



Department of Families, Fairness and Housing Annual Report

2023–24

The department proudly acknowledges Victoria’s Aboriginal communities and their rich culture and pays respect to their Elders past and present.

We acknowledge Aboriginal people as Australia’s First Peoples and as the Traditional Owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal people and communities to Victorian life and how this enriches us.

We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.

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Responsible body's declaration

Hon Lizzie Blandthorn MP

Minister for Children (Coordinating Minister)
Minister for Disability

The Hon Harriet Shing MP

Minister for Equality
Minister for Housing

Ingrid Stitt MP

Minister for Ageing

The Hon Natalie Hutchins MP

Minister for Women

The Hon Natalie Suleyman MP

Minister for Veterans
Minister for Youth

The Hon Ros Spence MP

Minister for Carers and Volunteers

The Hon Vicki Ward MP

Minister for Prevention of Family Violence

Dear Ministers

In accordance with the *Financial Management Act 1994*, I am pleased to present the Department of Families, Fairness and Housing Annual Report for the year ending 30 June 2024.



Peta McCammon

Secretary
Department of Families, Fairness and Housing

16 October 2024

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Section 1: About the department

Secretary's foreword



I acknowledge the Traditional Owners of the lands across Victoria and pay my respects to all First Peoples, including their Elders past and present.

On behalf of the Department of Families, Fairness and Housing, I am proud to present the 2023–24 annual report.

Our department does critical work to improve the lives of children, young people, families and people with disability. This work supports the safety and inclusion of all Victorians. In doing so, we serve some of the most at-risk people in our community by listening to and engaging with them.

We know that Victorian laws, policies, systems and structures have, over time, had negative impacts on Aboriginal Victorians. This has led to entrenched systemic and structural racism. We are committed to transforming our systems, services and policies to create lasting change and practical outcomes for First Peoples. Our dedicated Aboriginal Self-Determination and Outcomes Division continues to drive critical work to improve outcomes for Aboriginal Victorians.

Embedding self-determination in all our work is key to this transformation – and we know that First Peoples are best placed to make decisions over matters that affect their lives. We also remain committed to supporting the Yoorrook Justice Commission's work and the upcoming Treaty process.

As a department, we know we still have a lot of work ahead of us, and we are committed to being open about where we need to improve. At the same time, there are many examples in this report of how our dedicated workforce continues to improve the lives of Victorians. In 2023–24, we have:

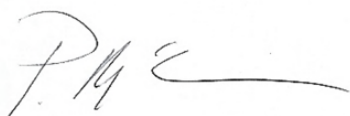
- > delivered more homes for Victorians, as part of the landmark \$5.3 billion Big Housing Build, with more than 9,600 homes completed or underway as of 30 June 2024, representing 80% of the target for 12,000 new social and affordable homes
- > increased investment to address homelessness among First Peoples, with the establishment of 2 Aboriginal-specific entry points and multidisciplinary teams by Ngwala Wilumbong and Wathaurong Aboriginal Co-operative
- > improved job readiness and workforce capability in the child and family services sector through the *Switch to Social Work* program, in partnership with the Centre for Excellence in Child and Family Welfare and La Trobe University
- > prepared for the implementation of the *Children and Health Legislation Amendment (Statement of Recognition, Aboriginal Self-determination and Other Matters) Act 2023*, recognising that Aboriginal people are best placed to make decisions and deliver services that protect the best interests of Aboriginal children, through the Statement of Recognition
- > commenced implementation of the recommendations from *Yoorrook for justice: report into Victoria's Child protection and criminal justice systems* and educating staff at all levels of the department about Treaty and the Treaty process
- > supported young people in residential care to access therapeutic supports. As of 1 January 2024, 75% of non-therapeutic residential care homes have received increased funding to provide access to therapeutic supports, to support young people to recover from abuse and trauma and to develop while in care

- > contributed to the government's response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission). As the lead department responsible for coordinating the Victorian Government response, working with Victorian Government departments and other jurisdictions to develop positions and responses to the report's 222 recommendations
- > implemented the *Disability and Social Services Regulation Amendment Act 2023* (the Act) to strengthen protections, safeguards and residential rights for people with disability in Victoria
- > invested in public autism assessments and Disability Liaison Officers to improve access to essential health services for people with disability, under the *Inclusive Victoria: state disability plan 2022–2026*
- > continued to deliver *Pride in our future: Victoria's LGBTIQ+ strategy 2022–32*, and providing grants for 58 projects through its 3 competitive grants programs: the Pride Events and Festivals Fund, the LGBTIQ+ Organisational Development program, and the new LGBTIQ+ Sector Strengthening program
- > received over 168,000 referrals to The Orange Door and provided a response to more than 206,000 people, including over 116,000 adults and 90,000 children and young people
- > trained more than 16,000 professionals to use the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and the Family Violence Information Sharing (FVIS) scheme to strengthen information sharing and family violence risk assessments
- > supported 1,040 children and young people and their families to reduce violence in the home and increase the safety of impacted family members, through the Adolescent Family Violence in the Home program
- > provided 54 community organisations with funding to support local community and volunteer-led organisations, helping address short-term needs following recent emergencies as well as higher living costs, through the Community Participation and Support initiative
- > provided hardship payments after the December 2023–January 2024 floods and storms and the February 2024 bushfires and storms
- > launched the Victorian Veterans Card – an Australian first
- > delivered initiatives engaging and boosting opportunities for Victorian young people, including through Community Support Groups, Le Mana Pasifika Project, Living Learning program and expanding local youth infrastructure such as youth hubs and Scout halls
- > delivered over 3,000 low-cost or free events, in partnership with local councils, libraries and community organisations, across the state for older Victorians to enjoy as part of the Seniors Festival celebrations in October 2023
- > released *Our equal state: Victoria's gender equality strategy and action plan 2023–2027*, including 110 whole-of-government and portfolio-specific actions to embed a shared responsibility for gender equality across government
- > promoted social inclusion and community connection, with funding provided to around 400 neighbourhood houses, 16 networks and Neighbourhood Houses Victoria, as part of the Neighbourhood House Coordination Program.

We are proud of the work we have done to improve the lives of so many Victorians. We know there is still more to do to make our state a positive, fair and inclusive place for all.

I am constantly impressed with the hard work, passion and dedication of the people who work in our department, and our partners who help us deliver critical services and support to people in our community.

Over the next 12 months, we commit to continuing to build on these partnerships and work together to address inequality and create a fairer and safer Victoria.



Peta McCammon

Secretary

Department of Families, Fairness and Housing

Acknowledgement of First Peoples

We acknowledge the Traditional Owners of the lands and waters on which we live and work. We pay respect to and recognise the contributions of their Elders past and present who have fought tirelessly for the rights of their communities. The sovereignty of Victoria's First Peoples has never been ceded. Their strength and resilience as the world's oldest living culture is enduring.

Commitment to self-determination

We recognise self-determination is critical to achieving positive outcomes for Victoria's First Peoples. As a department, we are committed to enabling self-determination in accordance with the Victorian Aboriginal Affairs Framework and striving to achieve outcomes along the self-determination continuum, continue to live with the intergenerational effects of dispossession, child removal and other discriminatory government policies. We acknowledge that the impacts of colonisation continue to influence the department's systems and structures.

We are deeply committed to addressing these impacts by embedding cultural safety and self-determination principles in all we do. Aboriginal self-determination means different things to different people. But we know that the right for First Peoples to freely determine their political status, and to pursue social, cultural and economic development based on their values and ways of life, is enshrined in the United Nations Declaration on the Rights of Indigenous Peoples. We must listen to First Peoples across the state when they tell us what they need for themselves, their families and their communities to thrive. We will hold ourselves accountable to their decisions on matters that affect their lives and communities. This includes through Victoria's contributions to the National Agreement on Closing the Gap.

We also continue our commitment to the truth and Treaty processes including responding to the Yoorrook Justice Commission and being ready to participate in the Treaty process.

Aboriginal voice

In support of our ongoing commitment to advancing Aboriginal self-determination, our Aboriginal policy, legislation and system reform work is driven by Aboriginal voice, knowledge and cultural leadership. This work not only supports Victorian communities, but also staff within our department.

The department uses Aboriginal governance structures to elevate the voice of local Aboriginal communities and inform the direction setting of policies, programs and service delivery. These structures cover the department's full portfolio of responsibilities and oversee the implementation of its key Aboriginal strategies and frameworks including *Korin Korin Balit-Djak*, *Dhelk Dja: Safe Our Way*, *Wungurilwil Gapgapduir*, and *Mana-na woom-tyeen maar-takoort*.

Closing the gap

The department's work to support Aboriginal self-determination includes acquitting our commitments under the National Agreement on Closing the Gap (National Agreement).

At the centre of the National Agreement are 4 priority reforms that focus on changing the way governments work with Aboriginal and Torres Strait Islander people. The *Victorian Closing the Gap implementation plan 2021–2023* (the implementation plan) outlines the actions Victoria will undertake to achieve the objectives of the National Agreement.

The implementation plan focuses on embedding key priority reform enablers across the Victorian Government. The priority reforms are interconnected and all are needed to achieve the objectives of the National Agreement, and support practical outcomes for First Nations communities in Victoria.

Cultural Safety

The department continues to focus on improving cultural safety and competence internally and across the funded sector. This work aims to build service quality and outcomes for Aboriginal staff, clients, and communities. This work remains a priority for the department in exploring the implementation of the Aboriginal cultural safety framework to funded agencies.

Our vision

Safe and supported children and families, in stable homes and strong communities.

How we will achieve it

Standing up for inclusion and equality, preventing harm and discrimination, and delivering social and housing support to Victorians who need it.

Our outcomes

Our outcomes describe what we aim to achieve.

- > Aboriginal voice, knowledge and cultural leadership drive Aboriginal policy, legislation and system reform.
- > Children, young people and families are safe, strong and supported.
- > Victorian communities are safe, fair, inclusive and resilient.
- > All Victorians have stable, affordable and appropriate housing.
- > Our social services system is integrated, effective, person-centred and sustainable.

Our values

Our values describe what we stand for as a department, how we want to make decisions and how we expect each other to behave.



We are responsive

- > We provide frank, impartial and timely advice to the Victorian Government
- > We provide high-quality services to the Victorian community.
- > We identify and promote best practice.



We have integrity

- > We are honest, open and transparent in our dealings.
- > We use powers responsibly.
- > We report improper conduct.
- > We avoid any real or apparent conflicts of interest.
- > We strive to earn and sustain public trust.



We are impartial

- > We make decisions and provide advice on merit and without bias, caprice, favouritism or self-interest.
- > We act fairly by objectively considering all relevant facts and fair criteria.
- > We implement Victorian Government policies and programs equitably.



We show respect

- > We show respect for colleagues, other public officials and members of the Victorian community.
- > We treat our colleagues, other public officials and members of the Victorian community fairly and objectively.
- > We ensure freedom from discrimination, harassment and bullying.
- > We use the views of colleagues, other public officials and members of the Victorian community to improve outcomes on an ongoing basis.



We are accountable

- > We work towards clear objectives in a transparent manner.
- > We accept responsibility for our decisions and actions.
- > We seek to achieve the best use of resources.
- > We submit ourselves to appropriate scrutiny.



We lead

- > We actively implement, promote and support these values.



We respect human rights

- > We respect and promote the human rights set out in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.
- > We make decisions and provide advice consistent with human rights.
- > We actively implement, promote and support human rights.

Purpose and functions

Our purpose

The department is responsible for leading within the Victorian Government on child protection and family services, prevention of family violence, housing and homelessness, disability, seniors, carers, LGBTIQ+ equality, veterans, women and youth.

Ageing

The department supports older Victorians and their carers to live happy, healthy lives. We provide advice and funding for seniors' programs and participation. We deliver the Seniors Card, Companion Card, and Carer Card programs.

Each year, we deliver the Victorian Seniors Festival, in partnership with Victoria's 79 local councils. In October 2023, the Seniors Festival delivered more than 3,000 events across the state. As part of the Seniors Festival, the department delivers the Victorian Senior of the Year Awards to recognise and celebrate senior Victorians who contribute to the Victorian community through volunteering.

The department works across government actively collaborating to put Victoria's *Ageing well action plan 2022–2026* into practice. The plan encourages all levels of government and the community sector to adopt an 'ageing well' lens when designing policies and programs that affect older people. We also fund several non-government organisations to deliver work aligned with the action plan.

The department also supports elder abuse prevention and response. This helps us to understand, identify and address elder abuse, and it also supports local place-based action to raise awareness of elder abuse and stop it from happening.

Carers and Volunteers

The department helps Victorians feel included in their communities. We do this by encouraging people to get involved in volunteering and being part of community places like Neighbourhood Houses and Men's Sheds.

Our programs provide support for people experiencing economic exclusion and hardship, including financial capability programs.

We also partner with organisations across the state including Foodbank Victoria, regional Food Shares and local community organisations to strengthen food security across Victoria and help more people to put food on the table.

Under the *Victorian carer strategy*, the department supports unpaid carers. This includes the Support for Carers program and Additional Respite for Carers initiative, as well as benefits provided to Victorian Carer Card holders.

Children

The department is responsible for the delivery and oversight of the children and families service system that helps children, young people and families have better lives. This includes the direct delivery of statutory child protection services, family support and parenting services, care services and specialist support services, to young people leaving care and Aboriginal children and families. These services form part of the Children portfolio, along with early years services supported by the Department of Education and the Department of Health.

We support the Children portfolio through the design and implementation of legislation, policies, programs and practical advice. We provide stewardship and oversight of the children and families system. We work with communities, the child and family services sector, people with lived experience and across government to achieve real change.

We have 4 main goals:

- > Aboriginal children and families are no longer over-represented in child protection and care services
- > implement early intervention and prevention programs so fewer children are reported and re-reported to child protection
- > reduce children needing to go into care, especially Aboriginal children and young people
- > support an Aboriginal-led approach to better support overall cultural needs for children, young people, families and carers.

The department is also listening to the people who use our services through the *Client voice framework*. We want to make sure everyone's voice is heard and that the changes we make are really helping the people who use our services.

We are fully committed to advancing Aboriginal self-determination – including supporting the development of the next *Wungurilwil Gapgapduir: Aboriginal Children and Families Strategic Action plan*. We are also building on current work and recommendations of the Yoorrook for Justice Report to progress towards a more self-determined Aboriginal child and family service system that can reduce over-representation of Aboriginal children in statutory care.

Concessions

The department delivers the Household Concessions Program which provides support to Victorians on low incomes or experiencing financial hardship, who need help meeting the rising cost of living. The program delivers concessions to help eligible low-income households pay for energy, water and municipal rates.

Disability

The department works closely with people with disability, their families and carers to make sure everyone is included and can do the things they want to. We team up with the Victorian Disability Advisory Council and other groups to ensure government policies, programs and services include everyone.

We are responsible for executing *Inclusive Victoria: state disability plan 2022–2026*. We developed this plan together with people with disability, including the Victorian Disability Advisory Council.

The plan sets out 6 systemic reforms and 175 actions. The actions aim to improve life for people with disability, including their health, mental health and wellbeing, housing, community and online participation, education, employment and safety.

We foster whole-of-government collaboration to implement the *Victorian autism plan*. This plan was released in December 2019 in response to the Parliamentary Inquiry into Services for People with Autism Spectrum Disorder.

We deliver the Victorian Disability Advocacy Program. This program helps people with disabilities advocate for themselves and for systemic change. We also contribute to the National Disability Insurance Scheme (NDIS), which helps people with disabilities get the support they need.

We deliver the Forensic Disability Program under the *Disability Act 2006*. This program helps people with cognitive disability who are in the criminal justice system. It helps them get the support they need so they can be part of the community and stay safe.

The Senior Practitioner is responsible for ensuring that the rights of people with disability who are subject to restrictive practices and compulsory treatment are protected, as well as promoting the reduction and elimination of the use of restrictive practices.

We operate Victoria's largest portfolio of Specialist Disability Accommodation providing homes to nearly 3,000 Victorians with disability.

Emergency management

The department helps Victorians respond to and recover from emergencies, especially Victorians who face greater risk. We have specific roles and responsibilities under the State Emergency Management Plan including to coordinate the delivery of emergency and temporary accommodation, Emergency Relief Payments, Emergency Re-establishment Assistance, and psychological supports to impacted Victorians.

LGBTIQA+ equality

Through the government's 10-year LGBTIQA+ strategy, *Pride in our future 2022–2032*, the department drives Victoria's nation-leading work to create a more inclusive and cohesive state for all LGBTIQA+ Victorians to live as their authentic selves.

We do this by listening to and elevating the voices of LGBTIQA+ Victorians across all government departments. We ensure policies and programs support and celebrate the diversity of Victoria's LGBTIQA+ communities.

We boost the capacity of LGBTIQA+ organisations, services and events to increase visibility, resilience and capability, ensuring LGBTIQA+ communities are safe and strong.

Housing

The department is delivering more and better homes for more Victorians.

We are focusing on the fundamentals:

- > providing housing and support to break the cycle of homelessness and make it rare, brief and non-recurring
- > enabling Aboriginal self-determination
- > delivering more social and affordable housing
- > delivering better and more comfortable public housing.

The department does this by:

- > supporting Victorians who are finding it difficult to secure stable and affordable housing
- > managing the government's social housing assets that currently house more than 116,000 Victorians
- > delivering more houses through the Victorian Government's \$5.3 billion investment in the Big Housing Build, and other large capital programs including the \$1 billion Regional Housing Fund
- > managing around 64,000 public housing tenancies, including support for high-risk tenancies and property maintenance
- > redeveloping the 44 older-style public housing towers across Melbourne as part of the Victorian Government's Housing Statement
- > managing the operations of the Victorian Housing Register so people can access social housing in a fair and transparent way
- > transforming Victoria's social housing system so it is sustainable in the long-term and can deliver for generations to come.

The department works closely with government, industry and the housing and homelessness sectors to manage, deliver and grow social and affordable housing across Victoria, while listening to the view of people in homes and Victorians who have experienced homelessness.

Prevention of family violence

The department is working towards a Victoria free from family violence, as outlined in *Ending family violence: Victoria's 10-year plan for change*.

Lived experience is central to our approach. Our work is informed by the expertise of victim survivors, including the Victim Survivors Advisory Council.

Consistent with self-determination, we partner with Aboriginal Community-Controlled Organisations through the *Dhelk Dja: Safe our way* partnership agreement to prevent and respond to family violence against Aboriginal people.

We work to prevent family violence and violence against women through innovative community-level primary prevention programs in places where Victorians live, work, learn, and socialise. In partnership with Respect Victoria, we deliver population-wide campaigns and collaborate with diverse community organisations to build evidence on effective prevention strategies.

We continue to strengthen our statewide service delivery response through The Orange Door network, 24/7 crisis support, case management, crisis accommodation, therapeutic services, and flexible support for victim survivors.

We are enhancing the Multi-Agency Risk Assessment and Management (MARAM) Framework. This will ensure professionals across health, education, justice and social services sectors are equipped to identify signs of family violence, assess risk, and take appropriate actions to keep victim survivors safe.

When people use family violence, we work with the justice system to hold them accountable and support them to change their behaviour. The Central Information Point enables key information about people using violence to be shared to keep victim survivors safe.

Veterans

The department leads Victoria's work to honour the contribution of veterans. We also support service organisations that help veterans and their families.

We work closely with the Shrine of Remembrance and ex-service organisations to deliver major commemorative and education events, and provide grants to community organisations for capital works, commemoration and education projects, war memorial restoration and programs that deliver welfare support for veterans and their families.

We work across portfolios to coordinate Victoria's engagement with the Royal Commission into Defence and Veteran Suicide. We ensure policies and programs meet the needs of veterans and recognise their service including through initiatives such as the Veterans Card – Victoria.

We also support the Victorian Veterans Council.

Women

The department works towards gender equality. Gender equality gives everyone more choices and opportunities to reach their potential and live safe, equal and fulfilled lives.

We deliver *Our equal state: Victoria's gender equality strategy and action plan 2023–2027*. This strategy and action plan will guide the Victorian Government's effort and investment in gender equality over the next 4 years.

A reference group, made up of gender equality experts with a deep understanding of intersectionality (including people with lived experience), will provide strategic advice on the implementation of the strategy. They will focus on opportunities to use policy, programs and services to progress gender equality across government and the community.

The department:

- > leads structural policy and system reforms to improve women's economic participation, health, wellbeing and safety (including the Free Pads and Tampons in Public Places program and the ShEqual Gender Equality in Advertising Project)
- > provides grant funding to community organisations (including SisterWorks, Ngarrimili, AfriAus iLEAC and Fitted for Work) to promote gender equality
- > delivers programs to increase women's leadership and recognition (including the Victorian Honour Roll of Women, Women of Colour Executive Leadership Program, and the ECHO First Nations Women's Leadership Program).

We work closely with the Commissioner for Gender Equality in the Public Sector. The Commissioner oversees the implementation of the *Gender Equality Act 2020* and plays a key leadership role in promoting gender equality in the Victorian community and workplaces. Together, we take a coordinated, whole-of-government approach to advancing gender equality.

Youth

The department shapes policies, programs and services for young Victorians aged 12–25. We aim to give them a say about the things that are important to them and their futures.

We work closely with other portfolios to:

- > improve young people's health and wellbeing, education, training, skills development and career pathways
- > boost young people's participation in community and civic life
- > address youth disengagement from family, education and training, employment and community.

Our work with young people is designed with and led by young people, including the Victorian Youth Congress. This includes universal programs to empower and protect young people, and targeted programs for young people experiencing disengagement or disadvantage.

We also work to influence policy, program and service delivery and investment in the things that are important for young people.

The department's ministers



Hon Lizzie Blandthorn MP

Coordinating Minister for the Department of Families, Fairness and Housing
Minister for Children
Minister for Disability

Minister Blandthorn has held the positions of Minister for Children and Minister for Disability since October 2023.

Minister Blandthorn previously held the position of Minister for Child Protection and Family Services and Minister for Disability, Ageing and Carers December 2022 to October 2023.



Ingrid Stitt MP

Minister for Ageing

Minister Stitt has held the position of Minister for Ageing since 2 October 2023. Minister Stitt is also the Minister for Mental Health and Minister for Multicultural Affairs.

She is passionate about ensuring that older Victorians are supported to age with dignity, stay connected with their community and get the most out of their senior years.

Minister Stitt previously held the positions of Minister for Workplace Safety, Minister for Environment and Minister for Early Childhood and Pre-Prep.

From 1 July 2023 to 1 October 2023, the Hon Lizzie Blandthorn was the Minister for Disability, Ageing and Carers.



The Hon Ros Spence MP

Minister for Carers and Volunteers

Minister Spence has held the position of Minister for Carers and Volunteers since October 2023.

The Minister for Carers and Volunteers was previously the Hon Lizzie Blandthorn MP as part of the Disability, Ageing and Carers portfolio.

Minister Spence is also the Minister for Community Sport and the Minister for Agriculture.

Minister Spence previously held the positions of Minister for Prevention of Family Violence between June 2022 and October 2023 and Minister for Suburban Development between December 2022 and October 2023.



The Hon Harriet Shing MP

Minister for Housing
Minister for Equality

Minister Shing has held the position of Minister for Equality since June 2022. Minister Shing has held the position of Minister for Housing since October 2023. Minister Shing is also the Minister for Water.

Minister Shing previously held the position of Minister for Regional Development December 2022 and October 2023.



The Hon Vicki Ward MP

Minister for Prevention of Family Violence

Minister Ward has held the position of Minister for Prevention of Family Violence since October 2023. Minister Ward is also the Minister for Employment.



The Hon Natalie Suleyman

**Minister for Veterans
Minister for Youth**

Minister Suleyman has held the positions of Minister for Veterans and Minister for Youth since December 2022. Minister Suleyman is also the Minister for Small Business.



The Hon Natalie Hutchins MP

Minister for Women

Minister Hutchins has held the position of Minister for Women since July 2022. Minister Hutchins also serves as the Minister for Jobs and Industry and Minister for Treaty and First Peoples.

Minister Hutchins held the position of Minister for Education between June 2022 and October 2023.

The department's senior executives

Peta McCammon

Secretary

Peta has built a successful career over the last 20 years in the Victorian Public Service. Currently the Secretary at the Department of Families, Fairness and Housing, Peta was previously Associate Secretary at the Department of Justice and Community Safety, responsible for policy areas such as Youth Justice and service delivery reform, as well as other key internal functions.

Previous to this, Peta was Deputy Secretary of Service Delivery Reform, Coordination and Workplace Safety Division. Her Victorian Public Service career has also included senior roles at the Department of Premier and Cabinet, the Department of Treasury and Finance and the then Department of Human Services.

Peta is committed to social policy reform and has led reforms in family violence and the implementation of the 227 Royal Commission recommendations, mental health, and the National Disability Insurance Scheme.

Raylene Harradine

Deputy Secretary – Aboriginal Self-Determination and Outcomes

Raylene is the Deputy Secretary of the Aboriginal Self-determination and Outcomes Division (ASDO). Raylene is a proud Wotjabulluk, Latje Latje and Djaara woman who has worked in senior leadership positions within Aboriginal communities for over 20 years.

Prior to joining ASDO in late 2022, Raylene came from the Bendigo & District Aboriginal Cooperative, as the Chief Executive Officer. Her previous roles include positions in the Department of Justice and Regulation, as well as the health and education sectors.

Raylene played a key role in the first rural Victorian Authorisation of Children in Out of Home Care under Section 18 of the *Child, Youth and Family Act 2005*.

In 2006, she received the Public Service Medal for her outstanding work with Aboriginal communities.

Raylene was an active member of the First Peoples' Assembly Victoria and working towards culturally inclusive practices and equity for all.

Annette Lancy

Deputy Secretary – Children and Families

Annette oversees the design and implementation of legislation, policies, programs and reforms across the department's services relevant to the Children portfolio.

The Children and Families Division, under Annette's leadership supports the Children portfolio through the provision of policy and strategic advice, program design and management, and reform delivery. This includes the policy design and funding of statutory child protection services, family support and parenting services, care services and specialist support services, including for young people leaving care, and initiatives supporting Aboriginal children and families. A key focus is supporting and delivering programs for people seeking redress and restorative services due to abuse or neglect experienced in institutional care settings.

Annette was appointed Deputy Secretary in August 2023. Annette has previously led design and implementation of family violence system reform at Family Safety Victoria before leading the department's COVID-19 preparedness and response work for the community services sector.

Danny O'Kelly

Deputy Secretary – Community Operations and Practice Leadership

Danny was appointed Deputy Secretary, Community Operations and Practice Leadership in July 2022.

Danny oversees the delivery of critical services for the Victorian community including child protection, public housing and forensic disability services; and stewards the funded services sector. The Community Operations and Practice Leadership Division delivers services across Victoria through 4 divisions and 17 areas and statewide services and 3 support branches.

Danny also oversees practice leadership including management of critical incidents and child safety, and monitoring of statewide service delivery standards and performance.

Bringing extensive senior leadership to this role and 30 years of experience in the public sector, Danny provides leadership and oversight for significant statewide operational programs and complex change management processes including implementing large systems reform programs and redevelopment initiatives.

Anne Congleton

Deputy Secretary – North Division

Anne was appointed Deputy Secretary North Division in late 2018. Anne has held senior executive roles across operational service delivery, central office policy and program areas and corporate resource management.

Anne oversees 4 areas (North East Melbourne, Hume–Merribek, Loddon and Mallee) and 2 branches that deliver services through child protection, housing, emergency management, disability and other services and stewards the broader funded community services sector.

Kathleen Alonso

Deputy Secretary – South Division

Kathleen was appointed Deputy Secretary South Division in November 2022, following 7 years as Executive Director overseeing an operational Area.

Kathleen oversees the 4 diverse areas in the South (Bayside Peninsula, Southern Melbourne, Inner Gippsland and Outer Gippsland). Each of these has unique demography, geography and communities, including many First Nations communities.

Jenny Litsas

Deputy Secretary – East Division

Jenny was appointed Deputy Secretary East Division in November 2022. Jenny is responsible for the delivery of services including child protection, housing, emergency management, as well as the broader funded community services section within 4 geographical areas across the north-east of Victoria.

Before her appointment as Deputy Secretary, Jenny was Executive Director for the Southern Melbourne Area. She also held senior executive roles across the department in housing and homelessness programs and leading significant reform.

Kelly Stanton

Deputy Secretary – West Division

Kelly was appointed Deputy Secretary, West Division, in January 2024. Kelly has held senior executive roles in operational service delivery, central office policy and in the community services sector.

Kelly oversees and provides system stewardship across 5 diverse areas (Barwon, Brimbank, Central Highlands, Western Melbourne and Wimmera South West) delivering child protection, housing, emergency management and care services, while stewarding the broader funded community services sector.

Nicola Quin

Deputy Secretary – Corporate and Delivery Services

Nicola was appointed Deputy Secretary Corporate and Delivery Services in December 2022. Nicola oversees the delivery of key enabling services across the department and ministerial offices, including finance, people and culture, legal services, information technology, shared services, accommodation as well as Cabinet and executive services.

Nicola is an experienced executive in both government and not-for-profit sectors. She has overseen complex service delivery, project management and significant policy reform.

Argiri Alisandratos

Deputy Secretary – Disability, Fairness and Emergency Management

Argiri is a highly experienced executive leader having held numerous senior leadership roles over his long career with the department and VPS. His most recent roles include, acting as the department's Associate Secretary, Deputy Secretary Disability, Complex Needs and Emergency Management, Deputy Secretary Children and Families, Deputy Secretary South Division, and Chief Operations Transformation Officer.

Under Argiri's leadership, the department has embarked on significant reforms in the state's child and family services system under the Victorian Government's Roadmap for Reform agenda, led Disability Inclusion and system reforms on behalf of the state and has also played a key leadership role in the implementation and resourcing of a range of community-based service and support infrastructure focused on community support, inclusion, equity and resilience.

Louise Perry

Deputy Secretary – Fairer Victoria and Engagement

Louise oversaw the delivery of policy and programs in the LGBTIQ+ equality, seniors, veterans, women, youth and carers and volunteers portfolios. Louise also oversaw public and stakeholder engagement, communications and a range of strategy and coordination functions for the department.

Multicultural Affairs was part of Louise's responsibilities until 1 February 2024 when the portfolio moved to the Department of Premier and Cabinet.

Louise is an experienced executive in both the government and not-for-profit sectors with a background in equity policy development, inclusion and diversity, program and project management and delivery, international aid and development, communications and large-scale organisational change across both the economic development and human services parts of government.

Friday 5 July 2024 was Louise's last day at the Department of Families, Fairness and Housing.

Dr Melanie Heenan

Deputy Secretary – Family Safety Victoria

Melanie is an established leader with extensive experience in family violence and sexual assault research, policy, practice and system reform. This includes leadership roles with the Australian Institute of Family Studies and the Victorian Law Reform Commission. She commenced as Deputy Secretary in September 2023.

Melanie is deeply committed to and motivated by preventing all forms of family violence and sexual assault and ensuring that victim survivors, including children and young people, receive the services and support they need.

Melanie is also currently a Director on the Board of Australia's National Research Organisation for Women's Safety (ANROWS), as the Victorian jurisdictional representative. Melanie has previously held executive roles with the Department of Justice and Community Safety and Court Network.

She has also played a lead role in pioneering primary prevention initiatives in collaboration with local councils, sporting clubs, workplaces, and schools to address the underlying causes of gender-based violence.

Simon Newport

Chief Executive Officer, Homes Victoria

Simon was appointed the Chief Executive Officer (CEO) of Homes Victoria in July 2023.

In this statutory role, Simon is the steward of Victoria's social housing and homelessness system. He oversees the delivery of new social and affordable housing, quality asset management, and housing governance.

Simon has an extensive executive career in both the government and private sectors in housing, construction, and manufacturing, including previously managing Australia's largest social housing portfolio.

Dannii de Kretser

Deputy Chief Executive Officer, Homes Victoria

Dannii was appointed Deputy Chief Executive Officer of Homes Victoria in July 2023.

Dannii supports the CEO to deliver Homes Victoria's key priorities, and supports policy and program settings for public housing, the growth and stewardship of community housing, and the policy and program settings for homelessness and housing support services. In 2023–24 Dannii also held responsibility for Disability Homes Victoria.

Dannii is an experienced executive in complex social policy contexts across housing, community services, justice and education.

Drew Warne-Smith

Deputy Secretary – System Reform, Workforce and Engagement

Drew was Acting Deputy Secretary of the System Reform, Workforce and Engagement Division since December 2023, and was appointed to the role in June 2024.

The division brings together strategic cross-cutting functions to drive whole of system improvements.

Drew has extensive expertise in government and public policy, strategic communications, public relations and journalism.

Prior to December 2023, Camille Kingston was Deputy Secretary of the Division.

Leadership charter

Our department's leadership charter is an important part of shaping our culture.

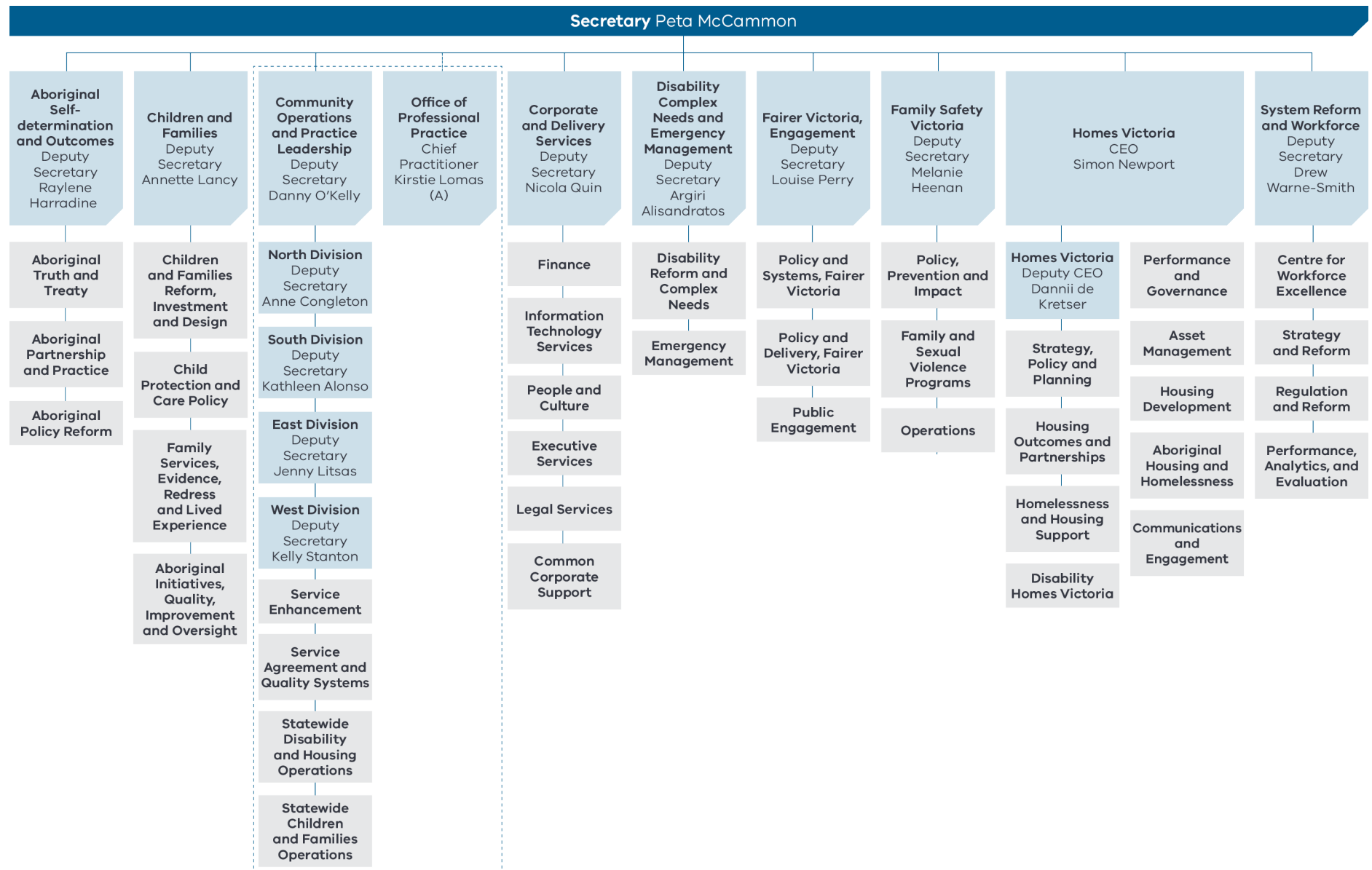
It outlines the leadership behaviours our staff and stakeholders can expect of the executive leadership group and positions the department as a great place to work. It represents how the department's executive leadership group wish to be known and to relate to each other and to our stakeholders.

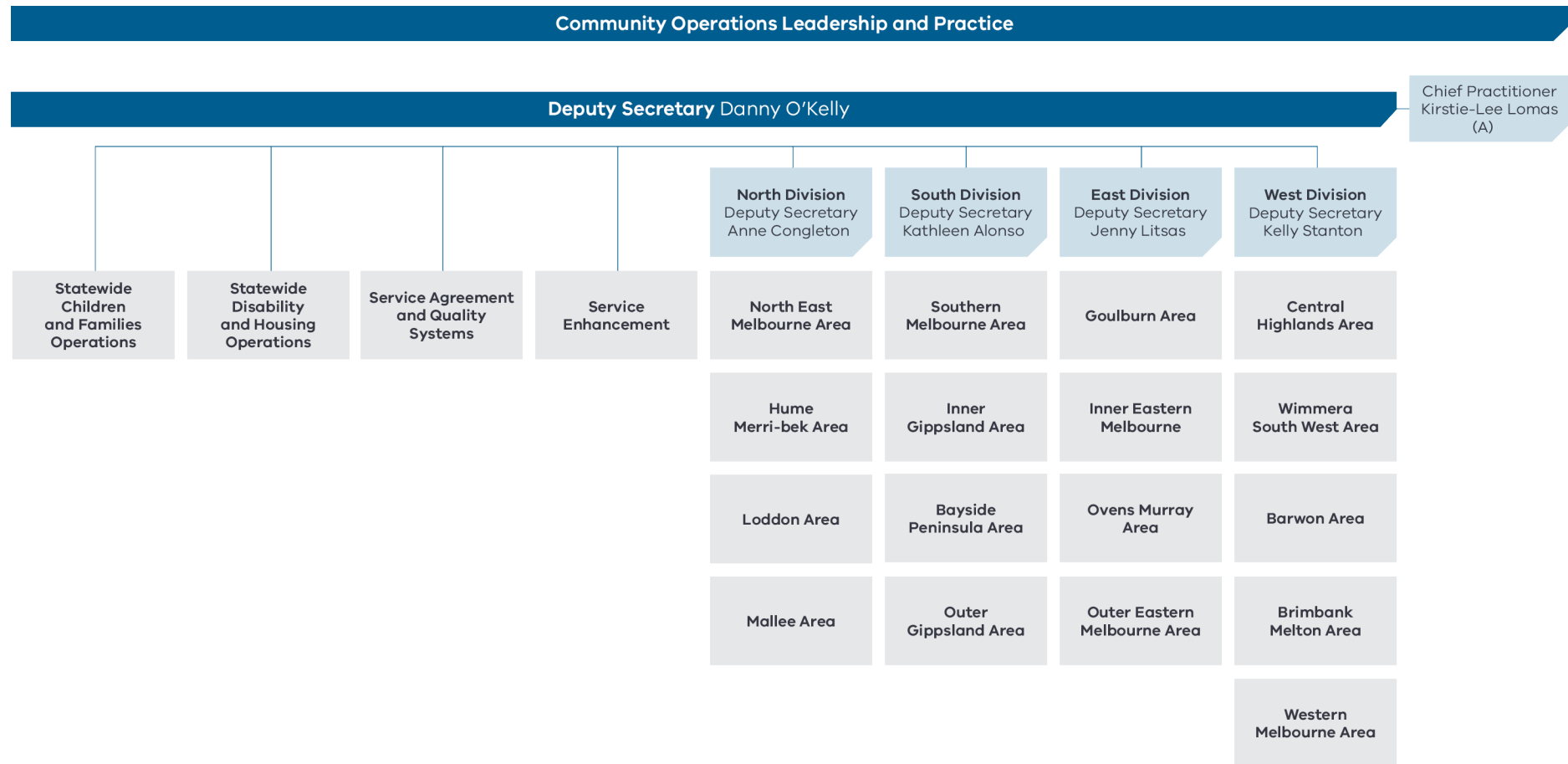
The charter commits the executive leadership group to lead by example and ensure their behaviours and the way they approach their work embody the department's values. For example, executives are committed to being accountable for their actions and outcomes, sharing information with staff when it should be shared, and seeking out and valuing other perspectives.

Read our [leadership charter](#)

<www.dffh.vic.gov.au/our-leadership-charter>.

Organisational structure as at 30 June 2024





This chart reflects the functions that report to a deputy secretary only and excludes commissions.

Committee structure

Executive Directions Board

The Executive Directions Board supports the Secretary in providing whole-of-department oversight and direction on the department's strategy. This includes forward planning and priority-setting for policy, program and service delivery, culture and workforce management, budget strategy and prioritisation, integration of Aboriginal agency, control and self-governance, and stewardship of the department's brand and integrity.

The Executive Board comprises the Secretary, Deputy Secretaries, Chief Executive Officer and Deputy Chief Executive Officer Homes Victoria and the Chief Practitioner.

Board of Management

The Board of Management supports the Secretary in providing whole-of-department oversight and direction on the department's governance, people and culture, budget and financial management, performance monitoring, critical risk management and compliance, including relating to financial, legislative and regulatory obligations.

The Board of Management comprises the Secretary, Deputy Secretaries and Chief Executive Officer Homes Victoria. The Board is supported by a range of committees to drive the organisation's governance and strategic direction.

Subcommittees

Aboriginal Truth and Treaty

This committee provides oversight, strategic direction, and advice on the department's responses to the Yoorrook Justice Commission and work to support the Treaty process.

Budget and Financial Management

This committee provides oversight, direction and advice on the department's budget and financial management and reporting, strategic allocation of financial resources, and strategies to improve financial sustainability, to ensure the department complies with financial accountability requirements.

Information and Communications Technology (ICT)

Provides oversight, direction and advice on the department's technology strategy, investment, performance and risks.

Operational Strategy and Performance

This committee provides oversight, direction and advice on the department's operational strategy, workforce and operating models, and performance and delivery against critical objectives and targets. This includes meeting service delivery requirements and regulations, improving service and system integration, and addressing recommendations from oversight bodies.

Statutory committees

Audit and Risk Management

The Audit and Risk Management Committee is an independent advisory committee established in accordance with the *Financial Management Act 1994* and the Standing Directions 2018 issued by the Minister for Finance.

Accountable to the Secretary, it provides independent oversight, direction and advice on the department's governance, risk, control and compliance frameworks, including on internal and external audit activities, financial and performance reporting, risk management, integrity, fraud and corruption controls, legislative and policy compliance.

Executive Remuneration

This committee provides oversight, direction and advice to ensure a consistent and rigorous approach to creating and advertising executive roles, appointing to roles, and setting remuneration levels for executive staff.

People and Culture

This committee provides oversight, direction and advice on the department's health, safety and wellbeing risks, compliance and prevention strategies, industrial relations, integrity, culture, diversity and inclusion.

Section 2: Year in review

Departmental objectives, outputs and indicators

The department's objectives (or outcomes) and indicators are set out in *Budget Paper No. 3, Service Delivery* along with outputs relating to each objective.ⁱ

Departmental objectives	Indicators	Outputs
Children, young people and families are safe, strong and supported	Reduce abuse and neglect of children and young people	Child protection and family services
	Increase safe, respectful family relationships	Primary prevention of family violence
	Improve development and wellbeing for children and young people	Family violence service delivery
	Increase stability of care services placements	
	Increase connections to culture, family and kinship systems for Aboriginal families including for Aboriginal children in care	
	Reduce over-representation of Aboriginal children and young people in care services	
	Reduce the incidence and impact of family violence affecting Aboriginal families	
	Increase safety for victim survivors of family violence	
Victorian communities are safe, fair, inclusive and resilient	Reduce family violence	
	Increase economic inclusion and participation	Community participation
	Increase community participation, inclusion and connectedness	Disability services
	Decrease experiences of discrimination	Office for Disability
	Increase safety where people live, work, learn and play	Seniors programs and participation
	Increase wellbeing for Aboriginal Victorians, including safety to connect with and express culture	Support to veterans in Victoria
	Increase capacity for senior Victorians to age well	LGBTIQA+ equality policy and programs
	Improve supports for people with complex needs	Women's policy
	Increase community resilience	Youth
	Improve social recovery following emergencies	Multicultural affairs policy and programs
Reduce sexual violence		

ⁱ Department of Treasury and Finance (2024) *Budget Paper No. 3: Service delivery*, State of Victoria, Melbourne.

Departmental objectives	Indicators	Outputs
All Victorians have stable, affordable and appropriate housing	Increase the supply and availability of affordable, appropriate and accessible housing Increase access to housing that is suitable for the household's needs Improve the environmental sustainability of social housing Increase housing stability for people experiencing or at risk of rough sleeping, homelessness, and other insecure housing arrangements Increase financial ability to access and maintain housing and utility services Increase the proportion of Aboriginal people living in appropriately sized (not overcrowded) housing Improve transitions to independent living	Housing assistance Concessions to pensioners and beneficiaries
Our social services system is integrated, effective, person-centred and sustainable	Not applicable	All departmental outputs
Aboriginal voice, knowledge and cultural leadership drive Aboriginal policy, legislation and system reform	Indicators under development in 2023–24	All departmental outputs

Changes to the department during 2023–24

The department has made changes to its output structure for 2023–24 as shown in the table below.

2022–23 outputs	2023–24 outputs	Reason
Multicultural affairs policy and programs	n/a	Output transferred to Department of Premier and Cabinet due to Machinery of Government changes on 1 February 2024.

Subsequent events

As announced in the 2023–24 State Budget, the department was required to deliver savings as part of the state's COVID debt repayment plan. Savings were primarily achieved through reducing the number of staff employed by the department. This reduction was designed to avoid impacting frontline services. The change process was conducted consistent with clause 11 of the Victorian Public Service Enterprise Bargaining Agreement 2020, with the department's new structure operational from 18 December 2023. Overall, this drove a 200 FTE reduction in VPS employees from 30 June 2023 to 30 June 2024.

Direct costs attributable to Machinery of Government changes

In November 2023, the government issued an administrative order restructuring some of its activities via Machinery of Government (MoG) changes, taking effect from 1 February 2024. The Department of Families, Fairness and Housing (as transferor) transferred the Multicultural Affairs functions to the Department of Premier and Cabinet (as transferee) as part of the MoG. There were no direct costs that can be attributable solely to the MoG change that are incurred over and above business-as-usual (BAU).

Progress towards achieving departmental objectives

The department works to create a more inclusive society, one in which people feel safe and can take part equally.

This section reports the department's progress on its departmental objectives through indicators and outlines just some of the key initiatives and projects the department has dedicated itself to in the past year.

Departmental objectives, indicators and outputs

Objective – Children, young people and families are safe, strong and supported

This objective aims to ensure that Victorian families, carers and individuals have supportive and respectful relationships and are safe from harm, fear and neglect in their homes. This includes addressing the compounding effects of abuse and violence; improving support and recovery for both victim survivors and perpetrators; and ensuring the wellbeing of children and young people in care.

Indicator results

	2021–22	2022–23	2023–24
Reports to Child Protection services about the wellbeing and safety of children	118,096	128,705	139,612
Daily average number of children in care placements	9,618	9,366	9,316
Children and young people in care who have had 2 or less placements in the past 12 months (not including placements at home)	92.9%	93.1%	94%
Children and young people who were the subject of a substantiated report within 12 months of the closure of a previous substantiated report	16.5%	16.1%	19.3%
Total assessments undertaken at the Support and Safety Hubs	67,480	122,229	176,012
Total assessments undertaken for children in the Support and Safety Hubs / The Orange Door	42,690	91,067	99,722
Number of men participating in the Men's Behaviour Change program	4,101	2,906	3110
Number of case management responses provided to perpetrators of family violence including those that require individualised support	1,998	1,748	2,849
Prevention of family violence projects and programs delivered on time	99%	100%	100%

Key initiatives and projects

Driving legislative reform for children, young people and families

We undertook dedicated work to implement the *Children and Health Legislation Amendment (Statement of Recognition, Aboriginal Self-determination and Other Matters) Act 2023*.

The Act introduces several amendments to the *Children, Youth and Families Act 2005* to recognise that Aboriginal people are best placed to make decisions and deliver services which protect the best interests of Aboriginal children.

This includes a Statement of Recognition and accompanying binding principles that require decision makers in the child protection system to have regard to Aboriginal self-determination when working with Aboriginal children and families.

