patterns of these deaths and make recommendations that may contribute to preventing future child deaths;
- supporting the children's services sector to up-skill their workforce to meet the requirements of the new National Quality Standard in 2014;
- establishing a specialist accommodation and counselling intervention program for adult males who use violence;
- completing the ACT Languages Policy as foreshadowed in the *Multicultural Strategy 2010-2013*;
- conducting the second ATSI Elected Body election;
- completing the traditional custodians' family history project;
- facilitating Aboriginal Elders Camps for representatives of the traditional family groups to come together to discuss issues of mutual interest;
- introducing an ATSI grants program to encourage the leaders of tomorrow to undertake capacity training;
- providing additional support to enhance the staging of the National Multicultural Festival;
- enhancing support to the Work Experience and Support Program (WESP) which aims to help people from culturally and linguistically diverse backgrounds who have difficulty gaining employment;
- working with the community sector to build its sustainability;
- supporting community and children's services to meet their infrastructure needs;
- developing a volunteer statement to celebrate the ten year anniversary of the International Year of Volunteers, and recognise and support volunteers in our community;

- implementing the actions identified in the *ACT Strategic Plan for Positive Ageing 2010–2014*;
- implementing the *ACT Women's Plan 2010–2015*;
- implementing a whole of government strategy for the Prevention of Violence against Women and Children;
- supporting people with disabilities by increasing the subsidy per trip for people in wheelchairs and scoping the introduction of a smart card system for the Taxi Subsidy Scheme;
- supporting people on low incomes by increasing the level of rebate for utility concessions;
- refurbishing the remainder of the former Flynn Primary School to create a Regional Community Hub that will be available for use by community organisations;
- improving or upgrading early childhood facilities managed by the Directorate;
- refurbishing and upgrading the Holt preschool with a view to establishing an early childhood centre, occasional care centre, playgroup or playschool; and
- constructing a new early childhood centre at Holder to accommodate up to 125 children.

Business and Corporate Strategies

In accordance with its Service Delivery Platform, the Directorate will target its resources towards frontline service delivery that supports the Territory's most vulnerable people.

The Directorate will continue to develop an integrated approach to client management, recognising that some clients have complex needs that should be addressed by several areas of the Directorate, and that services should be delivered efficiently and effectively and in a way that best suits clients' needs.

The Directorate is committed to: working in partnership with community organisations; maintaining a person-centred approach within a human rights framework; having an emphasis on its people, including strengthening skills and professionalism; and encouraging work life balance and staff retention.

The Directorate has a comprehensive governance framework, which identifies its strategic risks, regular 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

2009-10 Actual	2010-11 Budget	2010-11 Estimated Outcome	2011-12 Budget ¹
867 Staffing (FTE)	860	855	887

Note:

- The increase in the 2011-12 Budget from the 2010-11 estimated outcome mainly reflects additional staffing associated with new initiatives and the opening of the West Belconnen Child and Family Centre.

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

	2010-11 Budget No.	2011-12 Budget No.	2012-13 Estimate No.	2013-14 Estimate No.	2014-15 Estimate No.
	3,875	4,025 ¹	4,065	4,100	4,150

Note:

- The increase in 2011-12 mainly reflects additional funding from the Commonwealth for disability services.

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

	2010-11 Budget No.	2011-12 Budget No.	2012-13 Estimate No.	2013-14 Estimate No.	2014-15 Estimate No.
	4,300	4,310	4,320	4,320	4,320

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 to 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

	2010-11 Budget No.	2011-12 Budget No.	2012-13 Estimate No.	2013-14 Estimate No.	2014-15 Estimate No.
	1,000	1,300 ¹	1,450	1,650	1,800

Note:

1. The increase in the 2011-12 Budget is mainly due to the opening of the West Belconnen Child and Family Centre.

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: Resubstantiation Rates

	2010-11 Budget %	2011-12 Budget %	2012-13 Estimate %	2013-14 Estimate %	2014-15 Estimate %
Re-substantiation Rate - Within 3 Months	18	15	15	15	15
Re-substantiation Rate - Within 12 Months	32	30	28	28	28

Strategic Objective 5

Improve the Outcomes for People in the Community by Providing a Range of Support Services

The Directorate provides funding to community organisations to deliver community development activities, counselling and 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

	2010-11 Budget \$'000	2011-12 Budget \$'000	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
	8,319	6,863 ¹	7,067	7,280	7,499

Note:

1. The decrease in the 2011-12 Budget is mainly due to the transfer of funding to Housing ACT for programs to support victims of domestic violence.

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

	2010-11 Budget No.	2011-12 Budget No.	2012-13 Estimate No.	2013-14 Estimate No.	2014-15 Estimate No.
Multicultural Groups	120	150	250	180	180
Community Groups	70	90	120	100	100
Total	190	240 ¹	370	280	280

Note:

1. The increase in 2011-12 reflects the expected expansion of the footprint for the National Multicultural Festival in the lead up to 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 Indicator 7: Recidivism of Young People

	2010-11 Budget %	2011-12 Budget %	2012-13 Estimate %	2013-14 Estimate %	2014-15 Estimate %
Recidivism of Sentenced Young People in Custody	45	44.5	44	43.5	43
Recidivism of Young People on Community Based Orders	36	35.5	35	34.5	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 2 placements in care

	2010-11 Budget %	2011-12 Budget %	2012-13 Estimate %	2013-14 Estimate %	2014-15 Estimate %
	65	68	70	70	70

Output Classes

	Total Cost ¹		Government Payment for Outputs	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output Class 1: Disability and Therapy Services	87,376	98,433	85,381	96,097
Output 1.1: Disability Services and Policy	75,533	85,521	73,853	83,576

Note:

1. Total cost includes depreciation and amortisation of \$0.830 million in 2010-11 and \$0.891 million in 2011-12.

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, community support, respite care and wellbeing needs of people with moderate to severe disabilities.

	Total Cost		Government Payment for Outputs	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 1.2: Therapy Services	11,843	12,912	11,528	12,521

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.

Output Classes cont.

	Total Cost ¹		Government Payment for Outputs	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output Class 2: Early Intervention	23,013	24,676	21,193	22,805
Output 2.1: Child and Family Centre Program	2,798	3,777	2,576	3,534

Note:

1. Total cost includes depreciation and amortisation of \$1.116 million in 2010-11 and \$1.116 million in 2011-12.

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	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 2.2: Children Services	20,215	20,899	18,617	19,271

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 licensing and monitoring the operation of child care services.

	Total Cost ¹		Government Payment for Outputs	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output Class 3: Community Development and Policy	22,224	22,307	18,045	17,216
Output 3.1: Community Services	15,632	15,275	11,897	10,678

Note:

1. Total cost includes depreciation and amortisation of \$3.936 million in 2010-11 and \$3.980 million in 2011-12.

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.

Output Classes cont.

	Total Cost		Government Payment for Outputs	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 3.2: Community Affairs	6,592	7,032	6,148	6,538

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 ¹		Government Payment for Outputs	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output Class 4:				
Children, Youth and Family Services	68,777	73,581	65,088	69,690
Output 4.1: Youth Services	22,465	24,199	20,518	22,176

Note:

1. Total cost includes depreciation of \$3.227 million in 2010-11 and \$3.227 million in 2011-12.

Output Description

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

	Total Cost		Government Payment for Outputs	
	2010-11	2011-12	2010-11	2011-12
	Est. Outcome \$'000	Budget \$'000	Est. Outcome \$'000	Budget \$'000
Output 4.2: Care and Protection Services	46,312	49,382	44,570	47,514

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

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output Class 1: Disability and Therapy Services			
Output 1.1: Disability Services and Policy			
a. Accommodation support (number of places)	435	434	500 ¹
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)	880	920 ²	980 ²
Services that provide the support needed for a person with a disability to live in a non-institutional setting. These include: behaviour/specialist intervention, counselling, case management, local coordination and development.			
c. Community access (hours of service)	200,000	204,000 ³	233,000 ³
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)	45,000	45,000	50,000 ⁴
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 their relationship with the Directorate and service delivery and contract management by the Directorate.			
g. Cost per head of population	\$210.62	\$209.34	\$235.10 ⁵

Notes:

1. The increase in the target for 2011–12 reflects funding for additional emergency accommodation places and the transfer of responsibility for younger people with a disability in residential aged care facilities to the ACT under the Commonwealth’s Health Reforms.
2. The increase in the 2010-11 estimated outcome and the 2011–12 Budget reflects enhanced planning and assessment services as part of the early intervention strategy for families and individuals.
3. The increase in community access hours in 2010–11 reflects the ongoing support provided to families with children with a disability who are leaving school. The increase in 2011–12 is due to additional hours for people with disabilities transitioning from school to adult life and for specialist after school care and holiday support for young people with complex behaviour associated with autism and other developmental delays.
4. The increase in the target for in-home Respite services in 2011–12 is part of the ACT commitment to the ongoing support of carers under the National Disability Agreement.
5. The increase in the target for 2011–12 is mainly due to additional Commonwealth funding and new initiatives.

Accountability Indicators cont.

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output 1.2: Therapy Services			
a. Hours of therapy services provided	63,000	63,000	66,400 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	\$189.38	\$187.98	\$194.46 ²
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.			

Notes:

1. The increase in the target for 2011–12 reflects additional hours from the pilot Therapy Assistants in Schools Program.
2. The increase in the target for 2011–12 is mainly due to new initiatives.

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output Class 2: Early Intervention			
Output 2.1: Child and Family Centre Program			
a. Number of parenting sessions	320	330	350 ¹
A parenting session is a group session that aims to improve a parent's skill/knowledge about parenting. They may be delivered in partnership with other organisations/services to strengthen community capacity to support parents.			
b. Number of Community Development/Education Programs	150	150	170 ¹
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	70	70	80 ¹
Families are supported through the 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	420
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	140
f. Client satisfaction with services	90%	90%	90%
g. Cost per head of population	\$7.85	\$7.75	\$10.38 ²

Notes:

1. The increase in the target for 2011–12 reflects the opening of the West Belconnen Child and Family Centre.
2. The increase in the target for 2011–12 is mainly due to additional Commonwealth funding for the West Belconnen Child and Family Centre.

Accountability Indicators cont.

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output 2.2: Children's Services			
a. Occasions of licence administration and compliance monitoring Visits to licensed children's services to assess compliance with the <i>Children and Young People Act 2008</i> .	925	925	465 ¹
b. Number of visits to licensed education and care services ² 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) Bill 2011</i>	n/a	n/a	280
c. Children's services satisfaction with Licensing functions	80%	85%	85%
d. Number of adoptions ³ Number of adoption orders granted including inter-country, local and step family adoptions.	15	16	n/a
e. Cost per occasion of licence administration and compliance monitoring	\$1,431	\$1,431	\$1,575 ⁴

Notes:

1. The decrease in the target for 2011–12 is due to the new arrangements associated with the implementation of the National Quality Framework standards which will commence from 1 January 2012.
2. New indicator. This new indicator reflects the introduction of the National Quality Framework standards, which will commence from 1 January 2012.
3. This indicator is now reported under Output 4.2 Care and Protection Services.
4. The increase in the target for 2011–12 is mainly due to additional resourcing for the Children's Policy and Regulation Unit.

Accountability Indicators cont.

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output Class 3: Community Development and Policy			
Output 3.1: Community Services			
a. Number of partnership forums with the community	12	12	16 ¹
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	\$42.80	\$43.32 ²	\$41.99 ³

Notes:

1. The number of partnership forums with the community will increase in 2011-12 to include meetings of the Community Recovery Sub-Committee.
2. The increase in the 2010-11 estimated outcome is due to the impact of programs rolled over from 2009-10.
3. The decrease in the target for 2011-12 is mainly due to the transfer of funding to Housing ACT for programs to support victims of domestic violence, partially offset by funding for new initiatives.

Accountability Indicators cont.