The Act came into effect on 1 July 2024.

Aboriginal Children and Aboriginal Care and Community Protecting Boorais

Aboriginal Children in Aboriginal Care (ACAC) is a program for Aboriginal children and families involved with the child protection system where authorised Aboriginal Community-Controlled Organisations (ACCOs) provide vital child safety services, instead of the Department of Families, Fairness and Housing.

The ACAC program gives authorised ACCOs – under s.18 of the *Children, Youth and Families Act 2005* – legal responsibility for Aboriginal children or young people who have been placed on a Children’s Court protection order.

In 2023–24, the ACAC program has:

- > allocated an additional 3 teams across the state, increasing its capacity to provide services for an additional 108 children
- > commenced service provision in 3 new Areas: the Western Melbourne Area, Brimbank–Melton Area and Ovens Murray
- > seen the Ballarat and District Aboriginal Cooperative become the third ACCO to be authorised to deliver ACAC in the Central Highlands Area
- > seen the Rumbalara Aboriginal Cooperative and Njernda Aboriginal Cooperative engage in early service provision to support their pre-authorisation delivery of ACAC.

The Community Protecting Boorais pilot is an Australian-first program. It expands the scope of the ACAC program to include the ability for ACCOs to respond to child protection reports with the aim of diverting Aboriginal families from the child protection system. The pilot commenced in October 2023 with the Victorian Aboriginal Child and Community Agency (VACCA) in North Metropolitan Areas and the Bendigo and District Aboriginal Cooperative (BDAC) in Loddon.

Continuing to support children, young people and families through the Roadmap for Reform

The department has continued to support children and young people through the delivery of the *Roadmap for Reform*. This included working with communities, the child and family services sector and people with lived experience.

A growing number of earlier intervention service models continue to be delivered, increasing participation in universal services and improving family functioning, parental confidence and community connectedness.

Programs also continue to support recovery and healing and improve outcomes for children and young people in care. This includes implementing access to therapeutic supports for all children in residential care by 2025–26.

Premier’s apology to forgotten Australians and care leavers pre-1990

The historic Premier’s Parliamentary Apology to Victorians who experienced historical abuse and neglect as children in institutional care took place on Thursday 8 February 2024.

Six events were hosted across the state in addition to the Apology being live streamed on the Parliament of Victoria website.

Community organisations received an allocation of invitations to circulate to members to attend the 250-person event at Parliament House.

Regional gatherings were also hosted in Geelong, Ballarat and Sale, as well as 2 Melbourne CBD live stream locations.

Attendees were provided with a pin and printed copy of the Apology to commemorate the day. The Premier also hand signed copies of the Apology at the Parliament House event.

The Victorian Government acknowledges the impact of historical abuse and neglect on too many Victorian children while placed in institutional care. The Victorian Government is committed to providing ongoing support to these Victorians, and their families, to address the impact of past practices.

Victorian redress for historical abuse and neglect in institutional care and National Redress Scheme

In October 2022, the Victorian Government announced actions to support Victorians placed in orphanages, children’s homes, and missions before 1990. On 8 February 2024, the Premier delivered an apology in Parliament for the physical, psychological, and emotional abuse and neglect they experienced.

In November 2023, Advance Redress Payments were established to offer a one-off payment to people who were physically, psychologically, or emotionally abused or neglected as children in institutional settings before 1990 and are now terminally or critically ill. The aim of these payments is to provide redress to people who are unlikely to benefit from redress when it starts.

The 2024–25 State Budget committed \$165 million to deliver redress.

Following a co-design and consultation process with people with lived and living experience and key stakeholder organisations, the department is now preparing to implement redress in December 2024.

In November 2023, the department commenced the National Redress Counselling and Psychological Care Service Victoria which was previously delivered by the Restore consortium. The new service includes expanded service eligibility and offerings such as alternative therapies. The department continues to lead the implementation of the Victorian Government Direct Personal Response Program as part of the National Redress Scheme.

Improving outcomes for children and young people in care

Education support for children in care

In 2023–24, the government invested \$10.7 million to support 500 children and young people in care with their education. Education Supports for Children in Care will provide one-on-one tutoring support by a qualified teacher to children and young people in care who are disengaged or at risk of disengaging from education.

It is proposed to be delivered in 4 areas: Central Highlands, North Eastern Melbourne, Outer Eastern Melbourne and Inner Gippsland. The program will commence in the second half of 2024.

This initiative is being delivered in collaboration with the Department of Education.

Pathways to Good Health

The 2023–24 State Budget committed \$37.7 million over 4 years for the Pathway to Good Health program. It will deliver health screening, assessments and health plans for all children and young people entering statutory care across all 17 department Areas by 2026. Implementation will be phased – with service in 7 areas already underway.

This initiative is being delivered in collaboration with the Department of Health.

Addressing sexual exploitation

The 2023–24 State Budget allocated \$13.4 million over 4 years to target child sexual exploitation.

This investment helped establish a dedicated team within the department for child sexual exploitation intelligence gathering and analysis and to enhance information technology capabilities with Victoria Police to better detect and respond to child sexual exploitation.

It also has enabled the department to increase focus on practice leadership by increasing the number of Sexual Exploitation Practice Leaders from 11 to 19. This expansion allows for one specialist Sexual Exploitation Practice Leader in each of the 17 areas, and 2 dedicated positions in the metropolitan and rural after-hours services, to better detect and respond at night and over the weekend.

Sexual Exploitation Practice Leaders play a critical role in the collaborative efforts with Victoria Police to identify perpetrators and disrupt their contact with vulnerable children.

Supporting wellbeing and engagement for culturally diverse young people

The department continued to support young people from multicultural communities, where they face additional challenges to achieve the social, economic, education and economic outcomes of their peers.

The 2023–24 State Budget provided \$23.4 million over 4 years through the *Investing early where it matters* package for a range of prevention and early intervention initiatives supporting South Sudanese, Somali, Afghan and Pasifika young people and their families:

- > Six Community Support Groups have continued to provide individual supports for more than 2,500 young people and their families in 2023–24, providing support and referrals in areas such as youth justice, mental health and employment, as well as cultural and community activities fostering engagement and participation.
- > The Le Mana Pasifika Project continued to provide targeted supports to connect at-risk Pasifika young people with education, employment, their families, community and support services. The program has supported more than 1,000 Pasifika young people in 2023–24, partnering with local organisations to deliver in-school programs, cultural capacity building, employment support and family and community connection.

Supporting engagement in education for young people with mental health challenges

The department continued to support youth engagement through the Living Learning Partnership Addressing Disadvantage. Up to \$15 million is invested in the program to support 144 early school leavers aged 15–21 years who experience mental health conditions and are not engaged in education, employment or training, to re-engage in education.

The program is delivered at the Hester Hornbrook Academy, an independent school run by Melbourne City Mission. The program provides wrap-around mental health and specialist supports to assist students in their education. In December 2023, the first cohort of 48 students completed the 3-year program, with over 83% moving on to further education, training or employment.

Program evaluations found the program has improved young people's mental and physical health, confidence, self-efficacy and engagement in education.

Building strong families through the Family Preservation and Reunification Response

The Family Preservation and Reunification Response (the response) is an intensive, evidence-informed service model for children and their families with multiple, complex needs.

The response has demonstrated effectiveness in supporting families to stay together where possible, and in enabling children in care to return home safely. The response is delivered by 20 community service organisations and 12 ACCOs, in partnership with Child Protection.

Putting Families First to help vulnerable families

Putting Families First is an intensive, whole-of-family service response, designed for families engaged with the justice system who need multiple supports across health, social and justice services.

Interdisciplinary teams, led by a family practitioner (including Aboriginal and ethno-specific responses) deliver coordinated assessments and integrated supports that aim to divert families from long-term, acute and statutory service usage.

Putting Families First is being trialled in Brimbank–Melton and Goulburn Areas, with up to 72 families across both sites.

Early Help Family Services

Early Help Family Services supports families with emerging needs. The program works to improve parents' competence and build social and community connection. Practitioners are embedded in universal settings, making evidence-based parenting supports available to families earlier to divert them from more intensive services while also improving outcomes for children.

More than 3,500 families each year can access support through the program which is demonstrating effectiveness in diverting families from more intensive services and improving parenting skills and confidence, leading to better outcomes for children. The program was extended for a further year in the 2024–25 Victorian State budget.

Family Group Conferencing pilot

The Family Group Conferencing pilot continued in 2023–24, having commenced in June 2022, operating across Bayside Peninsula, Southern Melbourne, Inner and Outer Eastern Melbourne, and Statewide Services.

Aboriginal children and families continued to be within scope of the pilot unless they could access Aboriginal Family Led Decision Making.

The 2024–25 State Budget included investment of \$8.01 million to continue the pilot for a further 12 months to June 2025.

Sexually Abusive Behaviours Treatment Services

Sexually abusive behaviour treatment services provide developmentally appropriate therapeutic responses to children and young people who use harmful sexual behaviours.

In 2022–23, 1,357 young people received a Sexually Abusive Behaviour Treatment Service response.

Therapeutic supports for all young people in residential care

The 2023–24 State Budget provided \$548 million to improve outcomes for young people in residential care, the biggest single investment in care services in over a decade.

This includes investment to enable all young people in residential care to access therapeutic supports by 2025–26. As of 1 January 2024, 75% of non-therapeutic residential care homes have received increased funding to provide access to therapeutic supports, to support young people to recover from abuse and trauma and to develop while in care.

Understanding what works for children and families – Menu of Evidence for Children and Families

In March 2023, the department released the [Menu of Evidence for Children and Families](https://menu.dffh.vic.gov.au/) <<https://menu.dffh.vic.gov.au/>>. This searchable online database provides the best available evidence of what works in programs for children and families.

Since its release, more than 12,000 users have used the platform. In addition to other sources such as Aboriginal knowledge and client voice, the menu helps us provide safe and effective services.

Growing the evidence base through the Outcomes, Practice and Evidence Network

The Outcomes, Practice and Evidence Network (OPEN) is coordinated by the Centre for Excellence in Child and Family Welfare. It fosters a collaborative approach to delivering evidence-based services for children and families.

OPEN has over 3,398 members who are practitioners, policy makers and researchers to drive practice-based research and build the evidence base. Through a calendar of annual learning events, training and communities of practice, OPEN promotes professional development and sharing of best practice and innovation.

Client Incident Management System Review

The Client Incident Management System (CIMS) is an incident management policy and IT system that helps safeguard clients by providing timely and effective responses to incidents which harm them during service delivery. This in turn enables service providers to enhance their service delivery by learning from incidents.

Court Services Victoria – Case Management Portal

Court Services Victoria (CSV) has developed an online Case Management System (CMS) that includes purpose-built portals to securely exchange digital documents with key organisations such as courts, Victoria Police, Corrections and Child Protection.

This work follows recommendations by the Royal Commission into Family Violence to improve information sharing between key government organisations.

On 23 October 2023, the CMS portal for Child Protection went live. The department worked closely with CSV to ensure the CMS portal met business requirements and to train and onboard the thousands of staff that make up the child protection workforce, Aboriginal Children in Aboriginal Care program providers and the Child Protection Litigation Office.

Reforming information sharing and family violence risk assessment through the Family Violence Multi-Agency Risk Assessment and Management Framework

A \$97 million investment in the 2021–22 State Budget is supporting implementation of the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework, Family Violence Information Sharing (FVIS) and Child Information Sharing Scheme reforms across the service system.

In 2023–24, the department trained more than 16,000 professionals in MARAM and the FVIS Scheme, with a 96% satisfaction rate. This includes delivery of the adults using family violence MARAM training to more than 2,700 professionals in the first 6 months.

During 2023–24, the department also commenced redevelopment of the victim survivor MARAM training packages, delivered MARAM financial abuse training and commenced delivery of Leading Alignment training for Leaders and organisational managers.

In addition, Allen and Clarke Consulting undertook the first 5-yearly evidence review of the MARAM Framework. The review found that MARAM supports a shared understanding of family violence, risk assessment and management practices and has had a significant positive impact in promoting more integrated service responses by improving consistency.

Progressing The Orange Door network

In 2023–24, The Orange Door received more than 168,000 referrals and provided support to more than 200,000 people including more than 90,000 children.

In 2023–24, the department funded the Centre for Excellence in Child and Family Welfare to launch The Child Young Person Wellbeing Project in The Orange Door. This project helps practitioners apply a child-focused perspective, promotes the engagement of children and young people, and establishes integrated approaches to meet the safety and wellbeing needs of children and young people.

Supporting victim survivors of family violence and sexual assault

In 2023–24, the department supported Safe Steps to implement the Sanctuary Pilot Program, reducing the reliance on motels by providing short-term supported crisis accommodation to victim survivors (adults and children) until they can transition into other accommodation. We also completed a new core and cluster family violence refuge, bringing the total number of redeveloped refuges to 15 since the Royal Commission into Family Violence.

In 2023–24, the Adolescent Family Violence in the Home program met its target of providing support to 1,040 children and young people, and their families. The program works to reduce violence in the home and increase the safety of impacted family members. Increasing community awareness of sexual assault services continues to drive strong demand across the system.

In 2023–24, 18,691 adults, children and young people received a sexual assault support service response. This includes counselling, immediate crisis support, brokerage, liaison with police, forensic, medical and other services and support to navigate the legal system.

Keeping families safe and supported by keeping perpetrators accountable

In 2023–24, the department continued to fund a range of initiatives to support people who use family violence to change their harmful behaviour and to keep women, children and families safe. These programs and initiatives include:

- > Men's Behaviour Change Programs, which are available statewide and continue to be a core strategy to assist people who use family violence to gain insight into the impact of their behaviour
- > case management support for people who use family violence experiencing complex needs, such as housing, mental health or substance usage
- > accommodation-based services that provide support and counselling for people excluded from the home due to their use of family violence
- > culturally safe programs designed with and for Aboriginal communities to support people who use violence to heal while ensuring families are safe

- > specialised intervention programs for people who use violence from across diverse cohorts, including men from culturally and linguistically diverse communities, women who use force, men with cognitive impairment and people from the LGBTIQ+ community.

To further support the management of serious risk, the 2-year Changing Ways pilot continued. The Changing Ways program is focused on serious family violence risk. It supports the safety of victim survivors by increasing focus on the person using violence. The pilot program commenced in November 2023 in the Barwon Area and in April 2024 in Bayside Peninsula Area. A third Aboriginal-led pilot also commenced across North-Eastern and Southern Metropolitan Areas in May 2024.

Engaging Victorians in key settings and diverse communities to prevent family and sexual violence

In 2023–24, the department delivered 17 primary prevention grant programs, totalling 107 individual projects across multiple settings and communities. Programs took place in local councils, sport settings, and perinatal and early childhood settings to embed whole-of-institution approaches to prevention, and approaches were tailored to include LGBTIQ+, multicultural communities and people with disabilities.

For example, the 33 funded projects of the Supporting Multicultural and Faith Communities to Prevent Family Violence program strengthened the capacity of multicultural and faith-based organisations across the state to deliver innovative, culturally appropriate prevention and early intervention activities.

The Free from Violence Local Government Program 2024–27, launched in February 2024, is funding 12 councils to deliver activities that engage their communities in primary prevention. The department also funded local organisations and specialist services to deliver 12 projects supporting young people to understand affirmative consent.

Aboriginal Workforce Fund

Since 2020, the department has administered Aboriginal Workforce Funds (AWF) to ACCOs to boost workforce development and capacity to serve their communities. AWF has supported ACCOs to:

- > grow, retain and develop their workforce
- > advance Aboriginal governance and leadership
- > improve social and emotional wellbeing of Aboriginal workers and clients
- > enhance organisational capability and system reform to advance self-determination outcomes for Aboriginal Victorians.

In 2023–24, a further allocation of \$4.95 million was administered across 40 ACCOs in the final tranche of AWF. In line with Aboriginal self-determination, a steering committee made up of Aboriginal community representatives governed the process, ensuring a self-determined, fair and equitable allocation to eligible department-funded ACCOs.

An evaluation of the AWF demonstrated the success of the fund and the importance of enabling Aboriginal self-determination, highlighting the need for government to relinquish control and address structural barriers to self-determination.

Trialling alternate pathways into the children and families workforce

Delivered in partnership with the Centre for Excellence in Child and Family Welfare and La Trobe University, the \$13.5 million Switch to Social Work program aims to improve job readiness and workforce capability by supporting career changers with the right attributes to move into the child and family services sector.

In this trial program, participants undertake work experience and employment with child and family community service organisations and child protection, while being financially supported to study a professionally qualifying Master of Social Work (Child and Family Practice) over 2 years, enabling them to apply what they learn in a workplace setting. Applications for participants closed in November 2023.

Program participants are matched with a community services organisation to undertake an internship one day per week in their first year. In their second year, participants undertake a 12-month employment contract with their host organisation.

The program was supported with a paid advertising campaign that ran across social media (Facebook

and Instagram), LinkedIn, and reached targeted Victorian communities via the Melbourne Mums Facebook group.

Training qualified career switchers for advanced child protection practitioner roles

The Switch to Child Protection program is a trial that aims to increase the supply of experienced and appropriately qualified professionals for Advanced Child Protection Practitioner roles through an earn and learn approach. The model combines a new Graduate Certificate in Child Protection with an attractive employment and support package for career switchers who have relevant qualifications and experience in allied professions.

Commencing in March 2024, the program has enabled 10 participants to complete a postgraduate certificate at the La Trobe Bundoora campus, while they are employed by the department in Child Protection. The first cohort is expected to complete the program in October 2024.

Strengthening the child protection workforce

The *Child protection workforce strategy 2021–2024* aims to attract and retain a quality child protection workforce.

In 2023–24, we:

- > recruited to 7 Aboriginal Cultural Support and Awareness Adviser positions. These positions enable Aboriginal children to remain connected to community
- > delivered a targeted Go Where You're Needed recruitment campaign
- > grew the workforce supply pipeline with the commencement of 123 Child Protection Employment Program (CPEP) participants in 2024. CPEP participants are provided with a customised 2-day orientation, access to child protection training and wellbeing programs and ongoing engagement with child protection professionals and the CPEP project team during and after the program
- > recruited 47 Child Protection Practitioners as part of the international recruitment program
- > recruited to the new child protection positions funded in the *State Budget 2021–22*.

The \$26.7 million Child Protection Reinforcement package provided immediate support for the increasing demands on the Child Protection program. It was delivered over 2 years, concluding in June 2024.

In 2023–24, we:

- > recruited additional case support practitioners (CPP2) to undertake supervised contact, transport and other case-related tasks
- > continued the Court Practice Advice and Support team to support practitioners with complex court matters
- > maintained 5 child protection workforce support teams across the state to assist existing central recruitment and wellbeing efforts by providing local support and coordination
- > maintained the case management of up to 200 additional children in kinship placements transferred to ACCOs and community service organisation.

Supporting rural and regional students seeking a career in the disability sector

In line with the 2022 *Fighting for Students with Disability and their Families* election commitment, the Disability Workforce Scholarship Program will seek to attract and upskill disability workers across Victoria's rural and regional areas. The department is working with the vocational education and training sector to deliver this initiative across the next 3 financial years.

Testing entry level opportunities into the family violence and sexual assault sector

The Family Violence and Sexual Assault Graduate Program was delivered statewide from 2021 to 2023 to attract and recruit high-quality graduates to meet the current and future demand for skilled and qualified workers. The program provided a dedicated pathway for 141 new and recent graduates to enter the family violence, sexual assault and primary prevention workforce. Supported by supervision, this program provided graduates with the opportunity to gain the experience, practical skills, knowledge while receiving additional training and professional development.

Offering opportunities for entry level and mid-career skills development to meet workforce challenges

The Family Violence and Sexual Assault Traineeship program was developed to provide an entry level pathway into family violence and sexual assault work and to support the development of existing workers. The program proved to be most successful in improving access to upskilling opportunities that strengthened the capability of the sectors and enhanced retention of existing workers.

The flexible program gave organisations a range of entry level and ‘earn and learn’ options to meet the needs of their workforce. Forty-eight organisations participated in the program and supported 318 trainees to complete accredited training, higher education degrees and professional development.

Objective – Victorian communities are safe, fair, inclusive and resilient

This objective aims to ensure Victorians are socially connected to their community in a way that enhances their safety and wellbeing. Strong communities are critical in fostering social inclusion and participation, and ensuring that Victorians from intersectional communities can safely identify with their culture, express their identity and build support networks with people they trust.

Indicator results

	2021–22	2022–23	2023–24
Hours of coordination funding provided to Neighbourhood Houses	588,778	561,320	561,106
Number of Disability Advocacy clients	2,766	2,782	2,821
Forensic disability residents participating in community reintegration activities	95%	86%	97%
Senior satisfaction with Victorian Seniors Festival events	90%	96%	90%
Community engagement – Shrine ceremonial activities, public and student education programs, tours and general visitation	930,125	1,201,664	1,777,590
Proportion of LGBTIQ+ grant program recipients located in regional and rural areas	35%	52%	39.7%
Participation by young people in programs that provide opportunities to be involved in social and economic life in their communities	239,788	305,608	389,619
Participation by young people in programs that support young people to be involved in decision making in their community	3,181	3,631	4,449
Participants reporting development of transferrable skills supporting positive outcomes for young people	88.76%	77%	77%
Number of people participating in funded gender equality programs	22,267	10,713	17,278
Percentage of women on Victorian Government boards	52%	53%	53%

Key initiatives and projects

Delivering the state disability plan to improve access and inclusion for Victorians with disability

The department is implementing *Inclusive Victoria: state disability plan 2022–2026*, released in March 2022. This whole-of-government plan outlines our commitment to building a more inclusive and accessible community. The plan outlines an ambitious reform agenda that aims to transform the way government works.

It sets out 6 systemic reforms:

- > co-design with people with disability
- > Aboriginal self-determination
- > intersectional approaches
- > universal design and accessible communications
- > disability-confident and inclusive workforces
- > effective data and outcomes reporting.

In 2023–24, investments in initiatives under the state disability plan included:

- > public autism assessments (\$2.2 million over 2023–24)
- > Disability Liaison Officers in health services to improve access to essential health services for people with disability (\$1.9 million over 2023–24).

A report will be published in 2024–25 that summarises the progress of implementation of the state disability plan and identifies additional actions for the final 2 years of the plan.

Review of the Disability Act 2006

The department led implementation of the *Disability and Social Services Regulation Amendment Act 2023* (the Act). The Act made changes to the *Disability Act 2006*, *Residential Tenancies Act 1997* and *Disability Service Safeguards Act 2018* to strengthen protections, safeguards and residential rights for people with disability in Victoria. The Act also made changes to the *Social Services Regulation Act 2021*.

Implementation of the Act was supported by close engagement with public and disability sector stakeholders, factsheets, public communications and workshops to support the sector to understand the changes.

Supporting organisations through the Victorian Disability Advocacy Program

Victoria's disability advocacy organisations help create a safer and fairer Victoria through individual, self and systemic advocacy.

The Victorian Disability Advocacy Program receives \$3.6 million in core funding each year. In 2023–24 a further \$1.8 million in non-recurrent funding has been allocated for all program agencies in recognition for the demand for disability advocacy support.

The funding boost allowed organisations to assist an additional 800 Victorians with disability in 2023–24. Organisations exceeded the annual target of assisting 2,400 people by June 2023, with a total of 2,821 people assisted.

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

The Victorian Government published its response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) on 31 July 2024. A joint response to the 85 joint Commonwealth, state and territory recommendations was also published by the Commonwealth on the same date. Victoria's response builds on the joint response.

The department, as the lead department responsible for coordinating the Victorian Government response, worked collaboratively with Victorian Government departments and other jurisdictions to develop positions and responses to the 222 recommendations outlined in the final report. Implementation planning has commenced.

The Victorian Government is committed to transparent and robust reporting on the 130 recommendations within its remit. This includes providing biannual reporting on the implementation of the recommendations to the Disability Reform Ministerial Council, as the key mechanism for overseeing the implementation of the recommendations.

NDIS Review and Foundational Supports

The department is leading engagement with the Commonwealth and other states and territories to consider the findings and recommendations of the Independent Review of the NDIS Review (NDIS Review), recognising states and territories' role as co-governors of the NDIS.

At the June 2024 Disability Reform Ministerial Council meeting, Disability Ministers agreed to respond to the NDIS Review before the end of 2024, which will be 12 months since the report's release.

In December 2023, National Cabinet agreed to implement legislative changes to the NDIS and to jointly design and commission Foundational Supports outside of the scheme. Foundational Supports will provide supports for people with disability who do not have access to the NDIS. They will also increase the sustainability of the NDIS. The department has been actively collaborating across Victorian government and with the Commonwealth Government and other states and territories to develop a Foundational Supports strategy.

Providing relief and social recovery programs after emergencies

The department works to mitigate the impact of emergencies on communities and individuals, especially Victorians who face greater risk in emergencies.

Following the December 2023 to January 2024 floods and storms, the department secured \$200,000 to deliver psychosocial support to affected communities. This included producing a podcast, 'Road to resilience', with the department's Emergency Management Psychosocial Services Panel. The podcast examined ways to build resilience, informed by lived experiences.

Additionally, the Personal Hardship Assistance Program provided payments for immediate relief needs and re-establish uninsured homes following these major emergencies. As of 30 June 2024, the department had processed hardship payment applications totalling \$2,645,433, including:

- > \$554,140 – December 2023 to January 2024 floods and storms
- > \$2,091,293 – February 2024 bushfires and storms.

ASDO teams have been on the ground assisting ACCOs to meet the needs of Aboriginal communities affected by extreme weather and storm damage in February 2024 and the floods in 2022.

The division has provided \$1.7 million in emergency relief and recovery and disaster preparedness funding to ACCOs in the North and Eastern regions of Victoria. The division has also contributed to statewide policy and advice through the Aboriginal Cultural and Wellbeing group facilitated by Emergency Recovery Victoria.

Preventing family violence and all forms of violence against women

Victoria's approach to preventing family violence and violence against women is driven by the 10-year *Free from violence* strategy. The department is on track in its delivery of the *Free from violence: second action plan 2022–2025*, which aims to strengthen and scale-up innovative, evidence-informed work to prevent family and sexual violence in Victoria.

In 2023–24, the department supported projects that:

- > engage men and boys in preventing violence
- > build understanding of affirmative consent among young people
- > deliver tailored prevention activities in local, multicultural and faith communities.

The department is working across government and the sector to deliver coordinated prevention activity, with Respect Victoria as a key partner. Respect Victoria has delivered statewide campaigns to build community awareness of the drivers and forms of violence against women and family violence. It also leads research and evaluation to build the evidence of what works to prevent such violence.

Delivering the Neighbourhood House Coordination Program

In 2023–24, the department continued to deliver the Neighbourhood House Coordination Program. The program provides \$43 million annually to around 400 neighbourhood houses, 16 networks and the peak body, Neighbourhood Houses Victoria.

Neighbourhood Houses support social inclusion and community connection. They are led by communities and respond to local needs, including by providing childcare, employment, education, social and volunteering opportunities.

In 2023, Neighbourhood Houses across Victoria reported over 9 million visits and 426,000 activity sessions. These led to better health and wellbeing for Victorians.

In 2023–24, the department committed a further \$150,000 to Neighbourhood Houses Victoria for a Neighbourhood House participation survey. The survey will provide valuable insights on the ways Victorians benefit from Neighbourhood Houses and inform ongoing sector engagement and priorities. The survey will be completed and results published on the Neighbourhood Houses Victoria website in mid-2025.

Delivering the Community Participation and Support initiative

In 2023–24, the department delivered on the Victorian Government's 2022 election commitments through the Community Participation and Support initiative. In 2023–24, the department provided 54 community organisations a total of \$6.245 million.

These commitments directly supported local community and volunteer-led organisations, helping address short-term needs following recent emergencies as well as higher living costs.

Funding supported the provision of food relief and the strengthening of volunteer networks and community participation. For example, the initiative provided \$2.2 million to FareShare for kitchen facility upgrades and \$350,000 was provided to Helping Hands for construction of a new food relief facility, contributing to feeding more than 3,000 people every week.

Delivering food relief to Victorians

In addition to food relief projects funded through the Community Participation and Support initiative, the department provided \$1.3 million in 2023–24 through the government's Community Support Fund to continue operational funding to 6 Regional Food Relief Hubs and shared services through the Regional Food Security Alliance, promoting efficiency across the regional food relief system.

This is part of a suite of initiatives to address food insecurity, which also includes annual recurrent funding to Foodbank Victoria of \$3.3 million, and a further \$10 million invested in the construction of Foodbank's new Community Food Centres in Morwell and Ballarat which opened in 2023–24.

Delivering the Good Money and No Interest Loans Scheme (NILS)

The department continued to support the Good Money program in 2023–24. The program provides Victorians facing financial stress with access to no-interest loans, budgeting advice and referrals to other supports.

Good Money is delivered by Good Shepherd Australia New Zealand, through 4 shop fronts in Dandenong, Collingwood, Morwell, and Geelong. Between July 2023 and June 2024, Good Money received 9,259 enquiries and approved 3,493 no interest loans.

Clients can use their loans to purchase essential goods and services and other health and education-related expenses. The 2021–22 State Budget allocated \$14.55 million over 4 years, including \$3.11 million to deliver phone and digital services. The pilot of the online application process for repeat borrowers launched in December 2023.

In 2023–24, the department provided an additional \$500,000 to Good Shepherd to increase accessibility of the program across Victoria.

Delivering the 41st Victorian Seniors Festival

In 2023–24, the department hosted the 41st Victorian Seniors Festival. During October 2023, 128,286 people attended more than 3,000 free or low-cost events across the state. Events were delivered by the department, community organisations and local councils across the state. Local councils offered or supported the delivery of 2,360 of these events, representing 78% of all events offered, and attended by 87,476 people. The festival opened on Celebration Day at Federation Square and with more than 13,000 people attending. Seniors Card holders received 8 days of free public transport to encourage attendance at festival events.

As part of the 2023 festival, 5,874 people attended 21 Country Concerts across the state. The Victorian Seniors Festival Aged Care Tour continued to deliver magic, music, and entertainment to more than 1,300 senior Victorians living in 36 aged care facilities.

On 11 October 2023, the Victorian Senior of the Year Awards recognised 19 senior Victorians at Government House. The event was hosted by Her Excellency Professor the Honourable Margaret Gardner AC, Governor of Victoria.

On 17 June 2024, the department opened nominations for the 2024 Victorian Senior of the Year Awards. These awards recognise and celebrate Victorian seniors who contribute to their community through volunteering.

Supporting carers through the Victorian carer strategy

In 2023–24, the department continued delivering against the priorities of the whole-of-government *Victorian carer strategy 2018–22*, which was extended to 2023. Work is underway to refresh the strategy, informed by carers' lived experience.

The department provides Carers Victoria, the peak body for carers, with funding of \$2.5 million annually. This supports carers across the state to access information, advocacy and help with navigating services, based on their individual needs. Carers Victoria also provides advice to government on matters of importance for Victoria's carers.

The department funded Carers Victoria to deliver the Connecting Carers in their Community grants program. This 12-month program delivered \$900,000 in grants for projects supporting carers in their local communities. Twenty-five organisations received grants of up to \$40,000, with projects supporting carers from diverse backgrounds, First Nations communities and those living in flood affected regions.

Delivering support and respite for carers

The department continued to administer the Victorian Support for Carers Program, with more than \$22 million invested annually.

The program operates through 63 providers across the state. It offers one-to-one support, counselling, support groups, information and respite options tailored to the needs of Victoria's unpaid carers. Some 8,250 carers are supported annually through approximately 161,250 hours of support.

In the 2022–23 State Budget, a further \$38 million was invested over 4 years to provide additional respite for carers. This enables 5,000 more Victorian carers to access an additional 100,000 hours of respite each year, including carers in regional and rural Victoria and carers from diverse communities.

In 2023–24, the combined Support for Carers Program and additional respite funding exceeded targets, providing support to more than 20,000 carers through more than 285,000 hours of carer respite and support, including through flexible online engagement options.

Employment pathways support for carers

The Career Pathways into Employment for Unpaid Carers initiative ran through until December 2023, delivering tailored employment support and mentoring to more than 2,000 unpaid carers across Victoria. This helped build carers' confidence and work readiness, assisting more than 500 carers to enter paid employment or vocational training.

The department is delivering 2 additional carer employment support projects in partnership with care support provider Different Journeys. These projects will help inform enhancements to the department's carer support programs, and broader government employment support initiatives.

Continuing elder abuse initiatives to address family violence for older Victorians

The department continued to deliver primary prevention, early intervention and response initiatives that address elder abuse.

These initiatives included:

- > supporting a statewide elder abuse helpline that includes information, advocacy, legal casework, education and referral
- > Elder Abuse Prevention Networks delivering local action to stop abuse from occurring in the first place using a primary prevention approach
- > a counselling and mediation service at select The Orange Door networks, providing therapeutic options for older people seeking assistance
- > a targeted project with ethnic communities that raises awareness of elder abuse and available support services
- > an Elder Abuse Learning Hub for professionals working with older people to understand, identify and know how to respond to elder abuse, and a public awareness campaign and events.

These efforts also ensured the department met its obligations under the *National plan to respond to the abuse of older Australians 2019–2023*.

Delivering the gender equality strategy and action plan

The department released *Our equal state: Victoria's gender equality strategy and action plan 2023–2027* in August 2023. The strategy includes 110 whole-of-government and portfolio-specific actions to embed a shared responsibility for gender equality across government. It will guide effort and investment over 4 years.

A reference group made up of members with gender equality expertise and a deep understanding of intersectionality will provide strategic advice on the implementation of *Our equal state* and emerging issues. The reference group will focus on opportunities to use policy, programs and services to progress gender equality across government and the community.

The strategy will fulfil the requirements of the gender equality action plan. This will provide a legislative mechanism for government to elevate and prioritise gender equality across all portfolios, using the *Gender Equality Act 2020* to make real and meaningful change.

In the first year of the strategy, we took significant steps to lay the groundwork for a more equal Victoria.

Advancing gender equality by implementing the Gender Equality Act 2020

The *Gender Equality Act 2020* sets a clear framework for action for Victorian public sector organisations, universities and local councils to play their part in improving gender equality.

The first reporting cycle under the Act achieved 100% submission and compliance from all required organisations. All gender equality action plans, and the results of workplace gender audits, are publicly available and searchable on the Commission for Gender Equality in the Public Sector's Insights Portal.

The 2022–23 State Budget invested \$5.1 million over 3 years to implement the Gender Equality Act. This investment funded an upgrade to the reporting platform, as well as training, education and resources to conduct gender impact assessments across government.

Advancing women's leadership and representation

The department continued to fund programs to increase leadership opportunities for Victorian women and reduce the barriers they often encounter in progressing into leadership roles in the workforce and community.

The department supported more than 300 women through programs including:

- > Women of Colour Executive Leadership
- > ECHO First Nations Women's Leadership
- > Women's Board Leadership
- > Joan Kirner Emerging Leaders
- > Executive Sponsor Mentoring.

The department hosted the annual Victorian Honour Roll of Women, which saw the outstanding contributions of 22 Victorian women elevated and celebrated.

We also launched a second round of the Victorian Women's Public Art Program. The \$1.2 million grant program will fund the development of 6 new permanent public artworks to recognise the Victorian women who have shaped our state. The new artworks will build on the success of the 6 artworks launched in 2023 and continue to pay tribute to women who have made a lasting impact on Victoria's culture, history and development.

Strengthening Victoria's economic recovery through women's participation

Through 2 years of funding allocated in the *State Budget 2021–22*, the department enabled community partners to support the economic security of marginalised women. Partners included:

- > SisterWorks
- > Ngarrimili
- > AfriAus iLEAC
- > Fitted for Work
- > Women's Information and Referral Exchange
- > Migrant Women in Business
- > Brotherhood of St Laurence.

Funding for women's economic security programs was boosted in 2022–23, bringing the total investment to \$2.85 million.

This funding supported an innovative suite of tailored and community-led programs with an approach to supporting economic equity for First Nations women, multicultural, migrant and refugee women, women over the age of 50 and women facing complex barriers to employment. Together, funded programs supported more than 1,000 women.

Responding to the Inquiry into Economic Equity for Victorian Women

The department has continued to deliver a \$3 million investment to implement the recommendations of the Inquiry into Economic Equity for Victorian Women.

In July 2021, the Victorian Government commissioned an independent inquiry to address longstanding systemic inequality and develop solutions to problems like unequal pay and workplace barriers to women's success. In 2022, the Inquiry provided its final report to the Treasurer and Minister for Women, with 31 recommendations for government.

The report found that women are paid less, take on more unpaid care, are limited by harmful gender norms and stereotypes, and face higher rates of gendered violence at home, at work and in public. The Victorian Government welcomed the inquiry's final report, accepting 28 of the 31 recommendations, with the remaining 3 under consideration.

As part of its response to the inquiry's findings, the government committed to delivering targeted industry strategies for the fast-growing and historically male dominated manufacturing and energy sectors. The *Women and manufacturing strategy* is planned for release in late 2024, while the *Women in energy strategy* has been handed over to the Department of Energy, Environment and Climate Action to incorporate into the upcoming Victorian Energy Jobs Plan.

The government's response to the inquiry also invested \$400,000 over 2 years to support Women with Disabilities Victoria's Sharing Our Expertise project, which works with employers in the health, social and disability sectors to remove barriers for women with disabilities to safe, secure and meaningful employment in their organisations.

Supporting women's health and wellbeing

The department continued its support of Women's Health Victoria through its ShEqual Gender Equality in Advertising Project. This work aims to reduce sexism and the objectification of women in advertising with capacity building events for the advertising industry, the development of a creative campaign, and education and training.

The department is also continuing to implement the Free Pads and Tampons in Public Places program. This program will provide free pads and tampons in vending machines at up to 700 public sites across Victoria, including hospitals, TAFEs, major cultural institutions, public libraries, courts and train stations.

Supporting grassroots gender equality work

No matter where they live, women, girls and gender diverse people across Victoria continue to face major barriers to gender equality. From stereotypes and unequal pay to violence and discrimination, these barriers are many and varied.

The department's Investing in Women Grassroots Grant Program offered grants of up to \$10,000 to support local organisations of all kinds to join our efforts towards gender equality in Victoria. The program recognised that these organisations offer unique perspectives on the issues impacting women and gender diverse people in their communities that can be used to design gender equality projects aligned with the objectives of *Our equal state*.

Championing equality by delivering Victoria's LGBTIQ+ strategy

The department continues to deliver the Victorian Government's first long-term reform vision for LGBTIQ+ communities, *Pride in our future: Victoria's LGBTIQ+ strategy 2022–32*.

In the strategy's second year of implementation, the department has focused on championing equitable, inclusive and accessible policy and programs across the whole of the Victorian government. The department has worked closely with other departments to address community safety concerns amidst rising vilification targeting LGBTIQ+ and other Victorians.

The implementation of the strategy is informed by the voices of LGBTIQ+ communities through the Ministerial LGBTIQ+ Taskforce and the Justice and Health and Wellbeing Working Groups and overseen by the Interdepartmental Steering Group.

In implementing the strategy, the department has made flagship investments, including \$4.5 million for the Switchboard to deliver the Pride in Ageing program which helps older LGBTIQ+ Victorians feel connected, safe and proud to live as their authentic selves.

Supporting LGBTIQ+ Victorians through grants

The Victorian Government is committed to supporting equitable, inclusive and accessible services for LGBTIQ+ Victorians. Through its grant programs, the department supports to organisations across the state to ensure LGBTIQ+ communities are visible, celebrated and receive the support that they require.

In 2023–24, the department provided \$1.6 million to 58 projects through its 3 competitive grants programs:

- > the Pride Events and Festivals Fund
- > the LGBTIQ+ Organisational Development program
- > the new LGBTIQ+ Sector Strengthening program.

Funded projects include:

- > community-facing events that celebrate LGBTIQ+ people, their families and communities
- > projects that enhance and strengthen LGBTIQ+ groups and organisations
- > projects to provide supports and services for LGBTIQ+ communities while promoting organisational sustainability.

Progressing LGBTIQ+ inclusion in regional and rural communities

LGBTIQ+ people living in regional and rural areas face unique and compounding barriers to accessing adequate and safe services and supports.

In recognition of these additional challenges, the department's Equality grant programs prioritise the needs of rural and regional communities. In 2023–24, 39.7% of projects and organisations funded through the Equality portfolio's 3 competitive grant programs were based in or directly supporting rural and regional communities.

QHubs: Creating Safe Spaces for Western Victoria's LGBTIQ+ young people

In 2023, the department established a trial of Safe Spaces in Western Victoria, providing a place-based response to increase access to mental health support and foster social connection for LGBTIQ+ young people and their families.

Two physical sites are in full operation in Ballarat and Geelong, with outreach to the Surf Coast area and online.

Delivered by a consortium of 3 community organisations, LGBTIQ+ young people up to the age of 25 can access affirming and inclusive support as well as build connection with peers and older members of the rainbow community.

Victoria's Pride: a road to pride

The Victoria's Pride Street Party and Regional Activations Program, delivered by premier queer arts and cultural organisation Midsumma, continued to celebrate and show support for LGBTIQ+ communities for the third time in 2023–24.

The department provided \$1.7 million for events across the state, including 14 regionally based projects across 27 events that culminated at the Victoria's Pride Street Party in Fitzroy on Sunday, 11 February.

More than 52,000 people attended the free Street Party, a 7% increase in attendance from 2023. Combined with the over 34,000 people who attended the regional activities held across the state, more than 86,000 participated in Victoria's Pride in 2023–24.

The Unsaid Says a Lot: Trans and Gender Diverse Awareness Campaign

In an Australian first, a group of community leaders and members of the trans and gender diverse communities came together with the department to develop The Unsaid Says A Lot campaign.

The campaign launched in June 2024 and brought public attention to discrimination that trans and gender diverse communities face – with 3 in 4 trans and gender diverse people being treated unfairly because of their gender identity.

As part of its first whole-of-government LGBTIQ+ strategy, this statewide campaign focuses on the experiences of trans and gender diverse communities in Victoria and how we can be an ally.

This campaign is a priority action under the *Pride in our future: 10-year LGBTIQ+ strategy 2022–2032* to promote inclusion and equality for LGBTIQ+ Victorians. The aim is that these efforts will lead to greater acceptance and reduce discrimination towards Victoria's trans and gender diverse communities.

Delivering youth infrastructure projects

The department continues to partner with Scouts Victoria, which has been working with young people in Victoria for over 100 years. Through this partnership, the department has delivered 22 new and upgraded Scout halls in the last 4 years, with a further 7 funded and due to be completed in coming years. This infrastructure enables Scouts Victoria to bring young people together, supporting their mental and physical wellbeing, building their social networks, and strengthening engagement with the community.

The department is also partnering with local governments to roll out to new or upgraded youth hubs in Geelong, Nillumbik and Wyndham under *Our promise, your future: Victoria's youth strategy 2022–2027*. These hubs have been co-designed with local young people and will make tailored local services more accessible. The first of these youth hubs opened in Wyndham in March 2024.

Strengthening statewide youth participation and connection

The department continued to support young people to participate in their communities, develop skills and build relationships with community members through a range of statewide programs and initiatives which centre youth leadership and voice.

Engage! grants supported 100 organisations to co-design and deliver a broad range of activities with young people including mentoring, building life skills and showcasing creativity and talents. The program supported more than 70,000 young people in 2023 to develop new skills through vocational training workshops, mentoring and advisory groups.

FReeZA grants supported the delivery of more than 640 youth-led events across the state in environments that are drug, alcohol and smoke-free and organised with young people at the helm.

The Victorian Youth Congress continued to lead the way in advising on issues important to young people across the state, including informing the implementation of initiatives under *Our promise, your future: Victoria's youth strategy 2022–2027*.

Acknowledging veterans' service through the Veterans Card – Victoria

In partnership with Service Victoria, the department launched the digital Veterans Card – Victoria in July 2023, delivering upon the Victorian Government's 2022 election commitment.

The Veterans Card is a groundbreaking Australian first. It acknowledges and thanks our veterans for their service and sacrifice while also providing a convenient pathway to access veteran-specific savings and services and targeted employment programs and supports.

As of 30 June 2024, more than 16,400 Victorian veterans had signed up for Veterans Card.

Supporting veterans transition to civilian life through employment and recognition of prior learning

Through the Public Sector Veteran Employment Strategy, more than 1,600 veterans have been employed in the Victorian public sector between July 2017 and June 2024. We met the initial target to employ 1,500 veterans a year in advance. The target was increased in April 2024 to employ 1,800 veterans by June 2025 as part of Victoria's commitment to supporting veterans as they transition out of service.

The strategy is designed to assist veterans with employment through a range of initiatives, including workshops, the Veteran Employment Network and Mentor program, pairing current and former Australian Defence Forces members with mentors to help with job applications and career advancement.

The department also supports a Recognition of Prior Learning for Veterans pilot program, delivered by Wodonga TAFE. This aims to ensure that the skills and knowledge gained by veterans during military service are reflected in nationally recognised civilian qualifications, without which a veteran can face significant barriers to employment.

Delivering grant programs to support veterans' infrastructure and welfare

The department continued to provide grants to community organisations for capital works, commemoration and education projects, war memorial restoration and programs that deliver welfare support for veterans and their families.

The department delivers funding to the veteran and ex-service community through 4 annual grant programs. In 2023–24, the department allocated a total of \$2.03 million across 80 projects:

- > the Veterans Capital Works program supported 20 local infrastructure projects with grants totalling \$690,000
- > the Anzac Day Proceeds Fund contributed \$679,902 to 19 veteran welfare and wellbeing initiatives
- > Victoria Remembers funded 27 commemorative and educational projects totalling \$456,704
- > the Restoring Community War Memorials and Avenues of Honour grant program allocated \$200,000 across 14 projects.

The department also continued its support for the Veterans Family Adventure Therapy program following its extension. This nature-based intervention aims to assist veterans and their families to overcome mental health challenges.

Encouraging students to learn and appreciate our nation's Anzac Spirit

The Premier's Spirit of Anzac Prize was revitalised in 2023, delivering upon the Victorian Government's 2022 election commitment.

This prize is a unique education program that gives young Victorians the opportunity to experience and learn of Australia's wartime and peacekeeping history by visiting sites such as Gallipoli.

The annual competition is open to Victorian students enrolled in Years 9 to 12, with prize recipients receiving a fully funded overseas study tour to Türkiye.

The 2023 prize recipients travelled to Türkiye during the Victorian winter school holidays and the 2024 recipients will travel to Türkiye during the September 2024 school holidays.

Royal Commission into Defence and Veteran Suicide

The Royal Commission into Defence and Veteran Suicide was established in July 2021 and Victoria's own Letters Patent were gazetted in December 2021. Since November 2021, the Victorian Government has responded to more than 30 compulsory notices from the Royal Commission.

The department also coordinated a whole of government submission, supported the then Premier of Victoria and a senior departmental executive to provide evidence in August 2023, and supplied feedback on propositions that are expected to inform the Royal Commission's final recommendations.

The Royal Commission's final report is due no later than 9 September 2024 and the department will support the government in responding to the findings and recommendations.

Objective – All Victorians have stable, affordable and appropriate housing

This objective aims to ensure Victorians have safe homes that provide emotional and physical sanctuary. We want Victorians have security of tenure in housing that is suitable to their needs, including housing that is accessible, high quality, affordable and tailored to them. This outcome includes supports to address and reduce housing insecurity and homelessness, to enable suitable housing for all.

Indicator results

	2021–22	2022–23	2023–24
Number of clients assisted to address and prevent homelessness	101,627	98,333	101,804
Number of clients provided with accommodation	30,866	29,050	27,882
Number of family violence victims who receive a refuge response	734	943	969
Number of clients assisted to address and prevent homelessness due to family violence	46,045	40,998	43,778
Number of bonds issued to low-income Victorians to assist access to the private rental market	7,437	7,011	6,932
Average waiting time for public rental housing for those clients who have received priority access housing allocation or a priority transfer	15.2 months	18.1 months	19.8 months
Average waiting time for public rental housing for clients who have received a priority access housing or priority transfer allocation due to family violence	17.1 months	23.6 months	19.5 month
Number of Utility Relief Grants granted to households	84,220	94,382	108,487

Key initiatives and projects

Supporting young Victorians experiencing, or at risk of, homelessness

The department continues to fund specialist homelessness services sector to support young people experiencing and at risk of homelessness.

We committed more than \$80 million in 2023–24 for youth homelessness services that intervene early to prevent homelessness and support young people to stay connected with their families. These services promote links with education, employment, community and family reconciliation. This funding provides more than 430 supported housing beds across 22 youth refuges, 13 youth foyers including 3 Education First Youth Foyers, as well as a youth-specific homelessness entry point, case management support and brokerage for emergency accommodation. The number of young people presenting alone (aged 16–24) to specialist homelessness services has dropped by 25%, from around 15,600 in 2015–16 to 11,600 in 2023–24.

The department committed \$50.06 million in Youth Capital Grants in 2022–23 to deliver 10 projects that will provide accommodation and support for 139 young people. The first site opened in February 2024 and will provide 4 years of support for up to 6 young people. The remaining sites are due for completion by the end of 2025.

The 2023–24 State Budget also included \$32.6 million over 4 years for the Housing First initiative for young people leaving care. This will support 225 young people leaving residential care and other settings with guaranteed housing and wrap-around supports as part of their transition from care to independent living.

Supports include individualised case work to build independent living skills, and assist young people to access education, employment, and training opportunities. Specialised tenancy support assists each young person participating in the program to maintain their housing and helps with creating and finding opportunities for stable housing at the end of the program. Service delivery will commence from late 2024.

More and better social and affordable housing for more Victorians

In 2023–24, we delivered 2,938 new social homes, the largest number of new social housing in the last 10 years. This included delivering more and better homes through the funding programs outlined below.

More homes for Victorians through the Big Housing Build

At the end of June 2024:

- > more than 9,600 homes were completed or underway, which is 80% of the Big Housing Build target of 12,000 new social and affordable homes
- > more than 4,400 households had either moved in or were getting ready to move into brand-new energy-efficient homes
- > more than 3,150 homes were completed or underway in regional Victoria with more than \$1.1 billion invested
- > more than 590 dedicated homes for Aboriginal Victorians were completed or underway, with more on the way (towards the 820 new home target)
- > over 670 victim survivors of family violence had moved into safe secure and stable homes, which is two-thirds of the 1,000 homes target
- > more than 39,000 jobs had been created, boosting the economy and improving the lives and livelihoods of local and regional communities.

The department continued to deliver large-scale Big Housing Build projects, including Tarakan Street, Heidelberg West (130 apartments and townhouses) and Bills Street, Hawthorn (206 apartments). These homes give more Victorians a great place to live – close to shops, transport and services. During the year, construction work also progressed at Elizabeth Street, North Richmond (144 apartments) with completion due in 2025. Planning approval was received for Ormond Road, Geelong East (54 apartments) in March 2024.

Growing Social Housing through the Social Housing Growth Fund

Established in 2018, the Social Housing Growth Fund allows Homes Victoria to create a pipeline of new housing delivered in partnership with the community housing sector. The Victorian Government is committed to working with community housing providers to expand and

diversify the housing available for low and very low income Victorians.

At 30 June 2024, the Social Housing Growth Fund has delivered more than 1,900 homes.

In 2023-24, this included housing in regional Victoria, homes designed specifically for Victorians living with mental illness and new homes for Aboriginal Victorians.

All Victorian community housing organisations share a purpose to provide accommodation for people experiencing disadvantage. Victoria's regulatory system provides strong oversight over the government's investment and holds agencies to performance standards to support positive outcomes for community housing renters.

Building a better Victoria – redeveloping our high-rise towers

As part of Victoria's Housing Statement, all 44 older-style public housing high-rise towers were announced to be redeveloped by 2051. The high-rise towers are reaching the end of their operational lives and are no longer fit for modern living. Once complete the redevelopment will increase housing on tower sites from 10,000 to approximately 30,000. This will boost the overall number of social dwellings by 10%, so more Victorians have the safety and security of a home.

As part of the project commencement, the department connected with every household in 42 occupied towers through a mixture of home visits, on-site pop-ups, town-hall style meetings and in writing – including in language information.

As at 30 June 2024, 94.8% households from the first tranche of towers in North Melbourne and Flemington have submitted a housing application to outline their housing needs and preferences.

The redevelopment of the vacant 'Red Brick' towers in Carlton, which will replace 196 outdated, uninhabitable dwellings built in the 1960s with at least 231 modern, energy-efficient homes, has also commenced. An architect has been commissioned to commence the design of the new buildings and renter and community engagement is underway.

Through *Our Communities: Our Values*, Homes Victoria has engaged with renters to develop the principles that will guide how we work with them throughout the high-rise redevelopment. Over 700 renters have participated in engagement activities and provided valuable input, insights and ideas that will contribute to positive housing outcomes.

Delivering more and better homes sooner

As part of the Commonwealth Government's \$2 billion Social Housing Accelerator Program, work started on delivering 769 new social homes, which include low density developments on Homes Victoria owned land and medium and high-density developments on Victorian Government-owned land.

The first 3 funded projects include:

- > 120 modern, accessible and energy-efficient homes developed on an underutilised site at Banksia Gardens (joint funded with the Big Housing Build). Construction is forecast to commence later in 2024
- > 106 new social homes at Bell Bardia, West Heidelberg (joint funded with the Big Housing Build)
- > redevelopment of the Carlton Red Brick site.

As part of the Social Housing Accelerator program, a further 86 modern, accessible and energy-efficient homes are in sketch design, 108 in planning and 16 in construction under the low-density development program. The program aims to deliver an overall dwelling uplift from one to 3 homes per lot.

Regional Housing Fund delivering more than 1,300 new homes

The Victorian Government's new \$1 billion Regional Housing Fund is delivering more than 1,300 new homes across regional Victoria. The new homes will include a mix of social and affordable housing to ensure regions' needs are met. Regional partnerships, including councils and local representatives, informed the implementation of the Regional Housing fund.

At least 130 homes under the Regional Housing Fund will be delivered for First Nations Victorians – representing a 10% commitment to Aboriginal housing.

This is on top of the \$1.25 billion the Victorian Government is already investing in our regions through the Big Housing Build.

Under the fund, the department has already delivered 49 transitional homes through acquisition, and upgrades to 117 public housing homes, with a further 23 properties nearing completion. Work is progressing on a number of projects announced under the fund, including at end June 2024:

- > more than 50 social and affordable homes in Colac and over 40 homes in Wodonga
- > 50 new homes in Shepparton, Seymour and Rochester, to provide social housing for people impacted by the 2022 floods, of which 17 homes have commenced.

Further work is underway on the redevelopment of public housing sites to provide more housing and ensure homes are fit for purpose.

In partnership with the community housing sector, the Regional Housing Fund will support around 270 affordable housing homes to be delivered across regional Victoria.

Innovative delivery through the Ground Lease Model

Through Homes Victoria, the department is delivering 2,740 new homes through the innovative Ground Lease Model. Under the model, Homes Victoria retains ownership of land, and partners with not-for-profit groups who finance, plan, design, build and manage homes for 40 years before handing all dwellings back to Homes Victoria.

The sites deliver vibrant mixed-tenure housing that includes social, affordable, specialist disability and market rental homes that are welcoming, secure and meet modern design and accessibility standards.

The first Ground Lease Model project was completed in early 2024, delivering a total of 1,084 new social, affordable and market rental homes including:

- > 240 social and 119 affordable homes in Flemington
- > 151 social and 140 market rental homes in Brighton
- > 228 social and 206 market rental homes in Prahran.

Early works to deliver an additional 286 social and affordable rental homes at the Flemington (Stage 2) site are nearing completion. Construction will start in late 2024 and is scheduled for completion in late 2026.

In November 2023, Homes Victoria reached financial close for the early works and demolition works at the second Ground Lease Model project sites in South Yarra, Prahran, Hampton East and Port Melbourne. This project will deliver a further 1,370 new social, affordable, market and Specialist Disability Accommodation homes by late 2026. Demolition works have been completed, planning approval has been received and early works are progressing well across all sites to prepare for main construction works in late 2024.

Completed the Building New Homes to Fight Homelessness program (1,000 Homes)

The department successfully delivered the Victorian Government's \$469 million commitment to build 1,000 new public housing homes for 1,800 Victorians across the state who are fleeing family violence or experiencing homelessness through the 1,000 Homes Program.

Delivered as part of the Big Housing Build, the program generated close to 1,500 more new public housing properties than previously existed on underutilised government-owned sites.

Buying new homes through the Acquisition program

The Victorian Government committed \$948 million under the Big Housing Build to acquire properties and buy new homes in construction projects that are either in progress or ready to build. This funding will secure over 1,800 social and affordable housing properties – ensuring more Victorians have the safety and security of a home sooner.

The spot-purchase component of the purchase program has been successfully completed with all properties tenanted.

More than 1,000 homes have been completed and handed over for tenancy management as part of the In Progress and Ready to Build component of the program, with over 600 additional homes in progress.

Transforming Public Housing with the Public Housing Renewal Program

The Public Housing Renewal Program continues to transform some of the oldest public housing estates in metropolitan Melbourne to deliver vibrant, well-connected communities.

The program will deliver approximately 1,300 social and market homes that are modern, accessible and energy efficient at sites in North Melbourne, Northcote, Preston and Brunswick West. This will increase the number of social homes at these locations by more than 50%.

The social homes at Preston were completed in March 2024 and homes at Brunswick West sites completed in July 2024. Construction works are progressing well at Northcote and North Melbourne.

Addressing affordability and supply through the Affordable Housing Rental Scheme

As at 30 June 2024, 407 affordable properties had been delivered at Kensington, Ascot Vale, Ashburton, Blackburn, Cheltenham, West Heidelberg, Hawthorn and Mallowcoota.

The Affordable Housing Rental Scheme provides tenancy security for 3 years and is available for eligible low to moderate income households. This includes casual and essential workers who are experiencing rental stress. The scheme provides households with access to modern and affordable homes conveniently located in key suburbs close to shops, transport and workplaces.

Safe and secure housing for victim survivors of family violence

The department has continued to make progress on the Refuge Redevelopment Program to replace 17 communal refuges with 'core and cluster' designs, and the construction of 3 new Aboriginal refuges. As of 30 June 2024, 15 refuges were completed with a further 5 in redevelopment, 2 of which are expected to be completed by 30 June 2025.

The core and cluster refuges provide separate units that give victim survivors more privacy while still providing stable, safe and secure accommodation. These units are accessible and appropriate for diverse cohorts including LGBTIQ+ communities and people with disabilities, and provide on-site staffing support 24 hours a day, 7 days a week.

Delivering contemporary and innovative Specialist Disability Accommodation

The department has started a \$14.9 million pilot program to build new and innovative Specialist Disability Accommodation. New homes built by the department are an alternative to the group home model and are delivered in partnership with a group of residents, their families and support providers.

In 2023–24, 12 new homes were completed for 21 residents, with another 4 homes to be started in 2024–25.

Continuing to improve our housing

Delivering high-quality, safe and sustainable housing via the Building Works Infrastructure Package

The \$528 million Building Works Package, announced in 2020, has funded the maintenance and upgrade of 23,000 social housing properties across Victoria. The Building Works Package is nearing completion, with more than 24,500 public and community housing properties having maintenance or upgrade works completed.

More than 5,500 upgrades were made to more than 2,000 properties owned by Aboriginal Housing Victoria and Aboriginal-Community Controlled Organisations. Additionally, 445 new homes were built and a further 82 new homes had commenced construction.

The department is also improving maintenance service delivery for renters as part of the maintenance modernisation program. We are delivering process and system improvements to support renters and contractors at key points in the responsive maintenance process. Improvements will enable renters to raise electronic maintenance requests, attach photographs and track the progress of their request. It will provide contractors with better information about the jobs before they arrive on-site, enabling them to complete more jobs in full in a single visit and provide renters with surety of when work will get done.

Continuing to deliver the Energy Efficiency in Social Housing Program

The department, through Homes Victoria, continues to deliver the Energy Efficiency in Social Housing Program, providing energy efficiency upgrades in social housing across Victoria and reducing energy bills for low-income households. This year, the program has been rescoped and received an additional \$46 million in matched funding from the Commonwealth Government, expanding the total investment from \$112 million to \$158 million. Since launching in 2020, this program has upgraded 18,542 social housing homes, including activities such as installing high efficiency reverse-cycle air-conditioning systems, draught sealing and ceiling insulation.

The revised program will deliver more than 45,000 upgrades for approximately 25,000 homes, with 5,000 of these homes to be fully electrified.

Delivering environmentally sustainable social housing

All new homes being currently built by Homes Victoria have a 7-star rating under the Nationwide House Energy Rating Scheme (NatHERS). In line with the Victorian Government's ambitious target of net zero by 2050, these developments are set up to be net zero-ready with all-electric specification and solar photovoltaic systems.

Of the 5 new apartment developments identified to have Local Energy Networks, 4 of these are now operating in Ascot Vale, Ashburton, Heidelberg West and Hawthorn. These Local Energy Networks integrate large solar photovoltaic systems and guarantee a rate of electricity for renters in those buildings which is at least equal to the best available on the market. Investigations are underway for the potential expansion of this initiative to other new buildings. This initiative is reducing the cost of living for renters in those buildings and reducing emissions for the state of Victoria.

Homes Victoria's High-Rise Cooling Program is delivering air-conditioning to older-style towers within the portfolio, and preparatory works commenced in early 2024, with installations due to commence by the end of 2024. This initiative will provide residents with relief from summer heat while buildings in the portfolio await their scheduled retirement.

Strengthening Victoria's homelessness response

Investments in the specialist homelessness system have enabled homelessness services to assist 101,804 clients to address and prevent homelessness. Of these, 27,882 clients were provided with accommodation in 2023–24.

The 2023–24 State Budget provided further investment of \$134 million over 4 years to break the cycle of homelessness, including \$67.6 million for Housing First responses and supports for people sleeping rough.

Investing in supportive housing

The 2022–23 State Budget included capital funding to deliver 2 supportive housing sites in regional Victoria. This builds on the 4 supportive housing sites currently in operation and a further 2 sites in metropolitan Melbourne due for completion in 2024–25, to deliver Housing First responses for people experiencing chronic homelessness. These investments will grow the number of supportive housing beds from 180 in 2022–23 to more than 360 in 2025–26.

Supportive housing provides people experiencing chronic homelessness with safe and stable long-term housing with on-site multidisciplinary and tailored supports to help stabilise their lives. This may include general and mental health services, case management and tenancy support.

Addressing homelessness through Partnerships Addressing Disadvantage programs

In 2023–24, the department continued delivering the Victorian Government's investment in innovative, outcomes-driven homelessness services through Partnerships Addressing Disadvantage programs. This includes the Journey to Social Inclusion program, which assists Victorians previously experiencing chronic homelessness to maintain stable housing, health and wellbeing and prevents a return to homelessness.

The department has also continued support for existing From Homelessness to a Home clients. As of 30 June 2024, Victoria's From Homelessness to a Home and Homes for Families programs represented the nation's largest housing first responses and have supported more than 2,000 households into stable housing with tailored and flexible support. Building on the success of this program, an improved service model, known as Homes First, has been designed and will commence in 2024–25.

Program evaluations of the From Homelessness to a Home and Journey to Social Inclusion programs have shown that they deliver outcomes for clients and for government with over 90% of clients remaining housed, reducing their use of acute hospital services and reporting improved wellbeing and feelings of being connected with their community.

The Arc Partnership Addressing Disadvantage program also commenced taking referrals in 2023–24. Through integrated housing and case management support, the Arc program seeks to reduce homelessness and recidivism among people exiting prison, and deliver improved housing, justice and health outcomes for participants.

The COMPASS program, which commenced referrals in late 2018, saw the last young people complete the program in 2023–24. The COMPASS program supported young people to successfully transition from out-of-home care towards independence, including by establishing safe, stable and secure housing if required.

Targeted housing and support to meet critical demand

Funding was also provided for targeted housing and support to meet critical demand and continue providing programs to people experiencing or at risk of homelessness. This included funding for:

- > congregate crisis accommodation and housing facilities
- > women-specific congregate housing sites at McAuley House Ballarat, Marriageil Baggarrook, Audrey Rainsford and Viv's Place
- > youth-specific accommodation and support services
- > integrated homelessness support for the Wyndham growth corridor
- > housing support for people exiting prison to reduce the cycle of homelessness and recidivism.

These investments align with directions set out in the recommendations from Legislative Council Legal and Social Issues Committee's Inquiry into Homelessness in Victoria. The whole-of-Victorian-Government response to the Inquiry was tabled in February 2024.

Established the Lived Experience Group and progressed the Ministerial Homelessness Reform Advisory Group

The department also progressed work with the sector and people with lived experience of homelessness to continue to better structure and deliver homelessness services.

The Minister for Housing established the Ministerial Homelessness Reform Advisory Group in November 2023, with their current term running to May 2025. The advisory group includes senior representatives from a range of sectors that represent the diverse cohorts of people that access homelessness services, including young people, victim survivors of family violence and older Victorians. The advisory group also includes representatives with a lived experience of homelessness.

The advisory group met 3 times in 2023–24 with their discussions focused on examining data and sharing case studies to gain insights to what is working, challenges and opportunities as well as immediate actions and priority reform areas to address challenges. Overall, advice provided by the advisory group is shaping homelessness system reform, strengthening sector capacity and capability and guiding best practice evidence-based approaches to make homelessness rare, brief and non-recurring.

Homes Victoria also established its inaugural Homelessness Lived Experience Reference Group. The reference group, established with 6 members with lived experience, provides advice on policy and the design of homelessness services.

Enabling Aboriginal self-determination in the housing and homelessness system

In 2023–24, Homes Victoria established 2 Aboriginal-specific entry points, providing brokerage and Housing First multidisciplinary teams service delivery. Operating in 2 sites, the pilot commenced in early 2024, providing culturally appropriate responses to Aboriginal people's homelessness needs and multidisciplinary support to maintain their housing. Ngwala Wilumbong provides services in the Bayside and Melbourne CBD and Wathaurong Aboriginal Co-operative in the Barwon Region.

The establishment of the Aboriginal-specific entry points is a key deliverable of the Blueprint for an Aboriginal-specific homelessness system in Victoria.

Aboriginal Private Rental Assistance Program

The Victorian Government has expanded the Aboriginal Private Rental Assistance Program to a further 5 sites determined through the Victorian Aboriginal Housing and Homelessness Forum. The program is now available at 10 sites delivered by 8 ACCOs across Barwon, Bayside Peninsula, Brimbank–Melton, Northeast Melbourne, Western Melbourne, Goulburn, Loddon, Mallee and Inner and Outer Gippsland.

The Aboriginal Corrections Housing Pathways Initiative

The Aboriginal Corrections Housing Pathways Initiative pilot will support Aboriginal Victorians to secure housing when exiting prison, with initial assessment and planning and case management in one hybrid program. The pilot will be delivered in one metropolitan area and one regional area. In North-East Melbourne it will be delivered by Victorian Aboriginal Community Services Association Ltd (VACSAL) and in the Mallee area, it will be delivered by Mallee District Aboriginal Services (MDAS).

Victorian Government strengthens Aboriginal housing framework and blueprint

The Victorian Aboriginal community provided the Victorian Government *with Mana-na woorntyeen maar-takoort: Every Aboriginal person has a home* – the Victorian Aboriginal housing and homelessness framework and the blueprint for an Aboriginal-specific homelessness system. These seminal documents guide how government and community can collaborate to achieve quality housing outcomes for Aboriginal Victorians, including addressing the over-representation of Aboriginal people experiencing homelessness.

The framework and the blueprint provide the vehicle to deliver Aboriginal self-determination by transitioning power and responsibility over to community to determine the approach required to address their local community's housing and homelessness needs. In the third year of implementation, the department continues to demonstrate its commitment to the strategic goals and objectives of the framework. through the delivery of the following priorities:

- > 1,023 homes set to be delivered un the Big Housing Build (BHB) and other capital programs. This includes investments from both the Regional Housing Fund and Commonwealth Social Housing Accelerator Programs

- > supporting the framework's 20-year vision and sector-strengthening approach, including an in-principle commitment to the *Aboriginal Housing Summit Report* which includes 154 key recommendations. These recommendations will guide the next phase of implementation of the framework through a 5-year implementation plan
- > empowering the Aboriginal community to direct the government on how best to deliver on the objectives of the framework. Aboriginal Housing Victoria provides a system steward role in supporting the implementation of the framework elevating the voice of the Aboriginal community
- > delivering maintenance, refurbishment and upgrades to properties benefiting Aboriginal communities through the Building Works Stimulus Package, completed in 2023 at a cost of \$35 million delivered by Aboriginal Housing Victoria in partnership with 19 ACCOs
- > committing to cultural safety by implementing the cultural safety framework and working to increase greater cultural safety in the Victorian Housing Register, through implementing recommendations from the 2022 Victorian Housing Register evaluation, including increased ACCO representation on the Victorian Housing Register Senior Leadership Group
- > increasing the uptake of private rental through the expansion of the Aboriginal Private Rental Assistance Program and the development of the Aboriginal Public Housing Tenancy Management Transfer Pilot.

Aboriginal Public Housing Tenancy Management Transfer Pilot

The Aboriginal Public Housing Tenancy Management Transfer Pilot will trial the transfer of public housing tenancy management responsibility from the department to an Aboriginal housing organisation.

The pilot will deliver culturally safe service provision, greater choice, flexibility and support Aboriginal renters to have control over who manages their tenancy.

The department is currently working with the Aboriginal Housing and Homelessness Forum to finalise the proposed approach and proceed to a call for submission before commencing implementation of the pilot model.

Homes Victoria data sharing policy

At the September 2023 Aboriginal Housing and Homelessness Forum, the department, through Homes Victoria, committed to providing members with a quarterly housing data presentation to support the progression of Aboriginal data sovereignty.

The content is guided by Aboriginal self-determination, with Homes Victoria seeking to align each presentation against data items requested from forum members. Data presentations typically include:

- > Victorian Housing Register overview including Family Violence new and priority applications and details of allocations into public and community housing
- > public housing tenancies and allocations overtime overview
- > community housing tenancies and allocations overtime overview.

Sector capacity building – Community Housing Sector Development Fund

The Community Housing Sector Development Fund builds the capacity of not-for-profit community housing providers to assist with the growth of social and affordable housing under the Big Housing Build. The fund was established in 2020 with \$6 million funding. A total of 5 projects received \$2.9 million funding for projects focused on building the capacity of the First Peoples housing sector. These include:

- > Breaking Down Barriers – the project supports the sector participating in the Big Housing Build program and increase the number of ACCOs and Traditional Owners seeking to deliver social housing by procuring a consultant for a long-term, sustainable registered housing model, property development expertise and feasibility assessments
- > Supporting Aboriginal Registration – The project supports and increase the number of Aboriginal housing providers. This support will be complemented by a \$500,000 grants program to support ACCOs and Traditional Owners develop and implement their registration action plans
- > Community Partnerships Brokerage – The Community Partnerships brokerage role, engages directly with the Aboriginal community sector to determine options for Aboriginal organisations to participate in the Big Housing Build Aboriginal program of works

- > Local Government Partnerships – Aboriginal Housing Victoria were awarded funding to develop an approach to increase the understanding of the housing needs of Aboriginal people in selected local government areas.

Targeting 10% of net new social housing for Aboriginal Victorians in the Big Housing Build

Under the Big Housing Build, 10% of all net new social housing properties built will be for Aboriginal Victorians.

The delivery approach is being guided by Aboriginal self-determination principles. As of 30 June 2024, 523 Aboriginal households have been housed and 115 of these households are in homes managed by Aboriginal Housing Victoria. Hundreds of more homes are in planning and construction. Evaluation is continuing for requests for proposals through the Social Housing Growth Fund – Homes for Aboriginal Victorians grant round. This will deliver new homes for Aboriginal Victorians.

Funding of \$811,000 has been invested as part of the Community Housing Sector Development Fund, with Aboriginal projects progressing to support and build the capacity of the Aboriginal housing sector. This will increase their ability to participate in the Big Housing Build delivery.

Cultural Safety

The department continues to focus on improving cultural safety and competence internally and across the funded housing sector. This work aims to build service quality and outcomes for Aboriginal staff, clients, and communities. This work remains a priority for the department in exploring the implementation of the Aboriginal cultural safety framework to funded agencies.

Integrating the voice of renters into the design and delivery of housing services and programs

The Paving the Way Forward program launched in 2021 with a commitment to renters to incorporate the voice of lived experience into decisions that impact their homes, neighbourhoods and services.

Over the past year, the Public Housing Renters Consultative Committee has engaged in and provided feedback on a range of housing policy and program initiatives. This has included feedback on the Energy Efficiency program and environmental sustainability options and improving the maintenance service. As a result of discussions, public housing renters will be part of the evaluation process for the selection of contractors who provide maintenance services to each of them and their communities. Using feedback from the committee, the department is changing the way it engages with renters about safety checks in their homes to help resolve property access issues.

Review and Improve Panels are another way that renter voice is being incorporated into the delivery of housing services. These are panels of renters that meet over an 8-week period to provide feedback on renter experiences and suggestions for improvement on specific topics. Feedback from these panels has helped shape the renter relocations communication process for the high-rise redevelopment.

Delivering employment solutions for social housing residents

In May 2022, the Victorian Government invested \$3 million in the Social Housing Employment Program (SHEP) through the Jobs Victoria Fund.

Targeting social housing renters and others at risk of long-term unemployment, the program enables participants to work and get paid while they complete an industry-related qualification and receive on-the-job training to build skills and capabilities.

Rolled out by Qualify in Gippsland and Uniting in metropolitan Melbourne, the program has successfully placed 108 jobseekers from metropolitan Melbourne and 141 jobseekers from Gippsland into employment.

Objective – Our social services system is integrated, effective, person-centred and sustainable

The social services system is joined up and provides safe, effective and appropriate services that respond to the needs, preferences and circumstances of Victorians. Our corporate functions and IT systems facilitate efficient service delivery, administration and oversight, and our workforce is sustainable and highly skilled.

We nurture strong partnerships with funded agencies, and we deploy data and evidence to continuously improve.

Key initiatives and projects

Establishing the Social Services Regulatory scheme

During 2023–24, the department prepared for the commencement of the new Social Services Regulator on 1 July 2024.

In 2021, the government passed the Social Services Regulation Act to create a single comprehensive new regulatory scheme to keep Victoria's social services users safe.

During 2023–2024, the department developed the Social Services Regulations 2023 and the Social Services (Supported Residential Services) Regulations 2024 to operationalise the scheme.

The department consulted widely with the sector to develop the regulations, including via a Regulatory Impact Statement. The Social Services Regulation Taskforce, comprising peak bodies, service user and provider representatives and a regulatory expert, also provided significant input. The Parliamentary Secretary for Disability and an independent expert co-chaired the Taskforce.

The department continued to focus on improving cultural safety across the social services sector, working with the sector to develop cultural safety service requirements that Victorian social services must meet as part of their obligations to comply with the relevant standards.

Jonathan Kaplan was appointed as the inaugural regulator, and the department worked with Mr Kaplan to prepare information and guidance for the social services sector, and to establish the Social Services Regulator as a new independent statutory entity.

Investment to support our skilled community services workforce

The department continues to support the community and social services sector on recruitment and retention strategies and activities. The community services workforce provides essential support to Victorian communities.

The department supports the sector through large-scale recruitment campaigns such as Jobs that Matter, Go Where You're Needed, and the inaugural Community and Social Services Graduate Program.

Jobs that Matter

Jobs that Matter is the department's whole-of-sector recruitment campaign to recruit more people into community and social services roles across the state. This includes roles in child protection, children and families, housing and homelessness, family violence and sexual assault, and disability support sectors.

The Victorian Government partnered with community services organisations to help recruit the right people for the thousands of jobs available across the sector.

The campaign ran with the tagline 'Make a difference. Do a job that matters' across the following channels: television, radio, regional newspapers, billboards and digital outdoor advertising, Spotify, cinema, YouTube, Weibo, Facebook, Instagram and Google search.

The campaign roll-out included strategic communications 'below-the-line' activities and was supported by recruitment events across Victoria.

Go Where You're Needed

Go Where You're Needed is an offshoot of the Jobs that Matter campaign focusing solely on recruitment into child protection roles.

The workforce campaign raises awareness of the positive difference people working for Victoria's Child Protection Service make to the lives of Victorian families every day.

The campaign ran with the tagline 'Go where you're needed: Do a job that matters' across the following channels: radio, regional newspapers, billboards and digital outdoor advertising, digital audio including Spotify, online job boards such as Seek, Weibo, Facebook, Instagram, LinkedIn, YouTube and Google search.

The campaign focused on regional locations to ensure advertising focused on locations with the highest vacancy rates. Localised campaign creative was rolled out across several regional locations including: Gippsland, the Mallee, Warrnambool, Mildura, Wodonga and the Goulburn Valley.

To address large workforce vacancies in Gippsland, the department also ran a localised recruitment campaign in Gippsland.

The Community and Social Services Graduate Program

This program provides a pathway for new graduates to begin work in the Victorian communication and social services sector. The program aims to increase the number of graduates entering and staying employed in the sector.

The program is a learning and development opportunity for graduates from a range of diploma, bachelor and masters qualifications in the field of community and social services.

The program was developed by the department in consultation with the social and community services sector peak bodies and employers as well as the university and TAFE sector.

Graduates are matched with paid roles with community and social services organisations across Victoria. Participants are supported in their employment with 12 months of learning and professional development provided by the program.

Applications for the first intake opened Monday 3 June 2024 and closed Friday 12 July 2024. A second intake round is scheduled for late 2024.

Supporting students seeking a career in social work

The Inclusion Scholarships for Social Work Placements Program provides scholarships (grants) of \$7,500 for Bachelor or Master of Social Work students undertaking mandatory practical field placements through Victorian universities.

Scholarships are targeted at providing support for students who face greater barriers to degree completion, including students from key demographic cohorts, are financially disadvantaged, and/or have lived experience of using community services. There have been 290 scholarships approved across rounds 1 and 2.

Objective – Aboriginal voice, knowledge and cultural leadership drive Aboriginal policy, legislation and system reform

Self-determination enables the wellbeing of Aboriginal Victorians. Systems and structures that inhibit self-determination are actively addressed with the partnership and leadership of the Victorian Aboriginal community.

Key initiatives and projects

Aboriginal Self-determination and Outcomes Division

The Aboriginal Self-determination and Outcomes (ASDO) Division provides a lens of Aboriginal ways of knowing, being and doing, to department-wide policy development and service delivery. It is an Aboriginal-led division, with an Aboriginal Deputy Secretary, 3 Aboriginal Executive Directors and 7 Aboriginal Directors.

The division supports connection, collaboration, and advocacy across all divisions and program areas of the department.

The division is a critical interface between operational and policy areas of the department, translating policy to support successful implementation in the community. The division works in partnership with Aboriginal organisations and community service organisations to improve responsive service delivery in the community. This includes a focus on local solutions, and embedding self-determination in place-based decision-making and in the implementation of key state and national Aboriginal frameworks.

The division also supports the department's participation and response to the Yoorrook Justice Commission and in its preparation for upcoming Treaty negotiations.

Korin Korin Balit-Djak

Korin Korin Balit-Djak is the department's overarching Aboriginal strategy that provides the systems transformation architecture to bring alignment across national and state policy frameworks including:

- > the Closing the Gap Agreement
- > Victorian Self-Determination Reform Framework
- > Victorian Aboriginal Affairs Framework
- > *Wungurilwil Gapgapduir*
- > *Mana-na-worn-tyeen maar-takoort*
- > *Dhelk Dja: Safe Our Way.*

Korin Korin Balit-Djak has 5 reform areas that aim to transform the service system for Aboriginal people including:

- > governance and self-determination
- > leadership and workforce
- > data and knowledge
- > funding and commissioning
- > cultural competency and safety.

The Aboriginal Strategic Governance Forum is the department's overarching Aboriginal-led governance structure. It sets and oversees strategic direction in the context of system transformation that cuts across the departmental portfolio areas of child protection, family violence and housing.

Response to Yoorrook Justice Commission

The Yoorrook Justice Commission (the commission) is the nation's first formal truth-telling process to investigate historical and ongoing injustices experienced by First Peoples in Victoria since colonisation. It was established in May 2021 and has the same powers as any Royal Commission.

On 4 September 2023, the Commission released *Yoorrook for justice: report into Victoria's child protection and criminal justice systems*. The report details the Truth Telling of what First Peoples have experienced and continue to experience in the child protection and criminal justice systems.

The department contributed to the Victorian Government response to the 46 recommendations outlined in the report. The Victorian Government has committed to support or support in principle 12 of the 19 recommendations directed to the department.

This includes a commitment to progressing:

- > an analysis of opportunities to improve the operation of the permanency provisions in the *Children, Youth and Families Act 2005*
- > referrals and wrap-around supports for expecting Aboriginal mothers
- > increased cultural plan compliance
- > implementation of the *Statement of Recognition Act 2023*
- > work to upskill the cultural competency of the child protection workforce, including through a review and refresh of the risk assessment frameworks, guidelines and tools used by this workforce.

The department has already made a start on several recommendations:

- > In line with recommendations 11 and 12, policy scoping is underway in partnership with the Department of Justice and Community Safety and relevant Aboriginal Community-Controlled Organisations (ACCOs) on a consent-based child protection notification scheme for unborn reports.
- > In accordance with recommendation 13, an evaluation of the child protection risk assessment framework (SAFER) is currently being progressed, with a final evaluation report anticipated in February 2026.
- > Work is underway to review and refresh department-wide cultural safety training in line with recommendation 14. A pilot of the refreshed Aboriginal Cultural Safety Training for all staff and managers will be delivered by 31 July 2024.
- > The department's child protection training has also recently been refreshed. A new Child Protection Practice Induction Program has replaced the existing Beginning Practice program from 28 May 2024.
- > Recommendation 25 is also being progressed through a current review of permanency amendments under the *Children, Youth and Families Act 2005*.

To ensure an Aboriginal-led and self-determined approach, the department will continue to work in partnership with the Aboriginal Children's Forum and ACCOs within the child protection and family services system on the more detailed implementation planning for delivering recommendations.

In 2024, the commission focused on land injustice and social injustice, including housing. The department provided evidence and engaged in public hearings relating to the housing and prevention of family violence portfolios.

The department is committed to the truth-telling process and to supporting the commission to achieve its objectives.

Truth and Treaty

Through the ASDO leadership, the department has established senior internal governance and operational structures to strengthen accountability and oversee our commitment to Truth and Treaty and Closing the Gap.

ASDO also leads and coordinates the department's response to the Yoorrook Justice Commission, and all necessary work to ensure the department is Treaty ready.

Treaty

As part of the Victorian Government, the department is committed to working towards a well-supported, well-planned and transparent Treaty process that delivers meaningful outcomes for First Peoples.

The department has a responsibility to ensure all staff are prepared and familiar with Treaty concepts and processes. The department continues to progress work to educate staff at all levels of the department about Treaty and the Treaty process, including leadership groups, operational staff and staff who contribute to reform and policy initiatives.

The department works closely with the Department of Premier and Cabinet to ensure all Treaty-related work aligns with whole-of-Victorian-Government best practice guidance.

Aboriginal Policy reform

Similar to the department's approach to truth and treaty, ASDO is working to establish the most appropriate and effective approach to strengthening accountability, and monitoring progress against Closing the Gap and Aboriginal self-determination commitments.

This includes working in partnership with the Koorie Caucus of the Aboriginal Strategic Governance Forum to embed self-determination and share decision-making.

ASDO has established an intradepartmental committee to formally strengthen coordination of effort against our Closing the Gap commitments across all of the department's Aboriginal strategies and is having dedicated workshops with relevant divisions across the department to enhance our understanding of our collective commitments and responsibilities and develop effective and efficient ways of working.

Aboriginal Partnerships and Practice

At a more granular level, ASDO has worked to deliver and support the delivery of programs and policies on the ground.

This includes administering grants to ACCOs affected by extreme weather events, Korin Korin Balit-Djak funding, the continued support to implement localised and regional Aboriginal governance structures, supporting compliance and regulation matters, and advising on practice issues within relevant portfolios.

Supporting place-based Aboriginal self-determination

The division has supported the establishment of the Western Districts Aboriginal Collective including funding for an independent secretariat. Further work has been undertaken to establish a western metropolitan Aboriginal governance group.

The division is also facilitating conversations and workshops on self-determined models for regional governance with Aboriginal community members in:

- > Goulburn
- > Ovens Murray
- > South Metropolitan
- > Gippsland.

Strengthening the ACCO sector

The department has provided an additional \$1 million in 2023–24 to ACCOs throughout the state for projects that further the 5 pillars of the Korin Korin Balit-Djak strategy.

Elevating Aboriginal voice

The division has elevated Aboriginal voice from a regional perspective through participating in the following forums:

- > Aboriginal Justice Forums (July, October 2023 and March, July 2024)

- > Dhelk Dja Partnership Forums (July, November 2023 and April, July 2024)
- > Aboriginal Children's Forums (June, September 2023 and May 2024)
- > Aboriginal Housing and Homelessness Forums (September, December 2023 and March and June 2024).

Supporting representation and participation of First Nations young people

The department continued to support First Nations young people to achieve their goals and to grow and remain strong in their cultural identity.

The department maintained the Koorie Youth Council, the peak body representing Aboriginal young people in Victoria, as a principal partner of government and the youth sector. This investment takes a broad, strengths-based, prevention approach to ensure that government and other organisations meaningfully engage with First Nations young people and allows for culturally tailored solutions that address their unique interests, circumstances and needs.

The 2023–24 State Budget extended funding for the Marram Nganyin Aboriginal Youth Mentoring Program. Marram Nganyin is delivered in partnership with the Koorie Youth Council and 5 local Aboriginal community organisations. The program builds protective factors around First Nations young people by enhancing connection to culture and community, strengthening life skills, wellbeing and strengthen education, and providing training and employment pathways.

Wungurilwil Gagapduir and Aboriginal Children's Forum (ACF)

The Wungurilwil Gagapduir: Aboriginal Children and Families Agreement offers a systemic approach to improving outcomes for Aboriginal children, young people and families in Victoria and outlines our collective responsibility to developing a strong service system.

Throughout 2024, the ACF and ACCO caucus have refreshed the *Wungurilwil Gagapduir Strategic Action Plan* for the years 2024 to 2028.

The refresh has been undertaken to ensure alignment with national and state initiatives and reporting. The ACF is the mechanism to oversight progress of the *Wungurilwil Gagapduir Strategic Action Plan* and support accordingly.

Performance against output performance measures

This section provides information about the department's performance against output performance measures.

Results in the tables below are coded according to:

- ✓ Performance target achieved or exceeded
- Performance target not achieved – within 5% variance
- Performance target not achieved – exceeds 5% variance

Note: There may be slight discrepancies in the variation percentage figures due to decimal point rounding.

Child protection and family services

Through the funding of statutory child protection services, family support and parenting services, and placement care services and specialist support services, this output aims to ensure the safety and wellbeing of adolescents and children at risk of harm, abuse and neglect. This output aims to make a positive difference to Victorians experiencing disadvantage by providing excellent community services to meet clients' needs.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Daily average number of children in care placements	number	10,641	9,316	-12.5%	■
The 2023–24 result is lower than the 2023–24 target, reflecting demand for services. A lower result signifies that fewer care placements are being required (potentially reflecting impacts of early intervention initiatives).					
Daily average number of children in foster care placements	number	1,773	1,391	-21.5%	■
The 2023–24 result is less than the 2023–24 target, potentially reflecting overall care placements trend.					
Daily average number of children in kinship care placements	number	8,338	7,425	-10.9%	■
The 2023–24 result is less than the 2023–24 target, potentially reflecting overall care placements trend.					
Daily average number of children in residential care placements	number	529	472	-10.7%	■
The 2023–24 result is less than the 2023–24 target, potentially reflecting overall care placements trend.					
Daily average number of children subject to permanent care orders	number	3,555	3,874	9.0%	✓
The 2023–24 result is higher than the 2023–24 target, reflecting a change in counting methodology.					
Number of children authorised to an Aboriginal agency under the Aboriginal Children in Aboriginal Care program	number	250	258	3.2%	✓
Number of families receiving an intensive support service	number	3,107	2,951	-5.0%	■
The 2023–24 expected outcome is lower than the target due to data collection and categorisation issues that result in some under-reporting of intensive services.					
Number of family services cases provided to Aboriginal families	number	1,983	2,716	37%	✓
The 2023–24 result is higher than the 2023–24 target due to a high number of Aboriginal families receiving a family service. This performance measure is proposed to be discontinued in the 2024–25 Budget. It is being replaced by the 2024–25 performance measure 'Total family service cases commencing for Aboriginal families'.					

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Number of intensive support services provided to Aboriginal families The 2023–24 expected outcome is lower than the target due to data collection and categorisation issues that result in some under-reporting of intensive services.	number	925	709	-23.4%	■
Number of investigations from reports to Child Protection Services about the wellbeing and safety of children The increased 2023–24 result reflects increased demand, not performance and is consistent with an increase in reports to Child Protection.	number	39,100	41,140	5.2%	✓
Number of parents/carers enrolled in Supported Playgroups The 2023–24 result is higher than the 2023–24 target due to more families attending Supported Playgroups.	number	12,280	14,514	18.2%	✓
Reports to Child Protection Services about the wellbeing and safety of children	number	136,677	139,612	2.1%	✓
Total number of family services cases provided The 2023–24 result is lower than the 2023–24 target due to data collection issues that result in under-counting. This performance measure is proposed to be discontinued in the 2024–25 Budget, and a replacement measure has been introduced: 'Total family services cases commencing'.	number	22,692	19,811	-12.7%	■
Quality					
Children and young people in care who have had 2 or fewer placements in the past 12 months (not including time at home in parental care)	per cent	90.0	94.0	4.4%	✓
Children and young people who were the subject of a substantiated report within 12 months of the closure of a previous substantiated report The 2023–24 result is higher than the 2023–24 target potentially reflecting changes in a child's circumstances, availability and engagement with family services or other support services. Substantiation decisions are made on the best available evidence at the time.	per cent	17.5	19.3	10.3%	■
Children and young people who were the subject of an investigation which led to a decision not to substantiate, who were subsequently the subject of a substantiation within 3 months of case closure The 2023–24 result is higher than the 2023–24 target potentially reflecting changes in a child's circumstances, availability, and engagement with family services or other support services. Substantiation decisions are made on the best available evidence at the time.	per cent	3.0	4.1	36.7%	■
Organisations that have successfully completed a certification review (family and community services) All service providers that undertook an external audit achieved certification. The certification reviews ceased on 31 December 2023 in preparation for the commencement of the Social Services Regulator on 1 July 2024. Both certification measures are proposed to be discontinued in the 2024–25 Budget, and 2 new replacement measures have been introduced: 'Social Service Providers satisfaction with education and guidance provided by the Social Services Regulator' and 'Registration applications processed within statutory timelines'.	per cent	95.0	100	5.3%	✓
Organisations that have successfully completed a certification review (specialist support and placement services) All service providers that undertook an external audit achieved certification. The certification reviews ceased on 31 December 2023 in preparation for the commencement of the Social Services Regulator on 1 July 2024. Both certification measures are proposed to be discontinued in the 2024–25 Budget, and 2 new replacement measures have been introduced: 'Social Service Providers satisfaction with education and guidance provided by the Social Services Regulator' and 'Registration applications processed within statutory timelines'.	per cent	95.0	100	5.3%	✓
Proportion of Aboriginal children placed with relatives/kin, other Aboriginal carers or in Aboriginal residential care	per cent	77.0	73.3	-4.8%	○

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Proportion of family services cases closing who met an identified goal in their child and family action plans The 2023–24 result is higher than the 2023–24 target due to positive levels of engagement in family services.	per cent	70.0	74.0	5.7%	✓
Timeliness					
Percentage of child protection investigations assessed as urgent, that were visited, or where attempts were made to visit, within 2 days of receipt of the report	per cent	97.0	96.0	-1.0%	○
Cost					
Total output cost The higher expenditure reflects insurance claims and premiums as well as expenditure for the Victorian Redress Scheme which is not included in the target.	\$ million	2,022.5	2,513.5	24.3%	✓

Family violence service delivery

This output will lead and coordinate whole-of-government family violence policy and implement and deliver the government's family violence reform agenda. This will include establishing and operating Support and Safety Hubs, implementing information sharing legislation, and delivery of risk assessment and management programs.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Workers trained in the Family Violence Risk Assessment and Risk Management Framework The 2023–24 result is higher than target due to the release of new training modules on adults using family violence and increased awareness and participation from workforces to reflect new practice requirements.	number	10,000	16,372	63.7%	✓
Number of clients self-referring to The Orange Door The higher actual compared to target is due to the target being set too low as it was based on historical data when the TOD network was yet to be completed.	number	12,000	60,136	401.1%	✓
Total assessments undertaken at the Support and Safety Hubs The 2023–24 outcome is higher than target due to all 18 The Orange Door sites becoming operational which has led to significant additional capacity. For the 2024–25 financial year the target has been revised in line with the increased capacity of The Orange Door to undertake risk assessments.	number	100,000	176,012	76%	✓
Total assessments undertaken for children in the Support and Safety Hubs / The Orange Door The 2023–24 outcome is higher than target due to all 18 The Orange Door sites becoming operational which has led to significant additional capacity. For the 2024–25 financial year the target has been revised in line with the increased capacity of The Orange Door to undertake risk assessments.	number	70,000	99,722	42.5%	✓
Number of cases referred to and assisted by a Risk Assessment and Management Panel (RAMP) The 2023–24 outcome is lower than target due to an increased number of cases being managed by the RAMP Coordinators and therefore not progressing to a RAMP.	number	450	399	-11.3%	■
Number of cases referred to Risk Assessment and Management Panels and managed by the coordinators The 2023–24 outcome is higher than target due to RAMP Coordinators proactively working with an improved specialist family violence system to manage risk.	number	200	247	23.5%	✓

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Number of children who receive a Sexually Abusive Behaviours Treatment Service response The lower actual compared to target is due to the fluctuating nature of demand for the service which is influenced by factors including school terms and the program working with young people for up to 2 years.	number	1,220	1,047	-14.2%	■
Number of episodes of support provided to adolescents using violence in the home The higher actual is due to demand increase due to community awareness of the new program.	number	1,040	1,175	13%	✓
Number of calls responded to by the statewide telephone help line for men regarding family violence The higher actual is due to demand increase due to community awareness of the new program. Overperformance also relates to data categorisation by some services.	number	6,500	7,481	15.1%	✓
Number of men participating in the Men's Behaviour Change program The 2023–24 outcome is lower than target due to data categorisation issues that have resulted in under-reporting, and workforce recruitment challenges that have resulted in under performance.	number	4,400	3,110	-29.3%	■
Number of case management responses provided to perpetrators of family violence including those that require individualised support The outcome for 2023–24 is higher than the target due to the program experiencing high demand, which has been met by additional fixed-term funding.	number	1,300	2,849	119.2%	✓
Number of sexual assault services provided to adults, children and young people The higher actual compared to target is due to increased demand and additional fixed-term funding being provided in 2023–24 to respond to the demand. Increasing community awareness of this program continues to drive strong demand across the system.	number	15,115	18,874	24.9%	✓
Number of new episodes of family violence therapeutic interventions The 2023–24 outcome is higher than the target due to increased demand, and agencies reporting fixed-term funding for various therapeutic interventions for children and young people with a similar scope as one activity.	number	2,618	3,797	45.0%	✓
Quality					
Satisfaction of workers with the information sharing and family violence risk assessment and risk management training The 2023–24 result is higher than target due to higher satisfaction of training participants, especially participants attending facilitated sessions. Participants are highly satisfied with both in-person and online training sessions being offered.	per cent	90.0	98.8	9.8%	✓
Satisfaction of clients with Support and Safety Hubs services The higher actual is due to higher-than-expected level of satisfaction among clients of The Orange Door that were surveyed through the Client Voice survey.	per cent	80.0	89.0	11.3%	✓
Timeliness					
Assessments undertaken within 7 days	per cent	80.0	76.5	-4.4%	○
Sexual assault support services clients receiving an initial response within 5 working days of referral	per cent	98.0	96.6	-1.4%	○
Cost					
Total output cost	\$ million	622.5	721.3	15.9%	✓
The higher 2023–24 actual primarily reflects the output group reallocation of a number of Family Violence related programs from Housing Assistance to Family Violence Service Delivery to better reflect Ministerial responsibilities					

Primary prevention of family violence

This output provides initiatives that support primary prevention of family violence and violence against women.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Number of people participating in funded primary prevention programs	number	10,000	70,266	602.7%	✓
The 2023–24 expected outcome is higher than target due to continuing high rates of online participation and program maturity.					
Quality					
Prevention of family violence grant recipients who met or exceeded contractually agreed outcomes	per cent	95.0	100	5.3%	✓
The 2023–24 outcome is higher than target due to all providers meeting contractually agreed milestones.					
Timeliness					
Prevention of family violence projects and programs delivered on time	per cent	100	100	0	✓
Cost					
Total output cost	\$ million	30.1	27.0	-10.3%	■
The lower than expected actual primarily relates to employee related expenses following a recent organisational restructure. This restructure has not impacted prevention programs.					