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output 3.2: Community Affairs			
a. Percentage of participants that successfully complete the Work Experience and Support Program for Migrants	85%	85%	85%
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.			
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	4	4	4
Councils include the United Ngunnawal Elders Council, Ministerial ACT Muslim Advisory Council, Ministerial Advisory Council on Women and Ministerial Advisory Council on Ageing.			
d. Number of contacts made with the Women's Information and Referral Centre	10,000	10,000	10,000
The Women's Information and Referral Centre provides information and referral services to women and their families.			
e. Cost per head of population	\$18.34	\$18.27	\$19.33 ¹

Note:

1. The increase in the target for 2011–12 is mainly due to funding for new initiatives.

Accountability Indicators cont.

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output Class 4: Children, Youth and Family Services			
Output 4.1: Youth Services			
a. Number of custody days used annually	7,000	8,000 ¹	8,000 ¹
The number of days served in custody by a young person.			
b. Number of Community Youth Justice clients	280	280	280
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	35	35
Turnaround is a program providing integrated support to young people, aged 12-18 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 12-15 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 custody day at the Youth Justice Centre ²	\$1,091	\$955 ³	n/a
f. Average cost per Youth Services client ⁴	n/a	n/a	\$19,460
The average cost of managing and/or supporting a child or young person through one or more of the following services: Community Youth Justice; Turnaround; Adolescent Day Unit; Youth Connection; and the Bimberi Youth Justice Centre.			

Notes:

1. The increase in the estimated outcome for 2010–11 and the target for 2011–12 reflects higher numbers of young people at the Bimberi Youth Justice Centre. The number of custody days is a factor of decisions made by police and judicial officers.
2. This indicator has been discontinued.
3. The decrease in the estimated outcome for 2010–11 reflects the higher number of custody days at the Bimberi Youth Justice Centre.
4. New indicator.

Accountability Indicators cont.

	2010-11 Target	2010-11 Est. Outcome	2011-12 Target
Output 4.2: Care and Protection Services			
a. Child Protection Reports and Child Concern Reports about children and young people Child Concern Reports and Child Protection Reports are defined in the <i>Children and Young People Act 2008</i> .	11,000	14,000 ¹	14,000 ¹
b. Reports requiring appraisal A report is considered to require an appraisal if, on the basis of the information received and known history of the child or young person, there appears to be reasonable risk of abuse or neglect, or that the child or young person is likely to be in need of care.	1,800	1,700 ²	1,700 ²
c. Number of child protection reports received and proceeding to appraisal that were substantiated 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.	900	900	900
d. Total number of children and young people receiving care and protection services Includes all children being supported or appraised.	1,400	1,200 ³	1,200 ³
e. Number of Aboriginal and Torres Strait Islander children and young people receiving support ⁴ Number of Aboriginal and Torres Strait Islander children and young people receiving support from Aboriginal and Torres Strait Islander Services or Child Protection Services.	300	300	300
f. Total number of children and young people for whom the Chief Executive has parental responsibility As defined by the <i>Children and Young People Act 2008</i> .	560	560	560
g. Total out-of-home care days used annually Out-of-home care includes foster care, kinship care, residential care and refuges.	195,000	210,000 ⁵	210,000 ⁵
h. Number of out-of-home care days used by Aboriginal and Torres Strait Islander children and young people ⁴ Number of out-of-home care days used for Aboriginal and Torres Strait Islander children and young people. Out-of-home care includes foster care, kinship care, residential care and refuges.	45,000	50,000 ⁵	50,000 ⁵
i. Average cost per out-of-home care day	\$135	\$125	\$135
j. Number of adoptions ⁶ Number of adoption orders granted including inter-country, local and step family adoptions.	n/a	n/a	15

Notes:

1. The 2010–11 estimated outcome and the 2011–12 target reflect the continuing increase in public awareness and reporting patterns.
2. The proportion of reports received that proceed to appraisal continues to drop with the continuation of the early intervention and diversion programs.
3. Children receiving early intervention generally have cases open for a shorter time leading to a drop in the number of open cases on a given day.
4. References to Aboriginal and Torres Strait Islander were previously referred to as Indigenous in the 2010-11 Budget.
5. The increase in the 2010–11 estimated outcome and the 2011–12 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.
6. This indicator was previously reported under Output 2.2 Children's Services.

Changes to Appropriation

Changes to Appropriation - Controlled

Government Payment for Outputs	2010-11 Est. Out. \$'000	2011-12 Budget \$'000	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
2010-11 Budget	190,870	196,613	197,891	201,926	201,926
FMA Section 16B Rollovers 2009-10					
Rollover - Multicultural Radio Grants	120	-	-	-	-
Rollover - Business and Industrial Relations Support	100	-	-	-	-
2011-12 Budget Policy Adjustments					
Out of Home Care Costs	-	523	541	561	581
Family Violence Prevention Program	-	100	104	108	112
National Multicultural Festival Enhancement	-	100	100	-	-
Work Experience and Support Program	-	40	41	42	43
Addressing Demand for Disability Services	-	2,160	2,619	2,720	2,811
OMATSIA Operating Costs and Support for ATSI Programs	-	386	344	368	425
Supporting Youth Transitioning from Out of Home Care	-	500	513	525	538
Enhanced Youth Justice Services	-	1,410	1,435	525	538
Child Death Review Committee	-	156	169	-	-
Care and Protection Community Kinship Care Program	-	236	478	486	493
Children's Services Scholarship Program	-	326	459	-	-
Flynn Regional Community Hub	-	-	15	75	120
Upgrade of Early Childhood Facilities	-	645	818	-	-
Holt Preschool Refurbishment	-	-	15	25	25
Holder Early Childhood Centre	-	-	-	275	275
Bimberi Security Upgrade	-	-	47	47	47
Therapy Assistants in Schools	-	632	-	-	-
Children and Young Peoples Equipment Service (CAPELS) Operating Costs	-	196	200	-	-
Reinstatement of Efficiency Dividend 2011-12	-	1,451	1,451	-	-
Revised Wage Parameters	(304)	(69)	928	936	947
Savings Initiative	-	(1,755)	(2,183)	(2,202)	(2,222)
2011-12 Budget Technical Adjustments					
Revised Indexation Parameters	-	504	516	529	4,077
Revised Indexation Parameters - Community Sector Funding	-	(76)	(80)	(82)	256
Revised Superannuation Contributions	-	(870)	(1,012)	(1,168)	(1,379)
Rollover - Care and Protection Recruitment	(935)	935	-	-	-
Rollover - Client Information Management System	(174)	174	-	-	-
Commonwealth Grant - National Disability Services SPP	-	281	474	700	2,000
Commonwealth Funding - Indigenous Early Childhood Development NP	-	(409)	37	37	(1,073)
Commonwealth Grant - Disability Services for Under 65's in Residential Aged Care	-	3,179	3,316	3,453	3,591
Commonwealth Grant - National Quality Agenda for Early Childhood Education and Care NP	30	157	227	212	-
Transfer - Ethnic Schools Association Funding from the Department of Education and Training	-	90	92	94	96
Transfer - Personal Care Provision from ACT Health	-	13	13	14	14
Transfer - Property Maintenance for Surplus Schools from the Department of Land and Property Services	-	91	91	92	92
Transfer - Domestic Violence Program to Housing ACT	-	(1,751)	(1,816)	(1,883)	(1,953)
Transfer - Youth Education Programs to the Education and Training Directorate	-	(160)	(164)	(168)	(172)
2011-12 Budget	189,707	205,808	207,679	208,247	212,208