Disability services

Through the provision of continuing care and support services for people with disabilities, their carers and their families, this output aims to make a positive difference for Victorians experiencing disadvantage and provide excellent community services to meet clients' needs.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Clients receiving forensic disability service	number	780	841	7.8%	✓
The higher result can be attributed to more clients being serviced due to demand and the implementation of the Youth Forensic Disability Clinical Service pilot program.					
Quality					
Forensic disability residents participating in community reintegration activities	per cent	90.0	97.0	7.8%	✓
The higher result can be attributed to larger number of residents now having funding through NDIS to enable access to reintegration opportunities.					
Organisations that have successfully completed a certification review (accommodation supports)	per cent	95.0	n/a	n/a	✓
During 2023–24, no disability service providers undertook certification reviews. The measure is no longer appropriate due to transition of disability service providers to the NDIS and the cessation on 31 December 2024 of the use of certification reviews against the Human Services Standards (in preparation for the transition to the Social Services Regulator).					
Both certification measures are proposed to be discontinued in the 2024–25 Budget, and 2 new replacement measures have been introduced: 'Social Service Providers satisfaction with education and guidance provided by the Social Services Regulator' and 'Registration applications processed within statutory timelines'.					

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Organisations that have successfully completed a certification review (client services and capacity)	per cent	95.0	n/a	n/a	✓
<p>During 2023–24, no disability service providers undertook certification reviews. The measure is no longer appropriate due to transition of disability service providers to the NDIS and the cessation on 31 December 2024 of the use of certification reviews against the Human Services Standards (in preparation for the transition to the Social Services Regulator).</p> <p>Both certification measures are proposed to be discontinued in the 2024–25 Budget, and 2 new replacement measures have been introduced: 'Social Service Providers satisfaction with education and guidance provided by the Social Services Regulator' and 'Registration applications processed within statutory timelines'.</p>					
Timeliness					
Forensic disability Target Group Assessments completed within 6 weeks	per cent	85.0	92.0	8.2%	✓
<p>The higher result can be attributed to improved processes including referral responses and assessments and the relationship management with key stakeholders reducing duplication and follow up.</p>					
Cost					
Total output cost	\$ million	444.1	439.2	-1.1%	○

Community participation

Community participation programs include the Neighbourhood House Coordination Program, Men's Sheds, Community Support and Community Finance initiatives. These programs support the social and economic participation of Victorian communities, particularly vulnerable populations.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Hours of coordination funding provided to Neighbourhood Houses	Number	561,896	561,106	-0.1%	○
Timeliness					
Grants acquitted within the timeframe specified in the terms and conditions of the funding agreement	per cent	92.0	92.0	0.0%	✓
Cost					
Total Output Cost	\$ million	62.0	70.0	12.8%	✓
<p>The higher actual is due to additional government investment in policy initiatives, such as Good Money and initiatives funded through the Community Support Fund</p>					

Office for Disability

The Office for Disability leads and coordinates whole-of-government policy, disability action planning and funding, and support to disability advocacy and self-advocacy organisations so that people with disability experience reduced disadvantage, can fully participate in the community and have their rights upheld.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Number of Disability Advocacy clients	number	2,400	2,821	17.5%	✓
The 2023–24 result exceeds the target. The program continues to experience high demand, in line with national trends. Agencies have delivered very strong performance results in the face of this increasing demand. Agencies delivering the program advise that they are seeing a greater number of complex matters that require increased reliance on systemic advocacy to achieve resolution.					
Victorian Disability Advisory Council meetings	number	10.0	11.0	10%	✓
The Victorian Disability Advisory Council is appointed by the Minister for Disability to provide advice and guide the implementation of the State Disability Plan. In the previous year, the Council has exceeded its target of 2 monthly ordinary meetings, and has also held numerous additional opt-in meetings. This reflects the significant work of the Council in informing the government's consideration of disability reform arising from the NDIS Review and the Disability Royal Commission.					
Cost					
Total output cost	\$ million	11.4	12.7	11.4%	✓
The higher actual is primarily due to interdepartmental transfer for Fighting for Students with Disability and their Families initiative.					

Seniors programs and participation

This output supports broader community planning processes to facilitate an integrated community planning and response approach aimed at enabling older Victorians to fully participate and engage in the community.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Pension-level beds available in assisted Supported Residential Services facilities	number	1,561	1,483	-5.0%	■
The actual is lower than target due to the closure of 2 assisted pension-level Supported Residential Services (SRS) (with 78 beds total) during the 2023–24 financial year. SRS are private businesses and make independent commercial decisions to close. The total number of pension-level beds may continue to reduce in future financial years if other SRSs take business decisions to close.					
Pension-level Supported Residential Services residents provided with service coordination and support/brokerage services	number	775	775	0%	✓
University of the Third Age membership	number	34,000	38,064	12%	✓
The 2023–24 actual outcome is higher than the target due to higher-than-expected numbers of older people renewing their membership to U3A clubs to participate in social and educational activities post COVID-19 restrictions.					
Open rates for Seniors Card eNewsletters	per cent	48.0	60.3	25.6%	✓
The 2023–24 actual outcome is higher than the target due to effective strategies to increase open rates of the eNewsletter for Seniors Card holders, including the inclusion of competitions (event and movie ticket giveaways), promotion of the Seniors Festival and a focus on cost of living discount offerings (grocery and fuel discounts).					
Individuals provided with respite and support services	number	12,580	20,927	66.4%	✓
The 2023–24 result is higher than the target due to increased numbers of carers accessing supports including online forums, requesting information alongside traditional respite and support service delivery. Note this data encompasses the Support for Carers Program combined with the Additional Respite for funded initiatives.					

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Number of hours of respite and support services	Number	251,150	285,457	13.7%	✓
The 2023–24 result is higher than the target due to increased numbers of carers accessing supports including online forums, requesting information alongside traditional respite and support service delivery. Note this data encompasses the Support for Carers Program combined with the Additional Respite for carers funded initiatives.					
Eligible seniors in the Seniors Card program	per cent	90.0	91.5	1.7%	✓
Senior satisfaction with Victorian Seniors Festival events	per cent	90.0	90.0	0%	✓
Cost					
Total output cost	\$ million	61.5	59.6	-3.1%	○

Support to veterans in Victoria

This output provides coordination of veteran-related issues at a state level, especially in relation to commemoration, education programs, grant programs, research and veteran welfare. This output supports the Shrine of Remembrance and the Victorian Veterans Council.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Entries received – Premier’s Spirit of Anzac Prize	number	100	200	100%	✓
The 2023–24 result is higher than the target due to 2 competitions run in the same financial year for 2 separate calendar years, each receiving 100 entries.					
Community engagement – Shrine ceremonial activities, public and student education programs, tours and general visitation	number	750,000	1,777,590	137%	✓
The 2023–24 result is higher than the target due to over 1 million people being engaged via the Shrine’s digital platforms, which is a significant increase of 41% compared to 2022–23. The Shrine continues to attract visitors through its ceremonial services, school visits and general visitation of the precinct. Live streaming has expanded outreach to its digital audience by streaming every commemorative service held at the Shrine of Remembrance.					
Number of veterans employed annually in the Victorian public sector	number	188	329	75%	✓
The 2023–24 result is higher than the target due to the successful implementation of the Public Sector Veteran Employment Strategy.					
Quality					
Commemorative and educative projects meet agreed project objectives	per cent	100	100	0%	✓
Timeliness					
Deliver an annual program of grants within agreed, published timelines	per cent	100	100	0%	✓
Cost					
Total output cost	\$ million	23.6	10.9	-53.9%	■
The lower actual reflects funding re-cashflow for the Museum to Honour Australian Vietnam Veterans Forever initiative to align with the revised project delivery timeline. The uptake of the Victorian Veterans Card was lower than budgeted in the first year of the initiative and uptake remains steady.					

LGBTIQA+ equality policy and programs

This output provides programs and services to promote equality for LGBTIQA+ Victorians and to support these communities' economic, social and civic participation.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Number of people engaged through a Trans and Gender Diverse Peer Support Program	number	250	461	84.4%	✓
The 2023–24 outcome is higher than the target reflecting an increase of vilification being experienced by trans and gender diverse communities.					
Proportion of LGBTIQA+ grant program recipients who are located in regional and rural areas	per cent	25.0	39.7	58.8%	✓
The 2023–24 expected outcome is higher than the 2023–24 target due to targeted focus on funding regional and rural LGBTIQA+ organisations in 2023–24.					
Number of services engaged for Rainbow Tick accreditation	number	40	40	0%	✓
Cost					
Total output cost	\$ million	12.0	12.1	1.0%	✓

Women's policy

This output provides initiatives that support women and the prevention of family violence and supports the economic, social and civic participation and inclusion of all Victorians.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Number of people participating in funded gender equality programs	number	6,900	17,278	150.4%	✓
The 2023–24 actual outcome is a very positive result being 150% higher than the target, with funded gender equality programs reaching over 17,000 participants. This reflects the unplanned delivery of the Investing in Women Grassroots Grant Round, where 44 grants resulted in participation of over 7,000 people.					
Percentage of women on Victorian Government boards	per cent	50.0	53.0	6%	✓
The 2023–24 actual outcome is higher than the target and is a positive result. The Women on Boards commitment requires Victorian Government boards and portfolios to have at least 50% women.					
Gender equality grant recipients who met or exceeded contractually agreed outcomes	per cent	95.0	100	5.3%	✓
The 2023–24 actual outcome is higher than the target and is a positive result. All gender equality grant recipients have met or exceeded their contractually agreed outcomes.					
Timeliness					
Women's portfolio projects and programs delivered on time	per cent	100	100	0%	✓
Tools, resources and guidelines to support the <i>Gender Equality Act 2020</i> implementation are completed within agreed timeframes	per cent	100	100	0%	✓
Cost					
Total output cost	\$ million	18.7	13.8	-26.1	■
The lower 2023–24 result is primarily due to revised delivery timelines resulting in re-alignment of cashflow for the Free pads and tampons in public places initiative.					

Youth

This output leads and coordinates whole-of-government policy advice and delivers a range of initiatives for young people aged between 12 and 25 years to gain a range of skills and experiences and to actively participate in their local communities.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Participation by young people in programs that provide opportunities to be involved in social and economic life in their communities	Number	241,700	389,619	61.2%	✓
The 2023–24 estimated result is higher due to COVID-19 pandemic impacts easing, leading to targets being exceeded. This has been seen especially with event-based initiatives that contribute to this measure such as the annual Victorian Youth Fest and FReeZA program.					
Participation by young people in programs that support young people to be involved in decision making in their community	number	2,710	4,449	64.2%	✓
The 2023–24 estimated result is higher due to COVID-19 pandemic impacts easing, leading to targets being exceeded. One key program, Victorian Youth Fest, doubled its expected target for this measure with much higher engagement of young people in planning committees.					
Number of Scout Hall Capital Projects Completed	number	3	6	100%	✓
The 2023–24 result is higher than the target due to the completion of previously funded Scout hall upgrade projects which were committed to as part of the 2018 election commitment Scouts infrastructure package. Completion rates for projects have increased in the later years of package delivery following initial delays largely resulting from the impacts of the COVID-19 pandemic.					
Quality					
Participants reporting development of transferrable skills supporting positive outcomes for young people	per cent	75.0	77.0	2.7%	✓
The 2023–24 result is an estimate.					
Timeliness					
Percentage of programs delivered within agreed timeframes	per cent	90.0	98.0	8.9%	✓
The 2023–24 result is higher than the target due to strong engagement with funded providers across Youth portfolio programs to ensure delivery within agreed timeframes.					
Cost					
Total output cost	\$ million	28.1	28.2	0.3%	✓

Housing assistance

The housing assistance output, through the provision of homelessness services, crisis and transitional accommodation and long-term adequate, affordable and accessible housing assistance, coordinated with support services where required, home renovation assistance and the management of the home loan portfolio, aims to make a positive difference for Victorians experiencing disadvantage by providing excellent housing and community services to meet clients' needs.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Number of bonds issued to low-income Victorians to assist access to the private rental market	number	10,000	6,932	-30.7%	■
The 2023–24 result is lower than the target due to high competition in the private rental market. The department is reviewing bond loan eligibility criteria and is expecting more bond loans to be delivered in 2024–25 based on likely changes.					
Number of clients assisted to address and prevent homelessness	number	103,000	101,804	-1.2%	○
Number of clients assisted to address and prevent homelessness due to family violence	number	45,000	43,778	-2.7%	○
Number of clients provided with accommodation	number	30,000	27,882	-7.1%	■
The 2023–24 result is lower than the target although is in line with pre-COVID-19 figures.					
Number of households assisted with long-term social housing (public, Aboriginal and community long-term tenancies at end of year)	number	77,900	82,275	5.6%	✓
The 2023–24 result is based on an improved and more accurate data collection method than previously relied upon.					
Number of public housing dwellings upgraded during year	number	2,000	1,985	-0.7%	○
Total number of social housing dwellings	number	91,248	89,501	-1.9%	○
Total social housing dwellings acquired during the year	number	2,809	2,938	4.6%	✓
Total number of Victorian Affordable Housing Program (VAHP) affordable housing dwellings	number	630	407	-35.6%	■
The measure has not met the target due to a focus in the year on delivering social housing to address Victorian Housing Register demand.					
Number of family violence victims who receive a refuge response	number	1,061	969	-8.7%	■
The 2023–24 outcome is lower than the target as multiple refuge places are still in development and expected to be constructed by the completion of the refuge redevelopment program. Under the Family Violence Crisis Response Model, which has been operating since August 2023, all victim survivors in crisis can receive immediate support and emergency accommodation (which may include a motel), if needed, no matter which specialist family violence service they access, along with face-to-face support from a local family violence support service, wherever they are accommodated and at any time of day or night.					
Number of nights of refuge accommodation provided to victims of family violence	number	54,109	59,965	10.8%	✓
The 2023–24 outcome exceeded the target mainly because victims of family violence stayed longer in refuges than the anticipated 56 days in core and cluster refuges or more than 10 days in short-stay refuges because exit pathways out of refuge are extremely limited due to the housing shortage. In addition, there has been a delay in additional refuge capacity coming online through the refuge redevelopment program.					
Number of calls responded to by the statewide 24/7 family violence victim/survivor crisis service	number	60,000	51,460	-14.2%	■
The 2023–24 outcome is lower than target due to clients accessing crisis support through multiple contact pathways, not just through calls to Safe Steps as recorded under this measure. Alternative pathways operating under the 'no wrong door' approach for crisis support include local specialist family violence services and The Orange Door.					

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quality					
Proportion of homelessness services clients that engage with support services and access or maintain housing	per cent	77	76	-1.3%	○
Social housing tenants satisfied with completed urgent maintenance works	per cent	85.0	86.7	2%	✓
Social housing tenants satisfied with completed non-urgent maintenance works	per cent	80.0	69.8	-12.8%	■
The 2023–24 result is lower than the target due to a maintenance backlog, yet the satisfaction has progressively improved over 2023–24 as the backlog continues to diminish.					
Timeliness					
Average waiting time for public rental housing for those clients who have received priority access housing allocation or a priority transfer	months	10.5	19.8	88.3%	■
The waiting time reflects strong demand for social housing, noting there was an increase in allocations over 2023–24.					
Average waiting time for public rental housing for clients who have received a priority access housing or priority transfer allocation due to family violence	months	10.5	19.5	85.6%	■
The waiting time reflects strong demand for social housing, noting there was an increase in allocations to family violence priority types over 2023–24.					
Proportion of clients where support to sustain housing tenure was provided or referred	per cent	88.0	87.0	-1.1%	○
Cost					
Total output cost	\$ million	674.2	585.6	-13.1%	■
The lower 2023–24 actual primarily reflects the output group reallocation of a number of Family Violence related programs from Housing Assistance to Family Violence Service Delivery to better reflect Ministerial responsibilities					

Concessions to pensioners and beneficiaries

This output, through the development and coordination of the delivery of concessions and relief grants to eligible consumers and concession card holders, aims to make a positive difference for Victorians experiencing disadvantage by providing excellent community services to meet clients' needs.

Performance measures	Unit of measure	2023–24 target	2023–24 actual	Variation	Result
Quantity					
Households receiving mains electricity concessions	number	932,807	903,768	-3.1%	○
Households receiving mains gas concessions	number	659,178	662,956	0.6%	✓
Households receiving non-mains energy concessions	number	24,488	22,032	-10%	■
The 2023–24 estimated result is lower the target as expenditure and usages are gradually decreasing; the assumption is that people are becoming less dependent on alternate Non-Mains energy sources.					
Households receiving pensioner concessions for municipal rates and charges	number	435,278	434,222	-0.2%	○
Households receiving water and sewerage concessions	number	687,202	691,649	0.6%	✓
Number of State Trustees clients receiving Financial Administration services	number	9,000	9,012	0.1%	✓
Number of Utility Relief Grants granted to households	number	106,165	108,487	2.2%	✓
Quality					
State Trustees client experience index (client satisfaction measure)	number	80	87	8.7%	✓
This revised measure reflects satisfaction more accurately with an index comprised of several drivers of overall satisfaction based on 10 survey questions that captures key aspects of State Trustees' duties and obligations under the Guardianship and Administration Act. The survey questions have been improved to enable better understanding resulting in increased response rates.					
Timeliness					
Percentage of State Trustees clients onboarded within 45 days	per cent	90.0	93.9	4.3%	✓
Cost					
Total output cost	\$ million	655.2	861.6	31.5%	✓
The higher actual is due to the Commonwealth National Partnership Energy Bill Relief Fund expenditure, which is not included in the target.					

Discontinued output performance measures

The department identified 10 performance measures for discontinuation in the 2023–24 State Budget.

Three measures were proposed to be discontinued following a changed Community Services Agreement with State Trustees:

- > Percentage of Community Service Agreement performance targets that have been achieved by State Trustees
- > Percentage of customer requests answered by State Trustees within the timelines set in the Community Service Agreement
- > Percentage of customers satisfied with State Trustees Limited services.

One measure was discontinued due to no longer being relevant as the service providers delivering these services have transitioned to the National Disability Insurance Scheme:

- > Organisations that have successfully completed a certification review (individualised supports).

One measure was discontinued as the establishment of all 18 support and safety hubs was completed in 2022–23:

- > Support and Safety Hubs established.

Three measures were discontinued in LGBTIQ+ equality policy and programs output:

- > Number of community leaders completing the LGBTIQ+ Leadership Program
- > Number of people who have attended government supported pride events and festivals
- > Percentage of payments for events made within agreed timeframes.

Two measures were discontinued and replaced with new measures:

- > Departments report progress to Office for Disability on state disability plan responsibilities within agreed time frames
- > New University of the Third Age membership growth.

The Public Accounts and Estimates Committee supported the department's rationale for the discontinuation in all cases.

Departmental financial summary

Five-year financial summary (\$ millions)	2024	2023	2022
Income from government	5,381.7	5,047.5	6,583.4
Total revenue and income from transactions	6,398.0	6,038.0	8,021.4
Total expenses from transactions	(6,999.7)	(6,282.1)	(7,669.5)
Net result from transactions	(601.7)	(244.1)	351.8
Net result for the period	(638.4)	(264.7)	335.9
Net cash flow from operating activities	(224.5)	182.5	548.2
Total assets	40,495.4	38,565.6	38,113.8
Total liabilities	1,933.1	1,383.6	1,337.6

Departmental financial arrangements

The department's audited financial statements presented in this annual report includes entities within the department's portfolio that are not controlled by the department.

To enable efficient production of financial statements for smaller entities within the department's portfolio and to recognise the Homes Victoria entity operating within the department's business structure, pursuant to s. 53(1) (b) of the *Financial Management Act 1994*, the Assistant Treasurer has granted approval for the department to prepare financial statements incorporating the following entities which form part of the Department of Family Fairness and Housing reporting entity:

- > Homes Victoria
- > Commission for Children and Young People

- > Respect Victoria
- > Victorian Multicultural Commission – effective from 1 February 2024 as part of Machinery of Government changes
- > Victorian Veteran's Council
- > Victoria Disabilities Worker's Commission
- > Disability Worker Registration Board.

As a public non-financial corporation, the majority of income for the Homes Victoria entity is derived from business operations primarily in the form of public housing rental, along with revenue provided by government through annual appropriation processes.

Detailed financial results for Homes Victoria are included in the appendices of the annual report, following the department's audited financial statements.

Current year financial summary

The details below relate to the department's consolidated financial statements including the entities outlined above.

The department's net result from transactions for the financial year ended 30 June 2024 is a deficit of \$601.7 million, compared with a deficit of \$244.1 million for 30 June 2023. With the inclusion of other economic flows of \$36.7 million deficit, the net result for the financial year is a deficit of \$638.4 million, compared to a deficit of \$264.7 million in 2023.

The deficit from transactions primarily relates to a \$428.6 million deficit in Homes Victoria reflecting the acquittal of government investment which was recognised as revenue in 2022–23 as part of the Big Housing Build to grow social and affordable housing in Victoria. Another main contributor to the net deficit from transactions is a higher insurance expense in 2023–24, resulting in an increased provision for civil claims.

Financial Position – balance sheet

The department's net asset base as at 30 June 2024 was \$38,562.3 million, comprising total assets of \$40,495.4 million and total liabilities \$1,933.1 million.

Total assets have increased by \$1,929.8 million in 2023–24 mainly as a result of the 5-year scheduled revaluation of land and building undertaken in 2023 24.

Liabilities totalling \$1,933.1 million mainly consist of payables, borrowings, employee benefit and other provisions. The \$549.5 million increase in 2024 mainly reflects increased, borrowings (service concession liabilities associated with Big Housing Build program and other provisions including: increases in civil claims associated with historical institutional child abuse and the establishment of a Victorian Redress Scheme for Pre-1990 Care Leavers.

Cash flows

Cash and deposit as at end of the 2023–24 financial year was \$600.5 million, a decrease of \$106.3 million from the beginning of the financial year. This is mainly due to a decrease in net cash flows from operations, resulting from the timing of government funding received last financial year and spent this financial year.

Budget portfolio outcomes

The portfolio budget outcomes provide a comparison between the actual financial statements of all general government sector entities within the portfolio and the forecast financial information published in *Budget Paper No. 5 Statement of Finances 2024–25* (BP5).

The portfolio budget outcomes comprise the comprehensive operating statement, balance sheet, statement of cash flows, statement of changes in equity, and administered items statement for the financial year 2023–24.

The portfolio budget outcomes have been prepared on a consolidated basis for the period 1 July 2023 to 30 June 2024 and include all general government sector entities within the portfolio. Financial transactions and balances are classified into either controlled or administered categories as agreed with the Treasurer in the context of the published statements in BP5.

The portfolio budget outcomes statements are not subject to audit by the Victorian Auditor-General's Office. They are not prepared on the same basis as the financial statements as they include financial information of the following entities:

- > Department of Families, Fairness and Housing (the department)
- > Victorian Disability Workers Commission
- > Disability Worker Registration Board
- > Commission for Children and Young People
- > Family Violence Prevention Agency (Respect Victoria)
- > Victorian Veterans Council
- > Homes Victoria (General Government).

The portfolio budget outcomes statements include funding from the Commonwealth Government and revenue from the sale of services attributed to the department from the state government. They also include income and expenses associated with National Disability Insurance Scheme funding, which are reported in the department's administered accounts.

Machinery of Government changes

As a result of the Machinery of Government change on 31 January 2024, Multiculture Affairs has been transferred out of the portfolio and became part of the Department of Premier and Cabinet to align with the government's renewed focus on supporting and engaging with Victoria's culturally diverse communities.

Financial performance – operating statement

In 2023–24, the portfolio reported an actual net result from transactions of a \$192 million deficit compared with a 2023–24 published budgeted deficit of \$12 million. The variance between the budgeted and actual deficit is primarily due to higher insurance claims expenditure in 2023–24, resulted from an increase in provision for civil claims associated with historical institutional child abuse.

Financial position – balance sheet

The portfolio's net assets position is \$265 million lower than the published budget in 2023–24. This is largely attributable to increases in provisions for civil claims associated with historical institutional child abuse and the establishment of a Victorian Redress Scheme for Pre-1990 Care Leavers. The increase in total liabilities is partially offset by an increase in total assets due to timing of funding accessed to settle payments to creditors and other accrued obligations.

Cash flows

The overall cash position at the end of the 2023–24 financial year is \$3 million higher than the published budget. Detailed financial results for the 2023–24 portfolio budget and actual results are included in following statements.

Capital projects/asset investment programs

During the financial year ended 30 June 2024, the department completed a number of capital projects with a total estimated investment [TEI] of \$10 million or greater. The details related to these projects are reported below.

Project name	Original completion date	Latest approved completion date	Practical completion date	Reason for variance in completion dates	Original approved TEI budget (\$m)	Latest approved TEI budget (\$m)	Actual TEI cost (\$m)	Variation between actual cost and latest approved TEI budget (\$m)	Reason for variance from latest approved TEI budget
Base Housing Renewal 2023–24 (statewide)	Q4 2024	June 2024	June 2024	–	81.5	99.2	98.5	-0.7	Project completed under budget
Big Housing Build physical improvements (statewide)	Q4 2027	June 2024	June 2024	–	184.0	184.0	184.0	0.0	
Carlton Redevelopment – 246 units/sites (North-West metropolitan)	Q4 2019	March 2024	March 2024	–	146.4	149.1	145.8	-3.3	Project completed under budget
Minor capital works 2023–2024 (statewide)	Q4 2024	June 2024	June 2024	–	24.1	24.1	24.1	0.0	
Social Housing Pipeline Projects (statewide)	Q4 2021	June 2024	June 2024	–	14.7	16.0	15.3	-0.7	Project completed under budget
Supporting homelessness services in Victoria (statewide)	Q4 2024	June 2024	June 2024	–	22.9	22.9	22.9	0.0	
Westmeadows redevelopment 110 units/sites (Westmeadows)	Q4 2019	June 2024	March 2024	–	54.9	72.8	71.2	-1.6	Project completed under budget

* This project is delivered and partly funded by the 'Public Housing Renewal Program (statewide)' as noted within *2024–25 State Capital Program Budget Paper* with the above project funding allocation fully exhausted.

Section 3: Our workforce

Public sector values and employment principles

The *Public Administration Act 2004* sets out the values and employment principles that apply to the Victorian public sector.

This includes the values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. These values underpin our department's work with colleagues, clients and in the community. They define what is important to our organisation and how we do things. They also flow through our governance arrangements to ensure our decision making is based on sound judgements.

We embed our values throughout the department. This includes through our response to the annual People Matter Survey results, performance and development planning, learning and development programs, and how we resolve workplace issues. We continue to advise our employees on matters of ethics and integrity, including how to avoid conflicts of interest and how to respond to offers of gifts.

The department's policies and practices are consistent with the Victorian public sector employment principles and standards. We are committed to applying merit and equity principles to all employment policies, programs and resources to provide for fair treatment and career opportunities.

Our people

The department's people work across portfolios including child protection, housing, disability, the prevention of family violence, LGBTIQ+ equality, seniors, carers, veterans, women and youth.

During the year, we released our *People strategy 2024–2026*. The strategy includes areas and initiatives that are priorities to address the department's challenges. These priorities will contribute to a strong organisation where people are safe, roles are filled, and people stay because of our culture. They will create a workforce where the employee experience is positive and our diversity, capacity and capability sustain our delivery to the community.

Highlights for the year include:

- > continued implementation of the department's *Aboriginal workforce strategy 2021–2026* and Aboriginal and Torres Strait Islander cultural safety framework
- > continued implementation of the *Gender equality action plan 2022–2025*, which focuses on meeting obligations under the *Gender Equality Act 2020* and supporting gender equality
- > continued delivery of programs under the department's *Diversity and inclusion framework 2022–2027*
- > targeted response to the department's results from the People Matter Survey 2023, including customised support for teams to assist in building workplace culture and launch of a new Safe to Speak Up Intranet hub to centralise information for employees on where to go for information, advice and to submit notice of an incident, issue or risk
- > expanding learning and development opportunities, including increased training programs on the department's learning management system and corporate training calendars, and raising awareness of learning opportunities through regular departmental communications
- > continuing to focus on our employees' mental health and wellbeing through a series of Wellbeing Webinars and other employee health, safety and wellbeing programs
- > supporting staff to complete Performance and Development Plans and align their performance and development goals with departmental and team priorities, capability and career aspirations, and wellbeing
- > delivery of regular orientation programs and integrity sessions for new starters in the department
- > automating assignment of Compliance Essentials elearning modules to all staff, to support completion of essential training
- > expansion of the department's Change Hub and creation of a new Department of Families, Fairness and Housing Careers Support Hub.

Capability development

During 2023–24, we delivered 158 corporate learning and development programs and 76 webinar sessions to support staff working remotely.

Learning and development offerings aim to build the department's workforce capability in client service delivery, policy implementation, program management and compliance across our workforces and are underpinned by the department's capability framework.

The department's activities to develop and grow workforce capability focused on:

- > service delivery
- > practice development
- > health, safety and wellbeing
- > equality, diversity and inclusion
- > Aboriginal cultural safety
- > leadership and management
- > writing and communication
- > project management
- > software and systems
- > finance and procurement.

The department continued to strengthen its leadership capability by:

- > implementing a new *Leading with Impact* 5-workshop series to be completed by all non-executive leaders
- > supporting employees across all leadership levels to attend advanced leadership programs aimed at broadening and deepening leadership capabilities and giving participants exposure to peers from other organisations
- > supporting executives to participate in cross-department leadership and new-to-role programs provided by the Victorian Public Sector Commission, including Executive Induction and the Change Leadership Program
- > providing peer and experiential learning through structured mentoring and coaching opportunities for leaders across the department.

The department strengthened support for the learning and development of our frontline workforce through initiatives, including:

- > launching a new 5-week Practice Induction Program (PIP) for Child Protection Practitioners. The program includes formal training, guest presenters, simulation exercises, case studies and application of the CRIS case recording system. It focuses on practice skills that enable practitioners to exercise professional judgement, uphold Aboriginal cultural safety and engage with children and their families
- > launching new Child Protection Career Advancement Programs for CPP3 and CPP4 in 2024, which target classification-specific leadership capabilities
- > establishing the Child Protection Mentoring Program (123 registered mentors) and delivering the Child Protection Mentorship Mastery Workshop to 84 practitioners
- > delivering induction training to 460 new Child Protection Practitioners, 99 new Housing Services Officers, 28 new Forensic Residential Services staff and 10 new Disability Justice Coordination staff
- > delivering 47 Leading Risk Assessment Practice workshops and 52 Applying Risk Assessment Practice workshops to the child protection workforce in locations across the state
- > developing future frontline leaders:
 - 90 Child Protection Career Advancement Program graduates
 - 207 Child Protection Leadership and Management Program graduates
 - 31 Child Protection Managers receiving mentoring
 - 16 Housing Career Advancement Program graduates
 - 11 Housing Practice Leadership Program graduates
- > providing opportunities to celebrate and promote excellent practice through engagement opportunities, such as the Child Protection Awards, Victorian Protecting Children Awards and Practice Seminar during 2023 Child Protection Week, 2023 Housing Week and Housing Awards, operational briefings, and divisional newsletters.

Workforce inclusion policy

The department continues to build a diverse, inclusive and culturally safe workplace that reflects the communities we serve.

We recognise and value the diverse skills and perspectives people bring to the workplace. These characteristics include their age, caring responsibilities, cultural background, disability, ethnicity, gender, religion, sexual orientation, socioeconomic background and other backgrounds and experiences.

Our strategies elevate and recognise Aboriginal peoples as original custodians of Victoria. We embed Aboriginal cultural safety and self-determination in all that we do, so that Aboriginal Victorians have decision-making power and control to determine what is best for them. Aboriginal self-determination is a human right as enshrined in the United Nations Declaration on the Rights of Indigenous Peoples.

Making diversity and inclusion a priority benefits everyone. It promotes a positive and safe workplace culture, builds our reputation as an employer of choice, and helps us to attract and retain talented staff. It supports innovation by harnessing the rich and varied perspectives of our people. It also helps us to understand and better meet the diverse needs of the Victorian community.

Aboriginal workforce strategy

The department's *Aboriginal workforce strategy 2021–26* has 5 strategic objectives:

- > exceed a minimum 3% Aboriginal employment target by 2026, with a stretch target of 4%
- > exceed 4% Aboriginal employment at manager and executive level positions by 2026
- > embed Aboriginal self-determination and cultural safety in all that we do, through empowering and respecting the voice of Traditional Owners, Aboriginal employees, organisations and communities throughout Victoria
- > ensure the workforce develops a deep understanding of Aboriginal ways of listening, knowing and doing and applies this to the workplace, policy, programs and services to improve outcomes for Aboriginal communities
- > celebrate Aboriginal culture and the achievements of Aboriginal employees, children, families and communities.

Increasing our Aboriginal workforce not only improves health and wellbeing, it also improves quality and culturally appropriate services for Victoria's Aboriginal community.

Implementation of the strategy is tracking well, with progress against targets at the end of June 2024 showing that Aboriginal employees comprise more than 2% of the department's workforce. This is represented across all classifications, including in senior and executive roles.

The Aboriginal leadership target has been exceeded, with over 11% of executive workforce identifying as Aboriginal.

The department continues to support more Aboriginal women in leadership roles. The Aboriginal Women in Leadership FastTrack program commenced for 2024–25. In June 2024, the Secretary announced 5 new participants in the Aboriginal Women in Leadership FastTrack Program Manager Stream. Aboriginal women comprise 50% of the Aboriginal executive workforce.

We have undertaken work to support the department as a culturally safe employer of choice for Aboriginal people. This includes the CareerTrackers' 12-week internships for Aboriginal university students in generalist and child protection program streams, the Aboriginal Graduate Program, leadership programs, mentoring for employees, and strengthening the Aboriginal Staff Network.

We have continued to boost the recruitment and retention of Aboriginal Child Protection Practitioners through strategies that have had an impact on retention. These have included regular check-ins with new Child Protection Practitioners and the development of a Child Protection Aboriginal Staff Network, which has resulted in a total of 70 Aboriginal Child Protection staff. This represents the highest number of Aboriginal and Torres Strait Islander Child Protection Practitioners ever achieved in the department. Dedicated Child Protection Aboriginal Staff Network sessions provide culturally appropriate and safe employee supports for our Aboriginal Child Protection workforce.

The department's Wirrigirri reconciliation program continues to increase the number of allies for Aboriginal inclusion, awareness of Aboriginal significant dates and events, and cultural safety of workplaces. An Executive Champion has been appointed to boost the allyship and support within the department.

Aboriginal and Torres Strait Islander cultural safety

The department continues to implement the *Aboriginal and Torres Strait Islander cultural safety framework*. The framework's vision is to ensure the Victorian community service and housing sectors provide culturally safe practice and service provision that enables optimal health, wellbeing and safety outcomes for Aboriginal people.

To achieve this vision the framework has 3 domains:

- > culturally safe workplaces and organisations
- > Aboriginal self-determination
- > leadership and accountability.

The department is developing executive leaders and the workforce to take ownership of cultural safety as part of their responsibility to ensure a culturally safe environment for Aboriginal people and to embed self-determination in policy, programs and service provision. We have implemented dedicated learning and development and online resources for staff, managers and executive leaders. This ensures all employees are responsible for how they work with Aboriginal staff, clients and communities.

A cultural safety working group supports the implementation of the framework throughout the organisation. A dedicated Aboriginal peer-support network uses the principles of self-determination to support the health, wellbeing and safety of our Aboriginal workforce. The Victorian Aboriginal Health Service Employee Assistance program also provides dedicated Aboriginal social and emotional wellbeing supports.

The department recently undertook procurement for the mandatory Aboriginal Cultural Safety training for all staff, including managers and leaders, to ensure the training is aligned with the Yoorrook for Justice Report Recommendations. The new training, led by a First Nations provider, will commence in August 2024.

In October 2023, the department commenced anti-racism training. This provides an understanding of the effects of systemic racism in the workplace and accountability to address all forms of racism.

The department also partners with the University of Melbourne to deliver the Self-determination and Community Services microcertificate series. The program supports learners to develop advanced knowledge of critical Aboriginal Cultural Safety including understanding concepts of Treaty and Self-determination, Sovereignty and Stolen Generations.

In November 2023, the department undertook the first Aboriginal Cultural Safety Survey, which was open to all staff. The results of the survey have been used to form part of the Aboriginal Cultural Workplace Monitoring Framework to ensure people leaders are supported in their learning journey to improve cultural safety.

Aboriginal Staff Network

The Aboriginal Staff Network offers access to a supportive culturally safe community of practice. It is a place to share good practice and creative ideas, support each other through issues of concern, access opportunities for personal and professional development, and provide input into the department's work, policies and processes to ensure they are inclusive of Aboriginal people.

The department remains committed to self-determination, and the Aboriginal Staff Network is an important channel for amplifying Aboriginal voices. The Aboriginal Staff Network is supported by an Executive Champion to bring to the attention of the Board issues impacting the members of the network.

The Aboriginal Staff Network held its annual conference in May 2024, focused on lateral violence healing to support Aboriginal staff in identifying and addressing lateral violence in the workplace. The conference was well attended with 78 Aboriginal employees from the department.

Diversity and inclusion framework

The department's *Diversity and inclusion framework 2022–2027* supports us to become a leading employer in diversity and inclusion. The framework commits the department to:

- > employing a workforce that reflects Victoria's communities to better meet community needs
- > building workplaces that are culturally safe and inclusive for diverse staff.

The framework takes an intersectional approach. It incorporates strategies to remove workplace barriers for staff affected by systemic, attitudinal, and behavioural barriers and discrimination.

This includes:

- > people with disability
- > people from multicultural and multifaith backgrounds
- > people who are LGBTIQ+
- > people with caring responsibilities.

The framework will:

- > ensure our leadership profile, governance structures and workforce reflect the community's diversity and all employees are accountable for creating inclusive workplaces
- > empower the voices of our diverse workforce, value diversity of thought and create a workplace where all employees are supported to develop and progress their careers
- > improve business outcomes by putting diverse people's lived experience at the core of policy, programs and services
- > embed culturally safe actions, systems and practices as the norm
- > create work environments that are accessible and safe, with prevention, early intervention and suitable response to all forms of discrimination and inappropriate behaviours
- > foster transparency, accountability and measurable targets to achieve outcomes.

Since the launch of the framework, progressed implementation actions include:

- > establishing the diverse staff community of practice to provide a safe space for diverse employees
- > delivering the annual diversity workforce survey
- > establishing accessible communications guidelines
- > building inclusive leadership development into our leadership training
- > investing in anti-racism training for people leaders
- > commencing rollout of our multifaith prayer space guidelines
- > delivering disability confidence and autism support training
- > launching special measures guidelines.

People with disability

The department continued to deliver actions under *Getting to work: Victorian public sector disability employment action plan 2018–2025*.

The action plan supports increased opportunities for people with disability to work in the department, with targets of 6% employment by 2020 and 12% employment by 2025. In 2023, the People Matter Survey data showed that of the people who completed the survey, 8.7% of respondents shared they had a disability. Our department's 2024 diversity workforce survey was developed with employees with lived experience and showed that 2% of the survey respondents shared they are a person with disability.

The department launched a dedicated workplace adjustment policy and resources to support the inclusion and participation of employees with disability and build organisational capability.

The department continued the Stepping into Internship program for people with disability. This program provides university students with valuable work experience, confidence and a chance to bridge the gap between university and graduate opportunities.

The department also worked with the Australian Disability Network for roundtable opportunities and to provide confidence training for employees with disability.

The Enablers Network for people with disability continued supporting employees with disability to ensure a voice and fair and equitable outcomes. An Executive Champion supports the network and drives organisational inclusion.

People from multicultural and multifaith backgrounds

The department continued the CareerSeekers program for people seeking asylum and with refugee backgrounds to allow them to gain valuable work experience from a paid 12-week internship and progress to employment.

The department is in a process of establishing a departmental Women of Colour Network, including through working with the diversity and inclusion community of practice and the gender equality community of practice. Key members of employee-led networks are employed at the department and are supported by a senior Executive Champion to drive organisational inclusion.

LGBTIQA+ people

The department continued initiatives and actions under 6 key result areas measured in the Australian Workplace Equality Index:

- > inclusive policy and practice
- > strategy and accountability
- > LGBTIQA+ training and education
- > LGBTIQA+ employee network
- > visibility and inclusion
- > community engagement.

The department implemented supportive processes for trans and gender-diverse employees to affirm their gender identity in the workplace and to ensure their safety and inclusion. The department continued to work with Pride in Diversity to provide employees with training and awareness. We are also in the process of submitting for bronze status in the Australian Workplace Equality Index (AWEI).

The department's Pride Network provides a forum for all staff interested in, and supportive of, creating safe and inclusive workplaces for LGBTIQA+ employees. An Executive Champion is appointed to the network to drive organisational inclusion. Part of a broader whole-of-Victorian Government Pride Network, it offers a space for staff to promote positive LGBTIQA+ cultural awareness and sector-wide events, participate in professional development opportunities, and contribute to the department's LGBTIQA+ diversity work.

People with caring responsibilities

The department is committed to supporting staff to balance work and caring responsibilities and has included a range of actions to support carers in its diversity and inclusion framework and gender equality action plan.

Key activities include the provision of a parental transition support program, promoting equitable access to flexible work arrangements through the development of resources for managers and staff, and monitoring uptake of leave for diverse caring, parental and kinship responsibilities through an annual audit to identify and address barriers and trends.

Gender equality

The department continued to promote workplace gender equality and to meet its requirements under the *Gender Equality Act 2020* (the Act) including through:

- > implementation of the department's *Gender equality action plan 2022–2025* (GEAP)
- > conducting Gender Impact Assessments (GIAs) for new policies, programs and services that have a significant impact on the public
- > conducting periodic workplace gender audits.

In February 2024, the department submitted its first progress report under the Act to the Commission for Gender Equality in the Public Sector.

The department has progressed activities under the GEAP. This includes providing training and coaching to support parental leave and menopause transition, progressing a job share pilot, continuing to facilitate a gender equality community of practice to support implementation activities, providing trans and gender-diverse awareness training to managers and staff, and including gender equality goals for leaders in the professional development cycle.

The department has delivered activities to support GIA capability and compliance. This includes expanding the number of GIAs in our central GIA depository, reviewing gender responsive budgeting submissions for quality assurance, and providing monthly in-house training to department staff on GIA processes.

The department has also collaborated with the broader public sector to identify and address key gender equality issues.

Youth Employment Scheme

The department continued to engage with the Youth Employment Scheme (YES). This initiative of the Department of Jobs, Skills, Industry and Regions (DJSIR) supports young people aged 15 to 29 years to find employment.

The traineeships provide paid employment opportunities while attaining a qualification, with the prospect of further and potentially ongoing employment in the department.

During 2023–24, the department onboarded 16 YES trainees from the general pathway and an additional 2 YES trainees from the disability pathway. Fifty-five per cent of departmental trainees are from a 'priority group'.

Priority groups include:

- > people unemployed for 6 months or at risk of being long-term unemployed
- > people with disability
- > Aboriginal and Torres Strait Islander people
- > culturally and linguistically diverse communities including humanitarian migrants (asylum seekers and refugees)
- > public and social housing residents
- > people with experience of homelessness or at risk of homelessness
- > people with experience of family violence
- > Youth Justice clients
- > young people from out-of-home care
- > single parents
- > people with experience of mental illness.

Western Chances internship

In 2023–24, the department launched a new employment program that supports young people with paid internship opportunities.

The Western Chances Internship Program matches tertiary scholarship recipients with 12-week paid internships. This internship provides young people facing social or financial barriers with meaningful work experience and an opportunity to develop job-ready skills and builds their professional network.

The department secured 9 internships for young people through this employment program.

Graduate recruitment

The department has 10 graduates participating in the 2024 Victorian Government Graduate Program, which is run by the Victorian Public Sector Commission (VPSC).

In the 2024 intake, the department recruited 10 graduates from diverse academic backgrounds, with 3 graduate employees reaching us through the disability pathway in this program.

Graduates participating in the 12-month graduate programs complete 3 rotations to develop core skills and gain broad experience working within various business units.

In addition to the VPSC graduate program, the department hosted 3 positions within the internal Aboriginal Graduate Program. Our 3 employees commenced at different dates within the financial year 2023–24.

Digital Jobs Program

The Digital Jobs Program is an initiative to allow experienced workers (30+ years of age or with 10+ years of experience) to diversify their skills into information technology, where we have a skills shortage across Victoria.

In 2023–24, we onboarded 4 participants through this program.

Student placement program

The department offers students undertaking a tertiary qualification the opportunity to complete their fieldwork placement in community services as part of their course.

In 2023–24, 241 tertiary students commenced a placement across the department, including placements in child protection, housing, forensic disability, corporate services, and secure welfare services.

Child Protection Employment Program

The Child Protection Employment Program (CPEP) offers 12 weeks full-time or 16 weeks part-time, fixed-term paid employment to recent graduates and eligible students studying a social work, welfare, community, or behavioural qualification.

The rotation-based program enables CPEP participants to work in a structured and supportive learning environment alongside experienced practitioners to experience the Child Protection Practitioner (CPP) role.

Participants who demonstrate the essential skills and attributes necessary for entry into a CPP role and who successfully complete the program may receive a conditional offer of employment for a CPP3 position, subject to the successful completion of their recognised qualification.

Child protection welcomed 123 CPEP employees who started in January 2024. At the end of the program in June 2024, 101 were recommended for further employment. Of these, 97 accepted employment offers for either CPP3 or CPP2 positions (79% conversion rate), the latter pending qualifications. The appointment at the CPP2 level enables the employee to remain working in child protection while completing their qualification.

Up to 100 CPEP employees are expected to commence in January 2025.

Trialled employment programs in 2023–24

The department trialled a further 2 programs in 2023–24:

- > Belonging Matters – the department had one program participant from this employment program that supports participants with an intellectual disability.
- > Adult Migrant English Program (AMEP) – the department provided learning opportunities to 3 students within this program, which assists participants in developing their English language skills within the workplace.

Comparative workforce data

The following table discloses the head count and full-time staff equivalent (FTE) of all active public service employees of the department, employed in the last full pay period in June of the current reporting period (2024), and in the last full pay period of June in the previous reporting period (2023).

Table 1: Details of employment levels in June 2024 and 2023

	June 2024						June 2023							
	All employees		Ongoing			Fixed-term and casual		All employees		Ongoing			Fixed-term and casual	
	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE
Part 1: Demographic data														
Gender														
Women	5,494	5,079.1	3,630	766	4,113.8	1,098	965.3	5,444	5,040.7	3,255	734	3,712.4	1,455	1,324.3
Men	1,576	1,512.9	1,096	75	1,142.4	405	370.5	1,612	1,553.3	1,032	73	1,078.6	507	474.8
Self-described	99	92.2	54	8	59.65	37	32.51	94	89.8	43	5	46.8	46	43
Age														
15–24	397	355.1	204	24	218.2	169	136.9	306	282.1	153	10	159.2	143	122.8
25–34	1,974	1,858.5	1,301	171	1,407.6	502	451.0	1,877	1,776.5	1,156	125	1,227.4	596	549.1
35–44	2,002	1,837.6	1,293	299	1,472.8	410	364.7	1,971	1,801.3	1,106	316	1,301.8	549	499.5
45–54	1,596	1,508.3	1,133	186	1,253.5	277	254.8	1,716	1,618.3	1,077	193	1,202.7	446	415.6
55–64	1,028	967.8	725	135	816.6	168	151.2	1,080	1,019.3	705	129	788.4	246	231
65+	172	156.8	124	34	147.1	14	9.7	200	182.3	133	39	158.2	28	24.1
Part 2: Classification data														
VPS 1–6 grades														
VPS 1	4	4	0	0	0	4	4	6	5.9	2	0	2	4	3.9
VPS 2	260	224.2	143	55	178.1	62	46.1	255	215.5	119	48	147.2	88	68.3
VPS 3	368	344.5	247	50	279.4	71	65.1	409	384.6	229	55	263.9	125	120.7

	June 2024						June 2023							
	All employees		Ongoing			Fixed-term and casual		All employees		Ongoing			Fixed-term and casual	
	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE
VPS 4	566	547.0	369	54	407.2	143	139.8	628	601.6	377	52	411	199	190.6
VPS 5	1,112	1,069.3	753	111	828.3	248	241.0	1,159	1,109.1	664	114	742.8	381	366.4
VPS 6	699	679.9	532	58	575.0	109	104.9	775 ⁱ	749.8	499	63	543.1	213	206.7
Total	3,009	2,868.9	2,044	328	2,267.9	637	600.9	3,232	3,066.5	1,890	332	2,110	1,010	956.4
Child Protection Practitioner														
CPP 2	437	362.5	144	52	177.7	241	184.8	379	325.7	126	34	148.1	219	177.6
CPP 3	671	639.1	475	62	513.1	134	126.0	606	583.6	443	46	471.8	117	111.8
CPP 4	695	621.5	547	108	600.6	40	20.9	632	566.3	470	113	531	49	35.3
CPP 5	858	797.2	703	123	771.8	32	25.5	814	756.7	619	119	687.6	76	69.1
CPP 6	108	104.9	98	8	102.9	2	2.0	109	105	87	7	90.5	15	14.5
Total	2,769	2,525.2	1,967	353	2,166.1	449	359.1	2,539	2,336.3	1,744	319	1,927.9	476	408.3
Children, Youth and Families														
CYF 1	32	27.6	16	0	16.0	16	11.6	32	25.3	13	0	13	19	12.3
CYF 2	43	36.1	11	9	17.0	23	19.1	52	43.8	13	9	19	29	24.8
CYF 3	71	66.2	42	15	52.2	14	14.0	68	62.7	38	13	46	17	16.7
CYF 4	58	55.2	40	9	46.3	9	8.9	61	57.3	28	10	36.3	23	21
CYF 5	82	78.9	56	6	59.9	20	19.0	101	96.1	26	8	61.8	37	34.3
CYF 6	9	9	7	0	7	2	2	9	9	6	0	6	3	3
Total	295	273.1	172	39	198.5	84	74.6	322	294.2	154	40	182	128	112.2

ⁱ There are 3 VPS6 employees acting as executives under long-term acting arrangements

	June 2024						June 2023							
	All employees		Ongoing			Fixed-term and casual	All employees		Ongoing			Fixed-term and casual		
	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE
Allied Health														
AH 2	8	7.2	7	1	7.2	0	0.0	13	12	6	3	8	4	4
AH 3	32	23.8	10	13	16.6	9	7.3	34	24.9	13	13	20.1	8	4.8
AH 4	4	4	3	0	3	1	1	2	2	2	0	2	0	0
Total	44	35	20	14	26.8	10	8.3	49	38.9	21	16	30.1	12	8.8
Disability Services														
DDSO-1	86	68.4	35	7	40.2	44	28.2	97	76.6	52	8	53.7	37	22.9
DDSO-2	15	14.4	9	0	8.5	6	5.9	13	12	11	1	11	1	1
DDSO-3	47	44.1	29	8	34.5	10	9.6	43	40.7	28	9	35.4	6	5.3
DDSO-4	12	11.6	7	4	10.6	1	1	10	10	7	0	7	3	3
DDSO-5	2	2	2	0	2	0	0	3	3	3	0	3	0	0
DDSO-6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	162	140.4	82	19	95.8	61	44.7	163	142.3	98	18	109.1	47	32.2
Housing Services														
HCSOQ1	29	24.6	10	15	20.8	4	3.8	28	23.3	8	18	21.3	2	2
HCSOQ2	17	16.0	9	1	9.0	7	7.0	10	9.6	5	1	5.6	4	4
HCSOQU	66	48.8	20	13	29.8	33	18.9	47	43	14	5	17.4	28	25.7
HSO-1	9	8.0	1	2	2.0	6	6.0	3	2.8	1	0	1	2	1.8
HSO-2	396	379.3	299	47	331.0	50	48.3	376	356	252	48	283.8	76	72.1
HSO-3	66	64.6	60	6	64.6	0	0.0	59	58.5	47	3	49.6	9	8.9
Total	583	541.3	399	84	457.2	100	84.0	523	493.2	327	75	378.8	121	114.5

	June 2024						June 2023							
	All employees		Ongoing			Fixed-term and casual	All employees		Ongoing			Fixed-term and casual		
	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE	Number (head count)	FTE	Full-time (head count)	Part-time (head count)	FTE	Number (head count)	FTE
Other ⁱ	106	101.75	83	10	89.25	13	12.5	101	94.5	73	12	80	16	14.5
Senior employees														
Executives ⁱⁱ	179	177.2	1		1	178	176.2	206	202.9	12	0	12	194	191
STS ⁱⁱⁱ	22	21.36	12	2	13.36	8	8	15	15	11	0	11	4	4
SMA ^{iv}	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total employees ^v	7,169	6,684.1	4,780	849	5,315.9	1,540	1,368.3	7,150	6,683.8	4,334	812	4,841.8	2,008	1,842.1

Rounding errors may be present in FTE tables due to data being formatted to one decimal place.

- i This classification group primarily includes solicitors.
- ii Executives include Senior Executive Service (SES) staff and Accountable Officers.
- iii STS: Senior Technical Specialist.
- iv SMA: Senior Medical Adviser.
- v Notable changes in 2024 employee numbers are:
 - Child Protection Practitioners (+240) due to ongoing recruitment campaigns to fill funded vacancies.

The following table discloses the annualised total salary for senior employees of the department, categorised by classification. The salary amount is reported as the full-time annualised salary.

Table 2: Annualised total salary, by \$20,000 bands, for executives and other senior non-executive staff ⁱ

Income band (salary)	Executives	STS	SMA
\$160,000–\$179,999	1	4	0
\$180,000–\$199,999	3	12	0
\$200,000–\$219,999	49	2	0
\$220,000–\$239,999	31	3	0
\$240,000–\$259,999	16	1	0
\$260,000–\$279,999	30	0	0
\$280,000–\$299,999	18	0	0
\$300,000–\$319,999	8	0	0
\$320,000–\$339,999	5	0	0
\$340,000–\$359,999	7	0	0
\$400,000–\$419,999	6	0	0
\$420,000–\$439,999	2	0	0
\$440,000–\$459,999	1	0	0
\$460,000–\$479,999	1		
\$540,000–\$559,999	1	0	0
Total	179	22	0

Workforce data for the department's portfolio entities

The department has the following entities in its portfolio that employ public service employees independently of the department's Secretary:

- > Commission for Children and Young People
- > Queen Victoria Women's Centre Trust
- > Respect Victoria
- > Shrine of Remembrance Trustees
- > Victorian Disability Worker Commission.

These portfolio entities produce their own annual report and therefore comparative workforce data for these entities are included in their annual reports. The department does, however, disclose the number of executives for these portfolio entities in the Executive data section of this report.

ⁱ For the purposes of this table, executives and other senior non-executive staff are defined as employees who receive a salary higher than the VPS 6.2 maximum (\$174,869 effective 1 December 2023).

There are 6 employees employed on a part-time basis at 0.9 FTE and 3 employees employed on a part-time basis at 0.8 FTE.

There is 1 employee employed on a part-time basis at 0.7 FTE.

There are 2 employees employed on a part-time basis at 0.5 FTE.

Executive data

The following tables disclose the Senior Executive Service (SES) numbers for the department and its portfolio entities for 30 June 2024.

- > For the department, a member of the Senior Executive Service (SES) is defined as a person employed as an executive under Part 3 of the *Public Administration Act 2004* (PAA).
- > For a public body, an executive is defined under Part 3 of the PAA or a person to whom the Victorian Government's Public Entity Executive Remuneration Policy applies.
- > All figures reflect employment levels at the last full pay period in June of the current and corresponding previous reporting year.
- > The definition of an SES does not include a statutory office holder or an Accountable Officer.

The following table discloses the variations between the current reporting period (2024) and previous reporting period (2023).

Table 3: Number of SES for the department broken down by gender

Class	Total		Women		Men		Self-described	
	No.	Var.	No.	Var.	No.	Var.	No.	Var.
SES-3	10	2	7	1	3	1	0	0
SES-2	61	-7	44	0	17	-5	0	-2
SES-1	108	-21	71	-8	34	-11	3	-2
Total	179ⁱ	-26	122	-7	54	-15	3	-4

The number of executives in Table 4 below is based on the number of executive positions that are occupied at the end of the financial year. Note 9.7 in the financial statements lists the actual number of SES and the total remuneration paid to SES over the course of the reporting period. The financial statements note does not include the Accountable Officer, nor does it distinguish between executive levels or disclose separations. Separations are executives who have left the department during the relevant reporting period. To assist readers, these 2 disclosures are reconciled below.

Table 4: Reconciliation of executive numbers for the department

	2024	2023	Var.
Executives	179	205	-26
Accountable Officer (Secretary)	1	1	0
Accountable Officer (Director of Housing)	1	0	1
Less separations	44	(45)	-1
Leave without pay	0	0	0
Less executives paid by other departments	0	1	-1
Total executive numbers at 30 June 2024	179	205	-26

ⁱ Excludes Accountable Officers

Table 5: Number of executives for the department’s portfolio entities broken down by gender

Portfolio entities	Total		Women		Men		Self-described	
	No.	Var.	No.	Var.	No.	Var.	No.	Var.
Commission for Children and Young People	3	0	3	0	0	0	0	0
Disability Services Commissioner	1	0	1	0	0	0	0	0
Queen Victoria Women’s Centre Trust	1	0	1	0	0	0	0	0
Respect Victoria	3	-2	3	1	0	0	0	1
Shrine of Remembrance Trustees	4	0	1	0	3	0	0	0
Victorian Disability Worker Commission	1	0	1	0	0	0	0	0
Total	13	0	10	1	3	0	0	1

Notes:

All figures reflect employment levels as at the final pay period in June 2024, and variance is compared with June 2023.

Excluded are those on leave without pay or absent on secondment, external contractors / consultants and temporary staff employed by employment agencies.

Employee health, safety and wellbeing

The department is committed to safeguarding the health, safety and wellbeing (HSW) of all employees and others when conducting work on behalf of the department or in a department workplace. The department has expressed this commitment in its *Health, safety and wellbeing policy*.

Employee health and safety

During 2023–24, the department established its *Health, safety and wellbeing strategy 2024 to 2027* (HSW). The goal of the HSW is to create a safe and psychologically healthy workplace and prevent injury and illness in the workplace.

Supporting the HSW strategy is a program of work that focuses the department's resources on key priority areas to achieve the strategic objectives to:

- promote employee health, safety and wellbeing
- prevent work-related injury and illness
- support employees with an injury or illness to recover at work or to return to work early, safely and sustainably.

The department's Health and Safety Management System provides information to support the management of employee health and safety at work and to help prevent injury and illness from workplace operations.

Health and safety representation provides the department with a means for involving employees and giving them a voice in health and safety matters in the workplace. The department has an active network of health and safety representatives and designated management representatives who participate in health and safety committees and work collaboratively to develop plans and measures to improve HSW outcomes.

Improvement measures in 2023–24 included:

- > establishment of the HSW strategy with strategic focus areas:
 - leadership, culture and governance
 - information, awareness and consultation
 - risk and compliance
 - employee wellbeing
 - early intervention, recovery and return to work
 - evidence-based innovation

- > conduct of targeted HSW risk workshops to identify factors that contribute to psychological health risks including job demands and work-related violence
- > mapping work-related violence (WRV) controls and identifying further potential treatments to manage WRV risks
- > continued implementation of HSW accountabilities through inclusion in performance development plans for VPS and executive employees
- > continued improvement of the HSW SharePoint site to provide employees with access to HSW information related to working in the department
- > provision of specialist ergonomic assessments to 184 staff requiring additional support to set up their workstation to prevent injury.

Employee wellbeing and supports

The department is focused on providing a psychologically healthy workplace, recognising that everyone benefits from a workplace where the wellbeing of staff is a priority.

The department provides a range of employee supports including:

- > Employee Wellbeing and Support Program
- > Aboriginal Social and Emotional Wellbeing Program
- > Peer-Support Network
- > Critical Incident Support
- > Family Violence Support.

The department continues to have high workforce engagement with its Employee Wellbeing and Support Program with an annual utilisation rate of 25.4%. This shows positive employee engagement in wellbeing.

The department launched the *Child protection mental health and wellbeing plan 2024–26*, which promotes wellbeing services to child protection staff and supports workplace safety activities using 4 pillars of leadership, learning, systems and supports.

The department established its own Peer Support Network during 2023–24, providing informal and confidential support at short notice to employees. The Peer Support Network model is based on active listening, clarification and referral to appropriate services.

There are 43 trained peer supporters in the department.

Critical Incident Support supports employees who have witnessed or have been involved in a critical incident in the course of their work. The model of support is based on Psychological First Aid, which provides support and care to meet an employee's immediate needs and minimise negative reactions following exposure to a critical incident.

Improvement measures in 2023–24 included:

- > piloting a suicide awareness training program to reduce the stigma associated with suicide and self-harm and equip managers and staff to support staff and clients who might be experiencing thoughts of suicide and self-harm
- > establishment of the new Peer Support Network for the department (separating from a shared service managed by Department of Health)
- > provision of vicarious trauma training and information to increase awareness of the impact of exposure to trauma and how to manage this hazard proactively in the workplace
- > provision of Fitness Passport offering to employees and their family members with discounted membership fees and access to fitness and lifestyle facilities across Victoria.

Incident and injury management

In 2023–24, the department experienced a 14.7% increase in incidents reported by employees compared with 2022–23. The rate of incident reporting also increased by 16.2%.

There was also an increase in the number of hazards reported in 2023–24 compared with the prior year of 5.4%, and an increase in the rate of hazard reporting of 6.7%.

The department strongly encourages employees to report hazards and incidents so that these can be responded to either at the local level or systematically across the department. This assists the department to identify employees at risk of injury and to intervene early to prevent injury or illness or to prevent further exacerbation of injury or illness.

The department has a defined procedure for incident reporting and investigation that requires assessment of the risk and development of corrective actions for all incidents reported. Some incidents will require further investigation. During 2023–24, 160 reported incidents (6.9%) required further investigation. The department notified WorkSafe Victoria of 12 notifiable incidents.

The department has experienced 15% increase in standard claims per 100 full-time equivalent (FTE), with a:

- > 29.2% increase in stress-related standard claims per 100 FTE
- > 17.1% decrease in muscular skeletal disorder-related standard claims per 100 FTE
- > 4% increase in lost time standard claims per 100 FTE
- > 18.5% increase in 13-week standard claims per 100 FTE.

Improvement measures in 2023–24 included:

- > provision of Employee Capacity Support by working with managers and staff to remain and recover at work or return to work early, safely and sustainably
- > improved analysis of workers compensation, return to work and employee support data in collaboration with our insurer WorkSafe and employee support provider to identify trends, provide insights and inform decision making
- > provision of InjuryNet to provide early support for staff who are injured at work to facilitate recovery and improve return to work outcomes
- > provision of tailored advice and support to managers seeking guidance on managing complex injuries and claims.

Table 6: The department's performance against health and safety management measures

Measure	Key performance indicator	2021–22	2022–23	2023–24
Hazards	Number of hazards	540	734	774
	Rate per 100 FTE	8.09	10.86	11.59
Incidents	Number of incidents	1,545	2,007	2,302
	Rate per 100 FTE	23.15	29.69	34.49
	Number of incidents requiring first aid and/or further medical treatment ⁱ	187 (31)	275 (27)	234
Claims	Number of standard claims ⁱⁱ	72	82	92
	Rate per 100 FTE	1.08	1.20	1.38
	Number of lost time claims	45	51	52
	Rate per 100 FTE	0.67	0.75	0.78
	Number of claims exceeding 13 weeks ⁱⁱⁱ	33	36	43
	Rate per 100 FTE	0.50	0.53	0.64
Absenteeism ^{iv}	Total number of days absence due to injury or illness	60,815.91	47,790.29	59,524.87
	Rate per 100 FTE	911.37	706.93	892.03
Fatalities	Number of fatalities	0	0	0
Prosecutions	Total number of prosecutions ^v	0	0	0
Claims costs	Average cost per standard claim ^{vi}	\$246,221	\$227,465	\$270,363
Consultation and participation	Number of People and Culture Committee meetings ^{vii}			11
	Number of quarterly Divisional and Area HSW Committee meetings ^{viii}			111

Standard claims are those that have exceeded the employer excess (days or dollars) or are open claims that have been received but have no payments at the time of extraction and may be rejected.

A time-lost claim is one with one or more days compensation paid by the Victorian WorkCover Authority (that is, once the employer has paid the 10-day excess) at the time of extraction.

Thirteen-week claims are claims that involve 13 weeks or more of weekly benefits paid. The 13-week measure begins at day one (that is, employer excess and Victorian WorkCover Authority payments).

ⁱ The department has refined its approach to defining and collating incidents requiring first aid and/or further medical treatment. Revised results applying revised methodology are included for prior years for comparison; and reported results are included in brackets.

ⁱⁱ Claims that have: exceeded the employer excess (days or dollars), or are open claims that have been received but have no payments to date and may be rejected.

ⁱⁱⁱ Claims that involve more than 13 weeks of weekly benefits paid.

^{iv} Data based on total number of sick leave hours recorded by employees.

^v Refers to health, safety and wellbeing prosecutions.

^{vi} Estimated average cost per standardised claim, incorporating payments to date and estimated future payments for period 1 April to 30 March. As at extraction date 29 July 2024 the average cost per standard claim for 2021–22 is \$308,647 and for 2022–2023 is \$259,619.

^{vii} 2023–24 is first year this measure is reported

^{viii} 2023–24 is first year this measure is reported

Table 7: The department's performance against health and safety management measures

Measure	Key performance indicator	Performance
Management commitment	OHS policy statement and OHS criteria	<p>The department's <i>Health, safety and wellbeing policy</i> details its commitment to providing employees with a work environment and experience that is safe and supports and promotes optimum health, safety and wellbeing.</p> <p>Responsibility for health, safety and wellbeing is an inherent part of every employee's role. Specific accountabilities for all employees and additional accountabilities for managers and leaders are defined and documented to provide and maintain a healthy and safe workplace. Specific HSW performance goals are included in all department employee performance plans.</p> <p>The department monitors its HSW performance against a defined Outcomes Framework and reports performance results to a range of governance and consultative committees.</p> <p>The department actively participates in Victorian Public Service HSW governance bodies including the OHS Leadership Group, the OHS Executive Group and the OHS Project Review Board.</p>
Consultation and participation	Designated work group structures and issue resolution procedures	<p>The department's extensive network of 129 designated work groups, 158 health and safety representatives (HSRs) (including deputy health and safety representatives) and 85 designated management representatives (DMRs) gives employees an avenue to be heard on health and safety matters in the workplace.</p> <p>The department has a comprehensive health and safety consultation structure in place comprising committees at the area and divisional level. The People and Culture Committee is a subcommittee of the Board and monitors the HSW performance of the department. This committee met 11 times during 2023–24.</p> <p>Divisional and Area HSW committees play a key consultative role in improving workplace health and safety at the department by providing a forum for HSRs and DMRs to meet regularly and work collaboratively to plan and develop solutions to improve HSW outcomes in the workplace. There were 111 Divisional and Area HSW committee meetings during 2023–24. The issue resolution guide outlines the department's process for managers and employees to follow to resolve health and safety issues identified in department workplaces.</p>
Risk management	Regular risk assessments and internal audits conducted. Issues identified and actioned	<p>eDINMAR (electronic disease, injury, near miss, accident report) is the department's HSW online hazard and incident reporting system. All employees are encouraged to report incidents and hazards so that the department can understand its risks and to enable prompt and effective response (including incident investigation and implementation of controls).</p> <p>The department has comprehensive procedures and tools for assessing and managing key HSW hazards and for undertaking workplace inspections.</p> <p>WorkSafe made 32 visits to department workplaces and 2 improvement notices were issued from 1 July 2023 to 30 June 2024. There were no HSR provisional improvement notices issued.</p>
Training	Managers, health and safety representatives and other staff trained	<p>A broad range of HSW training and webinars were available to managers and employees at the department-level and at the program-level. Approximately 566 participants attended department-level HSW training during the year.</p> <p>All health and safety representatives elected were encouraged and supported by the department to undertake the 5-day health and safety representative training program.</p> <p>The department delivered a range of HSW sessions and initiatives during HSW Month held during October. Approximately 1,270 employees participated across the 18 events offered in 2023.</p>

Section 4: Other disclosures

Local Jobs First

The *Local Jobs First Act 2003* strengthened in August 2018, brings together the Victorian Industry Participation Policy (VIPP) and Major Project Skills Guarantee (MPSG) policy, which were previously administered separately.

Departments and public sector bodies are required to apply the Local Jobs First policy to all projects valued at \$3 million or more in metropolitan Melbourne or for statewide projects, or \$1 million or more for projects in regional Victoria.

MPSG applies to all construction projects valued at \$20 million or more.

Every Victorian Government department and agency is required to report on compliance with Local Jobs First in their annual report.

Under the *Local Jobs First Act 2003*, projects and activities valued at less than \$50 million are considered standard projects, while projects or activities valued at more than \$50 million are considered strategic projects. These are reported on separately below.

The MPSG guidelines and VIPP guidelines will continue to apply to MPSG-applicable and VIPP-applicable projects respectively where contracts have been entered prior to 15 August 2018.

Projects commenced – Local Jobs First Standard

During 2023–24, the department commenced 15 Local Jobs First Standard projects totalling \$118.10 million. Of those projects, 5 were located in regional Victoria, with an average commitment of 91.3% of local content, 5 in metropolitan Melbourne with an average commitment of 91.3% local content, and 5 statewide with an average commitment of 95.5% local content. The MPSG applied to 4 of these projects.

The outcomes expected from the implementation of the Local Jobs First policy to these projects are as follows:

- > an average of 92.3% of local content commitment was made
- > a total of 120.5 annualised employee equivalent jobs (AEE) were committed, including the creation of 37.08 new jobs and the retention of 83.41 existing jobs (AEE)
- > a total of 13.8 positions for apprentices, trainees and cadets were committed, including the creation of 2.9 new apprenticeships, traineeships, and cadets and the retention of the remaining 10.93 existing apprenticeships, traineeships and cadets
- > MPSG-applicable projects committed to engaging 5.6 apprentices, trainees and cadets
- > 977 small to medium-sized businesses were engaged through the supply chain on Local Jobs First projects.

Projects completed – Local Jobs First Standard

During 2023–24, the department completed 2 Local Jobs First Standard projects, totalling \$3.89 million. One project was located in metropolitan Melbourne and one project was located in regional Victoria. The MSPG did not apply to these projects.

Where information was provided, the outcomes expected from the implementation of the Local Jobs First policy to these projects include:

- > an average of 61.07% of local content commitment was made
- > 115 small to medium-sized businesses were engaged through the supply chain on completed Standard projects.

Projects commenced – Local Jobs First Strategic

During 2023–24, the department commenced 7 Local Jobs First Strategic Projects, valued at \$667.74 million. Of those projects, 4 in metropolitan Melbourne and 3 statewide with an average commitment of 97.6% local content. The MSPG applied to 6 of these projects.

The outcomes expected from the implementation of the policy where information was provided, were as follows:

- > a total of 181.5 annualised employee equivalent jobs (AEE) were committed, including the creation of 45.22 new jobs and the retention of 136.28 existing jobs (AEE)
- > a total of 20.16 positions for apprentices, trainees and cadets were committed, including the creation of 6.78 new apprenticeships, traineeships, and cadets and the retention of the remaining 13.37 existing apprenticeships, traineeships and cadets
- > MSPG-applicable projects committed to engaging 19.88 apprentices, trainees and cadets
- > 509 small to medium-sized businesses were engaged through the supply chain on Local Jobs First projects.

Projects completed – Local Jobs First Strategic

During 2023–24, the department completed one Local Jobs First Strategic project, totalling \$63.45 million. This project was located in metropolitan Melbourne. The MSPG applied to this project.

Where information was provided, the outcomes expected from the implementation of the Local Jobs First policy to these projects include:

- > an average of 37.72% of local content commitment was made
- > 293 small to medium-sized businesses were engaged through the supply chain on completed Standard Projects.

Reporting requirements – grants

For grants provided during 2023–24, no interaction reference numbers were required.

Competitive neutrality policy

Competitive neutrality requires government businesses to ensure that where services compete, or potentially compete, with the private sector, any advantage arising solely from their government ownership be removed if it is not in the public interest. Government businesses are required to cost and price these services as if they were privately owned.

Competitive neutrality policy supports fair competition between public and private businesses and provides government businesses with a tool to enhance decisions on resource allocation. This policy does not override other policy objectives of government and focuses on efficiency in the provision of service.

The department ensures Victoria fulfils its requirements on competitive neutrality reporting, as required under the Competition Principles Agreement and Competition and Infrastructure Reform Agreement.

Government advertising expenditure

For the 2023–24 reporting period, there were 2 government advertising campaigns with total media spend of \$100,000 or greater (exclusive of GST). Details of the campaigns are outlined below.

Table 8: Details of government advertising expenditure

Name of campaign	Campaign summary	Start/end date	Advertising (media) expenditure (\$ excl. GST)	Creative and campaign development expenditure (\$ excl. GST)	Research and evaluation expenditure (\$ excl. GST)	Print and collateral expenditure (\$ excl. GST)	Other campaign expenditure (\$ excl. GST)	Total (\$ excl. GST)
Fostering Connections Campaign	Foster Care Recruitment	30/07/2023 – 30/06/2024	\$496,798.39	0	\$49,780	\$300	\$72,185	\$619,063.39
Go Where You're Needed Campaign Phase 3 01/09/2023 – 20/10/2023	Child Protection Workforce Recruitment Campaign	01/09/2023 – 20/10/2023	\$266,450.33	0	0	0	0	\$266,450.33
Go Where You're Needed Campaign Phase 4 01/06/2024 – 30/06/2024	Child Protection Workforce Recruitment campaign	01/06/2024 – 30/06/2024	\$226,909.53	0	0	0	0	\$226,909.53
Jobs that Matter Campaign – Phase 3 01/10/2023 – 04/02/2024	Community Services Sector workforce recruitment campaign	01/10/2023 – 04/02/2024	\$733,503.00	\$70,072.50	\$35,000.00	0	-0	\$803,575.55
Jobs that Matter Campaign – Phase 4 01/06/2024 – 30/06/2024	Community Services Sector workforce recruitment campaign	01/06/2024 – 30/06/2024	\$648,832.42	\$35,271.78	\$40,900.00	0	0	\$725,004.2
Change Your Reactions Phase 2	Autism awareness campaign	25/09/2023 – 29/10/2023	\$142,361.05	0	\$34,788.75	0	\$50,040.00	\$227,189.75

Consultancy expenditure

Consultancies (valued at \$10,000 or greater)

In 2023–24, there were 82 consultancies where the total fees payable to the consultants were \$10,000 or greater. The total expenditure incurred during 2023–24 in relation to these consultancies is \$12.98 million (excluding GST). Details of individual consultancies are outlined below.

Table 9: Details of consultancies (value of \$10,000 or greater)

Consultant	Purpose of consultancy	Total approved project fee (\$ excl. GST)	Expenditure (\$ excl. GST)	Future expenditure (\$ excl. GST)
Ontoit	Transaction services for Towers Revitalisation Program	\$6,982,932	\$1,735,415	\$5,247,517
Ontoit	Project and transaction management services for Ground Lease Model 2	\$5,577,991	\$1,436,274	\$1,056,637
KPMG	Towers Redevelopment Program – Investment Case Advisory Services	\$816,000	\$676,500	\$139,500
The University of Melbourne	Beginning Practice Program Training and Development	\$785,420	\$623,196	\$162,224
Biruu Pty Ltd	Performance standards for public housing	\$337,378	\$337,378	–
Allen And Clarke Consulting Pty Ltd	MARAM best practice evidence review	\$482,750	\$321,304	–
Karabena Consulting	Evaluation of the first Dhelk Dja 3-year action plan	\$407,780	\$316,337	–
Fujitsu Australia Ltd	Options assessment to resolve Homes Victoria Ageing Infrastructure	\$290,440	\$274,484	\$15,956
Jo Farmer Consulting	Second evaluation of The Orange Door	\$530,314	\$257,622	\$42,028
Urbis	Child and family services employment-based Master of Social Work monitoring and evaluation	\$449,840	\$248,579	\$201,261
Publicis Sapient	Child protection planning future state experience design	\$287,350	\$247,100	\$40,250
Allen And Clarke Consulting Pty Ltd	Evaluation of the Crisis Response Model, including core and cluster refuges	\$493,876	\$232,038	\$261,838
Deloitte Touche Tohmatsu	Specialist forensic disability accommodation funding reform and financial model	\$225,391	\$225,391	–
Nous Group Pty Ltd	Complaints and feedback system review	\$309,091	\$203,999	–
Ernst & Young Services Pty Ltd	Adolescent family violence in the home – lapsing program evaluation	\$394,517	\$202,857	\$191,660
Nous Group Pty Ltd	Home-based care Review	\$264,006	\$192,343	\$71,663
Schored Projects Pty Ltd	Forensic Disability Women Service – architectural design	\$167,150	\$167,127	–
Social Research Centre	Exit pathways from refuge and crisis accommodation for victim survivors of family violence	\$271,744	\$160,000	\$51,744

Consultant	Purpose of consultancy	Total approved project fee (\$ excl. GST)	Expenditure (\$ excl. GST)	Future expenditure (\$ excl. GST)
Ernst & Young Services Pty Ltd	Redesign of the <i>Child protection manual</i> implementation planning	\$157,246	\$157,246	–
KPMG	Commercial analysis – specialist disability accommodation renewal	\$150,000	\$150,000	–
Ernst & Young Services Pty Ltd	Provision of real estate advisory and commercial/financial support	\$143,000	\$143,000	–
Ernst & Young Services Pty Ltd	Commercial advice for DC2 program	\$142,348	\$142,348	–
Deloitte Touche Tohmatsu	Evaluation of the Central Information Point	\$282,762	\$139,984	–
Deloitte Touche Tohmatsu	Evaluation: Family Violence Reform Outcomes Framework	\$165,771	\$139,319	–
Deloitte Touche Tohmatsu	Lapsing Disability Program evaluation	\$136,360	\$136,360	–
Publicis Sapient	Child protection planning future state experience design phase 3	\$136,300	\$136,300	–
Publicis Sapient	Child protection planning future state experience design	\$136,300	\$136,300	–
Intertwine Pty Ltd	Intersectionality for policymakers toolkit	\$132,640	\$132,640	–
Social Research Centre	Supporting Young People to Understand Affirmative Consent Program evaluation	\$365,218	\$127,273	\$9,090
Urbis	Evaluation of the Supporting Multicultural and Faith Communities to Prevent Family Violence: 2021 Grant Program	\$399,695	\$126,967	\$45,455
RMIT University	Serious-risk Adults Using Family Violence Program evaluation	\$274,595	\$120,045	\$154,550
The University of Melbourne	Ten-year review of the physical restraint direction paper	\$313,565	\$119,155	\$6,271
Conceptsix Pty Ltd	ITS strategy refresh	\$117,500	\$117,500	–
Artd Pty Ltd	Evaluation – Targeted early intervention with boys and young men to address violence against women	\$407,773	\$117,209	\$200,000
Ernst & Young Services Pty Ltd	Commercial and financial advisory services – ground lease model 2	\$184,742	\$116,026	–
KPMG	Housing Australia Future Fund Facility – commercial advisor	\$136,364	\$105,897	\$30,467
Deakin University	Community and Social Services Graduate Program – professional learning design	\$139,746	\$104,810	\$34,936
RMIT University	Review of the implementation of supervised treatment orders	\$288,154	\$103,636	\$35,714
Price Waterhouse Coopers Indigenous Consulting	Divisional strategic review	\$100,244	\$100,244	–
Cube Group	Review of Client Incident Management System investigation and review requirements	\$117,764	\$95,782	\$21,982

Consultant	Purpose of consultancy	Total approved project fee (\$ excl. GST)	Expenditure (\$ excl. GST)	Future expenditure (\$ excl. GST)
Senate SHJ	VDWC Strategic and Business Plan and review of theory of change	\$399,575	\$91,437	\$308,138
Urbis	Evaluation for the Free from Violence Local Government Grant Program	\$298,646	\$90,909	\$71,372
Bastion Reputation Management Pty Ltd	Specialised communications management plan	\$88,220	\$88,220	–
The Australian National University	Evaluation of Women's Leadership Programs	\$84,906	\$84,906	–
Abstarr Consulting Pty Ltd	Aboriginal Workforce Fund evaluation	\$181,800	\$80,905	–
Nous Group Pty Ltd	Evaluation of QHub (LGBTIQA+ youth safe spaces for Western Victoria)	\$190,909	\$78,500	\$112,409
Right Lane Consulting Pty Ltd	Gender impact assessment research in hospitals and local councils in rural and regional Victoria	\$96,591	\$77,272	\$19,319
Ernst & Young Services Pty Ltd	Scoping of community-based accommodation infrastructure for people with complex needs	\$85,000	\$76,500	\$8,500
Dandolo Partners	Evaluation of the <i>Victorian carer strategy 2018–2022</i>	\$99,305	\$74,479	–
ArtD Pty Ltd	Family Violence Disability Practice Leaders Initiative evaluation	\$219,413	\$72,727	\$69,413
Deloitte Touche Tohmatsu	Feasibility study to model Family Reform – Theoretical Framework and Projections to model the decline of family violence in Victoria	\$176,245	\$70,496	–
Genderworks Australia	Gender impact assessment education and engagement tools in health and local government	\$78,000	\$62,182	\$15,818
La Trobe University	Client Voice Project	\$282,864	\$56,573	\$56,573
Jt. Production Management Pty Ltd	Regional Advisory Forum event delivery and logistics	\$54,545	\$54,076	–
KPMG	Update of the KPMG cost of family violence report	\$204,367	\$53,962	–
Urbis	Indigenous Family Violence Primary Prevention Framework refresh	\$90,842	\$53,861	\$36,981
Acton Advisory Pty Ltd	Victorian Specialist Disability Accommodation	\$135,000	\$47,275	–
Andrew Crisp	Alternative Service Model – Independent Review Panel engagement	\$90,909	\$44,200	\$46,709
KPMG	Free pads and tampons in public places initiative	\$272,727	\$43,920	\$16,304
Clear Horizon Consulting Pty Ltd	Community Capacity Building Initiatives and Paving the Way Forward program evaluation	\$208,940	\$42,650	–
David Caple & Associates Pty Ltd	Occupational Health and Safety Risk Assessment at Intensive Residential Treatment Program (IRTP)	\$41,811	\$41,811	–

Consultant	Purpose of consultancy	Total approved project fee (\$ excl. GST)	Expenditure (\$ excl. GST)	Future expenditure (\$ excl. GST)
Monash University	MARAM 5-year evidence review of risk factors	\$58,182	\$39,617	\$18,565
BDO	Corporate overhead allocation methodology	\$209,724	\$37,695	–
Dandolo Partners	VDWC Strategic and Business Plan and review of theory of change	\$75,896	\$37,257	\$38,639
Swinburne University of Technology	Literature review – Evidence-based interventions for justice-involved young people with a cognitive disability	\$45,423	\$36,338	\$9,085
Lionheart Consulting Australia	Business Planning Engagement	\$45,164	\$35,345	\$9,819
Patricia Mary Faulkner	Alternative service model – Independent Review Panel engagement	\$90,909	\$36,375	\$54,534
Ernst & Young Services Pty Ltd	Medium-Term Perpetrator Accommodation Support Service – trial evaluation	\$285,526	\$30,980	–
Lisa Ward Consulting	Alternative service model – Independent Review Panel engagement	\$90,909	\$28,800	\$62,109
Rixstewart	Managed Services Advisor – Ground Lease Model 2	\$179,438	\$26,034	–
Lionheart Consulting Australia	Family Safety Victoria divisional planning	\$24,200	\$24,200	–
Joseph John Caddy	Alternative Service Model – Independent Review Panel engagement	\$90,909	\$21,800	\$69,109
Zing	2024 Executive Directions Board planning retreat facilitation	\$17,235	\$17,235	–
Urbis	Community Connectors program evaluation	\$149,755	\$14,976	–
Dandolo Partners	Workforce growth strategies rapid review of evidence	\$148,726	\$14,873	–
Anne Dalton & Associates	Probity Consultant Towers Redevelopment Project	\$254,545	\$13,656	\$240,889
Clientedge Business Management	Vending industry advisor for free pads and tampons	\$25,227	\$13,261	\$7,705
Bonnie Dukakis	Alternative service model – Independent Review Panel engagement	\$90,909	\$14,200	\$76,709
MBMPL Pty Ltd	Public Housing Maintenance – contract evaluation	\$135,398	\$12,443	–
Lionheart Consulting Australia	Office of Professional Practice strategic planning	\$45,425	\$12,240	–
Where To	Strategic Partnership Program evaluation	\$205,751	\$11,364	\$194,387

Details of consultancies (value under \$10,000)

In 2023–24, there were 6 consultancies engaged during the year where the total fees payable to the individual consultancies was less than \$10,000. The total expenditure incurred during 2023–24 in relation to these consultancies is \$28,836 (excluding GST).

Information and communication technology expenditure

In 2023–24, there were 82 consultancies where the total fees payable to the consultants were \$10,000 or greater. The total expenditure incurred during 2023–24 in relation to these consultancies is \$12.98 million (excluding GST). Details of individual consultancies are outlined below.

Table 10: ICT expenditure 2023–24

Expenditure	(\$'000)
Non-BAU ICT expenditure	
Operational expenditure	21,649
Capital expenditure	14,402
Non-BAU ICT expenditure total (A)	36,051
BAU ICT expenditure (B)	20,458
TOTAL (A + B)	56,509

Notes:

ICT expenditure refers to the department's costs in providing business-enabling ICT services within the current reporting period.

It comprises business-as-usual (BAU) ICT expenditure and non-business-as-usual (non-BAU) ICT expenditure.

Non-BAU ICT expenditure relates to projects to create or enhance the department's current ICT capabilities.

BAU ICT expenditure is all remaining ICT expenditure, which primarily relates to ongoing activities to operate and maintain the current ICT capability.

The total BAU and non-BAU ICT expenditure incurred within the reporting period is \$153.3 million. For reporting purposes, all ICT expenditure relating to shared services for the Department of Families, Fairness and Housing (the department) and Department of Health is only reported in the Department of Health's 2023–24 annual report disclosure. The department's component related to shared services is \$96.8 million.

Note: there was an error published in the FY23 annual report that overstated the ICT expenditure reported as \$63.2 million for the department by \$8.6 million. The correct ICT expenditure amount for FY22–23 is \$54.6 million.

Review and study expenditure

During 2023–24, there were 50 reviews and studies undertaken with a total cost of \$8,193,000. Details of individual reviews and studies are outlined below.

Table 11: Review and study expenditure

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Review of CIMS investigation and requirements (Cube group)	To improve quality and safety of services for service users	To make recommendations on the design of the future state investigation and review framework as part of the CIMS review	Streamlined requirements for CIMS investigations	118	118	N
CIMS review	To improve quality and safety of services for service users	Review of CIMS policy, implementation, oversight and learning, and the IT platform	Streamlined processes that make the best use of department and sector resources	699	NA	N
Multi-agency system focused incident review pilot	To improve quality and safety of services for service users	To test a new serious incident review methodology to drive timely learning and improvement, and to prevent similar incidents from occurring	Improved cross sector collaboration, learning and improvement from serious incident reviews	NA	NA	N
Process evaluation of progress reporting obligations under the Gender Equality Act	To support the implementation of the <i>Gender Equality Act 2020</i>	Process evaluation of the first progress reporting cycle under the <i>Gender Equality Act 2020</i>	Improved and more efficient reporting processes and systems, and more effective support and education for defined entities	47	47	N
CGEPS Targets Pilot (Research Funding 2024 (Commission for Gender Equality in the Public Sector))	To improve gender equality outcomes in public sector organisations	Research to determine effective strategies and methods to drive progress towards meeting the 3 gender equality targets from 'Our Equal State' (action 94, action 96 and action 96, above) within public sector organisations	Evidence to support public sector organisations to improve gender equality outcomes in their workplaces, to meet the goals of Our Equal State and legislative obligations under the <i>Gender Equality Act 2020</i>	199	398	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Evaluation of QHub (LGBTIQA+ youth safe spaces for Western Victoria)	To determine the future scope of QHub (formally known as LGBTIQA+ youth safe spaces for Western Victoria 2022–25)	The evaluation will measure the effectiveness and impact of the QHub pilot program	To support identification of options for future investment as well as recommendations for program improvement	78	191	N
Evaluation of the Victorian Carer Strategy 2018– 2022	To evaluate implementation of the Victorian Carer Strategy at its conclusion	The evaluation sought to better understand the impacts and outcomes achieved under the Victorian Carer Strategy	Strengthened evidence base to inform the refresh of the Victorian Carer Strategy underway in 2024–25	99	74	N
Impact assessment of the Family Preservation and Reunification Response (FPR) for child protection	To understand impact of FPR on care entry and family preservation outcomes	Impact evaluation of FPR using linked administrative data	Evidence of impact to inform future investment and quality improvement	148	148	N
Evaluation of Women's Leadership Programs	To support decision making about future programs or interventions that will advance women's leadership	To evaluate the appropriateness, efficiency, effectiveness and value for money of women's leadership programs	More informed decision making and targeted investment	84	84	N
Review of the Reportable Conduct Scheme	The <i>Child Wellbeing and Safety Act 2005</i> requires the Reportable Conduct Scheme to be reviewed 5 years after it commenced	Examine the operation of the scheme since it commenced to consider if it is operating as intended	Assessment of the effectiveness of the scheme, what is working well, and opportunities for future reform	50	291	Y Parliament of Victoria's Review of Victoria's Reportable Conduct Scheme Final Report webpage <https://www.parliament .vic.gov.au/parliamentary-activity/tables- database/tables- database/document-details/8192>

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Aboriginal component of the evaluation of the Mandatory Minimum Qualifications (MMQ) Policy for specialist family violence practitioners	To understand the specific experiences of Aboriginal Community-Controlled Organisations and Aboriginal people implementing the MMQ Policy as part of a broader evaluation of the MMQ Policy by CERE	To examine the impact of the MMQ Policy and its implementation activities on the Aboriginal specialist family violence workforce	Evidence and recommendations to inform future iterations and implementation of the MMQ Policy	91	91	N
Rapid review of workforce growth strategies – to inform urgent workforce development decision-making and investment	To build on the emerging evidence base of the most effective options for growing and delivering a community services workforce	Consolidate evidence from various sources to develop a map of workforce development options, their effectiveness, cost and time horizons	A map of workforce development options against a set of objectives including magnitude of impact, timeframes for investment and strength of evidence	200	163	
Better Futures and Home Stretch Stage 2 Evaluation – First Nations Experience	To engage community and providers to document the experience First Nation's people are having of the Better Futures and Home Stretch programs	An evaluation of the Better Futures Our Way Aboriginal-led program to support Aboriginal young people leaving care. This supplements the department's (Centre for Evaluation and Research Evidence) evaluation of the overall Better Futures and Home Stretch programs	Evidence of implementation, maturation and experience to inform future service model improvements	41	199	N
Evaluation of Switch to Social Work	To understand the impact of the Switch to Social Work program in building a new community services sector workforce pipeline	A comprehensive outcomes evaluation of the Switch to Social Work program against its objectives	Identify opportunities for scalability of elements to support a new community services sector workforce pipeline	156	392	N
Evaluation of Switch to Child Protection	To understand the impact of the Switch to Child Protection program in supporting a new mid-level entry workforce pipeline for child protection	A comprehensive outcomes evaluation of the Switch to Child Protection program against its objectives	Identify opportunities for scalability and embedding as BAU recruitment practices to support a new mid-level entry workforce pipeline for child protection	13	57	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Jobs that Matter and Go Where You're Needed campaign evaluations	Evaluation and analysis the Jobs that Matter and Go Where You're Needed campaigns	To evaluate the effectiveness and impact of the campaign on our target audiences. Identify recommendations and opportunities for future phases	Evaluate the campaign and identify growth opportunities. To guide strategic planning for future campaigns	75	75	N
Family violence and sexual harm: Principles for responding to victim survivors with co-occurring experience of family and sexual violence; RMIT	Embed research evidence and lived experience of family and sexual violence to support improvement and service innovation for victim survivors	Understand how to integrate research, evidence and victim survivor perspectives into the complex interplay between family violence and sexual harm and improve system responses	By deepening understanding of the complex interplay between family violence and sexual harm, the research seeks to assist professionals to better address the needs of victim survivors and work together to strengthen system responses	74	74	Y RMIT's Family Violence and Sexual Harm webpage <https://rmit.figshare.com/articles/report/Family_Violence_and_Sexual_Harm/24208758/1>
The REACH Project: Recovery and Care to promote healing for Victorian survivors of sexual violence; University of Melbourne	Increase understanding to support and promote the healing process for survivors of sexual violence in Victoria	Investigate how to better promote strategies that support and encourage the healing process for survivors of sexual violence and improve the engagement of victim survivors in their recovery journey	Improved promotion strategies for victim survivors of sexual violence to engage in healing processes	200	200	Y Sexual Assault Services Victoria's The REACH Project webpage <https://www.sasvic.org.au/reach>
Early identification, recognition, and referral of gay, bisexual, trans and queer (GBTQ) men who perpetrate violence: building new knowledge to inform self-referral and engagement in men's behaviour change and perpetrator case-management programs; La Trobe University	Contribute to understanding of GBTQ men who have used family violence	Understand how to increase self-referral and engagement of GBTQ men in who used violence in men's behaviour and perpetrator case-management programs	Increase in self-referral and retained engagement of GBTQ men in men's behaviour change and perpetrator case-management programs	199	199	Y La Trobe University's Catalysts of Change webpage <https://www.latrobe.edu.au/arcshs/work/catalysts-of-change>