Changes to Appropriation cont.

Changes to Appropriation - Territorial

	2010-11 Est. Out. \$'000	2011-12 Budget \$'000	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
Payment for Expenses on Behalf of Territory					
2010-11 Budget	35,876	37,097	37,883	38,826	38,826
2011-12 Budget Policy Adjustments					
Taxi Subsidy Scheme	-	555	569	583	598
Energy Concessions	-	193	696	1,257	1,899
Utility Concessions	-	2,000	2,050	2,101	2,154
2011-12 Budget Technical Adjustments					
Revised Indexation Parameters	-	180	186	190	1,165
Revised Commonwealth Funding - Concessions for Pensioners	(130)	(132)	54	118	118
2011-12 Budget	35,746	39,893	41,438	43,075	44,760

Changes to Appropriation - Controlled

	2010-11 Est. Out. \$'000	2011-12 Budget \$'000	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
Capital Injections					
2010-11 Budget	17,615	4,331	2,161	2,215	2,215
FMA Section 16B Rollovers from 2009-10					
Establishment of Regional Community Facilities and Neighbourhood Halls	4,007	-	-	-	-
National Partnership - Indigenous Early Childhood Development - Third Child and Family Centre	353	-	-	-	-
Additional Childcare Places - Forward Design	123	-	-	-	-
Tuggeranong 55 Plus Club	63	-	-	-	-
National Partnership - Concession for Pensioners	31	-	-	-	-
2011-12 Budget Policy Adjustments					
Child Death Review Committee	-	100	-	-	-
Flynn Regional Community Hub	-	1,000	3,000	5	25
Upgrade of Early Childhood Facilities	-	4,500	4,500	-	-
Holt Preschool Refurbishment	-	500	-	-	-
Holder Early Childhood Centre	-	5,000	2,500	-	-
Bimberi Security Upgrade	-	1,555	-	-	-
Therapy Assistants in Schools	-	15	-	-	-
2011-12 Budget Technical Adjustments					
Capital Upgrades Indexation	-	-	-	-	55
Rollover - Forde Community Centre	(352)	352	-	-	-
Rollover - Tuggeranong 55 Plus Club	(500)	500	-	-	-
Rollover - Flynn Childcare Centre	(2,000)	2,000	-	-	-
Rollover - Client Information Management System	(154)	154	-	-	-
2011-12 Budget	19,186	20,007	12,161	2,220	2,295

Changes to Appropriation - Territorial

	2010-11 Est. Out. \$'000	2011-12 Budget \$'000	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
Capital Injections					
2010-11 Budget	0	0	0	0	0
2011-12 Budget Policy Adjustment					
Taxi Subsidy Scheme	-	300	-	-	-
2011-12 Budget	-	300	-	-	-

2011-12 Capital Works Program

	Estimated Total Expenditure Cost \$'000	Estimated Pre 2011-12 \$'000	2011-12 Financing \$'000	2012-13 Financing \$'000	2013-14 Financing \$'000	Physical Completion Date
New Capital Works						
Flynn Regional Community Hub ¹	4,030	-	1,000	3,000	5	Jun 2015
Upgrade of Early Childhood Facilities	9,000	-	4,500	4,500	-	Jun 2013
Holt Preschool Refurbishment	500	-	500	-	-	Jun 2012
Holder Early Childhood Centre	7,500	-	5,000	2,500	-	Jun 2013
Bimberi Security Upgrade	1,555	-	1,555	-	-	Jun 2012
Total New Capital Works	22,585	-	12,555	10,000	5	
Capital Upgrades						
Community Facilities	1,235	-	1,235			
Youth and Childcare Facilities	875	-	875			
Total Capital Upgrades	2,110	-	2,110			
Total New Works	24,695	-	14,665	10,000	5	
Works in Progress						
Flynn Childcare Centre	4,000	1,000	3,000	-	-	Jun 2012
Regional Community Facilities Car Parks and Building Facades	3,162	1,939	1,223	-	-	Jun 2012
Tuggeranong 55 Plus Club	1,500	1,000	500	-	-	Sep 2011
Forde Community Centre	352	-	352	-	-	Oct 2011
Total Works in Progress	9,014	3,939	5,075	-	-	
Total Capital Works Program	33,709	3,939	19,740	10,000	5	

Note:

1. An additional \$0.025 million is forecast for the 2014-15 financial year.

**Community Services Directorate
Operating Statement**

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
Income							
Revenue							
190,870	Government Payment for Outputs	189,707	205,808	8	207,679	208,247	212,208
1,976	User Charges - Non ACT Government	1,976	2,855	44	2,902	2,950	2,999
26	User Charges - ACT Government	26	27	4	0	1	1
232	Other Revenue	232	232	-	232	232	232
460	Resources Received Free of Charge	460	460	-	460	460	460
193,564	Total Revenue	192,401	209,382	9	211,273	211,890	215,900
Gains							
0	Total Gains	0	0	-	0	0	0
193,564	Total Income	192,401	209,382	9	211,273	211,890	215,900
Expenses							
70,196	Employee Expenses	68,448	74,574	9	75,392	74,136	75,087
10,846	Superannuation Expenses	10,803	10,531	-3	10,564	10,284	10,220
29,688	Supplies and Services	29,726	34,334	16	33,919	33,198	32,582
9,119	Depreciation and Amortisation	9,109	9,214	1	9,483	9,627	9,678
87	Borrowing Costs	87	87	-	87	89	91
83,023	Grants and Purchased Services	83,143	90,182	8	91,444	94,291	98,026
74	Other Expenses	74	75	1	77	79	81
203,033	Total Ordinary Expenses	201,390	218,997	9	220,966	221,704	225,765
-9,469	Operating Result	-8,989	-9,615	-7	-9,693	-9,814	-9,865
-9,469	Total Comprehensive Income	-8,989	-9,615	-7	-9,693	-9,814	-9,865

**Community Services Directorate
Balance Sheet**

Budget as at 30/6/11 \$'000		Est.Outcome as at 30/6/11 \$'000	Planned as at 30/6/12 \$'000	Var %	Planned as at 30/6/13 \$'000	Planned as at 30/6/14 \$'000	Planned as at 30/6/15 \$'000
Current Assets							
2,273	Cash and Cash Equivalents	865	865	-	865	865	865
2,850	Receivables	4,329	4,329	-	4,329	4,329	4,329
0	Assets Held for Sale	26	26	-	26	26	26
81	Other	300	300	-	300	300	300
5,204	Total Current Assets	5,520	5,520	-	5,520	5,520	5,520
Non Current Assets							
196,922	Property, Plant and Equipment	214,790	220,791	3	219,458	224,541	218,308
500	Intangibles	320	408	28	422	336	250
11,855	Capital Works in Progress	5,200	10,084	94	14,261	2,761	2,761
209,277	Total Non Current Assets	220,310	231,283	5	234,141	227,638	221,319
214,481	TOTAL ASSETS	225,830	236,803	5	239,661	233,158	226,839
Current Liabilities							
3,324	Payables	7,973	7,979	..	7,985	7,991	7,997
1,181	Finance Leases	1,021	1,043	2	1,065	1,087	1,109
17,833	Employee Benefits	16,756	17,684	6	18,417	19,152	19,886
321	Other	343	343	-	343	343	343
22,659	Total Current Liabilities	26,093	27,049	4	27,810	28,573	29,335
Non Current Liabilities							
1,873	Finance Leases	2,438	2,269	-7	2,100	1,931	1,762
1,882	Employee Benefits	1,754	1,893	8	2,036	2,154	2,273
3,755	Total Non Current Liabilities	4,192	4,162	-1	4,136	4,085	4,035
26,414	TOTAL LIABILITIES	30,285	31,211	3	31,946	32,658	33,370
188,067	NET ASSETS	195,545	205,592	5	207,715	200,500	193,469
REPRESENTED BY FUNDS EMPLOYED							
146,644	Accumulated Funds	142,350	152,397	7	154,520	147,305	140,274
41,423	Reserves	53,195	53,195	-	53,195	53,195	53,195
188,067	TOTAL FUNDS EMPLOYED	195,545	205,592	5	207,715	200,500	193,469

**Community Services Directorate
Cash Flow Statement**

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
	CASH FLOWS FROM OPERATING ACTIVITIES						
	Receipts						
190,870	Cash from Government for Outputs	189,707	205,808	8	207,679	208,247	212,208
2,002	User Charges	2,002	2,882	44	2,902	2,951	3,000
12,530	Other Revenue	12,702	13,979	10	13,289	12,239	12,554
205,402	Operating Receipts	204,411	222,669	9	223,870	223,437	227,762
	Payments						
69,182	Related to Employees	68,476	73,524	7	74,518	73,283	74,234
10,844	Related to Superannuation	10,801	10,514	-3	10,562	10,284	10,220
29,292	Related to Supplies and Services	29,330	33,440	14	33,024	32,305	31,691
86	Borrowing Costs	86	86	-	86	86	86
82,954	Grants and Purchased Services	83,074	90,612	9	91,874	94,721	98,456
12,372	Other	12,544	13,821	10	13,134	12,086	12,403
204,730	Operating Payments	204,311	221,997	9	223,198	222,765	227,090
672	NET CASH INFLOW/ (OUTFLOW) FROM OPERATING ACTIVITIES	100	672	572	672	672	672
	CASH FLOWS FROM INVESTING ACTIVITIES						
	Payments						
17,694	Purchase of Property, Plant and Equipment and Capital Works	19,234	19,907	3	12,161	2,220	2,295
0	Purchase of Land and Intangibles	31	100	223	0	0	0
17,694	Investing Payments	19,265	20,007	4	12,161	2,220	2,295
-17,694	NET CASH INFLOW/ (OUTFLOW) FROM INVESTING ACTIVITIES	-19,265	-20,007	-4	-12,161	-2,220	-2,295
	CASH FLOWS FROM FINANCING ACTIVITIES						
	Receipts						
17,615	Capital Injection from Government	19,186	20,007	4	12,161	2,220	2,295
17,615	Financing Receipts	19,186	20,007	4	12,161	2,220	2,295
	Payments						
350	Distributions to Government	350	350	-	350	350	350
322	Repayment of Finance Lease	322	322	-	322	322	322
672	Financing Payments	672	672	-	672	672	672
16,943	NET CASH INFLOW/ (OUTFLOW) FROM FINANCING ACTIVITIES	18,514	19,335	4	11,489	1,548	1,623
-79	NET INCREASE/ (DECREASE) IN CASH HELD	-651	0	100	0	0	0
2,352	CASH AT BEGINNING OF REPORTING PERIOD	1,516	865	-43	865	865	865
2,273	CASH AT THE END OF THE REPORTING PERIOD	865	865	-	865	865	865