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Improving family violence support for women in Victoria's criminal justice system; La Trobe University	Improve family violence support for women in Victoria's criminal justice system	Integrate research evidence and victim survivor experiences in Victorian prisons to address support needs and service gaps, and to enhance support services within the prison system	Identification of opportunities to enhance family violence support services in prisons, leading to better outcomes for women affected by family violence and incarceration	74	74	Y La Trobe University's From Research to Action: Improving Family Violence Support for Women in Victoria's Criminal Justice System webpage <https://events.bouverie.org.au/Bouverie-Centre-From-Research-to-Action-0624>
Windows of Opportunity: therapeutic family safety contract as a pathway for supporting children and young people who have experienced family violence; Family Life	Improve understanding of child-focused practice, including strengths and barriers	To provide insights into current strengths, barriers, and opportunities for child-focused approaches to partner more effectively with children to support their safety, wellbeing, and recovery from family violence	Strengthen child-focused practice, through understanding how child-focused approaches in Men's Behaviour Change Programs could be improved	68	68	Y Family Life, Windows of Opportunity Research Report webpage <https://www.familylife.com.au/news/windows-of-opportunity-research-report/>
Evaluation of the Aboriginal-specific entry points and multidisciplinary team pilot sites	To assess whether the pilot is providing value for money and any recommendations for continuation/expansion of the pilot in line with the Department of Treasury and Finance requirements for lapsing program evaluations	Build evidence for determining what works and what is different in the delivery of an Aboriginal-specific homelessness entry point and Housing First Teams Pilot, and provide evidence for replication or expansion	More informed decision making on future program funding	385	N/A	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Evaluation and monitoring of the Aboriginal Public Housing Tenancy Management Transfer Pilot	To assess the benefits experienced by First Nations renters and evaluating the effectiveness of the service delivery and key aspects of the Pilot implementation, underpinned by the principles of Aboriginal self-determination and cultural safety	Investigate how the Aboriginal Public Housing Tenancy Management Transfer Pilot has served participants and Aboriginal housing providers	Inform recommendations for continuous improvement and accountability purposes, as well as future scale-up or replication across the geographic regions	55	N/A	N
Tenancy Plus evaluation	To understand the Tenancy Plus program capacity to meet demand and to understand the extent to which the program meets the needs of social housing renters	Investigate how the Tenancy Plus program could be improved to better meet the needs of social housing renters	Informed decision making regarding potential scaling or changing the approach of the Tenancy Plus program to get better outcomes for social housing renters	44	N/A	N
Supported Residential Services Census	A census has been conducted of the Supported Residential Services sector every 5 years since 1993 to provide information about resident profile as Supported Residential Services service types	Provide point in time data about the Supported Residential Services sector	More informed decision making on policy and program delivery	150	109	Supported Residential Services Census webpage <https://services.dffh.vic.gov.au/2023-census-supported-residential-services-full-report>
Probity Advisor – H2H Recommissioned Homes Victoria	To provide probity advice throughout the Homes First Call for Submissions	To ensure procurement process meet probity requirements	Homes First Call for Submissions process meets the highest standards of integrity	16	N/A	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Evaluation of the From Homelessness to a Home (H2H) and Homes for Families (H4F) programs. Undertaken by the Australian Housing and Urban Research Institute	To acquit accountability requirements of the Department of Treasury and Finance Resource Management Framework	Assess the client and economic outcomes of the programs	Informed decision making about the future of homelessness programs based on housing-first principals	355	499	Y Homes Victoria, Homelessness to a Home program evaluation webpage <https://www.homes.vic.gov.au/homelessness-home-program-evaluation> H4F evaluation is not publicly available
Estimates of value (Commercial) – Project High Rise	Estimate land value of a portion of Towers portfolio	Estimate current market value of land unencumbered by development of non-market dwellings and excluding costs for demolition and remediation	Estimate of value of Towers land portfolio	30	30	Y Redevelopment of high-rise public housing sites <https://www.parliament.vic.gov.au/parliamentary-activity/tables-documents-database/tables-document-details/8310>
Estimate valuation as at 1 July 2000 – Project High Rise	Estimate land value of a portion of Towers portfolio for GST purposes	Estimate current market value of land unencumbered by development of non-market dwellings, and excluding costs for demolition and remediation as at July 2000	Estimate of value of Towers land portfolio as at 1 July 2000	10	10	Y Redevelopment of high-rise public housing sites <https://www.parliament.vic.gov.au/parliamentary-activity/tables-documents-database/tables-document-details/8310>
Depth of market analysis	Estimate potential supply through off the plan purchases and head leasing to deliver social and affordable housing	Analysis of off the plan and head leasing opportunities for apartments and townhouses in both metropolitan and regional Victoria	Measured potential supply options over the next 5 years	100	100	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Energy Efficiency in Social Housing Program (EESHP) Phase 2 – Procurement Tender Advisor	To provide strategic support throughout the procurement process for EESHP	Lead initial tender design workshops. Review existing documentation and assist Homes Victoria in drafting of new tender documents. Analyse and provide expert feedback on EOI and RFT	A more efficient and effective procurement process aligned with project goals	45	45	N
Energy Efficiency Upgrade in Social Housing Project Tenant Survey Contractor	To document the progress of this program versus the Memorandum of Understanding between the Department of Energy, Environment and Climate Action (DECCA) and Homes Victoria and inform future similar programs	To conduct an external/independent evaluation of the Energy Efficiency Upgrade in Social Housing Program against the Memorandum of Understanding between the department and DEECA (metrics therein)	More informed design and delivery of future similar program(s)	249	N/A	N
Strategic scoping study for rooming houses – SVA consulting (Hiip Purchase Order)	To understand and identify key challenges, opportunities and potential pathways for the portfolio to inform the development of a new reform strategy	Build internal understandings and alignment on the current issues across the portfolio; define exemplar models; and define internal perspectives on the future options	Identify the emerging perspectives on potential pathways for Homes Victoria to address the current issues and/or leverage emerging opportunities with the rooming house portfolio, including via an asset strategy and coordinated policy position and response	50	45	N
Performance Standards for Public Housing Asset Standards and Condition Framework for Public Housing	Develop a tool to improve understanding around economic impacts and identify risks uplifting housing stock to better performance standards over the minimum level required under the Residential Tenancies Act. Inform various scenarios applied to the portfolio, inform overall capital costs applied over different scenarios and asset classes	Support in developing asset condition framework, improve understanding the high-level economic understanding, enable various scenario modelling to be applied across a broad class of asset classes	Produce financial scenario modelling tool providing improved understanding, apply different financial assessment models to inform treatment of capital risks over the housing portfolio. This will support further development of overall strategic asset management framework and assist development of cashflows required across the portfolio	337	337	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Independent review of Property Maintenance Service Contracts (PMSC)	To focus on identifying areas for improvement such as contract arrangements, including inconsistent service standards across regions, challenges in cost transparency due to bundled pricing, reactive service delivery, low renter satisfaction, and perceived inefficiencies	The review identified essential minimum service requirements: <ul style="list-style-type: none"> • transparent processes • SLA response management • follow-up and feedback mechanisms • proactive maintenance initiatives • continuous improvement 	Proposed future maintenance contracting model, additional key performance indicators and outlines procurement and contract transition timelines	11	11	N
Complaints and Feedback System Review	The department's complaints and feedback model had not been formally reviewed since 2016–17. Since this time, there have been organisational changes and an increasing focus on the value of client voice	To review the department's complaints and feedback model against leading practice and make recommendations in relevant reviews and standards	An enhancement plan for department's complaints model and system, delivering improvements across system intelligence, people and capability, client experience	204	309	N
Final Evaluation (Effectiveness and Sustainability): Aboriginal Workforce Fund (ASDO)	An independent, Aboriginal-led review of the department's Aboriginal Workforce Fund. Following on from the midterm process evaluation, the final evaluation was to understand the effectiveness and sustainability of the AWF	Evaluation of what workforce development outcomes have been achieved by Aboriginal organisations, and how the AWF has enabled and supported the sector and the Aboriginal workforce	Understand the effectiveness and sustainability of the AW	80	199 (total contract cost 2022–23 to 2023–24)	N
Lapsing Program evaluation of the Adolescent Family Violence in the Home (AFVITH) program, (Family Safety Victoria)	An independent evaluation delivered by Ernst & Young for the purpose of evaluating the effectiveness and outcomes of the statewide expansion of the AFVITH program and new AFVITH Model of Care.	A lapsing program evaluation of the statewide expansion of the AFVITH program and new AFVITH Model of Care. All AFVITH service providers who receive fixed-term funding to deliver AFVITH programs were in scope of this evaluation.	Understanding of the effectiveness, impact and outcomes of the AFVITH program and the implementation of new AFVITH Model of Care, including the voices of young people who use violence, and their families	202 (2023–24 FY)	509 (Total contract cost 2023–24 and 2024–25 FY)	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
SAFER Children Framework – Literature Review	Literature Review: Contemporary risk, strength and protection factors that keep Victorian children and their families safe	A literature review service with associated planning, consultation, research, and publication	Findings to inform the SAFER Framework	Nil in 2023–24	N/A	N
SAFER Children Framework – Evaluation	An overarching evaluation focusing on the adoption, experience and outcomes and SAFER for children, families and the workforce	An impact evaluation	Findings to inform the SAFER Framework	124	–	N
Review of the implementation of Supervised Treatment Orders (STOs)	To examine the implementation, monitoring and supervision of STOs, as well as impediments to transition, with a view to reducing their long-term use	Finalised Compulsory Treatment operations manual and treatment processes for the VSP to have oversight of the implementation of STOs A reduction in restrictive practices, including supervision	Revised internal processes for the Victorian Senior Practitioner in implementing STOs	43	123	N
Ten-year review of the physical restraint direction paper	A comprehensive 10-year review of the physical restraint direction paper. The project aims to develop a stronger framework for the use of physical restraint that will ultimately result in a decrease in its use	Produce a detailed description of emerging issues that the physical restraint direction paper has not appropriately addressed Develop a clearly defined guideline for the oversight and use of physical restraint in Victorian disability sector	A stronger framework for the use of physical restraint in the disability that will result in a decrease in its use	131	312	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
MARAM Best Practice Evidence Review	Five-yearly reviews of the MARAM evidence base are required under s. 194 of the <i>Family Violence Protection Act 2008</i> (Vic)	Assess whether the approved framework reflects the current evidence of best practices of family violence risk assessment and family violence risk management Recommend the changes required (if any) to ensure the approved framework is consistent with those best practices	Inform a series of recommendations for continuous improvement of MARAM	–	482	Y Victorian Government, MARAM Framework 5-year Evidence Review webpage < https://www.vic.gov.au/maram-framework-5-year-evidence-review >
Second evaluation of The Orange Door	To support the continuous improvement of The Orange Door as a recently introduced reform initiative. Also meets a Family Violence Rolling Action Plan 2 commitment	The second evaluation of The Orange Door focused on collecting the experiences of clients and community members to understand whether their expectations and needs were being met, the important elements of clients' experience of The Orange Door and opportunities for client engagement in system improvement	The report contributes to the department's understanding of client experience of The Orange Door and opportunities for continued improvement	256	488	N
Evaluation of the Crisis Response Model, including Core and Cluster Refuges	To evaluate the extent to which the model is effectively achieving its stated objectives by assessing progress against short to medium-term outcomes	Two lapsing program evaluations focused on the crisis response model, focused on the core and cluster refuge program, and on case management and crisis brokerage	Evidence of each program components efficacy and efficiency, including cost–benefit analysis and to inform an overall understanding of the operation of the crisis response model for family violence victim survivors	232	493	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
Evaluation of the Central Information Point	Lapsing program evaluation of the CIP to evaluate program effectiveness and identify opportunities for improvement	Review the effectiveness of the CIP, identify areas that are working efficiently and effectively, including providing a better understanding of its impact, areas for improvement, and make recommendations on how to best deliver the outputs of the CIP for the benefit of victim survivors.	Cost–benefit analysis of the CIP found that continuing of the CIP is expected to deliver more economic and social benefits relative to government expenditure. The CIP enables more comprehensive understanding of perpetrator behaviours and risks and ensuring family violence service providers are aware of perpetrator activities.	283	283	N
Evaluation: Family Violence Reform Outcomes Framework	To investigate how to better implement and use the FVOF to enhance understanding and communication of Victoria's progress in addressing family violence	Scope included feedback from government stakeholders and non-government representatives familiar with the FVOF	Enhanced FVOF use by identifying challenges and improvement opportunities and actions	165	165	N
Serious-risk Adults Using Family Violence Program Evaluation	Inform continuous improvement of service delivery, and identify program outcomes to inform decisions about continued funding and potential statewide expansion of this new initiative	Ensure effective monitoring and data gathering activities during implementation of the initiative Assess the extent to which the program has been implemented according to plan (and the reasons if this did not occur) Assess to what extent the program is meeting the objectives of the initiative in relation to the safety of people experiencing violence and feelings of accountability and engagement from people using violence	To discover whether Place for Change is providing appropriate accommodation and support to adults using family violence to support behavioural and attitudinal change, and providing support to victim survivors to stay safely within their homes	31	285	N

Name of the review (portfolio(s) and output(s)/agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST) \$x thousand	Final cost if completed (excl. GST) \$x thousand	Publicly available (Y/N) and URL
DICE Project	The Disrupting Child Sexual Exploitation (DICE) project is a 3-year multiagency and interjurisdictional project to explore an enhanced CSE response	Develop an implementation plan to strengthen a CSE multiagency system response to CSE, including trauma-informed disruptive policing; multiagency working; and attention to children and young people going missing from residential and home-based statutory care as a consequence of CSE	Improve multiagency response to children living in residential care experiencing sexual exploitation	22	–	N
Updating the Cost of Family Violence in Victoria	As part of the implementation of recommendations of the Royal Commission into Family Violence, a detailed exercise was completed to estimate the cost of family violence in Victoria	The purpose of this report is to produce an update of the cost of family violence to the Victorian Government, acknowledging the last calculation is 6 years old, and to gain insights into the change in costs since the release of the 2017 report	Two reports – one a short, high-level summary; and another in-depth report with further context and research included	–	\$204,367	N

Disclosure of major contracts

In accordance with the requirements of government policy and accompanying guidelines, the department disclosed all contracts greater than \$10 million in value entered into during the year ending 30 June 2024. Details of contracts disclosed in the Victorian Government contracts publishing system can be viewed at the government's [tenders website](http://www.tenders.vic.gov.au) <www.tenders.vic.gov.au>. Contractual details are not disclosed for contracts where disclosure is exempted under the *Freedom of Information Act 1982* and/or government guidelines.

Disclosure of grants and transfer payments

The department supported a broad range of not-for-profit community organisations, local governments and schools to deliver services, supports and projects across Victoria.

The department uses the definition of a grant being 'money given to organisations for a specified purpose directed at achieving goals and objectives consistent with government policy'. The department focused on grants delivered using the standard Victorian Common Funding Agreement, the required contract for Victorian Government grant delivery.

Grants paid in 2023–24 are listed in Appendix 3: Grants and transfer payments.

Social procurement framework

The department leverages its buying power to deliver social, economic and environmental outcomes that benefit the Victorian community, the economy and the environment – above and beyond the goods, services and construction works procured.

It is guided by the Victorian Government's *Social procurement framework*, released in April 2018. This framework applies to the procurement of all goods, services and construction undertaken by, or on behalf of, the department. It is defined by 10 objectives, with the following 4 priority objectives chosen for both Goods and Services and Public Construction:

- > opportunities for Victorian Aboriginal people
- > opportunities for Victorians with disability
- > women's equality and safety
- > opportunities for Victorian priority jobseekers.

Social procurement initiatives

During 2023–24, social value requirements were applied to a variety of procurement activities, including the procurement of goods, services and construction works.

The department undertook several initiatives to support its *Social procurement strategy* including:

- > embedding partnerships with key social procurement delivery partners
- > a continued membership with Social Traders
- > a continued membership and regular meetings with Kinaway, in partnership with Homes Victoria
- > providing education and training to staff on social procurement, including specialist advisor evaluation support on large procurement contracts
- > building the awareness and understanding of the impact of social procurement through all staff communication and engagement activities.
- > the delivery of the second Homes Victoria social procurement industry forum to build capacity and strengthen relationships between stakeholders and suppliers
- > the delivery of the inaugural Homes Victoria Excellence in Social Procurement Award 2023 in partnership with Master Builders Victoria.

Reporting requirements

The reporting period of 2023–24 is the first year where Map for Impact has not been used to identify social enterprises. This removal of Map for Impact affects the ability for comparative data analysis with previous years.

Social procurement achievements 2023–24

During 2023–24, the department:

- > engaged 88 social benefit suppliers
- > spent a total of \$7.81 million with certified social enterprises, Aboriginal businesses and traditional owner corporations and disability enterprises.

Social procurement case studies 2023–24

Case study on Women’s Equality and Safety objective

A social enterprise specialising in female labour hire provided labour and employment support on a Homes Victoria construction project. This engagement provided employment opportunities for women in the construction industry, contributing to the contractor’s social spend commitments and Building Equality Policy employment targets.

Case study on opportunities for Victorians with a disability objective

A social enterprise nursery provided 45,000 plants to landscape a Homes Victoria new housing development through indirect procurement. This contract provided meaningful employment for Victorians with a disability and contributed to the project’s social spend targets and inclusive employment hours.

Case study on opportunities for Victorian priority jobseekers objective

Homes Victoria engaged a social enterprise that provides job and training opportunities for people living in public housing as a catering provider for community engagement sessions in Carlton, Fitzroy and Richmond. This contributed to Homes Victoria’s direct spend with social enterprises and supported meaningful employment for public housing tenants.

Aboriginal business engagement

During 2023–24 the department:

- > engaged 33 Aboriginal businesses and Traditional owner corporations
- > spent a total of \$1.21 million with Aboriginal businesses and traditional owner corporations.

Compliance with the Building Act

The *Building Act 1993* (the Act) regulates building and plumbing work, practitioners, and standards in Victoria. This includes building construction, building standards and the maintenance of specific building safety features. The Act also provides for an accreditation and permit scheme across the building and plumbing industries.

The department is committed to complying with its obligations under the Act and ensuring those that build on our behalf also follow the Act. This ensures the health and safety of the thousands of Victorians who live and work in the department’s buildings.

The department requires the engagement of appropriately qualified consultants and contractors for all proposed new projects and maintenance works on department land. Consultants and contractors must comply with the current state and Commonwealth building regulations, codes, and standards. All engaged consultants and contractors are expected to have appropriate mechanisms in place to ensure compliance with the building and maintenance provisions of the Act.

For new projects, the department assesses consultants’ and contractors’ adherence to compliance obligations, including the Act, before engaging them using whole-of-Victorian-Government approved tendering processes. Post-engagement, the department manages this in line with the program management framework. This framework provides a defined approach to managing projects and programs while ensuring adherence to whole-of-government policies and procedures.

In relation to existing buildings, the department is responsible for the mandatory testing of all essential safety measures to comply with the requirements of *Australian Standard 1851*. Testing of emergency and exit lights, sprinklers, fire detection and other essential safety measures are part of this routine preventive maintenance. The department actions responsive works through existing maintenance contracts.

The department continues to liaise with and contribute to the progress and outcomes of Cladding Safety Victoria for department-owned buildings. Relevant buildings owned by the department have been audited against the risk

framework developed by the Victorian Cladding Taskforce. Where non-compliant cladding has been discovered, it is assessed against that framework for a risk rating derived from one of the 4 risk categories. These buildings are now being progressively rectified and remediated in accordance with that risk rating and as resources and funding allows.

The department undertook 313 major works projects in 2023–24, was issued with 6 building structure related emergency orders by Council, secured 109 building permits and 211 certificates of final inspection.

Compliance with the Public Interest Disclosures Act

The *Public Interest Disclosures Act 2012* encourages and assists people to make disclosures of improper conduct by public officers and public bodies. The Act provides protection to people who make disclosures in accordance with the Act and establishes a system for the matters disclosed to be investigated and rectified.

The department is committed to building and demonstrating a strong ethical culture and expects the highest levels of integrity from its staff. We support the making of disclosures about improper conduct, such as corrupt conduct and conduct involving a substantial mismanagement of public resources, and detrimental action.

The department takes all reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. We also afford natural justice to the person who is the subject of the disclosure to the extent it is legally possible.

Reporting procedures

Disclosures of improper conduct or detrimental action by the department or any of our employees may be made to any of the following department personnel:

- > the Secretary
- > public interest disclosure coordinators
- > manager or supervisor of the discloser
- > manager or supervisor of the person who is the subject of the disclosure
- > a person acting in any of the above roles.

Alternatively, disclosures can be made directly to the Independent Broad-based Anti-corruption Commission (IBAC):

Level 1, North Tower, 459 Collins Street
Melbourne VIC 3000

Phone: 1300 735 135

[IBAC website](http://www.ibac.vic.gov.au) <www.ibac.vic.gov.au>

Further information

Information about the department's public interest disclosures procedures, which outline the system for reporting disclosures of improper conduct or detrimental action by the department or any of our employees and/or officers, is available:

- > on the department's [public interest disclosures webpage](http://www.dffh.vic.gov.au/public-interest-disclosure) <www.dffh.vic.gov.au/public-interest-disclosure>
- > by [emailing one of the department's public interest disclosure coordinators](mailto:public.interest.disclosures@dffh.vic.gov.au) <public.interest.disclosures@dffh.vic.gov.au>
- > by phoning one of the department's public interest disclosure coordinators on our integrity hotline: 1300 131 431.

Disclosures under the Public Interest Disclosures Act

The number of disclosures made by an individual to the department and notified to IBAC are:

2021–22	2022–23	2023–24
0	2	2

In addition to the 2 public interest disclosures the department received during the 2023–24 reporting period, the department received reports of wrongdoing from individuals including department staff members. For various reasons, these individuals did not want to make a formal public interest disclosure. The department took action to address the concerns raised, including via referral to IBAC where appropriate.

Compliance with the Carers Recognition Act

The department has taken all practical measures to comply with our obligations under the *Carers Recognition Act 2012* (the Act). These include promoting the principles of the Act to people in care relationships who receive the department's services and to the wider community by:

- > providing links to state government resource materials on the department's website
- > providing information about the Act to the department's partner organisations
- > supporting departmental staff to have an awareness and understanding of the care relationship principles set out in the Act, when setting policies and providing services. This includes in the review of departmental employment policies on personal/carer leave and flexible working arrangements to ensure they comply with the statement of principles in the Act
- > considering the care relationships principles set out in the Act when setting policies, delivering grants programs, and providing services, including through the Victorian Support for Carers Program
- > supporting carers' awareness and understanding of the care relationship principles set out in the Act and what they mean for carers
- > providing opportunities for carers to provide feedback and input on improving processes, systems and services to better support them
- > a satisfaction survey, developed for distribution at assessment and review meetings between workers, carers and those receiving care, enables carers to provide feedback
- > carers advisory groups, carer forums and carer surveys have facilitated consultation with, and input by, carers on government policies, processes, and services.

The department supported Victorian Carer Card holders and other consultative groups to provide lived experience advice to government on carers issues and needs, assist policy development and inform initiatives supporting carers of all ages and backgrounds.

The department implemented, supported and delivered priority actions of the *Recognising and supporting Victoria's carers: Victorian carer strategy 2018–22* (extended until the end of 2023). Work to refresh the strategy is currently underway, maintaining focus on these 5 key priority areas:

- > carers have better health and wellbeing
- > carers are supported in school, study, and work environments
- > carers can access support and services that meet their needs
- > carers have less financial stress
- > carers are recognised, acknowledged, and respected.

The department's actions in 2023–24 to deliver and support these priorities include:

- > delivering flexible tailored supports for carers through the Victorian Support for Carers Program, to meet the needs of Victorian carers
- > funding 50 providers to deliver additional respite for carers in innovative ways in 2023–25. This helps 5,000 more Victorian carers each year access respite in flexible ways to meet their needs, with a focus on supporting carers in regional and rural Victoria and carers from diverse communities

- > funding a small grants program, administered by Carers Victoria, to increase local support for carers in their communities. The Connecting Carers in their Communities program provided grants to increase local support for carers, particularly for carers in regional and rural areas and carers from diverse communities
- > extending benefits available through the Victorian Carer Card, including public transport concessions in partnership with the Department of Transport and Planning
- > continuing the Carers Employment Initiative delivering:
 - a Carers Employment Support Program, via 22 funded agencies across Victoria, provided tailored mentoring and support to carers seeking to enter or re-enter employment, increasing their confidence and helping to remove barriers to employment
 - research, advocacy, and identification of flexible work opportunities to provide increased choice and ability for carers seeking to engage in employment while continuing in their care role
 - increased understanding of carers' employment support needs and opportunities for systemic change and increased opportunities for carers to enter and maintain employment in ways that meet their needs
- consultations with carers on their needs and views about flexible work for carers
- establishment of networks, resources and system linkages to share information about ways to support carers in the workplace and recognise the value carers bring to the workforce
- > involving carers in decision making about services and programs for the people for whom they care, through informal and formal advisory groups, including a strategic advisory group to inform the Carers Employment Initiative
- > funding peak body Carers Victoria, to advocate, provide carers with support including through system navigation and linkage to services, delivery of education, focus groups and research to better understand and meet carers' support needs
- > working in partnership with other government departments, sector partners, carers and the community to ensure carers' needs and the principles of the Act are considered in the development of new government policies, the development of whole-of-government initiatives and to advocate for carers' needs at local, state and federal levels. This includes collaborating with the Commonwealth Government in development of a National Carer Strategy to recognise and support carers across Australia.

Compliance with the Disability Act and the Children, Youth and Families Act

The *Disability Act 2006* requires Victorian agencies to develop a disability action plan for the purpose of:

- > reducing barriers to people with disability accessing goods, services and facilities
- > reducing barriers to people with disability obtaining and maintain employment
- > promoting inclusion and participation in the community of people with disability
- > achieving tangible changes in attitudes and practices which discriminate against people with disability.

The department's *Disability action plan 2024–2025* (the plan) aims to advance the inclusion of individuals with disability by outlining strategic priorities and actions for improving accessibility, ensuring fair service delivery, and promoting the full participation of people with disability in community life. It targets key areas such as enhancing service accessibility, fostering inclusive practices, and engaging with communities to tackle barriers. The plan's goal is to build a more inclusive society where people with disabilities have equal opportunities and the support needed to thrive.

The plan is intended to serve as the department's implementation plan for *Inclusive Victoria: state disability plan 2022–2026*. *Inclusive Victoria* mandates all Victorian government departments to implement 6 systemic reforms, which are integrated into the plan. These reforms include:

- > co-design with people with disabilities
- > Aboriginal self-determination
- > intersectional approaches
- > disability-confident and inclusive workforces
- > accessible communication and universal design
- > effective data and outcomes reporting.

The plan also incorporates Inclusive Victoria actions related to priority areas such as:

- > housing
- > access to the NDIS
- > children and families
- > disability advocacy
- > preventing abuse and neglect
- > voice and leadership
- > pride and recognition.

The disability action plan also draws on the *Diversity and Inclusion Framework 2022–2027*, where relevant, in relation to the department's priorities to achieve inclusion of its employees with disability.

The disability action plan focuses on particular areas for the department to advance disability inclusion over the next 2 years. These include reducing barriers to accessibility, reducing barriers to employment, changing community attitudes and co-design with people with disability.

Registered disability service providers and community service organisations

Registration under the *Disability Act 2006* and the *Children, Youth and Families Act 2005* was previously managed by the department's Human Services Regulator, which had responsibility for regulating registered social services on behalf of the department.

During 2023–24, the department prepared for the commencement of the new Social Services Regulator and new regulatory scheme for social services, on 1 July 2024.

The department developed the Social Services Regulations 2023 and the Social Services (Supported Residential Services) Regulations 2024 to operationalise the scheme. The department also established the independent Social Services Regulator, which commenced on 1 July 2024. The social services scheme applies to disability services funded or provided by the department, including forensic disability services, and children, youth and families services funded or provided by the department, and requires these services to be registered with the Social Services Regulator

Until 1 July 2024, s. 46 of the Disability Act required the Secretary of the department to keep a register and make available for public inspection a list of disability service providers. Organisations funded by the department to deliver disability services were required to be registered with the Human Services Regulator and comply with the Human Services Standards.

Until 1 July 2024, s. 54 of the Children, Youth and Families Act required the Secretary of the department to keep a register of community services. Section 57 of the Act required that the Secretary must make a copy of the register of community services available for inspection on the department's internet site. Children youth and family services funded by the department were required to be registered with the Human Services Regulator and comply with the Human Services Standards.

Registration activity

During 2023–2024 the department revoked the registration of a number of organisations under the *Disability Act 2006* and the *Children, Youth and Families Act 2005* due to these organisations no longer being in scope – for example no longer receiving funding from the department, or they are not within the scope of the new social services regulatory scheme. (As of 1 July 2024, the Social Services Regulator registers department-funded and provided disability services and children, youth and family services.)

Table 12: Registration of services 2023–2024

Registration type	Registrations lapsed/revoked 2023–24	Total number registered at 30 June 2024
Registration under the <i>Disability Act 2006</i>	47	83
Registration under the <i>Children, Youth and Families Act 2005</i>	12	152

Disclosure of emergency procurement

In 2023–24, the department did not undertake any emergency procurements.

Disclosure of procurement complaints

Under the Governance Policy of the Victorian Government Purchasing Board (VGPB), the department must disclose any formal complaints relating to the procurement of goods and services received through its procurement complaints management system.

The department received nil procurement complaints through its procurement complaints management system in 2023–2024.

Compliance with *DataVic access policy*

Consistent with the *DataVic access policy* issued by the Victorian Government in 2012, the information included in this annual report will be available in machine-readable format from the [DataVic website](http://www.data.vic.gov.au) <www.data.vic.gov.au>.

The department maintains a wealth of information to support better understanding of Victoria's human services. Additional data about the department's human services operations including housing assistance and child protection and family services is available on the department's [annual reports webpage](http://www.dffh.vic.gov.au/publications/annual-reports-department-families-fairness-housing) <www.dffh.vic.gov.au/publications/annual-reports-department-families-fairness-housing>.

Social housing dwelling stock

Table 13: Summary of changes to social housing dwellings for 2023–24

Description	Units
Stock at 30 June 2023	88,189
Additions total	2,938
New handovers	2,349
Spot-purchase	467
New short-term leases	94
Stock online	0
Transferred	28
Subtractions total	1,626
Sales	101
Demolitions	847
Short-term lease hand backs	435
Stock offline	0
Transferred	120
Other community housing disposals	123
Stock at 30 June 2024	89,501

Notes:

- Data includes Homes Victoria owned units (including leases and other Homes Victoria managed units) and community owned units.
- Transferred (additions) relates to homes previously used for other government or social enterprise programs transferred to social housing.
- Transferred (subtractions) relates to homes previously used for social housing transferred to other government programs, including out-of-home care for children and mental health youth residential programs.

Freedom of information

The *Freedom of Information Act 1982* aims to extend as far as possible the right of the community to access information held by the Victorian Government and other bodies subject to the Act.

The Act allows the department to refuse access, either fully or partially, to certain documents or information. Examples of documents that may not be accessed include Cabinet documents, some internal working documents, law enforcement documents, documents covered by legal professional privilege, such as legal advice, personal information about other people and documents relating to trade secrets. The Act provides a 30-day period for processing requests. This time may be extended where consultation is required and by agreement with the applicant.

If an applicant is not satisfied with a decision made by the department, including a decision about whether the application fee is to be waived, the applicant has the right to seek a review by the Office of the Victorian Information Commissioner within 28 days of receiving a decision letter.

Making a request

Access to documents may be obtained through written request to the department's Freedom of Information Unit, pursuant to s. 17 of the Act.

In summary, the requirements for making a request are:

- > it must be in writing
- > it should provide such information concerning the document as is reasonably necessary to enable identification of the document
- > it should be accompanied by the application fee of \$32.70 (the fee may be waived in certain circumstances).

Requests for documents in the department's possession should be addressed to:

Freedom of Information Unit
Department of Families, Fairness and Housing
GPO Box 1774
Melbourne VIC 3001

Requests and payment of the application fee can also be lodged online with the [Office of the Victorian Information Commissioner](https://www.ovic.vic.gov.au) <ovic.vic.gov.au>.

Telephone enquiries can be made by calling 1300 151 883.

Access charges for photocopying and search retrieval may also apply once the request has been finalised.

FOI statistics/timeliness

During 2023–24, 2,288 applications were received. Of these, 15 were from Members of Parliament, 22 were from the media, and the remainder were from the general public.

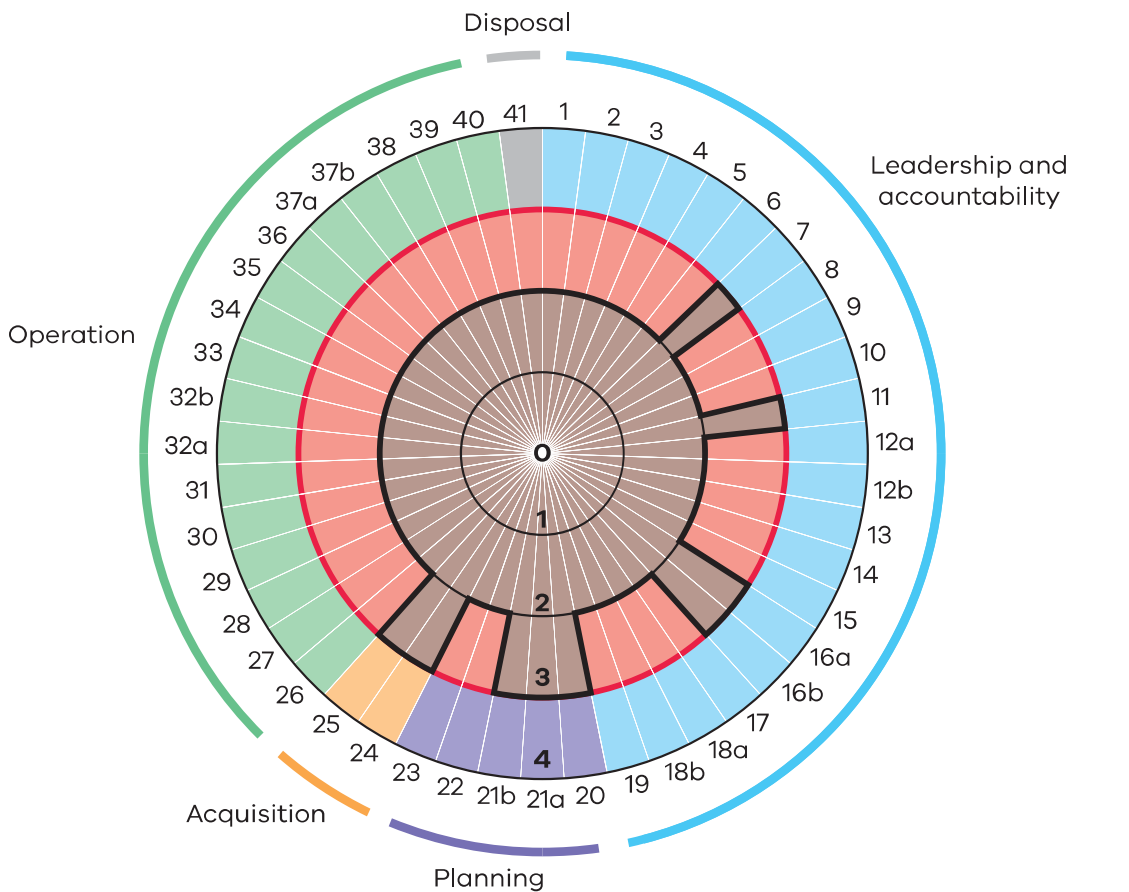
The department made 1,744 FOI decisions and processed 26% of requests within the statutory time period. This is an increase of 16% from the previous reporting period. Of the requests finalised, 53% were granted in full or in part. Significant investment has been made in FOI resources to improve service delivery.

Thirty-two decisions were subject to review by the Office of the Victorian Information Commissioner and 75% of decisions were upheld. Eight appeals were made to the Victorian Civil and Administrative Tribunal.

Asset Management Accountability Framework (AMAF) maturity assessment

The following sections summarise the department’s assessment of maturity against the requirements of the Asset Management Accountability Framework (AMAF). The AMAF is a non-prescriptive, devolved accountability model of asset management that requires compliance with 41 mandatory requirements.

These requirements can be found on the [AMAF webpage on the DTF website](http://www.dtf.vic.gov.au/infrastructure-investment/asset-management-accountability-framework) <www.dtf.vic.gov.au/infrastructure-investment/asset-management-accountability-framework>. The department’s target maturity rating is ‘competence’, meaning systems and processes fully in place, consistently applied and systematically meeting the AMAF requirement, including a continuous improvement process to expand system performance above AMAF minimum requirements.

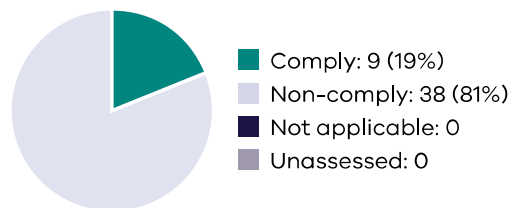


■ Target ■ Overall (actual)

Scale legend

Status	Scale	Compliance
Not applicable	N/A	Not applicable
Innocence	0	Non-comply
Awareness	1	Non-comply
Developing	2	Non-comply
Competence	3	Comply
Optimising	4	Comply
Unassessed	N/A	Unassessed

AMAF compliance



■ Comply: 9 (19%)
 ■ Non-comply: 38 (81%)
 ■ Not applicable: 0
 ■ Unassessed: 0

Leadership and accountability (requirements 1–19)

The department did not comply with some requirements in the category. There is no material non-compliance reported in this category. A plan for improvement is in place to improve the department's maturity rating in these areas.

Planning (requirements 20–23)

The department has met some of its target maturity level in this category but did not comply with some other requirements. There is no material non-compliance reported in this category. A plan for improvement is in place to improve the department's maturity rating in these areas.

Acquisition (requirements 24 and 25)

The department has met its target maturity level in this category.

Operation (requirements 26–40)

The department did not comply with the requirements in the areas of monitoring and preventative action and information management. There is no material non-compliance reported in this category. A plan for improvement is in place to improve the department's maturity rating in these areas.

Disposal (requirement 41)

The department has not met its target maturity level in this category. There is no material non-compliance reported in this category. A plan for improvement is in place to improve the department's maturity rating in these areas.

Environmental performance and impacts

The department is committed to environmental sustainability in its operations. Sustainability and reducing greenhouse gas emissions are core parts of the department's corporate strategy. The department supports Victorian public sector programs and policies that lower emissions and increase environmental sustainability outcomes.

Highlights

Highlights for the period included:

- > continuing implementation of the department's new build standards, including a 5 Star Green Star rating for large developments, a minimum 7-star NatHERS rating for Class 1 homes and a 7-star average for Class 2 homes
- > continuing delivery of the Energy Efficiency in Social Housing Program to upgrade homes to improve thermal comfort and reduce greenhouse gas emissions. An expansion of the program was announced in 2023–24, with the addition of \$46 million in matched federal funding to support the electrification of over 5,000 households and deliver thermal shell upgrades, the installation of efficient appliances and solar photovoltaic (PV) systems
- > commencing the Cooling our Public Housing Towers program with a trial of air-conditioning systems at the Richmond estate to determine the most suitable and energy-efficient appliances
- > a commitment to retiring Victoria's 44 public housing high-rise towers and providing modern, accessible, and energy-efficient homes which will deliver better sustainability outcomes for renters
- > development of a partnership with a local energy network operator to deliver public housing renters at new sites the best energy deal on the market, supplied with 100% renewable energy. This arrangement now covers 3 newly developed sites, with additional sites to come
- > progressing the *Health and Human Services Climate Change Adaptation Action Plan 2022–26* actions across health and social housing infrastructure, public health programs and services. Activities have included:
 - improving the departments climate risk maturity via participation in a climate risk community of practice and update of branch, enterprise, departmental risks to align with the state significant risk

- developing a Monitoring, Evaluation, Reporting and Improvement (MERI) framework that sets the foundation for periodic monitoring and reporting, and provides a high-level evaluation framework as required by the *Climate Change Act 2017*.

Undertaking climate risk modelling to assess the portfolio's current and future risk exposure to climate hazards with a view to creating decision-ready intelligence for building infrastructure resilience with a focus on social housing

The department's environmental management system

The department has in place an environmental management system (EMS) that was developed by the then Department of Health and Human Services. The EMS is a structured approach to managing the department's environmental impacts and improving its environmental performance. It is based on the national standard *AS/NZS ISO 14001:2016: Environmental Management Systems* and provides a framework for the department to improve its environmental sustainability.

The EMS objectives include:

- > reducing greenhouse gas emissions resulting from the department's operational activities
- > reducing the amount of waste and maximising the amount of reused and recycled resources in procurement

- > ensuring new capital works incorporate environmentally sustainable principles in design, construction and operation
- > encouraging staff to reduce environmental impacts through behaviour change
- > communicating environmental performance through regular internal and public reporting.

The EMS was last independently audited in 2020. The department will continue to maintain and update the EMS to improve environmental performance.

Reporting boundary for environmental data

Operations and activities of the department are included within the organisational boundary for this reporting period. The following portfolio entities are included in the department office data:

- > Respect Victoria
- > Commission for Children and Young People
- > Victorian Disability Worker Commission.

Department offices are all managed by the Shared Services Provider and their Service Delivery Partner, Jones Lang Lasalle.

Homes Victoria is included as a Tier 2 entity. Homes Victoria's housing services portfolio includes high-rise public housing, other public housing, disability accommodation and youth and family welfare services.

Table 14: Staff and building reference data

Description	Government-owned buildings	Leased buildings	Total
Office-based FTE – DFFH	1,202	5,482	6,684
Statutory-based FTE		157	157
Total FTE			6,841
Number of office-based sites	18	53	71
Number of high-rise public housing towers	44		44
Office-based area (m ²)	23,039	95,691	118,730

Notes:

FTE (full-time equivalent staff member as of 30 June 2024)

Government-owned sites include those owned by the Department of Transport and Planning and sites owned by Homes Victoria. Climate-related risk disclosure statement.

Climate change has the potential to directly and indirectly affect the services and programs that the department delivers on behalf of the Victorian Government. This requires ongoing effort to understand and respond to risks, develop opportunities, and build resilience to climate impacts.

The department is actively embedding actions related to the 3 overarching pillars of a clean economy: climate change mitigation and adaptation, renewable energy and circular economy. This supports Victoria's transition to net zero emissions and climate resilience.

The department aims to:

- > communicate its actions to understand the impact of climate change on its assets, operations and services
- > demonstrate it responsibly manages and mitigates its environmental impacts
- > support the efficient allocation of resources to transition operations to net zero emissions and improve environmental performance over time
- > deliver infrastructure that is resilient and adapted to climate risks by ensuring that new developments are all-electric, energy efficient, thermally comfortable and include the capability for on-site renewable energy generation.

Climate-related risk governance

The department's Executive Board leads its risk management framework and is the collective owner of the department's strategic and enterprise risks. The Board monitors risk mitigation activities through quarterly executive risk management reporting.

The department's Audit and Risk Management Committee provides independent assurance to the Secretary that the department's risk and control environment is operating effectively and efficiently. The committee actively monitors the department's risk profile, including climate-related risks, and assesses the risk management strategies adopted.

Additionally, the department carries out 6-monthly climate risk maturity assessments that are reviewed by the Victorian Secretaries Board to identify the adequacy of, and gaps in, internal capability and capacity (processes, people, systems) in climate-related risk management within the Victorian Government.

Climate-related risk strategy

The department considers the potential impacts of climate-related risks as part of environmental scanning activities. In particular, it does this in relation to housing needs and supply, population health and wellbeing, frequency and severity of disaster events, and impacts on existing zero emissions commitments in strategic and corporate plans.

The *Health and human services climate change adaptation action plan 2022–2026* was prepared consistent with the requirements of the *Climate Change Act 2017*. It outlines the approach of the Department of Families, Fairness and Housing and the Department of Health to managing climate change risk in collaboration with their respective sectors. During 2023–24, the department progressed a range of actions under the plan and is participating in whole-of-Victorian-Government processes to integrate and progress climate change more broadly.

The department is continuing to build on its understanding of climate-related risks and opportunities and assess and monitor their relative potential impacts.

The department is currently monitoring and managing several climate-related physical risks and opportunities. These include:

- > the impact of increased temperatures and extreme heat on department operations
- > the impact of bushfires and extreme weather events on departmental assets
- > reducing greenhouse gas emissions resulting from the department's operations in line with Victorian Government commitments
- > aligning procurement to circular economy principles
- > improving environmental performance monitoring, evaluation and reporting
- > supporting the continuing uptake of renewable energy and other low emissions technologies across Victoria.

Climate-related risk management

The department's risk management framework requires it to consider its operating context, including climate change, and identify, assess and manage risks and opportunities. The framework is aligned with the *Victorian Government risk management framework*. It provides guidance for designing, implementing, monitoring, reviewing and continually improving risk management throughout the department.

Climate change was approved by the Executive Board as a strategic risk for the department. Controls and treatments are progressively being refined.

Climate-related metrics and targets

The department reports climate-related metrics in line with requirements under Financial Reporting Direction 24 (FRD 24) *Reporting of environmental data by government entities*.

Environmental data for this report is captured from suppliers, equipment metering, reports and surveys.

The department remains committed to the whole-of-Victorian-Government target to achieve 100% renewable electricity use in government operations by 2025. The department is working with relevant state government working groups to achieve this objective.

Greenhouse gas emissions

The department reports its greenhouse gas emissions broken down into emissions 'scopes' consistent with national and international reporting standards.

Scope 1 emissions are from sources that the department owns or controls, such as burning fossil fuels in its vehicle fleet. Scope 2 emissions are indirect emissions from the department's use of electricity from the grid, which still uses coal and gas-fired power generation. Scope 3 emissions are indirect emissions from sources the department does not control but does influence. The department reports only scope 3 emissions from corporate air travel and waste disposal.

The department's scope 1 greenhouse gas emissions increased by 15.1% from 2022–23 to 2023–24. This was largely driven by increased vehicle use as travel activities grew after extended periods of remote work during the COVID-19 pandemic.

The department's scope 2 greenhouse gas emissions decreased by 16.7% from 2022–23 to 2023–24 with slightly lower electricity consumption recorded in most department offices due to adjusted lighting and temperatures.

The department's scope 3 greenhouse gas emissions from corporate air travel and waste disposal remains consistent with previous years.

The department is working with the Shared Services Provider to reduce greenhouse gas emissions through several energy efficiency projects. These include the replacement with more efficient electric heating and cooling systems and LED lights, the review of waste reduction program across sites, and electrification of fleet vehicles. The department continues to evaluate its office footprint and consider co-location and consolidation opportunities.

The department does not currently capture data on scope 3 greenhouse gas emissions from Housing Services.

Department offices

Greenhouse gas emissions

Indicator	2023–24 estimate Tonnes CO ₂ -e	2022–23 estimate Tonnes CO ₂ -e	2021–22 estimate Tonnes CO ₂ -e
G1 Total Scope 1 greenhouse gas emissions (Direct)	4,763	4,138	3,542
G2 Total Scope 2 greenhouse gas emissions (Indirect electricity)	7,216	7,807	8,865
G3 Total Scope 3 greenhouse gas emissions (Other indirect – air travel ⁱ and waste)	657	644	336.5

Housing Services

Greenhouse gas emissions

Indicator	2023–24 estimate Tonnes CO ₂ -e	2022–23 estimate Tonnes CO ₂ -e	2021–22 estimate Tonnes CO ₂ -e
G1 Total Scope 1 greenhouse gas emissions (Direct)	20,119	19,071	19,607
G2 Total Scope 2 greenhouse gas emissions (Indirect electricity)	17,914	19,506	22,534
G3 Total Scope 3 greenhouse gas emissions (Other indirect – air travel and waste)	–	–	–

Electricity production and consumption

The department continues to implement energy efficiency policies across its sites to reduce electricity use. These measures include:

- > the progressive installation of LED lighting
- > switching to efficient electric appliances, for example, minimum 7-star energy-efficient refrigerators when they are replaced
- > no gas in newly acquired buildings
- > adjustments to heating and cooling systems to optimise electricity savings.

Electricity use from 2022–23 to 2023–24 has increased by 38.4%, driven by a rate of staff returning to office.

Housing services emissions arising from electricity consumption have remained consistent, while the total amount of Green Power purchased during 2023–24 has increased as new housing sites are supplied with 100% renewable energy.

Department offices

EL1 Total electricity consumption

Indicator	2023–24 MWh	2022–23 MWh	2021–22 MWh
Purchased electricity – consolidated	11,874.9	8,581.6	8,669.6
Self-generated	–	–	–
EL1 Total electricity consumption	11,874.9	8,581.6	8,669.6

ⁱ Calculated using total passenger kilometres (T4) and the average emissions factor of 1.43198 x 10⁻⁴ tonnes/passengerkm²⁷ for domestic aviation.

EL2 On-site electricity generated

Indicator	2023–24 MWh	2022–23 MWh	2021–22 MWh
Solar PV			
Consumption behind-the-meter	–	–	–
Exports	–	–	–
Total solar PV	–	–	–
Other non-renewable (diesel backup generator)	–	–	–
EL2 Total on-site electricity generated	–	–	–

EL3 On-site installed generation capacity

Indicator	2023–24 MWh	2022–23 MWh	2021–22 MWh
Solar PV	–	–	–
Diesel backup generator	–	–	–
EL3 Total on-site installed generation capacity	–	–	–

EL4 Total electricity offsets

Indicator	2023–24 MWh	2022–23 MWh	2021–22 MWh
LGC's voluntarily retired by the entity	–	–	–
Greenpower ⁱ	714.8	601.7	677.6
Renewable power percentage in the grid (%)			
Certified climate active carbon neutral electricity purchased	–	–	–
EL4 Total electricity offsets	–	–	–

Housing Services**EL1 Total electricity consumption**

Indicator	2023–24 MWh	2022–23 MWh	2021–22 MWh
Purchased electricity – consolidated	22,676.24	22,948.40	23,473.00
Self-generated ⁱⁱ	220.0	115.0	–
EL1 Total electricity consumption	22,896.24	23,063.40	23,473.00

EL2 On-site electricity generated

Indicator	2023–24 MWh	2022–23 MWh	2021–22 MWh
Solar PV			
Consumption behind-the-meter ⁱⁱⁱ	220.0	115.0	–
Exports	0.1	0.4	–
Total solar PV	220.1	115.4	–
Other non-renewable (diesel backup generator)	–	–	–
EL2 Total on-site electricity generated	220.1	115.4	–

ⁱ 100% Greenpower is used in Ballarat and Geelong.

ⁱⁱ Self-generated electricity and exports have been under represented in this report due to unavailable data at the time of reporting.

ⁱⁱⁱ Solar PV consumption behind-the-meter and Greenpower electricity offsets include a small proportion of electricity consumed in residential tenancies outside the department's organisational boundary. This is attributable to new apartment building developments with shared on-site solar generation that opened late in the reporting period and will be properly accounted for in subsequent periods.

EL3 On-site installed generation capacity

Indicator	2023–24 MW	2022–23 MW	2021–22 MW
Solar PV	0.4	0.4	–
Diesel backup generator	–	–	–
EL3 Total on-site installed generation capacity	0.4	0.4	–

EL4 Total electricity offsets

Indicator	2023–24 MW	2022–23 MW	2021–22 MW
LGC's voluntarily retired by the entity	–	–	–
Greenpower	1,552.9	20.2	–
Renewable power percentage in the grid (%)			
Certified climate active carbon neutral electricity purchased	–	–	–
EL4 Total electricity offsets	–	–	–

Stationary fuel use

Sources of emissions from stationary fuel include natural gas used in some buildings' heating systems. There has been a 21.8% increase in fuel use from 2022–23 to 2023–24. Consumption and emissions data is from the 14 department offices that use natural gas.

Department offices**F1 Total Fuels used in buildings and machinery**

Indicator	2023–24 MJ	2022–23 MJ	2021–22 MJ
Buildings			
Natural gas	16,744,636	13,750,673	14,418,608
F1 Total fuels used in buildings and machinery	16,744,636	13,750,673	14,418,608

F2 Greenhouse gas emissions stationary fuel consumption

	2023–24 Tonnes CO₂	2022–23 Tonnes CO₂	2021–22 Tonnes CO₂
F2 Greenhouse gas emissions stationary fuel consumption ⁱ	863	708.6	743

ⁱ Figures for 2022–23 and 2021–22 have been revised with the use of DEECA approved calculation methodology.

Housing Services

F1 Total Fuels used in buildings and machinery

Indicator	2023–24 MJ	2022–2023 MJ	2021–2020 MJ
Buildings			
Natural gas ⁱ	390,431,401	370,113,078	380,489,416
F1 Total fuels used in buildings and machinery	390,431,401	370,113,078	380,489,416

F2 Greenhouse gas emissions stationary fuel consumption

	2023–24 Tonnes CO ₂	2022–21 Tonnes CO ₂	2021–22 Tonnes CO ₂
F2 Greenhouse gas emissions stationary fuel consumption	20,119	19,072	19,607

Transportation

The department's fleet comprises 1,241 vehicles. Of the 1,216 internal combustion engine vehicles, 39% were hybrid unleaded or hybrid electric vehicles. Greenhouse gas emissions from department fleet between 2022–23 and 2023–24 have remained consistent.

The data has been exported from the department's vehicle management system (FleetWave) including fuel transactions and kilometres travelled for the period 1 April 2023 to 31 March 2024 (FBT annual reporting).

The department is committed to the Victorian Government transport sector pledge and a Zero Emissions Vehicle Roadmap as part of our *Climate change strategy*.

The increase in air travel from 2021–22 to 2022–23 is explained by the removal of COVID-19 restrictions and resumed in-person interdepartmental collaborations.

Number and proportion of vehicles – department fleet

Indicator	2023–24 No.	2023–24 %	2022–23 No.	2022–23 %	2021–22 No.	2021–22 %
Passenger vehicles						
Internal combustion engines						
Petrol	390	31	475	–	554	–
Diesel/biodiesel	354	29	281	–	202	–
Hybrid/unleaded	468	38	460	–	407	–
Plug-in hybrid electric vehicle (PHEV)	4	–	0	0	0	0
Range-extended electric vehicle	18	1	6	1	0	0
Total passenger vehicles	1,234	99	1,222	99	1,163	99
Goods vehicles						
Internal combustion engines						
Petrol	0	0	0	0	0	
Diesel/biodiesel	7	1	6	0.5	15	1
Hybrid/unleaded	0	0	0	0	0	
Plug-in hybrid electric vehicle (PHEV)	0	0	0	0	0	
Range-extended electric vehicle	0	0	0	0	0	
Total goods vehicles	7	1	6	0.5	15	1
T2 Number and proportion of vehicles – department fleet	1,241	100	1,228	100	1,178	100

ⁱ Natural gas includes a 19% estimate in 2023–24 due to some data being unavailable from energy retailers at the time of reporting.

Total energy used in transportation – department fleet

Indicator	2023–24 MJ	2022–21 MJ	2021–20 MJ
Passenger vehicles			
Petrol	22,926,315	24,319,620	25,231,079
Diesel	19,135,277	14,410,537	7,856,287
Hybrid/unleaded	14,828,101	10,091,155	5,643,504
Electricity (MWh)	–	–	–
Total passenger vehicles	57,008,622	49,245,699	38,730,870
Goods vehicles			
Petrol	0	0	0
Diesel	143,164	247,466	394,323
Electricity (MWh)	–	–	–
Total goods vehicles	143,164	247,466	394,323
State government vehicle pool	649,315	424,388	307,123
T1 Total energy used in transportation	57,801,100	49,917,553	39,432,316

Greenhouse gas emissions from vehicle fleet

Indicator	2023–24 Tonnes CO₂-e	2022–23 Tonnes CO₂-e	2021–22 Tonnes CO₂-e
Passenger vehicles			
Petrol	1,319	1,606	1,667
Diesel	1,294	1,022	633
Hybrid/unleaded	853	702	393
Electricity	7	–	–
Total passenger vehicles	3,472	3,330	2,714
Goods vehicles			
Petrol	0	0	0
Diesel	10	17	27
Electricity	–	–	–
Total goods vehicles	10	17	27
State government vehicle pool	37	28	21
T3 Greenhouse gas emissions from vehicle fleet	3,520	3,375	2,762

Total distance travelled commercial air travel

	2023–24 Passenger km	2022–23 Passenger km	2021–22 Passenger km
T4 Total distance travelled commercial air travel	3,780,623	2,987,750	1,493,876

Total energy use

Department offices

Total energy use

Indicator	2023–24 MJ	2022–23 MJ	2021–22 MJ
E1 Total energy usage from fuels (stationary and transportation)	74,402,573	63,243,838	53,850,924
E2 Total energy used from electricity	42,749,568	37,841,141	30,227,638
E3 Total energy used segmented into renewable and non-renewable sources			
Renewable	–	–	–
Non-renewable	–	–	–
E4 Units of energy used normalised by FTE (MJ/FTE)	17,125	14,807	12,343

Housing Services

Total energy use

Indicator	2023–24 MJ	2022–23 MJ	2021–22 MJ
E1 Total energy usage from fuels (stationary and transportation)	390,431,401	370,113,078	380,489,416
E2 Total energy used from electricity	82,426,464	83,028,333	84,502,812
E3 Total energy used segmented into renewable and non-renewable sources			
Renewable	6,382,276	486,747	–
Non-renewable	466,475,599	452,654,664	464,992,228
E4 Units of energy used normalised by FTE (MJ/FTE)	NA	NA	NA

Sustainable buildings and infrastructure

The development of sustainable buildings is an economic and environmental necessity. Recent extreme weather events demonstrate the importance of addressing climate change risk across the department's operations. This includes the design and management of buildings and infrastructure assets.

The department considers sustainable procurement objectives through its implementation of the *Social procurement framework*. This sets out the requirements that apply to Victorian Government departments and agencies when they procure goods, services and construction. Refer to the 'Social procurement framework' section for more information.

Registered environmental NABERS ratings that are higher than 5 stars are summarised in the table below.

B5 Sustainable buildings and infrastructure

Name of building	Building type	Rating Scheme	Rating (B5)
Dandenong	General office building (base building)	NABERS – Energy	5.5
Dandenong	General office building (base building)	NABERS – Water	6
Footscray	General office building (whole building)	NABERS – Energy	5.5
Footscray	General office building (whole building)	NABERS – Water	6
Melbourne – 50 Lonsdale St	General office (base building and tenancy)	NABERS – Energy	5.5
Melbourne – 570 Bourke St	General office building (base building)	NABERS – Energy	5.5
Melbourne – 570 Bourke St	General office building (base building)	NABERS – Water	5.5
Morwell	General office building (whole building)	NABERS – Energy	5.5
Traralgon	General office building (base building)	NABERS – Energy	5.5

The department has adjusted lighting levels, temperature and other building systems to avoid unnecessary consumption of energy while maintaining safety and comfort of occupants.

Sustainable procurement

The department considers sustainable procurement objectives through its implementation of the *Social procurement framework*. This set out the requirements that apply to Victorian Government departments and agencies when they procure goods, services and construction. Refer to the ‘Social procurement framework’ section for more information.

Water consumption

The department is committed to understanding water consumption across facilities and operations and encourages clients to improve their own water efficiency. In 2023–24, office-based water use was 31,340 kilolitres compared with 29,113 kilolitres in 2022–21. Continued low water usage is attributed to flexible/hybrid working arrangements. The increase in water usage from 2021–22 to 2022–23 is attributed increased office attendance following the removal of COVID-19 pandemic restrictions.

Department offices

W1 Total water consumption by an entity

Indicator	2023–24 kL	2022–23 kL	2021–22 kL
Potable water consumption	31,340	29,113	25,047
W1 Total water consumption by an entity	31,340	29,113	25,047

Housing Services

W1 Total water consumption by an entity

	2023–24 kL	2022–23 kL	2021–22 kL
Potable water consumption	1,124,205	1,172,445	1,163,027
W1 Total water consumption by an entity	1,124,205	1,172,445	1,163,027

W2 Units of metered water consumed normalised by FTE

	2023–24 kL/FTE	2022–23 kL/FTE	2021–22 kL/FTE
W2 Units of metered water consumed normalised by FTE	NA	NA	NA

Waste and recycling

Waste management and recycling are key priorities for the department. Focus areas include the removal of single-use plastics as well as maximising recycling and minimising waste sent to landfill.

The department does not currently collect data on waste disposal and recycling or associated scope 3 emissions from Housing Services.

Total units of waste disposed

Indicator	2023–24 kg	2023–24 %	2022–23 kg	2022–23 %	2021–22 kg	2021–22 %
Landfill general waste	89,265.0	23.5	81,349.4	59.2	49,760.9	47.7
Recycling/recovery (disposal)						
Commingled	8984.7	2.4	6651.7	4.8	5,369.5	5.1
Organics	1148.9	0.3	3483	2.5	919	0.9
Paper (confidential) ⁱ	260,361	68.7	40,777.4	29.7	42,060.3	40.3
Paper (recycling)	19,372.5	5.1	4,442.7	3.2	5548.4	5.3
Toners and print cartridges ⁱⁱ	–	–	611.3	0.5	405.2	0.4
WR1 Total units of waste disposed	379,132.1		137,338.9		104,365.7	

Percentage of office sites which are covered by dedicated collection services

Waste type	2023–24 %	2022–23 %	2021–22 %
Printer cartridges	100	100	NA
Batteries	0	0	NA
E-waste ⁱⁱⁱ	100	100	NA
Soft plastics	0	0	NA

Total units of waste disposed of normalised by FTE

	2023–24 kg/FTE	2022–23 kg/FTE	2021–22 kg/FTE
WR3 Total units of waste disposed of normalised by FTE	17.86	14.69	7.9

Recycling rate

	2023–24 %	2022–23 %	2021–22 %
WR4 Recycling rate	76.5	40.8	52.3

Greenhouse gas emissions associated with waste disposal

	2023–24 Tonnes CO ₂ -e	2022–23 Tonnes CO ₂ -e	2021–22 Tonnes CO ₂ -e
WR5 Greenhouse gas emissions associated with waste disposal ^{iv}	116	134	83.9

ⁱ Increased confidential paper waste is due to significant efforts to digitise records.

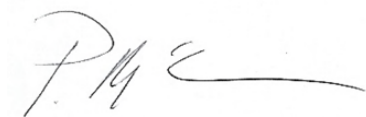
ⁱⁱ Information unavailable for period 2023–24.

ⁱⁱⁱ Supported by department staff who move e-waste from smaller offices and more remote offices to larger central locations for collection.

^{iv} Methodology for calculation of greenhouse gas emissions vary between 2023–24 and prior reporting years.

Financial Management Compliance Attestation Statement

I, Peta McCammon, as the Responsible Body, certify that the Department of Families, Fairness and Housing has no Material Compliance Deficiency with respect to the applicable Standing Directions under the *Financial Management Act 1994* and Instructions.

A handwritten signature in black ink, appearing to read 'Peta McCammon', with a long horizontal flourish extending to the right.

Peta McCammon
Secretary
Department of Families, Fairness and Housing

16 October 2024

Section 5: Financial statements for the financial year ended 30 June 2024

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Declaration in the financial statements

The attached financial statements for the Department of Families, Fairness and Housing (the department) have been prepared in accordance with Direction 5.2 of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994*, applicable Financial Reporting Directions, Australian Accounting Standards including Interpretations, and other mandatory professional reporting requirements.

We further state that, in our opinion, the information set out in the Comprehensive Operating Statement, Balance Sheet, Cash Flow Statement, Statement of Changes in Equity and accompanying notes, presents fairly the financial transactions during the year ended 30 June 2024 and financial position of the department as at 30 June 2024.

At the time of signing, we are not aware of any circumstance which would render any particulars included in the financial statements to be misleading or inaccurate.

We authorise the attached financial statements for issue on 13 September 2024.



Peta McCammon
Secretary
Department of Families, Fairness and Housing

Melbourne
13 September 2024



Cynthia Lahiff
Chief Finance Officer
Department of Families, Fairness and Housing

Melbourne
13 September 2024

Independent auditor's report



Independent Auditor's Report

To the Secretary of the Department of Families, Fairness and Housing


<p>Opinion</p>	<p>I have audited the financial report of the Department of Families, Fairness and Housing (the department) which comprises the:</p> <ul style="list-style-type: none"> • balance sheet as at 30 June 2024 • comprehensive operating statement for the period then ended • statement of changes in equity for the period then ended • cash flow statement for the period then ended • notes to the financial statements, including material accounting policy information • declaration in the financial statements. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the department as at 30 June 2024 and its financial performance and cash flows for the period then ended in accordance with the financial reporting requirements of Part 7 of the <i>Financial Management Act 1994</i> and applicable Australian Accounting Standards.</p>
<p>Basis for Opinion</p>	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
<p>Key audit matter</p>	<p>A key audit matter is a matter that, in my professional judgement, is of most significance in my audit of the financial report of the current period. This matter was addressed in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on this matter.</p>

Key audit matter	How I addressed the matter
<p>Recognition and measurement of service concession arrangement assets and liabilities - Ground Lease Model 1- Public Housing Renewal program</p>	
<p><i>Refer to note 5.1(b) for Service concession assets, note 7.1 for service concession financial liabilities and note 7.5.3 for grant of right to the operator (GORTO) liabilities and commitments</i></p>	
<p>Service concession assets - \$440.2 million</p> <p>Service concession financial liabilities - \$289.7 million</p> <p>Service concession GORTO liabilities - \$86.2 million</p> <p>Commitment - minimum future payments: \$2,037.2 million</p> <p>The department has various service concession arrangements with consortiums to finance, design, construct and operate new social housing dwellings, affordable homes and market rental homes. I consider service concession arrangements to be a key audit matter because:</p> <ul style="list-style-type: none"> • they are financially significant • the requirements of AASB 1059 <i>Service Concession Arrangement: Grantors</i> are complex, and its application requires significant management judgement • the varying arrangements, underlying contracts and business processes used to facilitate the construction of dwellings necessitates significant evaluation and judgement by management to determine scoping within AASB 1059. • the required disclosures for service concession assets and liabilities are extensive. 	<p>My key procedures included:</p> <ul style="list-style-type: none"> • gaining an understanding of all contractual requirements • reviewing the accounting treatment against the requirements of AASB 1059, the technical accounting paper prepared by the department and assessing the reasonableness of management judgements made • engaging a subject matter expert to assist in: <ul style="list-style-type: none"> ○ reviewing the financial model, transactions and disclosures to ensure they are consistent with contracts and supporting schedules ○ reconciling service concession assets and liabilities against the contracts and underlying financial models • evaluating our subject matter expert's findings • reviewing the accounting treatment against the requirements of AASB 1059, the technical accounting paper prepared by the department and assessing the reasonableness of management judgements made • assessing the reasonableness of the asset carrying amount with reference to the financial model, progress claims and payment certificates • assessing the adequacy of financial report disclosure against the requirements of applicable Australian accounting standards.

<p>Secretary’s responsibilities for the financial report</p>	<p>The Secretary of the department is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Financial Management Act 1994</i>, and for such internal control as the Secretary determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Secretary is responsible for assessing the department’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>
<p>Auditor’s responsibilities for the audit of the financial report</p>	<p>As required by the <i>Audit Act 1994</i>, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.</p> <p>As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:</p> <ul style="list-style-type: none"> • identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. • obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the department’s internal control • evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Secretary • conclude on the appropriateness of the Secretary’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the department’s ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor’s report. However, future events or conditions may cause the department to cease to continue as a going concern.

<p>Auditor’s responsibilities for the audit of the financial report (continued)</p>	<ul style="list-style-type: none"> • evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation. <p>I communicate with the Secretary regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.</p> <p>From the matters communicated with the Secretary, I determine those matters that were of most significance in the audit of the financial report of the current period and are therefore key audit matters. I describe these matters in the auditor’s report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in the auditor’s report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.</p>
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MELBOURNE
30 September 2024



Andrew Greaves
Auditor-General of Victoria

Comprehensive operating statement for the financial year ended 30 June 2024

	Note	2024 \$M	2023 \$M
Revenue and income from transactions			
Output appropriations	2.3	5,302.2	4,968.4
Special appropriations	2.3	79.5	79.1
Rental income	2.4.1	555.5	523.3
Grants	2.4.2	418.2	442.9
Other income		42.6	24.3
Total revenue and income from transactions		6,398.0	6,038.0
Expenses from transactions			
Employee benefits	3.1.1(a)	987.9	920.5
Depreciation and amortisation	5.1.1	410.0	362.3
Grants and other transfers	3.1.2	4,278.6	4,010.7
Other operating expenses	3.1.3	770.4	464.9
Property management expenses	3.1.4	552.8	523.7
Total expenses from transactions		6,999.7	6,282.1
Net result from transactions (net operating balance)		(601.7)	(244.1)
Other economic flows included in net result			
Net gain/(loss) on non-financial assets	9.2(a)	(8.6)	(3.4)
Net gain/(loss) on financial instruments	9.2(b)	2.0	0.6
Other gains/(losses) from other economic flows	9.2(c)	(30.1)	(17.9)
Total other economic flows included in net result		(36.7)	(20.7)
Net result		(638.4)	(264.7)
Other economic flows – other comprehensive income			
Items that will not be reclassified to net result			
Changes in physical asset revaluation surplus	9.4(b)	1,185.7	47.7
Remeasurement of superannuation defined benefit plans	9.4(a)	2.1	1.0
Total other economic flows – other comprehensive income		1,187.8	48.7
Comprehensive result		549.4	(216.0)

The comprehensive operating statement should be read in conjunction with the notes to the financial statements.

Balance sheet as at 30 June 2024

	Note	2024 \$M	2023 \$M
Assets			
Financial assets			
Cash and deposits	7.3	600.5	706.8
Receivables	6.1	1,282.2	814.3
Loans	6.2	28.2	30.0
Total financial assets		1,910.9	1,551.1
Non-financial assets			
Non-financial physical assets classified as held for sale	9.3	4.2	4.3
Property, plant and equipment	5.1	38,484.3	36,879.3
Intangible assets	5.2	70.5	80.5
Prepayments		25.5	50.4
Total non-financial assets		38,584.5	37,014.5
Total assets		40,495.4	38,565.6
Liabilities			
Financial liabilities			
Payables	6.3	565.9	454.9
Borrowings	7.1	537.2	416.4
Employee related provisions	3.1.1(b)	299.3	301.0
Other provisions	6.4	530.7	211.3
Total financial liabilities		1,933.1	1,383.6
Total non-financial liabilities		–	–
Total liabilities		1,933.1	1,383.6
Net assets		38,562.3	37,182.0
Equity			
Accumulated surplus/(deficit)		(455.4)	180.9
Physical asset revaluation surplus	9.4	8,756.2	7,570.5
Contributed capital		30,261.5	29,430.6
Net worth		38,562.3	37,182.0

The balance sheet should be read in conjunction with the notes to the financial statements.

Cash flow statement for the financial year ended 30 June 2024

	Note	2024 \$M	2023 \$M
Cash flows from operating activities			
Receipts			
Output appropriations		5,103.9	5,204.9
Special appropriations		79.5	79.1
Funds from other entities		253.8	519.2
Rent received		557.1	504.3
Interest received		32.7	20.9
Other receipts		12.8	10.2
GST recovered from Australian Taxation Office ⁽ⁱ⁾		330.1	329.5
Total receipts		6,369.9	6,668.1
Payments			
Grants and other transfers		(4,549.4)	(4,388.1)
Employee benefits		(993.6)	(1,016.2)
Supplies and services		(488.6)	(526.1)
Other operating expenses		(23.5)	(16.0)
Property management expenses		(539.3)	(539.1)
Total payments		(6,594.4)	(6,485.5)
Net cash flows from/(used in) operating activities	7.3.1	(224.5)	182.5
Cash flows from investing activities			
Proceeds from the sale of non-financial assets		302.5	136.3
Payments for non-financial assets		(1,138.2)	(995.6)
Repayments of loans from other parties		1.8	0.7
Net cash flows from/(used in) investing activities		(833.9)	(858.6)
Cash flows from financing activities			
Net receipts / (payments) for advances		(2.8)	1.8
Owner contributions by Victorian Government – appropriation for capital expenditure purposes		832.1	625.5
Payments of capital contributions		(0.9)	–
Repayment of borrowings and principal portion of lease liability ⁽ⁱⁱ⁾		123.6	100.7
Net cash flows from/(used in) financing activities		952.1	728.0
Net increase/(decrease) in cash and deposits		(106.3)	51.9
Cash and deposits at beginning of financial year		706.8	654.9
Cash and deposits at the end of financial year	7.3	600.5	706.8

The cash flow statement should be read in conjunction with the notes to the financial statements.

Notes:

- (i) Goods and services tax (GST) recovered from the Australian Taxation Office is presented on a net basis.
- (ii) The department has recognised cash payments for the principal portion of lease payments as financing activities, cash payments for the interest portion as operating activities consistent with the presentation of interest payments and short-term lease payments for leases and low-value assets as operating activities.

Statement of changes in equity for the financial year ended 30 June 2024

	Note	Physical asset revaluation surplus \$M	Accumulated surplus/ (deficit) \$M	Contributed capital \$M	Total \$M
Balance at 1 July 2022		7,522.8	444.6	28,808.9	36,776.3
Net result for the year		–	(264.7)	–	(264.7)
Remeasurement of superannuation defined benefit plans	9.4(a)	–	1.0	–	1.0
Changes in physical asset revaluation surplus	9.4(b)	47.7	–	–	47.7
Capital contributions by Victorian State Government		–	–	625.5	625.5
Capital contributed from asset transfers		–	–	(3.8)	(3.8)
Balance at 30 June 2023		7,570.5	180.9	29,430.6	37,182.0
Net result for the year		–	(638.4)	–	(638.4)
Remeasurement of superannuation defined benefit plans	9.4(a)	–	2.1	–	2.1
Changes in physical asset revaluation surplus	9.4(b)	1,185.7	–	–	1,185.7
Administrative restructure – net assets transferred	4.3	–	–	(0.9)	(0.9)
Capital contributions by Victorian State Government		–	–	832.2	832.2
Capital contributed from asset transfers		–	–	(0.4)	(0.4)
Balance at 30 Jun 2024		8,756.2	(455.4)	30,261.5	38,562.3

The statement of changes in equity should be read in conjunction with the notes to the financial statements.

Notes to and forming part of the financial statements for the financial year ended 30 June 2024

1. About this report

The Department of Families, Fairness and Housing (the department) was established on 1 February 2021 as a government department of the State of Victoria, pursuant to an order made by the Premier under the *Public Administration Act 2004*. It is an administrative agency acting on behalf of the Crown.

Its principal address is:

Department of Families, Fairness and Housing
50 Lonsdale Street
Melbourne VIC 3000

A description of the nature of its operations and its principal activities is included in the report of operations, which does not form part of these financial statements.

Basis of preparation

These financial statements cover the Department of Families, Fairness and Housing as an individual reporting entity and include all controlled activities of the department.

Where control of an entity is obtained during the financial year, its results are included in the comprehensive operating statement from the date on which control commenced. Where control ceases during the financial year, the entity's results are included for that part of the period in which control existed. Where entities adopt dissimilar accounting policies and their effect is considered material, adjustments are made to ensure consistent policies are adopted in these financial statements. There were no new entities for which the department obtained control over in 2023–24.

Furthermore, in accordance with determinations made by the Assistant Treasurer under s. 53(1)(b) of the *Financial Management Act 1994* (FMA) the Department of Families, Fairness and Housing's financial statements also include the financial information of the following entities:

- Homes Victoria
- Commission for Children and Young People
- Disability Worker Registration Board
- Victorian Disability Worker Commission
- Respect Victoria
- Victorian Multicultural Commission
- Victorian Veterans Council.

These entities are reported in aggregate even though they are not controlled by the department. The Victorian Multicultural Commission was transferred from the Department of Families, Fairness and Housing to the Department of Premier and Cabinet effective from 1 February 2024 as part of Machinery of Government changes. Where control ceases during a financial period, the entity's results are included for that part of the period in which control existed. Please refer to Note 4.3 Restructuring of administrative arrangements.

In preparing financial statements for the department, all material transactions and balances between the above entities are eliminated.

These financial statements are presented in Australian dollars and the historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured on a different basis.

The accrual basis of accounting has been applied in the preparation of these financial statements, except for cash flow information, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Consistent with the requirements of Australian Accounting Standards Board (AASB) 1004 *Contributions*, contributions by owners (that is, contributed capital and its repayment) are treated as equity transactions and, therefore, do not form part of the income and expenses of the department.

Additions to net assets which have been designated as contributions by owners are recognised as contributed capital. Other transfers that are in the nature of contributions to or distributions by owners have also been designated as contributions by owners.

Transfers of net assets arising from administrative restructures are treated as distributions to or contributions by owners. Transfers of net liabilities arising from administrative restructures are treated as distributions to owners.

Judgements, estimates and assumptions are required to be made about the financial information being presented. The significant judgements made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in applying Australian Accounting Standards (AAS) that have significant effect on the financial statements and estimates are disclosed in the Note 8.3 'Fair value determination' and Note 7.5.2 'Service concession arrangements commitments' under the heading 'Significant judgement'.

The financial statements have been prepared on a going-concern basis.

All amounts in the financial statements have been rounded to the nearest \$1 million unless otherwise stated.

Compliance information

These general purpose financial statements have been prepared in accordance with the FMA and applicable AASs which include Interpretations issued by the Australian Accounting Standards Board (AASB). In particular, they are presented in a manner consistent with the requirements of AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Where appropriate, those AAS paragraphs applicable to not-for-profit entities have been applied. Accounting policies selected and applied in these financial statements ensure that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

These annual financial statements were authorised for issue by the Secretary of the Department of Families, Fairness and Housing on 13 September 2024.

2. Funding delivery of our services

Introduction

The department's overall objective is to create equal opportunities for all Victorians to live a safe, respected and valued life.

To enable the department to fulfil its objective and provide outputs as described in Section 4 'Disaggregated financial information by output', it receives income (predominantly accrual-based parliamentary appropriations). The department also receives income from the supply of services and tenancy agreements.

Structure

- 2.1 Summary of revenue and income that fund the delivery of our services
- 2.2 Appropriations
- 2.3 Summary of compliance with annual parliamentary and special appropriations
- 2.4 Income from transactions
 - 2.4.1 Rental income
 - 2.4.2 Grants
- 2.5 Annotated income agreements

2.1 Summary of revenue and income that fund the delivery of our services

	Note	2024 \$M	2023 \$M
Output appropriations	2.2,2.3	5,302.2	4,968.4
Special appropriations	2.2,2.3	79.5	79.1
Rental income	2.4.1	555.5	523.3
Grants and other income transfers	2.4.2	418.2	442.9
Other income		42.6	24.4
Total revenue and income from transactions		6,398.0	6,038.0

2.2 Appropriations

Once annual parliamentary appropriations are applied by the Treasurer, they become controlled by the department and are recognised as income when applied to the purposes defined under the relevant Appropriations Act.

Output appropriations: Income from the outputs the department provides to the government is recognised when those outputs have been delivered and the relevant minister has certified delivery of those outputs in accordance with specified performance criteria.

Special appropriations: Under s. 5.4.6 of the *Gambling Regulation Act 2003*, income related to the Mental Health Fund is recognised when the amounts appropriated for that purpose are due and payable by the department.

2.3 Summary of compliance with annual parliamentary and special appropriations

The following table discloses the details of the various annual parliamentary appropriations received by the department for the year.

In accordance with accrual output-based management procedures 'provision of outputs' and 'additions to net assets' are disclosed as 'controlled' activities of the department. Administered transactions are those that are undertaken on behalf of the state over which the department has no control or discretion (refer to Note 4.2).

	Appropriation Act		Financial Management Act 1994			Total parliamentary authority \$M	Appropriations applied \$M	Variance \$M	
	Annual appropriation \$M	Advance from Treasurer \$M	Section 29 ⁽ⁱ⁾ \$M	Section 30 \$M	Section 32 \$M				
2024									
Controlled									
Provision of outputs	4,335.9	335.8	686.9	(17.2)	14.7	5,356.0	5,302.2	53.9	(ii)
Addition to net assets	606.0	169.5	11.6	17.2	18.5	822.8	779.3	43.5	(iii)
Administered									
Payments made on behalf of the State	2,856.8	–	–	–	54.2	2,911.0	2,862.7	48.3	
Total	7,798.7	505.3	698.6	–	87.4	9,089.9	8,944.2	145.7	
2023									
Controlled									
Provision of outputs	4,247.6	213.2	459.0	110.2	22.3	5,052.3	4,968.4	83.9	(iv)
Addition to net assets	784.8	38.6	18.2	(110.2)	14.5	745.9	625.5	120.4	(v)
Administered									
Payments made on behalf of the State	2,741.0	–	–	–	–	2,741.0	2,686.7	54.2	
Total	7,773.4	251.7	477.3	–	36.8	8,539.1	8,280.7	258.5	

Notes:

- (i) Revenue annotated to the department's appropriation under section 29 of the *Financial Management Act 1994* predominantly include funding provided by the Commonwealth as part of the National Housing and Homelessness Agreement. Refer to Note 2.5 for further detail.
- (ii) The provision of outputs variance of \$53.9 million is primarily due to \$39.3 million of funding that will be requested in 2024–25 to deliver services and projects. The remaining variance of \$14.6 million relates to output appropriation authority not applied in 2023–24, primarily driven by changes to cashflow of output initiatives and lower than anticipated depreciation expenditure.
- (iii) The additions to net assets variance of \$43.5 million predominantly relates to funding for projects that will be delivered in 2024–25 rather than 2023–24, offset by increase in appropriation reinstated as an alternative funding source in lieu of Treasurer's Advance budget supplementation.
- (iv) The provision of outputs variance of \$83.9 million is primarily due to \$43.1 million of funding that will be requested in 2023–24 to deliver services and projects. The remaining variance of \$40.7 million relates to output appropriation authority not applied in 2022–23, primarily driven by lower than anticipated demand for concession payments.
- (v) The additions to net assets variance of \$120.4 million is mainly driven by funding for projects that will be delivered in 2023–24 rather than 2022–23, offset by an increase in appropriation reinstated as an alternative funding source in lieu of Treasurer's Advance budget supplementation.

The following table discloses the details of compliance with special appropriations:

Authority	Purpose	Appropriation applied	
		2024 \$M	2023 \$M
Section 5.4.6 of the <i>Gambling Regulation Act 2003</i>	Contribution to the Mental Health Fund	63.9	63.9
Section 10 of the <i>Financial Management Act 1994</i>	Access to various Commonwealth grants – provision of outputs	15.6	15.1
Total special appropriations – Provision of outputs		79.5	79.1
Section 10 of the <i>Financial Management Act 1994</i>	Access to various Commonwealth grants – addition to net assets	52.8	–
Total special appropriations – Addition to net assets		52.8	–
Total special appropriations		132.3	79.1

2.4 Income from transactions

2.4.1 Rental income

	2024 \$M	2023 \$M
Rental income	1,052.2	1,069.7
Rental rebates	(493.0)	(543.2)
Rental subsidies – welfare organisations	(10.5)	(10.2)
Total net rental	548.7	516.4
Total user charges – rental properties	6.8	6.9
Total rental income	555.5	523.3

Rental income and rebates arising from tenancy operating agreements are recognised on a straight-line basis over the terms of the ongoing agreements. The term of each agreement is subject to annual review. Rental rebates or subsidies provided to tenants are recognised on a straight-line basis over the term of the agreements. These are subject to biannual review.

Homes Victoria provides rental accommodation for a range of clients. These are public rental units that are largely owned and operated by the Homes Victoria which have week-to-week tenancy agreements with people on low incomes that are most in need, especially those who have recently experienced homelessness, family violence or have other special needs. These agreements are subject to the *Residential Tenancy Act 1997* provisions which allow termination of a lease under certain circumstances. Accordingly, the future revenue streams from the lease agreements are not required to be reported under AASB 16, and the assets that derive this revenue are classified as property, plant and equipment rather than investment properties, as these assets are held by the department to provide housing and community services to Victorians experiencing disadvantage.

2.4.2 Grants

	2024 \$M	2023 \$M
Income recognised under AASB 1058	418.2	442.9
Total grants	418.2	442.9
Represented by:		
Victorian Government		
Department of Treasury and Finance	375.9	358.5
Department of Health	16.4	38.3
Department of Energy, Environment and Climate Action	12.6	35.9
Department of Justice and Community Safety	4.6	4.8
Department of Jobs, Skills, Industry and Regions	5.4	–
Department of Education	2.5	–
Other Victorian government bodies	0.8	5.5
Total grants	418.2	442.9

Grants income

The department receives grants income which are paid for a particular purpose and/or have conditions attached regarding their use. However, these grant agreements for grants received by the department do not contain sufficiently specific performance obligations such as the period over which the service deliveries must be delivered, the specific nature or type of the service deliveries, the cost or value of the service deliveries, or the number of service deliveries to be provided. These grants are received under the agreements between the relevant departments to provide services for a given output and activities to further achieve the objective of the departments. These grants are recognised in accordance with AASB 1058 when the department has an unconditional right to receive cash.

Income from grants to construct the capital assets that are controlled by the department is recognised progressively as the asset is constructed. The progressive percentage costs incurred are used to recognise income because these most closely reflect the progress to completion as costs are incurred as the works are done.

Income from grants without any sufficiently specific performance obligations, or that are not enforceable, is recognised in accordance with AASB 1058 when the department has an unconditional right to receive the cash which usually coincides with receipt of cash. On initial recognition of the asset, the department recognises any related contributions by owners, increases in liabilities, decreases in assets, and revenue ('related amounts') in accordance with other Australian Accounting Standards. Related amounts may take the form of:

- (a) contributions by owners, in accordance with AASB 1004
- (b) revenue or a contract liability arising from a contract with a customer, in accordance with AASB 15
- (c) a lease liability, in accordance with AASB 16
- (d) a financial instrument, in accordance with AASB 9, or
- (e) a provision, in accordance with AASB 137.

2.5 Annotated income agreements

The department is permitted under s. 29 of the *Financial Management Act 1994* to have certain income annotated to the annual appropriation. The income which forms part of a s. 29 agreement is recognised by the department and the receipts paid into the consolidated fund as an administered item. At the point of income recognition, s. 29 provides for an equivalent amount to be added to the annual appropriation.

The following is a listing of annotated income agreements under s. 29 of the *Financial Management Act 1994* approved by the Treasurer:

	2024 \$M	2023 \$M
User charges, or sales of goods and services		
Community Residential Units Accommodation charges include full Board and Lodging Model (Output)	18.0	16.6
Revenue for Services Provided for the National Disability Insurance Agency (Output)	17.9	18.1
Revenue for Services Provided for the National Disability Insurance Agency (Capital)	11.5	18.2
Office of Senior Victorians – advertising and sponsorship income (Output)	0.7	0.7
	48.1	53.5
Asset sales		
Proceeds from sale of land and buildings (Capital)	0.1	–
	0.1	–
Commonwealth specific purpose payments		
National Partnership Agreements		
Family Law Information Sharing (Output)	–	1.0
National Housing and Homelessness Agreement (Output)	436.0	414.5
Family, Domestic and Sexual Violence Support (Output)	11.7	5.2
Energy Bill Relief (Output)	199.0	–
Other		
Unattached Refugee Children (Output)	2.2	1.7
Women’s Safety Measures – Keeping Women Safe in Their Homes (Output)	1.4	1.0
Women’s Safety Measures – Local Support Coordinator (Output)	0.1	0.2
Australia’s Disability Strategy Safety Targeted Action Plan (Output)	–	0.1
	650.4	423.7
Total annotated income agreements	698.6	477.3

3. The cost of delivering services

Introduction

This section provides an account of the expenses incurred by the department in delivering services and outputs. In Note 2 'Funding delivery of our services', the funds that enable the provision of services were disclosed and in this note the costs associated with the provision of services are recorded. Note 4 'Disaggregated financial information by output' discloses aggregated information in relation to the income and expenses by output.

Structure

- 3.1 Expenses incurred in delivery of services
 - 3.1.1 Employee benefits
 - 3.1.2 Grants and other transfers
 - 3.1.3 Other operating expenses
 - 3.1.4 Property management expenses

3.1 Expenses incurred in delivery of services

	Note	2024 \$M	2023 \$M
Employee benefits	3.1.1(a)	987.9	920.5
Grants and other transfers	3.1.2	4,278.6	4,010.7
Other operating expenses	3.1.3	770.4	464.9
Property management expenses	3.1.4	552.8	523.7
Total expenses incurred in delivery of services		6,589.7	5,919.8

3.1.1 Employee benefits

3.1.1(a) Employee benefits in the comprehensive operating statement

	2024 \$M	2023 \$M
Defined contribution superannuation expense	78.1	69.5
Defined benefit superannuation expense	2.5	2.8
Termination benefits	29.3	5.7
Salaries and wages, annual leave and long service leave	878.0	842.4
Total employee benefits	987.9	920.5

Employee benefits include all costs related to employment, including salaries and wages, leave entitlements, fringe benefits tax, termination benefits, payroll tax and WorkCover premiums.

The amount recognised in the comprehensive operating statement in relation to superannuation is employer contributions for members of both defined benefit and defined contribution superannuation plans that are paid or payable during the reporting period. Other than former employees of Homes Victoria, the department does not recognise any defined benefit liabilities because it has no legal or constructive obligation to pay future benefits relating to its employees. Instead, the Department of Treasury and Finance discloses in its annual financial statements the net defined benefit cost related to the members of these plans as an administered liability (on behalf of the State as the sponsoring employer).

Termination benefits are payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when the department is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

3.1.1(b) Employee benefits in the balance sheet

Provision is made for benefits accruing to employees in respect of annual leave and long service leave (LSL) for services rendered to the reporting date and recorded as an expense during the period the services are delivered.

	2024 \$M	2023 \$M
Current provisions		
Annual leave		
Unconditional and expected to be settled within 12 months	55.7	54.8
Unconditional and expected to be settled after 12 months	29.2	30.2
Maternity leave		
Unconditional and expected to be settled within 12 months	15.3	15.4
Long service leave		
Unconditional and expected to be settled within 12 months	11.1	11.0
Unconditional and expected to be settled after 12 months	96.7	97.7
Superannuation		
Unconditional and expected to be settled within 12 months	2.1	2.3
Provisions for on-costs		
Unconditional and expected to be settled within 12 months	14.3	13.2
Unconditional and expected to be settled after 12 months	27.9	26.1
Total current provisions for employee benefits	252.3	250.7
Non-current provisions		
Conditional long service leave entitlements	23.5	23.1
Superannuation	18.2	22.4
Provisions for on-costs	5.3	4.8
Total non-current provisions for employee benefits	47.0	50.3
Total provisions for employee benefits	299.3	301.0

Sick leave: No provision has been made for sick leave as all sick leave is non-vesting and it is not considered probable that the average sick leave taken in the future will be greater than the benefits accrued in the future. As sick leave is non-vesting, an expense is recognised in the comprehensive operating statement as it is taken.

Employment on-cost: Employment on-costs such as payroll tax, workers' compensation and superannuation are not employee benefits. They are disclosed separately as a component of the provision for employee benefits when the employment to which they relate has occurred.

Unconditional LSL is disclosed as a current liability; even where the department does not expect to settle the liability within 12 months because it will not have the unconditional right to defer the settlement of the entitlement should an employee take leave within 12 months.

The components of this current LSL liability are measured at present value where the department does not expect to wholly settle within 12 months. The components of current LSL liability are measured at nominal value where the department expects to settle within 12 months.

Conditional LSL is disclosed as a non-current liability. There is an unconditional right to defer the settlement of the entitlement until the employee has completed the requisite years of service. This non-current LSL liability is measured at present value.

Any gain or loss following the revaluation of the present value of non-current LSL liability is recognised as a transaction, except to the extent that a gain or loss arises due to changes in bond interest rates for which it is then recognised as an 'other economic flow' in the net result.

Provisions for superannuation – Defined benefit obligation

The department reports a liability for unfunded superannuation in respect of former employees of Homes Victoria for the shortfall of superannuation benefits paid to former housing staff who retired or resigned on or before 14 December 1987 or were employed by Homes Victoria as at 14 December 1987 and retired or resigned prior to or on 30 June 1994.

In accordance with the requirements of Financial Reporting Directions (FRD) 112, Homes Victoria is required to recognise defined benefit liabilities or surpluses of defined benefit plans in accordance with the requirements of AASB119.

This liability represents the shortfall between the total net assets of the superannuation fund at 30 June 2024 and the total benefits that members have accrued up to that date, determined by an actuarial assessment. Information relating to the fund based on the latest actuarial assessment for 30 June 2024 is set out below. The amount expensed in respect of unfunded superannuation represents the contributions made by the department to the superannuation fund, adjusted by the movement in the liability or asset.

	2024 \$M	2023 \$M
Reconciliation of the superannuation liability in the balance sheet		
Defined benefit obligation	20.3	24.6
Net liability/(asset)	20.3	24.6
Total obligation and liability in the balance sheet	20.3	24.6
Represented by:		
Current liability	2.1	2.3
Non-current liability	18.2	22.4
Total liability	20.3	24.6
Principal actuarial assumptions		
Discount rate	4.6%	3.9%
Expected return on plan assets	6.8%	6.8%
Expected rate of salary increase	3.3%	3.3%
Inflation	2.5%	2.5%

The expected return on assets assumption is determined by weighting the expected long-term return for each asset class by the target allocation of assets to each asset class and allowing for the correlations of the investment returns between asset classes. The returns used for each asset class are net of investment tax (where applicable) and investment fees.

3.1.1 (c) Superannuation contributions

Employees of the department are entitled to receive superannuation benefits and the department contributes to both defined benefit and defined contribution plans. The defined benefit plans provide benefits based on years of service and final average salary.

Other than former employees of Homes Victoria, the defined benefit liability is recognised in the Department of Treasury and Finance as an administered liability. However, the department is still required to make minimum superannuation contributions under Enterprise agreements and legislation, and the contributions paid or payable for the reporting period are included as part of employee benefits in the comprehensive operating statement of the department.

	Paid contribution for the year		Contribution outstanding at year end	
	2024 \$M	2023 \$M	2024 \$M	2023 \$M
Defined benefit plans				
State superannuation fund	2.5	2.8	–	–
Defined contribution plans				
VicSuper	43.6	40.4	–	–
Other	34.4	29.1	–	–
Total	80.5	72.3	–	–

3.1.2 Grants and other transfers

	2024 \$M	2023 \$M
Non-government agencies and individuals ⁽ⁱ⁾		
Assistance payment and other benefits to households and individuals	1,081.1	828.3
Community service organisations and other non-government organisations		
– Provision of housing and homelessness services	806.0	923.3
– Other organisations	2,070.2	1,927.1
	3,957.3	3,678.8
Other state government agencies		
Public health services and hospitals	73.3	71.4
Other state government departments and associated entities	231.8	245.7
	305.1	317.2
Local government		
Local councils	14.5	12.5
	14.5	12.5
Commonwealth Government		
Commonwealth government organisations	1.7	2.3
	1.7	2.3
Total grant expenses	4,278.6	4,010.7

Note:

- (i) Grants to non-government agencies and individuals primarily relate to social and affordable housing initiative, concessions to pensioners and beneficiaries and services provided by non-government organisations to Victorians.

Transactions in which the department provides goods, services, assets (or extinguishes a liability) or labour to another party without receiving approximately equal value in return are categorised as 'Grants and other transfers'. Grants can either be operating or capital in nature.

Grants and other transfers to third parties are recognised as an expense in the reporting period in which they are incurred. They include transactions such as grants, subsidies and other transfer payments to other state government agencies, local councils and non-government agencies and individuals. Committed grants and other transfers as at 30 June 2024 are disclosed in Note 7.5.1.

Grants to non-government agencies and individuals include payments related to:

- Initiatives to increase social and affordable housing stock as part of the Big Housing Build as well as the Building Works Package to fund the maintenance and upgrade of social housing. Committed grants under the Big Housing Build and Building Works Package initiatives are disclosed in Note 7.5.1
- Concessions to Pensioners and Beneficiaries, including the development and coordination of the delivery of concessions and relief grants to eligible consumers and concession card holders
- Services provided by non-government organisations to support Victorians, including support family, child protection, early parenting, family violence victims and reform, sexual assault victims, placement care and specialist support. Refer to Note 4.1.2 Departmental outputs – Controlled income and expenses for further details.

3.1.3 Other operating expenses

	2024 \$M	2023 \$M
Interest expenses	21.3	14.3
Supplies and services		
Lease expenses	1.1	0.4
Office accommodation and property services	84.3	82.6
Administrative costs ⁽ⁱ⁾	393.7	265.1
Information, communications and technology costs	69.9	70.4
Direct care operating costs	31.4	30.0
Financial redress payments ⁽ⁱⁱ⁾	165.0	–
Fair value of assets and services provided free of charge or for nominal consideration		
Assets provided free of charge	3.7	2.1
Total other operating expenses	770.4	464.9

Note:

- (i) Administrative costs mainly include the Community Service Organisation (CSO), Corporate and Civil insurance claims settlement payments managed by Victorian Managed Insurance Authority (VMIA) on behalf of the department, purchase of intergovernmental services and professional services, as well as the unused trust fund returning to the consolidated fund.
- (ii) Financial redress payments represent the compensation payments of Redress Scheme for Victorians who were placed in institutional care prior to 1990 ('Pre-1990 Care Leavers') and experienced physical, psychological, and emotional abuse or neglect. Refer to Note 6.4 Other provision for further details.

3.1.4 Property management expenses

	2024 \$M	2023 \$M
Maintenance ⁽ⁱ⁾	314.5	315.5
Rates to local government	124.2	120.4
Tenant utilities and other expenses	114.1	87.8
Total property management expenses	552.8	523.7

Note:

- (i) Maintenance expenses mainly include statutory maintenance requirements, responding to urgent maintenance works, maintenance works required for vacated properties before re-letting, and maintenance works undertaken to proactively address and respond to asset condition.

4. Disaggregated financial information by output

Introduction

The department is predominantly funded by accrual-based parliamentary appropriations for the provision of outputs. This section provides a description of the departmental outputs delivered during the year along with the objectives of those outputs.

This section disaggregates revenue and expenses that enables the delivery of services (described in section 2 ‘Funding delivery of our services’) by output and records the allocation of expenses incurred (described in section 3 ‘The cost of delivering services’) also by output, which form part of controlled balances of the department.

It also provides information on items administered in connection with these outputs.

Judgement is required in allocating income and expenditure to specific outputs. For the period under review there were no amounts unallocated.

The distinction between controlled and administered items is based on whether the department has the ability to deploy the resources in question for its own benefit (controlled items) or whether it does so on behalf of the state (administered). The department remains accountable for transactions involving administered items, but it does not recognise these items in its financial statements.

Structure

- 4.1 Departmental outputs
 - 4.1.1 Departmental outputs – Descriptions and objectives
 - 4.1.2 Departmental outputs – Controlled income and expenses
 - 4.1.3 Departmental outputs – Controlled assets and liabilities
- 4.2 Administered (non-controlled) items
 - 4.2.1 Administered income and expenses
 - 4.2.2 Administered assets and liabilities
 - 4.2.3 Administered grants and other expense transfers
- 4.3 Restructuring of administrative arrangements

4.1 Departmental outputs

4.1.1 Departmental outputs – Descriptions and objectives

Department of Families, Fairness and Housing outputs

Output 1: Disability Services

The Disability Services output includes provision of continuing care and support services for people with disabilities, their carers and their families, and aims to make a positive difference for Victorians experiencing disadvantage and provide excellent community services to meet clients’ needs.

Output 2: Child Protection and Family Services

The Child Protection and Family Services output funds statutory child protection services, family support and early parenting services, family violence and sexual assault services, placement care services and specialist support services to ensure the safety and wellbeing of adolescents and children at risk of harm, abuse and neglect.

Output 3: Concessions to Pensioners and Beneficiaries

Concessions to Pensioners and Beneficiaries output includes the development and coordination of the delivery of concessions and relief grants to eligible consumers and concession card holders.

This output provides reductions in the price of energy, water, and municipal rates to eligible consumers and concession card holders. It also provides trustee services for people on a low income or those who are subject to an order by the Victorian Civil and Administrative Tribunal, and other social and community services, including the provision of emergency relief for individuals or families who are experiencing immediate and personal distress due to a financial or domestic crisis.

Output 4: Community Participation

The Community Participation output funds programs that support community participation, including neighbourhood houses, Men’s Sheds, community support projects and programs for people with a disability. These programs support the social and economic participation of Victorian communities, particularly vulnerable populations.

Output 5: Office for Disability

The Office for Disability leads and coordinates whole of government policy, disability action planning and funding, and support to disability advocacy and self-advocacy organisations so that people with a disability experience reduced disadvantage, can fully participate in the community and have their rights upheld.

Output 6: Seniors Programs and Participation

The Seniors Programs and Participation output, which supports broader community planning processes to facilitate community planning and response approach aimed at enabling older Victorians to fully participate and engage in the community.