**Community Services Directorate
Statement of Changes in Equity**

Budget as at 30/6/11 \$'000		Est.Outcome as at 30/6/11 \$'000	Planned as at 30/6/12 \$'000	Var %	Planned as at 30/6/13 \$'000	Planned as at 30/6/14 \$'000	Planned as at 30/6/15 \$'000
Opening Equity							
138,848	Opening Accumulated Funds	132,498	142,350	7	152,397	154,520	147,305
41,423	Opening Asset Revaluation Reserve	53,195	53,195	-	53,195	53,195	53,195
180,271	Balance at the Start of the Reporting Period	185,693	195,545	5	205,592	207,715	200,500
Comprehensive Income							
0	Net Effect of a Correction of an Error	5	5	-	5	729	889
-9,469	Operating Result for the Period	-8,989	-9,615	-7	-9,693	-9,814	-9,865
-9,469	Total Comprehensive Income	-8,984	-9,610	-7	-9,688	-9,085	-8,976
0	Total Movement In Reserves	0	0	-	0	0	0
Transactions Involving Owners Affecting Accumulated Funds							
17,615	Capital Injections	19,186	20,007	4	12,161	2,220	2,295
-350	Capital Distributions	-350	-350	-	-350	-350	-350
17,265	Total Transactions Involving Owners Affecting Accumulated Funds	18,836	19,657	4	11,811	1,870	1,945
Closing Equity							
146,644	Closing Accumulated Funds	142,350	152,397	7	154,520	147,305	140,274
41,423	Closing Asset Revaluation Reserve	53,195	53,195	-	53,195	53,195	53,195
188,067	Balance at the End of the Reporting Period	195,545	205,592	5	207,715	200,500	193,469

Notes to the Budget Statements

Significant variations are as follows:

Operating Statement

- government payment for outputs:
 - the decrease of \$1.163 million in the 2010-11 estimated outcome from the original budget is mainly due to programs rolled over to 2011-12 (\$0.889 million); and

- the increase of \$16.101 million in the 2011-12 Budget from the 2010-11 estimated outcome is mainly due to new initiatives for 2011-12 (\$7.410 million), additional funding from the Commonwealth for disability (\$6.106 million) and early intervention services (\$1.025 million), additional funding for the West Belconnen Child and Family Centre (\$0.2 million) and speech pathology (\$0.131 million), programs rolled over from 2010-11 (\$1.109 million), revised wage parameters (\$1.975 million), and indexation of non-salary expenses (\$3.579 million). This is partially offset by the transfer of funding to Housing ACT for programs that support victims of domestic violence (\$1.751 million), a reduction in the superannuation requirement (\$0.270 million), the savings initiative (\$1.755 million), cessation of prior year funding (\$1.273 million) and one-off expenditure in 2010-11 for programs deferred from 2009-10 (\$0.220 million).
- user charges non-ACT Government: the increase of \$0.879 million in the 2011-12 Budget from the 2010-11 estimated outcome is mainly due to an increase in rental income from community facilities.
- employee and superannuation expenses:
 - the decrease of \$1.791 million in the 2010-11 estimated outcome from the original budget is due to temporary staff vacancies for care and protection workers (\$1.017 million), recalculation of long service leave (\$0.501 million) and revised wage parameters (\$0.273 million); and
 - the increase of \$5.854 million in the 2011-12 Budget from the 2010-11 estimated outcome is primarily due to revised wage parameters (\$1.975 million), new initiatives for 2011-12 (\$3.035 million), additional funding from the Commonwealth for early intervention services (\$1.149 million), additional funding for speech pathology (\$0.131 million) and costs associated with fully staffing care and protection workers (\$1.017 million). This is partially offset by a reduction in the superannuation requirement (\$0.270 million) and a reduction associated with the savings initiative (\$1.172 million).
- supplies and services:
 - the increase of \$4.608 million in the 2011-12 Budget from the 2010-11 estimated outcome is primarily due to new initiatives for 2011-12 (\$1.325 million), programs rolled over from 2010–11 (\$1.109 million), additional expenses associated with the regional community facilities (\$0.829 million), indexation (\$0.944 million), realignment of expenditure from Grants and Purchased Services (\$0.5 million) and additional Commonwealth funding for disability and early intervention services (\$0.703 million). This is partially offset by cessation of prior year funding and one-off expenditure in 2010–11 (\$0.350 million) and savings initiative (\$0.583 million).
- depreciation and amortisation: the increase of \$0.105 million in the 2011-12 Budget from the 2010-11 estimated outcome is mainly due to the impact of new initiatives.

- grants and purchased services: the increase of \$7.039 million in the 2011-12 Budget from the 2010-11 estimated outcome is mainly due to new initiatives for 2011-12 (\$2.766 million), additional funding from the Commonwealth for disability services (\$5.279 million) and indexation (\$2.635 million). This is partially offset by the transfer of funding to Housing ACT for programs that support victims of domestic violence (\$1.751 million), realignment of expenditure to Supplies and Services (\$0.5 million), cessation of prior year funding and one-off expenditure in 2010-11 (\$1.143 million) and the impact of the efficiency dividend introduced in the 2010-11 Budget (\$0.199 million).

Balance Sheet

- current assets: the increase of \$0.316 million in the 2010-11 estimated outcome from the original budget is largely due to the flow-on impact of the 2009-10 audited outcome relating to receivables, prepayments and cash.
- non current assets:
 - the increase of \$11.033 million in the 2010-11 estimated outcome from the original budget is largely due to the flow-on impact of the 2009-10 audited outcome, and the rollover of capital works (\$1.571 million); and
 - the increase of \$10.973 million in the 2011-12 Budget from the 2010-11 estimated outcome is largely due to additional funding for capital projects.
- current liabilities:
 - the increase of \$3.434 million in the 2010-11 estimated outcome from the original budget is largely due to the flow-on impact of the 2009-10 audited outcome, increase in payables, the change in the methodology in calculating employee leave provisions and the impact of anticipated wages increases; and
 - the increase of \$0.956 million in the 2011-12 Budget from the 2010-11 estimated outcome is largely due to the impact of revised wage parameters and the expected growth in employee benefits.
- non current liabilities: the increase of \$0.437 million in the 2010-11 estimated outcome from the original budget is largely due to the flow-on impact of the 2009-10 audited outcome including an increase in finance leases liabilities and a change to the methodology for calculating employee leave provisions.

Cash Flow Statement

Variances in the statement are explained in the notes above.

Statement of Changes in Equity

Variances in the statement are explained in the notes above.

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

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
	Income						
	Revenue						
35,876	Payment for Expenses on behalf of Territory	35,746	39,893	12	41,438	43,075	44,760
35,876	Total Revenue	35,746	39,893	12	41,438	43,075	44,760
	Gains						
0	Total Gains	0	0	-	0	0	0
35,876	Total Income	35,746	39,893	12	41,438	43,075	44,760
	Expenses						
0	Depreciation and Amortisation	0	0	-	20	20	20
17,981	Grants and Purchased Services	17,981	21,498	20	22,538	23,621	24,842
17,895	Other Expenses	17,765	18,395	4	18,900	19,454	19,918
35,876	Total Ordinary Expenses	35,746	39,893	12	41,458	43,095	44,780
0	Operating Result	0	0	-	-20	-20	-20
0	Total Comprehensive Income	0	0	-	-20	-20	-20

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

Budget as at 30/6/11 \$'000		Est.Outcome as at 30/6/11 \$'000	Planned as at 30/6/12 \$'000	Var %	Planned as at 30/6/13 \$'000	Planned as at 30/6/14 \$'000	Planned as at 30/6/15 \$'000
Current Assets							
28	Cash and Cash Equivalents	12	12	-	12	12	12
2,504	Receivables	3,390	3,390	-	3,390	3,390	3,390
2,532	Total Current Assets	3,402	3,402	-	3,402	3,402	3,402
Non Current Assets							
0	Property, Plant and Equipment	0	0	-	280	260	240
0	Capital Works in Progress	0	300	#	0	0	0
0	Total Non Current Assets	0	300	#	280	260	240
2,532	TOTAL ASSETS	3,402	3,702	9	3,682	3,662	3,642
Current Liabilities							
2,532	Payables	3,402	3,402	-	3,402	3,402	3,402
2,532	Total Current Liabilities	3,402	3,402	-	3,402	3,402	3,402
2,532	TOTAL LIABILITIES	3,402	3,402	-	3,402	3,402	3,402
0	NET ASSETS	0	300	#	280	260	240
REPRESENTED BY FUNDS EMPLOYED							
0	Accumulated Funds	0	300	#	280	260	240
0	TOTAL FUNDS EMPLOYED	0	300	#	280	260	240

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

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
	CASH FLOWS FROM OPERATING ACTIVITIES						
	Receipts						
17,895	Cash from Government for EBT	17,765	18,948	7	19,469	20,017	20,514
17,981	Cash from Government - CSO	17,981	20,945	16	21,969	23,058	24,246
	Payments						
517	Other Revenue	517	605	17	582	583	584
36,393	Operating Receipts	36,263	40,498	12	42,020	43,658	45,344
	Payments						
17,981	Grants and Purchased Services	17,981	21,498	20	22,538	23,621	24,842
18,412	Other	18,282	19,000	4	19,482	20,037	20,502
36,393	Operating Payments	36,263	40,498	12	42,020	43,658	45,344
0	NET CASH INFLOW/ (OUTFLOW) FROM OPERATING ACTIVITIES	0	0	-	0	0	0
	CASH FLOWS FROM INVESTING ACTIVITIES						
	Payments						
0	Purchase of Property, Plant and Equipment and Capital Works	0	300	#	0	0	0
0	Investing Payments	0	300	#	0	0	0
0	NET CASH INFLOW/ (OUTFLOW) FROM INVESTING ACTIVITIES	0	-300	#	0	0	0
	CASH FLOWS FROM FINANCING ACTIVITIES						
	Receipts						
0	Capital Injection from Government	0	300	#	0	0	0
0	Financing Receipts	0	300	#	0	0	0
0	NET CASH INFLOW/ (OUTFLOW) FROM FINANCING ACTIVITIES	0	300	#	0	0	0
0	NET INCREASE/ (DECREASE) IN CASH HELD	0	0	-	0	0	0
28	CASH AT BEGINNING OF REPORTING PERIOD	12	12	-	12	12	12
28	CASH AT THE END OF THE REPORTING PERIOD	12	12	-	12	12	12

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 \$4.147 million in the 2011-12 Budget from the 2010-11 estimated outcome is due to funding for energy concessions (\$0.193 million), utility concessions (\$2 million) and the Taxi Subsidy Scheme (\$0.555 million), and a projected increase in the level of concessions payments and indexation (\$1.399 million).

Disability and Therapy Services Operating Statement

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
Income							
Revenue							
85,701	Government Payment for Outputs	85,381	96,097	13	96,128	97,211	100,282
1,066	User Charges - Non ACT Government	1,066	1,093	3	1,120	1,148	1,177
50	Other Revenue	50	50	-	50	50	50
142	Resources Received Free of Charge	142	142	-	142	142	142
86,959	Total Revenue	86,639	97,382	12	97,440	98,551	101,651
Gains							
0	Total Gains	0	0	-	0	0	0
86,959	Total Income	86,639	97,382	12	97,440	98,551	101,651
Expenses							
33,701	Employee Expenses	33,348	34,667	4	34,792	34,420	34,861
5,184	Superannuation Expenses	5,162	5,077	-2	5,086	4,975	4,967
12,422	Supplies and Services	12,248	13,354	9	12,890	12,700	12,963
830	Depreciation and Amortisation	830	891	7	891	801	801
39	Borrowing Costs	39	39	-	39	40	41
35,749	Grants and Purchased Services	35,749	44,404	24	44,709	46,484	48,886
0	Other Expenses	0	1	-	1	1	1
87,925	Total Ordinary Expenses	87,376	98,433	13	98,408	99,421	102,520
-966	Operating Result	-737	-1,051	-43	-968	-870	-869
-966	Total Comprehensive Income	-737	-1,051	-43	-968	-870	-869

Early Intervention Operating Statement

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
Income							
Revenue							
21,194	Government Payment for Outputs	21,193	22,805	8	23,557	23,374	22,453
55	Resources Received Free of Charge	55	55	-	55	55	55
21,249	Total Revenue	21,248	22,860	8	23,612	23,429	22,508
Gains							
0	Total Gains	0	0	-	0	0	0
21,249	Total Income	21,248	22,860	8	23,612	23,429	22,508
Expenses							
7,054	Employee Expenses	6,978	8,096	16	8,076	8,138	8,240
920	Superannuation Expenses	917	976	6	968	970	971
3,684	Supplies and Services	3,714	4,213	13	4,628	4,217	2,976
1,116	Depreciation and Amortisation	1,116	1,116	-	1,116	1,116	1,116
15	Borrowing Costs	15	15	-	15	15	15
10,247	Grants and Purchased Services	10,247	10,234	..	10,577	10,736	10,952
26	Other Expenses	26	26	-	27	28	29
23,062	Total Ordinary Expenses	23,013	24,676	7	25,407	25,220	24,299
-1,813	Operating Result	-1,765	-1,816	-3	-1,795	-1,791	-1,791
-1,813	Total Comprehensive Income	-1,765	-1,816	-3	-1,795	-1,791	-1,791

**Community Development and Policy
Operating Statement**

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
	Income						
	Revenue						
17,840	Government Payment for Outputs	18,045	17,216	-5	17,559	17,209	17,609
145	User Charges - Non ACT Government	145	978	574	978	978	978
26	User Charges - ACT Government	26	27	4	0	1	1
80	Other Revenue	80	80	-	80	80	80
12	Resources Received Free of Charge	12	12	-	12	12	12
18,103	Total Revenue	18,308	18,313	..	18,629	18,280	18,680
	Gains						
0	Total Gains	0	0	-	0	0	0
18,103	Total Income	18,308	18,313	..	18,629	18,280	18,680
	Expenses						
3,341	Employee Expenses	3,297	3,706	12	3,772	3,506	3,550
669	Superannuation Expenses	667	327	-51	288	200	136
4,361	Supplies and Services	4,461	5,985	34	6,268	6,094	6,242
3,946	Depreciation and Amortisation	3,936	3,980	1	4,167	4,401	4,452
1	Borrowing Costs	1	1	-	1	1	1
9,742	Grants and Purchased Services	9,862	8,308	-16	8,305	8,481	8,753
22,060	Total Ordinary Expenses	22,224	22,307	..	22,801	22,683	23,134
-3,957	Operating Result	-3,916	-3,994	-2	-4,172	-4,403	-4,454
-3,957	Total Comprehensive Income	-3,916	-3,994	-2	-4,172	-4,403	-4,454

Children, Youth and Family Services Operating Statement

2010-11 Budget \$'000		2010-11 Est.Outcome \$'000	2011-12 Budget \$'000	Var %	2012-13 Estimate \$'000	2013-14 Estimate \$'000	2014-15 Estimate \$'000
Income							
Revenue							
66,135	Government Payment for Outputs	65,088	69,690	7	70,435	70,453	71,864
765	User Charges - Non ACT Government	765	784	2	804	824	844
102	Other Revenue	102	102	-	102	102	102
251	Resources Received Free of Charge	251	251	-	251	251	251
67,253	Total Revenue	66,206	70,827	7	71,592	71,630	73,061
Gains							
0	Total Gains	0	0	-	0	0	0
67,253	Total Income	66,206	70,827	7	71,592	71,630	73,061
Expenses							
26,100	Employee Expenses	24,825	28,105	13	28,752	28,072	28,436
4,073	Superannuation Expenses	4,057	4,151	2	4,222	4,139	4,146
9,221	Supplies and Services	9,303	10,782	16	10,133	10,187	10,401
3,227	Depreciation and Amortisation	3,227	3,227	-	3,309	3,309	3,309
32	Borrowing Costs	32	32	-	32	33	34
27,285	Grants and Purchased Services	27,285	27,236	..	27,853	28,590	29,435
48	Other Expenses	48	48	-	49	50	51
69,986	Total Ordinary Expenses	68,777	73,581	7	74,350	74,380	75,812
-2,733	Operating Result	-2,571	-2,754	-7	-2,758	-2,750	-2,751
-2,733	Total Comprehensive Income	-2,571	-2,754	-7	-2,758	-2,750	-2,751

Notes to the Output Class Statements

Significant variations are as follows:

Disability and Therapy Services Total Expenses

- the increase of \$11.057 million in the 2011–12 Budget from the 2010–11 estimated outcome is mainly due to additional Commonwealth funding for disability services, funding for new initiatives in 2011–12, adjustments to depreciation, superannuation adjustments and the impact of revised wage parameters and indexation.

Early Intervention Total Expenses

- the increase of \$1.663 million in the 2011–12 Budget from the 2010–11 estimated outcome is mainly due to additional funding from the Commonwealth for early intervention services, the impact of revised wage parameters and indexation.

Community Development Policy Total Expenses

- the increase of \$0.083 million in the 2011–12 Budget from the 2010–11 estimated outcome is mainly due to funding for new initiatives in 2011–12, rental income from community facilities and indexation, partially offset by the transfer of funding to Housing ACT for programs that support victims of domestic violence

Children, Youth and Family Services Total Expenses

- the increase of \$4.804 million in the 2011–12 Budget from the 2010–11 estimated outcome is mainly due to new funding for initiatives in 2011-12, the impact of revised wage parameters and indexation, partially offset by superannuation adjustments.