Output 7: Support to Veterans in Victoria

The Support to Veterans in Victoria output, which provides coordination of veteran-related issues at a state level, especially in relation to commemoration, education programs, grant programs, research and veteran welfare.

Output 8: LGBTIQ+ Equality Policy and Programs

The LGBTIQ+ Equality Policy and Programs output, which provides programs and services to promote equality for LGBTIQ+ Victorians and to support these communities' economic, social and civic participation.

Output 9: Women's policy

The Women's Policy output, which provides initiatives that gender equality and better outcomes for women across all areas of their lives including economic security, safety, leadership, health and wellbeing.

Output 10: Primary Prevention of Family Violence

The Primary Prevention of Family Violence output, which provides initiatives that support primary prevention of family violence and violence against women.

Output 11: Youth

The Youth output, which leads and coordinates whole of government policy advice and delivers a range of initiatives for young people aged between 12 and 25 years to enable them to gain a range of skills and experience and to actively participate in their local communities.

Output 12: Multicultural affairs policy and programs

The Multicultural affairs policy and program output, which provides policy advice on multicultural affairs and social cohesion in Victoria, including settlement coordination for newly arrived migrants and refugees and delivers a range of programs to directly support Victoria's multicultural communities.

Effective from 1 February 2024, as part of Machinery of Government changes, the Multicultural Affairs function was transferred to the Department of Premier and Cabinet. As of 1 February 2024, this output is no longer with the Department of Families, Fairness and Housing. Please refer to Note 4.3 Restructuring of administrative arrangements.

Output 13: Family Violence Service Delivery

The Family Violence Service Delivery output group leads and coordinates whole of government family violence policy and implements and delivers the government's family violence reform agenda. This includes establishing and operating Support and Safety Hubs, implementing information-sharing legislation, and delivering risk assessment and management programs.

Output 14: Housing Assistance

The Housing Assistance output, through the provision of homelessness services, crisis and transitional accommodation, and long-term, adequate, affordable, and accessible housing assistance, aims to make a positive difference for Victorians experiencing disadvantage. This is achieved by coordinating with support services where required, offering home renovation assistance, and managing the home loan portfolio to provide excellent housing and community services that meet clients' needs. This output provides:

- housing assistance for low-income families, older people, singles, youth and other households. It responds to the needs of clients through the provision of appropriate accommodation, including short-term and long-term properties that assist in reducing and preventing homelessness, and
- housing support services to people who are homeless or at risk of homelessness, in short-term housing or crisis situations. Support will assist clients in accessing and maintaining tenancies in appropriate accommodation. Services provided will assist in the prevention and overall reduction of homelessness.

Output 15: Victorian Contribution to National Disability Insurance Scheme

The Victorian Contribution to National Disability Insurance Scheme is the department's contribution to Australia's National Disability Insurance Scheme. The scheme ensures that people with severe or profound disabilities can access the necessary supports they need to live the life they want and achieve their goals and aspirations.

This output was removed in 2022–23 in the controlled entity disclosure in Note 4.1.2 Departmental outputs – Controlled income and expenses and Note 4.1.3 Departmental outputs – Controlled assets and liabilities. Funding and the related transactions will continue to be reported in Note 4.2.1 Administered (non-controlled) items

Further details on the objectives of each output can be found in Budget Paper No. 3 Service Delivery.

4.1.2 Departmental outputs – Controlled income and expenses for the year ended 30 June 2024

Output ⁽ⁱ⁾ 2024	1 \$M	2 \$M	3 \$M	4 \$M	5 \$M	6 \$M	7 \$M	8 \$M	9 \$M	10 \$M	11 \$M	12 \$M	13 \$M	14 \$M	Elimin- ation \$M	Total \$M
Revenue and income from transactions																
Output appropriations	342.2	2,354.5	1,066.5	61.6	11.6	59.6	9.6	12.1	13.7	25.0	27.1	25.4	713.2	580.1		5,302.2
Special appropriations	63.9	–	–	–	0.3	–	–	–	–	2.0	–	–	7.9	5.4		79.5
Rental income	–	–	–	–	–	–	–	–	–	–	–	–	–	555.5		555.5
Grants	13.3	24.4	0.3	8.6	1.4	–	1.2	–	0.1	2.2	0.9	0.1	1.6	388.3	(24.1)	418.2
Other income	1.4	0.1	–	–	–	–	–	–	–	–	–	–	–	41.1		42.6
Total revenue and income from transactions	420.9	2,378.9	1,066.8	70.2	13.3	59.6	10.8	12.1	13.8	29.2	28.0	25.4	722.6	1,570.4	(24.1)	6,398.0
Expenses from transactions																
Employee benefits	130.5	557.3	11.1	5.1	1.4	4.0	2.4	2.1	7.2	8.7	4.2	8.7	62.0	183.2		987.9
Depreciation and amortisation	10.9	12.2	0.2	–	–	–	–	–	0.5	–	–	–	18.9	367.3		410.0
Other operating expenses	107.7	499.2	8.3	2.0	0.4	3.6	1.3	0.5	1.9	5.1	0.4	2.5	39.3	100.5	(2.1)	770.4
Grants and other transfers	199.4	1,421.9	1,051.5	63.1	10.9	53.3	7.2	9.5	3.5	13.2	23.6	15.4	606.3	821.8	(22.0)	4,278.6
Property management expenses	16.3	9.4	–	–	–	–	–	–	0.9	–	–	–	–	526.3		552.8
Total expenses from transactions	464.7	2,500.0	1,071.1	70.1	12.7	60.9	10.9	12.1	13.9	27.0	28.2	26.5	726.5	1,999.0	(24.1)	6,999.7
Net result from transactions (net operating balance)	(43.9)	(121.1)	(4.4)	–	0.6	(1.3)	–	–	(0.1)	2.2	(0.2)	(1.1)	(3.8)	(428.6)	–	(601.7)
Other economic flows included in net result																
Net gain/(loss) on non-financial assets	0.1	5.6	–	–	–	–	–	–	–	–	–	–	–	(14.3)		(8.6)
Net gain/(loss) on financial instruments	0.1	2.0	–	–	–	–	–	–	–	–	–	–	–	–		2.0
Other gains/(losses) from other economic flows	(4.1)	(23.1)	–	–	–	–	–	–	–	–	–	–	(0.1)	(2.7)		(30.1)
Total other economic flows included in net result	(4.0)	(15.5)	–	–	–	–	–	–	–	–	–	–	(0.1)	(17.0)	–	(36.7)
Net result	(47.8)	(136.5)	(4.4)	–	0.6	(1.3)	–	–	(0.2)	2.2	(0.2)	(1.1)	(4.0)	(445.6)	–	(638.4)
Other economic flows – other comprehensive income																
Items that will not be reclassified to net result																
Changes in physical asset revaluation surplus	(37.5)	(15.7)	–	–	–	–	–	–	–	–	–	–	–	1,238.9		1,185.7
Remeasurement of superannuation defined benefit plans	–	–	–	–	–	–	–	–	–	–	–	–	–	2.1		2.1
Total other economic flows – other comprehensive income	(37.5)	(15.7)	–	–	–	–	–	–	–	–	–	–	–	1,241.0	–	1,187.8
Comprehensive result	(85.3)	(152.3)	(4.4)	–	0.6	(1.3)	–	–	(0.2)	2.2	(0.2)	(1.1)	(4.0)	795.4	–	549.4

Note:

(i) Refer to Note 4.1.1 for output definitions.

Output ⁽ⁱ⁾ 2023	1 \$M	2 \$M	3 \$M	4 \$M	5 \$M	6 \$M	7 \$M	8 \$M	9 \$M	10 \$M	11 \$M	12 \$M	13 \$M	14 \$M	Elimin- ation \$M	Total \$M
Total revenue and income from transactions																
Output appropriations	392.3	2,017.1	831.9	70.1	22.1	67.0	10.9	10.1	14.6	32.8	31.3	55.9	572.8	839.4		4,968.4
Special appropriations	64.8	–	–	–	–	–	–	–	–	–	–	–	14.2	–		79.1
Rental income	–	–	–	–	–	–	–	–	–	–	–	–	–	523.3		523.3
Grants	22.1	33.4	5.4	3.1	–	–	1.3	–	0.2	2.2	–	0.8	1.0	395.2	(21.6)	442.9
Other income	3.0	0.1	–	–	–	–	–	–	–	–	–	0.1	–	21.1		24.3
Total revenue and income from transactions	482.3	2,050.6	837.3	73.1	22.1	67.0	12.2	10.1	14.8	34.9	31.3	56.9	588.0	1,779.0	(21.6)	6,038.0
Expenses from transactions																
Employee benefits	123.5	494.8	10.7	12.4	1.5	5.6	1.8	2.4	7.1	10.6	4.4	14.3	64.9	166.4		920.5
Depreciation and amortisation	9.6	12.7	0.4	–	–	–	–	–	0.1	–	–	0.1	24.3	315.0		362.3
Other operating expenses	131.4	191.6	9.2	(2.5)	0.5	4.1	0.6	0.5	2.6	5.8	0.9	4.4	37.7	78.1		464.9
Grants and other transfers	211.4	1,362.1	808.9	63.1	20.1	57.1	9.6	7.2	4.7	18.4	26.4	37.4	466.2	939.5	(21.6)	4,010.7
Property management expenses	12.9	8.4	–	–	–	–	–	–	–	–	–	–	–	502.3		523.7
Total expenses from transactions	488.8	2,069.7	829.3	73.1	22.1	66.8	12.1	10.2	14.6	34.8	31.7	56.2	593.2	2,001.3	(21.6)	6,282.1
Net result from transactions (net operating balance)	(6.5)	(19.0)	8.0	0.1	–	0.2	0.1	(0.1)	0.2	0.1	(0.4)	0.8	(5.1)	(222.4)	–	(244.1)
Other economic flows included in net result																
Net gain/(loss) on non-financial assets	0.3	5.5	–	–	–	–	–	–	–	–	–	–	–	(9.1)		(3.4)
Net gain/(loss) on financial instruments	0.2	0.3	–	–	–	–	–	–	–	–	–	–	–	–		0.6
Other gains/(losses) from other economic flows	(7.9)	(5.3)	–	(0.4)	–	–	–	–	–	–	–	–	0.2	(4.7)		(17.9)
Total other economic flows included in net result	(7.4)	0.5	–	(0.4)	–	–	–	–	–	–	–	–	0.2	(13.8)	–	(20.7)
Net result	(13.9)	(18.5)	8.0	(0.4)	0.1	0.3	0.1	(0.1)	0.2	0.2	(0.4)	0.8	(4.9)	(236.2)	–	(264.7)
Other economic flows – other comprehensive income																
Items that will not be reclassified to net result																
Changes in physical asset revaluation surplus	(1.8)	–	–	–	–	–	–	–	–	–	–	–	–	49.5		47.7
Remeasurement of superannuation defined benefit plans	–	–	–	–	–	–	–	–	–	–	–	–	–	1.0		1.0
Total other economic flows – other comprehensive income	(1.8)	–	–	–	–	–	–	–	–	–	–	–	–	50.5	–	48.7
Comprehensive result	(15.7)	(18.5)	8.0	(0.4)	0.1	0.3	0.1	(0.1)	0.2	0.2	(0.4)	0.8	(4.9)	(185.7)	–	(216.0)

Note:

(i) Refer to Note 4.1.1 for output definitions.

4.1.3 Departmental outputs – Controlled assets and liabilities for the year ended 30 June 2024

Output ⁽ⁱ⁾ 2024	1 \$M	2 \$M	3 \$M	4 \$M	5 \$M	6 \$M	7 \$M	8 \$M	9 \$M	10 \$M	11 \$M	12 \$M	13 \$M	14 \$M	Elimin- ation \$M	Total \$M
Assets																
Financial assets	258.6	233.6	207.7	15.8	15.6	17.7	17.3	13.2	22.5	43.1	35.4	20.1	65.1	953.9	(8.6)	1,910.9
Non-financial assets	1,244.5	344.4	0.1	–	–	0.3	–	–	2.3	–	0.3	–	63.1	36,929.4		38,584.5
Total assets	1,503.1	578.0	207.8	15.8	15.6	18.0	17.2	13.2	24.9	43.1	35.7	20.1	128.2	37,883.3	(8.6)	40,495.4
Liabilities																
Liabilities	(343.6)	(607.4)	(162.7)	(4.8)	(2.0)	(3.8)	(0.9)	(1.4)	(2.2)	(6.2)	(2.0)	(0.3)	(18.5)	(785.8)	8.6	(1,933.1)
Total liabilities	(343.6)	(607.4)	(162.7)	(4.8)	(2.0)	(3.8)	(0.9)	(1.4)	(2.2)	(6.2)	(2.0)	(0.3)	(18.5)	(785.8)	8.6	(1,933.1)
Net assets	1,159.5	(29.4)	45.0	11.1	13.5	14.2	16.4	11.8	22.7	36.9	33.7	19.8	109.7	37,097.5	–	38,562.3

Note:

(i) Refer to Note 4.1.1 for output definitions.

Output ⁽ⁱ⁾ 2023	1 \$M	2 \$M	3 \$M	4 \$M	5 \$M	6 \$M	7 \$M	8 \$M	9 \$M	10 \$M	11 \$M	12 \$M	13 \$M	14 \$M	Elimin- ation \$M	Total \$M
Assets																
Financial assets	197.6	193.3	169.8	10.4	8.2	14.5	13.9	3.7	13.7	21.1	32.8	58.1	54.8	795.3	(36.0)	1,551.1
Non-financial assets	1,275.4	315.2	0.2	–	–	0.3	–	–	2.9	–	–	–	92.2	35,328.4		37,014.5
Total assets	1,472.9	508.5	170.0	10.4	8.2	14.8	13.9	3.7	16.6	21.1	32.8	58.1	146.9	36,123.7	(36.0)	38,565.6
Liabilities																
Liabilities	(254.3)	(340.9)	(146.1)	(5.1)	(3.8)	(5.4)	(0.5)	(1.0)	(3.2)	(1.5)	(1.2)	(4.8)	(20.7)	(631.2)	36.0	(1,383.6)
Total liabilities	(254.3)	(340.9)	(146.1)	(5.1)	(3.8)	(5.4)	(0.5)	(1.0)	(3.2)	(1.5)	(1.2)	(4.8)	(20.7)	(631.2)	36.0	(1,383.6)
Net assets	1,218.7	167.6	23.9	5.3	4.4	9.4	13.4	2.7	13.4	19.7	31.6	53.3	126.2	35,492.5	–	37,182.0

Note:

(i) Refer to Note 4.1.1 for output definitions.

Output ⁽ⁱ⁾⁽ⁱⁱ⁾ 2024	1 \$M	2 \$M	3 \$M	4 \$M	5 \$M	6 \$M	7 \$M	8 \$M	9 \$M	10 \$M	11 \$M	12 \$M	13 \$M	15 \$M ⁽ⁱⁱⁱ⁾	Total \$M
Total administered other economic flows	-	(0.3)	-	-	-	-	-	-	-	-	-	-	-	-	(0.3)
Administered net result	1.6	(0.1)	-	-	-	-	-	-	-	-	-	-	-	-	1.4

Notes:

- (i) Refer to Note 4.1.1 for output definitions.
- (ii) Output 14 Housing Assistance is not applicable for administered activities.
- (iii) Grant income includes National Disability Insurance Scheme funding contribution from other departments within the State, payment reimbursement from DJCS relating to Natural Disaster Relief and recovery Arrangements (NDRA) expenses.
- (iv) Refer to Note 4.2.3 details of administered grants and other expense transfers.

Output ⁽ⁱ⁾⁽ⁱⁱ⁾ 2023	1 \$M	2 \$M	3 \$M	4 \$M	5 \$M	6 \$M	7 \$M	8 \$M	9 \$M	10 \$M	11 \$M	12 \$M	13 \$M	15 \$M ⁽ⁱⁱⁱ⁾	Total \$M
Administered income from transactions															
State contribution to the National Disability Insurance Agency	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Commonwealth grants	0.1	1.7	-	-	-	-	-	-	-	-	-	-	1.2	-	3.0
Sales of goods and services	34.7	-	-	-	-	0.7	-	-	-	-	-	-	-	-	35.4
Appropriations – payments made on behalf of the state	71.5	-	-	-	-	-	-	-	-	-	-	-	-	2,615.2	2,686.7
Grants ⁽ⁱⁱⁱ⁾	18.2	4.3	31.7	-	-	-	-	-	-	-	-	-	-	-	54.1
Other	(0.1)	(0.6)	-	-	-	-	-	(0.1)	-	-	-	-	-	-	(0.7)
Total administered revenue and income from transactions	124.4	5.5	31.7	-	-	0.7	-	(0.1)	-	-	-	-	1.2	2,615.2	2,778.5
Administered expenses from transactions															
Grants and other expense transfers ^(iv)	71.5	1.6	31.7	-	-	12.0	-	-	-	-	-	-	-	2,603.2	2,720.1
Employee benefits	-	0.1	-	-	-	-	-	-	-	-	-	-	-	-	0.1
Other operating expenses	-	3.2	-	-	-	-	-	-	-	-	-	-	-	-	3.2
Payments into the consolidated fund	58.2	1.2	-	-	-	0.7	-	(0.1)	-	-	-	-	1.2	93.4	154.5
Fair value of assets and services provided free of charge or for nominal consideration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total administered expenses from transactions	129.7	6.0	31.7	-	-	12.7	-	(0.1)	-	-	-	-	1.2	2,696.6	2,877.9
Total administered net result from transactions	(5.3)	(0.5)	(0.1)	-	-	(12.0)	-	-	-	-	-	-	-	(81.4)	(99.4)
Administered other economic flows included in net result															
Net gain/(loss) on non-financial assets	(3.7)	-	-	-	-	-	-	-	-	-	-	-	-	-	(3.7)
Other gains/(losses) from other economic flows	-	(0.1)	-	-	-	-	-	-	-	-	-	-	-	-	(0.1)
Total administered other economic flows	(3.7)	(0.1)	-	-	-	-	-	-	-	-	-	-	-	-	(3.8)
Administered net result	(9.0)	(0.6)	(0.1)	-	-	(12.0)	-	-	-	-	-	-	-	(81.4)	(103.2)

Notes:

- (i) Refer to Note 4.1.1 for output definitions.
- (ii) Output 14 Housing Assistance is not applicable for administered activities.
- (iii) Grant income includes National Disability Insurance Scheme funding contribution from other departments within the State, payment reimbursement from DJCS relating to Natural Disaster Relief and recovery Arrangements (NDRA) expenses.
- (iv) Refer to Note 4.2.3 details of administered grants and other expense transfers.

4.2.2 Administered assets and liabilities ⁽ⁱ⁾

	2024 \$M	2023 \$M
Administered assets		
Financial assets		
Receivables	3.6	1.7
Total administered assets	3.6	1.7
Administered liabilities		
Financial liabilities		
Amounts payable to the consolidated fund	3.6	1.7
Total administered liabilities	3.6	1.7
Total administered net assets	–	–

Note:

- (i) The administered assets and liabilities are not disclosed by output, which is due to the fact that the administered assets and liabilities predominantly relates to the Victorian Natural Disasters Relief Trust Account (NDRA) and Specialist Disability Accommodation (SDA).

4.2.3 Administered grants and other transfers

	2024 \$M	2023 \$M
Commonwealth Government		
National Disability Insurance Agency	2,850.4	2,674.7
Other		
Other organisations with payments totalling less than \$10 million	18.4	45.3
Total grants and other expense transfers	2,868.8	2,720.1

4.3 Restructuring of administrative arrangements

Transfer of function and net assets from Department of Families, Fairness and Housing to Department of Premier and Cabinet from 1 February 2024

The Department of Families, Fairness and Housing (as transferor) transferred the Multicultural Affairs functions to the Department of Premier and Cabinet (as transferee) effective from 1 February 2024.

The net assets transferred by the department for these functions are at the carrying amount of those assets in the department's respective balance sheets immediately before the transfers:

Function	Transferor	Transferee	2024 \$M
Multicultural Affairs	Department of Families, Fairness and Housing	Department of Premier and Cabinet	0.9

The net asset transfers were treated as a contribution of capital by the state.

	2024 DFFH – transfer out \$M	2024 Net transfer \$M
Assets		
Cash and deposits	0.9	0.9
Receivables	2.5	2.5
Leased assets	0.1	0.1
Liabilities		
Payables and accruals	(0.6)	(0.6)
Employee related provisions	(1.9)	(1.9)
Lease liabilities	(0.1)	(0.1)
Net assets recognised/(transferred)	0.9	0.9
Net capital contribution from the Crown	0.9	0.9

During 2022–23, there were no Machinery of Government changes for the Department of Families, Fairness and Housing.

5. Key assets available to support output delivery

Introduction

The department controls infrastructure and other investments that are utilised in fulfilling its objectives and conducting its activities. They represent the key resources that have been entrusted to the department to be utilised for delivery of those outputs, which primarily relates to the delivery of housing output.

Fair value measurement

Other than assets under construction, these assets are carried at fair value, additional information is disclosed in Note 8.3 in connection with how those fair values were determined.

Structure

- 5.1 Total property, plant and equipment
 - 5.1(a) Total right-of-use assets
 - 5.1(b) Total service concession assets
 - 5.1.1 Depreciation and amortisation
 - 5.1.2 Reconciliation of movements in carrying values of land, buildings, plant and equipment, motor vehicles and assets under construction
- 5.2 Intangible assets

5.1 Total property, plant and equipment

	Gross carrying amount		Accumulated depreciation		Net carrying amount	
	2024 \$M	2023 \$M	2024 \$M	2023 \$M	2024 \$M	2023 \$M
Land at fair value ⁽ⁱ⁾	24,114.9	24,145.6	(4.3)	(3.4)	24,110.6	24,142.2
Buildings at fair value	13,284.1	11,774.9	(125.3)	(386.5)	13,158.8	11,388.4
Plant and equipment at fair value	3.0	2.7	(2.6)	(2.5)	0.4	0.2
Motor vehicles at fair value ⁽ⁱⁱ⁾	36.5	31.8	2.5	0.4	39.0	32.2
Assets under construction	1,175.5	1,316.3	–	–	1,175.5	1,316.3
Net carrying amount	38,614.0	37,271.3	(129.7)	(392.0)	38,484.3	36,879.3

Notes:

(i) Accumulated depreciation of land at fair value relates to right-of-use assets.

(ii) Motor vehicles at fair value relate to Vic Fleet Assets.

5.1(a) Total right-of-use assets

	Gross carrying amount		Accumulated depreciation		Net carrying amount	
	2024 \$M	2023 \$M	2024 \$M	2023 \$M	2024 \$M	2023 \$M
Land at fair value	12.2	12.1	(4.3)	(3.4)	7.9	8.7
Buildings at fair value	104.9	94.7	(61.6)	(59.5)	43.3	35.2
Motor vehicles at fair value	36.5	31.8	2.5	0.4	38.9	32.2
Net carrying amount	153.6	138.6	(63.4)	(62.5)	90.1	76.1

5.1(b) Total service concession assets

	2024 \$M	2023 \$M
Buildings at fair value	352.5	–
Assets under construction ⁽ⁱ⁾	91.2	315.4
Buildings at fair value – accumulated depreciation	(3.5)	–
Net carrying amount	440.2	315.4

Note:

(i) Refer to Note 7.5.3 Service concession arrangements for further details.

Initial recognition

Items of property, plant and equipment, are measured initially at cost and subsequently revalued at fair value less accumulated depreciation and impairment. Where an asset is acquired for no or nominal consideration, the cost is the asset's fair value at the date of acquisition. Assets transferred as part of a Machinery of Government change are transferred at their carrying amount.

The cost of constructed non-financial physical assets includes the cost of all materials used in construction, direct labour on the project and an appropriate proportion of variable and fixed overheads. Homes Victoria uses specific estimates to allocate these overheads to capital projects, ensuring each project bears its fair share of indirect costs.

The cost of leasehold improvements is capitalised and depreciated over the shorter of the remaining term of the leases or their estimated useful lives.

Right-of-use asset acquired by lessees – Initial measurement

The department recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost, which comprises the initial amount of the lease liability adjusted for:

- any lease payments made at or before the commencement date, plus
- any initial direct costs incurred, and
- an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

Service concession assets (under AASB 1059 – Service Concession Assets: Grantors) – Initial measurement

The department initially recognises service concession assets and service concession assets under construction at current replacement cost in accordance with the cost approach to fair value in AASB 13 *Fair Value Measurement*. Where existing assets and assets under construction meet the definition of service concession assets under AASB 1059, the department reclassifies the existing assets as service concession assets and measures the assets at current replacement cost in accordance with the cost approach to fair value in AASB 13 as at the date of reclassification.

Subsequent measurement

Property, plant and equipment (PPE) as well as right-of-use assets under leases are subsequently measured at fair value less accumulated depreciation and impairment. Fair value is determined with regard to the asset's highest and best use (considering legal or physical restrictions imposed on the asset, public announcements or commitments made in relation to the intended use of the asset) and is summarised below by asset category.

Right-of-use asset – Subsequent measurement

The department depreciates the right-of-use assets on a straight-line basis from the lease commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term.

The right-of-use assets are periodically reduced by impairment losses, if any, and adjusted for certain remeasurements of the lease liability.

Service concession assets – Subsequent measurement

Service concession assets are subject to revaluation as required by FRD 103. When revalued, the fair value of service concession assets will be determined based on current replacement cost.

Non-specialised land and non-specialised buildings – Subsequent measurement

Non-specialised land and non-specialised buildings are valued using the market approach, whereby assets are compared to recent comparable sales or sales of comparable assets that are considered to have nominal value.

Specialised land and specialised buildings – Subsequent measurement

The market approach is also used for specialised land, although is adjusted for the community service obligation (CSO) to reflect the specialised nature of the land being valued.

The CSO adjustment is a reflection of the valuer's assessment of the impact of restrictions associated with an asset to the extent that is also equally applicable to market participants. This is a material estimate.

For the majority of the department's specialised buildings which are under the Homes Victoria, the current replacement cost method is used, adjusting for the associated depreciation.

Refer to Note 8.3.2 for additional information on fair value determination of property, plant and equipment.

Impairment of property, plant and equipment

The recoverable amounts of these assets are expected to be materially the same as fair value determined under AASB 13 *Fair Value Measurement*, with the consequence that AASB 136 does not apply to such assets that are regularly revalued.

5.1.1 Depreciation and amortisation

Charge for the period

	2024 \$M	2023 \$M
Buildings	358.9	306.8
Plant and equipment	0.1	0.1
Intangible assets	23.4	27.0
Right-of-use assets	25.2	29.3
Service concession assets	3.5	–
Aggregate depreciation and amortisation allocated	411.1	363.2
Less depreciation and amortisation capitalised to carrying amount of other assets during the year	(1.1)	(0.8)
Total depreciation and amortisation	410.0	362.3

All buildings, plant, equipment and vehicles that have finite useful lives are depreciated. The exceptions to this rule include items under assets held for sale and land.

Depreciation is calculated on a straight-line basis at rates that allocate the asset value, less any estimated residual value, over its estimated useful life.

Typical estimated useful lives for the different asset classes for the current and prior year are included in the table below:

Asset class	2024	2023
Buildings	5 to 85 years	5 to 85 years
– Leasehold improvements	5 to 10 years	5 to 10 years
– Buildings	45 to 85 years	45 to 85 years
Plant, equipment and vehicles	3 to 15 years	3 to 15 years
Intangible assets	3 to 20 years	3 to 20 years

The estimated useful lives, residual value and depreciation method are reviewed at the end of each annual reporting period. Estimated useful lives for buildings, and plant, equipment and vehicles remain unchanged since June 2019. Note the estimated useful lives of assets directly impact their depreciation rates, which in turn materially affects the annual depreciation expense.

AASB 116 requires annual reviews and adjustments of fixed asset useful life estimates for accurate depreciation. Buildings depreciate in accordance with the straight-line depreciation method. For buildings marked for early retirement and demolition, accelerated depreciation is applied if approval is given well in advance. If approval is given close to the demolition/retirement date, the building assets are impaired. This ensures buildings are fully depreciated or impaired, leaving no residual value by the end of their serviceable period. Depreciation for 2023–24 includes the impact of accelerated depreciation of \$35.9 million which relates to the high-rise towers with established demolition plans that are part of the '44 ageing high-rise renewal project'.

5.1.2 Reconciliation of movements in carrying values of land, buildings, plant and equipment, motor vehicles and assets under construction

	Land at fair value \$M	Buildings at fair value \$M	Plant and equipment at fair value \$M	Motor vehicles at fair value \$M	Assets under construction at cost \$M	Total \$M
Balance at 1 July 2022	24,069.0	10,975.7	0.1	27.3	1,125.1	36,197.2
Additions	–	3.5	0.2	16.5	1,090.0	1,110.1
Disposals	(103.7)	(27.5)	–	(5.0)	–	(136.2)
Net revaluation increments/(decrements)	77.8	(40.8)	–	–	10.7	47.7
Asset impairment	–	–	–	–	–	–
Depreciation and amortisation	(0.9)	(328.7)	(0.1)	(6.4)	–	(336.2)
Fair value of assets received free of charge or for nominal consideration	–	–	–	(0.1)	–	(0.1)
Fair value of assets provided free of charge or for nominal consideration	(1.1)	(0.7)	–	0.2	–	(1.6)
Transfers in/(out) of assets under construction	100.3	809.2	–	–	(909.5)	–
Transfers (to)/from assets held for sale	–	(15.5)	–	(0.4)	–	(15.9)
Other changes	0.8	13.5	–	–	–	14.3
Balance at 1 July 2023	24,142.2	11,388.4	0.2	32.2	1,316.3	36,879.3
Additions	0.3	4.4	0.3	19.3	1,057.0	1,081.3
Disposals	(111.9)	(169.4)	–	(6.3)	–	(287.7)
Net revaluation increments/(decrements) ⁽ⁱ⁾	26.3	1,150.2	–	–	8.3	1,184.8
Depreciation and amortisation	(0.9)	(379.7)	(0.1)	(6.9)	–	(387.6)
Fair value of assets received free of charge or for nominal consideration	1.4	1.8	–	0.5	–	3.7
Fair value of assets provided free of charge or for nominal consideration	(1.4)	(1.8)	–	(0.5)	(3.2)	(6.8)
Transfers in/(out) of assets under construction	54.5	1,148.4	–	–	(1,202.9)	–
Transfers (to)/from assets held for sale	–	(8.2)	–	0.1	–	(8.1)
Other changes	0.1	24.7	–	0.7	–	25.5
Balance at 30 June 2024	24,110.6	13,158.8	0.4	39.0	1,175.5	38,484.3

Note:

- (i) In the financial year ending 30 June 2024, a full revaluation of the departments' land and buildings was performed by the independent valuer Valuer-General Victoria. This has been performed in accordance with FRD103. Refer to Note 8.3.2 for additional information on fair value determination of property, plant and equipment.

5.2 Intangible assets (i)

	2024 \$M	2023 \$M
Gross carrying amount		
Opening balance	241.8	217.1
Additions from internal development	13.5	24.7
Closing balance	255.3	241.8
Accumulated amortisation and impairment		
Opening balance	(161.3)	(134.3)
Amortisation of intangible produced assets	(23.5)	(27.0)
Closing balance	(184.8)	(161.3)
Net book value at end of financial year	70.5	80.5

Note:

(i) Intangible assets comprise of computer software.

Initial recognition

An **internally generated intangible asset** arising from development (or from the development phase of an internal project) is recognised if, and only if, all of the following are demonstrated:

- the technical feasibility of completing the intangible asset so that it will be available for use or sale
- an intention to complete the intangible asset and use or sell it
- the ability to use or sell the intangible asset
- the intangible asset will generate probable future economic benefits
- the availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset
- the ability to measure reliably the expenditure attributable to the intangible asset during its development.

Impairment of intangible assets

Intangible assets with finite useful lives are tested for impairment whenever an indication of impairment is identified.

6. Other assets and liabilities

Introduction

This section sets out those assets and liabilities that arose from the department's controlled operations.

Structure

- 6.1 Receivables
- 6.2 Loans
- 6.3 Payables
 - 6.3.1 Maturity analysis of contractual payables
- 6.4 Other provisions
 - 6.4.1 Reconciliation of movements in other provisions

6.1 Receivables

	2024 \$M	2023 \$M
Current receivables		
<i>Contractual</i>		
Tenants in arrears	21.0	23.1
Other receivables	422.3	158.7
<i>Less allowance for impairment losses of contractual receivables</i>	(7.1)	(10.7)
	436.2	171.1
<i>Statutory</i>		
Amounts owing from Victorian Government	625.9	434.2
GST input tax credit recoverable	48.7	44.3
	674.6	478.5
Total current receivables	1,110.8	649.6
Non-current receivables		
<i>Statutory</i>		
Amounts owing from Victorian Government	171.4	164.7
Total non-current receivables	171.4	164.7
Total receivables	1,282.2	814.3

Contractual receivables are classified as financial instruments and categorised as 'financial assets at amortised costs'. They are initially recognised at fair value plus any directly attributable transaction costs. The department holds the contractual receivables with the objective to collect the contractual cash flows and therefore subsequent to initial measurement they are measured at amortised cost using the effective interest method, less any impairment.

Statutory receivables do not arise from contracts and are recognised and measured similarly to contractual receivables (except for impairment) but are not classified as financial instruments for disclosure purposes. The department applies AASB 9 for initial measurement of the statutory receivables and, as a result, statutory receivables are initially recognised at fair value plus any directly attributable transaction costs.

Details about the department's impairment policies, the department's exposure to credit risks and the calculation of the loss allowance are set out in Note 8.1.3.

6.2 Loans

	2024 \$M	2023 \$M
Current loans		
<i>Contractual</i>		
Fixed interest home loans	0.5	0.6
Indexed interest home loans	7.0	7.6
Total current loans	7.5	8.2
Non-current loans		
<i>Contractual</i>		
Fixed interest home loans	0.3	0.5
Indexed interest home loans	0.3	1.2
Community housing loans	20.2	20.2
Total non-current loans	20.8	21.8
Less allowance for impairment losses of contractual loans		
Indexed interest home loans	(0.1)	(0.1)
Total allowance for impairment losses of contractual loans	(0.1)	(0.1)
Total loans	28.2	30.0

The department's loans are related to housing loan programs that are no longer active. The majority of these housing loans are secured by a registered mortgage. However, there are a small number of loans that are on terms incorporated in the contracts of sale. While the title remains in the name of the vendor, Homes Victoria has claim to the title until the amount owing under the contract of sale is paid in full.

Loans are initially recognised at fair value plus any directly attributable transaction costs. Subsequent to initial measurement they are measured at amortised cost using the effective interest method, less any impairment.

Defaults and breaches: During the current and prior year, there were no defaults and breaches of any of the loans.

6.3 Payables

	2024 \$M	2023 \$M
Current payables		
<i>Statutory</i>		
FBT payable	0.1	(0.3)
<i>Contractual</i>		
Employee benefits payable	24.6	29.9
Supplies and services	165.1	131.0
Grant of right to operate liability ⁽ⁱ⁾	2.0	1.0
Amounts payable to external agencies	86.5	36.1
Concession payments to pensioners	106.6	109.4
Tenants in advance	30.1	20.7
Other	65.8	52.8
Total current payables	480.8	380.6
Non-current payables		
<i>Contractual</i>		
Grant of right to operate liability ⁽ⁱ⁾	84.3	73.5
Other	0.8	0.8
Total non-current payables	85.1	74.3
Total payables	565.9	454.9

Note:

- (i) This relates to the ground lease model – public housing renewal program. This liability is recognised under AASB 1059 involving material estimate and is progressively reduced over the period of the arrangement. Further information is included in Note 7.5.3 Service concession arrangements.

Payables consist of:

- **contractual payables**, other than the Grant of right to operate liability, classified as financial instruments and measured at amortised cost. Accounts payable represent liabilities for goods and services provided to the department prior to the end of the reporting period that are unpaid, and
- **statutory payables**, that are recognised and measured similarly to contractual payables, but are not classified as financial instruments and are not included in financial liabilities at amortised cost, because they do not arise from a contract.

Payables for supplies and services have an average credit period of 30 days.

The terms and conditions of amounts payable to the government and agencies vary according to the particular agreements and as they are not legislative payables, they are not classified as financial instruments.

6.3.1 Maturity analysis of contractual payables ⁽ⁱ⁾

	Carrying amount \$M	Nominal amount \$M	Maturity dates				
			Less than 1 month \$M	1–3 months \$M	3 months – 1 year \$M	1–5 years \$M	5+ years \$M
2024							
Payables	479.5	479.4	390.8	80.2	0.3	7.3	0.9
Total	479.5	479.4	390.8	80.2	0.3	7.3	0.9
2023							
Payables	380.7	380.7	348.4	6.0	17.3	7.5	1.5
Total	380.7	380.7	348.4	6.0	17.3	7.5	1.5

Notes:

(i) Maturity analysis is presented using the contractual undiscounted cash flows.

6.4 Other provisions

	2024 \$M	2023 \$M
Current provisions		
Insurance claims	168.1	92.4
Make-good provision	3.1	3.1
Total current provisions	171.2	95.5
Non-current provisions		
Redress scheme provision	170.7	–
Insurance claims	181.1	110.1
Make-good provision	7.7	5.6
Total non-current provisions	359.5	115.7
Total other provisions	530.7	211.3

Provisions are recognised when the department has a present obligation, the future sacrifice of economic benefits is probable, and the amount of the provision can be measured reliably. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at reporting date, taking into account the risks and uncertainties surrounding the obligation.

Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows, using a discount rate that reflects the time, value of money and risks specific to the provision.

6.4.1 Reconciliation of movements in other provisions

	Redress Scheme provision 2024 \$M	Make-good 2024 \$M	Insurance claims 2024 \$M	Total 2024 \$M
Opening balance	–	8.7	202.5	211.3
Additional provisions recognised	170.7	2.1	75.0	247.7
Reductions arising from payments/claims handling expenses/other sacrifices of future economic benefits	–	–	(89.1)	(89.1)
Actuarial revaluations of insurance claims liability inclusive of risk margin	–	–	152.8	152.8
Unwind of discount and effect of changes in the discount rate	–	–	8.0	8.0
Closing balance	170.7	10.8	349.2	530.7

When some or all of the economic benefits required to settle a provision are expected to be received from a third party, the receivable is recognised as an asset if it is virtually certain that recovery will be received, and the amount of the receivable can be measured reliably.

The **make-good** provision is recognised in accordance with the lease agreement over the building facilities. The department must remove any leasehold improvements from the leased building and restore the premises to its original condition at the end of the lease term.

Insurance claims: The department engaged the Victorian Managed Insurance Authority (VMIA) under a claims administration agreement to manage non-medical indemnity claims resulting from community related incidents occurring on or after 1 July 2005. These claims are managed by VMIA on behalf of the department under a service level agreement. VMIA has engaged an independent actuary to determine these liability provisions in accordance with the Institute of Actuaries of Australia's professional standard PS302 for the department's civil claims, corporate and community service organisations (CSOs). The estimation of outstanding claims liabilities is based on actuarial modelling including analysis of claims experience, loss trends, risk exposure data and industry data.

The **Redress scheme** provision is the recognition of the compensation amount of Redress Scheme for Victorians who were placed in institutional care prior to 1990 ('Pre-1990 Care Leavers') and experienced physical, psychological, and emotional abuse or neglect.

7. How we financed our operations

Introduction

This section provides information on the sources of finance utilised by the department during its operations, along with interest expenses (the cost of borrowings) and other information related to financing activities of the department.

This section includes disclosures of balances that are financial instruments (such as borrowings and cash balances).

Notes 8.1 and 8.3 provide additional, specific financial instrument disclosures.

Structure

- 7.1 Borrowings
- 7.2 Maturity analysis of borrowings
- 7.3 Cash flow information and balances
 - 7.3.1 Reconciliation of net result for the period to net cash flow from operating activities
- 7.4 Trust account
 - 7.4.1 Trust account balances
 - 7.4.2 Trust account – Legislative references and nature
- 7.5 Commitments for expenditure
 - 7.5.1 Total commitments payable
 - 7.5.2 Service concession arrangements commitments
 - 7.5.3 Service concession arrangements

7.1 Borrowings

	2024 \$M	2023 \$M
Current borrowings		
Advances from Victorian Government	35.3	36.3
Service concession financial liability	1.9	2.3
Lease liabilities	30.8	29.2
Total current borrowings	68.0	67.7
Non-current borrowings		
Advances from Victorian Government	130.9	108.0
Service concession financial liabilities	287.8	200.7
Lease liabilities	50.6	40.0
Total non-current borrowings	469.2	348.7
Total borrowings	537.2	416.4

Service concession financial liability relates to the Ground Lease Model – public housing renewal program arrangement recognised applying AASB 1059. Interest is charged on the liability and recognised in the interest expense section below. The liability is reduced over the term of the arrangement through quarterly cash payments to the operator. Further information is included in Note 7.5.3 Service concession arrangements.

Borrowings are classified as financial instruments. All interest-bearing liabilities are initially recognised at the fair value of the consideration received, less directly attributable transaction costs. The measurement basis subsequent to initial recognition depends on whether the department has categorised its interest-bearing liabilities as either 'financial liabilities designated at fair value through profit or loss', or financial liabilities at 'amortised cost'. The classification depends on the nature and purpose of the interest-bearing liabilities. The department determines the classification of interest-bearing liabilities at initial recognition.

Defaults and breaches: During the current and previous financial year, there were no defaults or breaches of required conditions in relation to any of the borrowings.

Advances from Victorian Government are advances from the Department of Treasury and Finance. These advances are non-interest bearing.

7.2 Maturity analysis of borrowings

	Carrying amount \$M	Nominal amount \$M	Maturity dates					
			Less than 1 month \$M	1–3 months \$M	3 months – 1 year \$M	1–5 years \$M	5+ years \$M	
2024								
Advances from Victorian Government	166.3	166.3	33.5	–	1.9	130.9	–	
Service concession financial liability	289.6	703.8	–	0.4	1.4	28.5	673.4	
Lease liabilities	81.3	87.4	4.6	5.2	22.7	48.7	6.1	
Total	537.2	957.4	38.1	5.7	26.0	208.1	679.5	
2023								
Advances from Victorian Government	144.3	144.3	34.4	–	1.9	3.0	105.0	
Service concession financial liability	203.0	222.1	–	–	2.3	10.3	209.5	
Lease liabilities	69.2	72.5	5.1	5.3	19.3	36.7	6.1	
Total	416.4	438.9	39.5	5.3	23.5	50.0	320.6	

7.3 Cash flow information and balances

Cash and deposits, including cash equivalents, comprise cash on hand and cash at bank, deposits at call and highly liquid investments with an original maturity of 3 months or less, which are held for the purpose of meeting short-term cash commitments rather than for investment purposes and are readily convertible to known amounts of cash with an insignificant risk of changes in value.

	2024 \$M	2023 \$M
Total cash and deposits disclosed in the balance sheet		
Short-term deposits ⁽ⁱ⁾	528.2	643.9
Cash at bank ⁽ⁱ⁾	24.9	(7.2)
Funds held in trust	47.1	70.0
RentAssist bonds	0.3	–
Balance as per cash flow statement	600.5	706.8

Notes:

(i) Cash and short-term deposits include funds held by Homes Victoria in the Central Banking System as well as funds that have been committed to a number of significant projects and are expected to be expensed in 2024-25 (as disclosed in Note 7.5).

Due to the state's investment policy and funding arrangements, the department does not hold a large cash reserve in its bank accounts. Cash received from generation of income is generally paid into the state's bank account ('public account'). Similarly, departmental expenditure, including in the form of cheques drawn for the payments to its suppliers and creditors, are made via the public account. The public account remits to the department the cash required upon presentation of cheques by the department's suppliers or creditors.

7.3.1 Reconciliation of net result for the period to net cash flow from operating activities

	2024 \$M	2023 \$M
Net result for the period	(638.4)	(264.7)
Non-cash movements		
(Gain)/loss on sale of non-financial assets	8.6	3.4
Depreciation and amortisation	410.0	362.3
Resources (received)/provided free of charge	–	1.8
Movements in assets and liabilities		
Financial assets		
(Increase)/decrease in receivables	(467.9)	366.4
(Increase)/decrease in prepayments	25.0	(14.9)
Financial liabilities		
Increase/(decrease) in payables	120.5	(297.2)
Increase/(decrease) in employee related provisions and other provisions	317.7	25.4
Net cash flows from/(used in) operating activities	(224.5)	182.5

7.4 Trust account

7.4.1 Trust account balances

The department has responsibility for transactions and balances relating to trust funds held on behalf of third parties external to the department. Funds managed on behalf of third parties are not recognised in these financial statements as they are managed on a fiduciary and custodial basis, and therefore are not controlled by the department. For trust accounts that are controlled by the department, the transactions are incorporated as part of the department's financial statements.

Any earnings on the funds held pending distribution are also applied to the trust funds under management as appropriate.

The following is a listing of trust account balances relating to trust accounts controlled and administered by the department. During 2022–23, the National Disability Insurance Scheme (NDIS) Trust Account was closed.

	2024					2023					
	Opening balance as at 1 July 2023 \$M	Machinery of Government – transfer in/(out) \$M	Total receipts \$M	Total payments \$M	Non-cash movement \$M	Closing balance as at 30 June 2024 \$M	Opening balance as at 1 July 2022 \$M	Total receipts \$M	Total payments \$M	Non-cash movement \$M	Closing balance as at 30 June 2023 \$M
Controlled trusts											
Intellectually Handicapped Children's Amenities Fund	0.1	–	–	–	–	0.1	0.1	–	–	–	0.1
Mental Health Fund	2.1	–	63.9	63.9	–	2.1	2.1	63.9	63.9	–	2.1
Treasury Trust	34.1	(0.5)	5.3	26.4	(0.1)	12.4	25.9	23.1	14.9	–	34.1
Inter-departmental Transfer Trust	22.7	(0.4)	36.7	44.6	3.9	18.3	24.5	37.3	39.8	0.7	22.7
Vehicle Lease Trust Account	10.1	–	5.7	2.7	0.1	13.2	9.0	5.8	4.5	(0.1)	10.1
Departmental Suspense Account	–	–	–	–	–	–	1.7	–	1.7	–	–
Victorian Veterans Fund	0.2	–	0.5	0.4	–	0.2	0.3	0.3	0.4	–	0.2
Anzac Day Proceeds Fund	0.7	–	0.7	0.7	–	0.8	0.7	0.8	0.8	–	0.7
Total controlled trusts	70.0	(0.9)	112.9	138.8	4.1	47.1	64.3	131.2	126.0	0.6	70.0

	2024					2023					
	Opening balance as at 1 July 2023 \$M	Machinery of Government – transfer in/(out) \$M	Total receipts \$M	Total payments \$M	Non-cash movement \$M	Closing balance as at 30 June 2024 \$M	Opening balance as at 1 July 2022 \$M	Total receipts \$M	Total payments \$M	Non-cash movement \$M	Closing balance as at 30 June 2023 \$M
Administered trusts											
National Disability Insurance Scheme Trust Account	–	–	–	–	–	–	–	–	93.4	93.4	–
Public Service Commuter Club	(0.1)	–	0.1	0.1	–	(0.1)	(0.1)	–	0.1	–	(0.1)
Revenue Suspense Account	0.2	–	0.3	–	–	0.5	–	0.2	–	–	0.2
Victorian Natural Disasters Relief Fund	(46.0)	–	6.1	6.1	35.8	(10.3)	(11.7)	35.8	36.6	(33.5)	(46.0)
Total administered trusts	(45.9)	–	6.5	6.2	35.8	(9.9)	(11.8)	36.0	130.1	59.9	(45.9)

7.4.2 Trust account – Legislative references and nature

Controlled trusts

Intellectually Handicapped Children's Amenities Fund

Established under the *Intellectually Disabled Persons Act 1986* which was then repealed by the *Disability Act 2006*. The trust was established to meet the cost of the provision of amenities for children under the age of 16 years in the care of the department.

Mental Health Fund

Established under the *Gaming Regulation Act 2003* for the establishment and maintenance of mental health services and residential institutions and facilities, for the administration of the *Mental Health Act 1986* and for the administration of the *Disability Act 2006*.

Treasury Trust

Established to record the receipt and disbursement of unclaimed monies and other funds held in trust.

Inter-Departmental Transfer Trust

Established under s. 19 of the *Financial Management Act 1994* by the Assistant Treasurer to record inter-departmental transfers when no other trust arrangement exists.

Vehicle Lease Trust Account

Established to record transactions relating to the government's vehicle pool and fleet management business.

Departmental Suspense Account

Short-term clearing account pending correct identification of payments.

Victorian Veterans Fund

Established under s. 20 of the *Veterans Act 2005* to educate Victorians about Victoria's involvement in Australia's war and service history, to honour or commemorate the service or sacrifice of veterans, to assist the education of veterans' dependants and any other purpose agreed in writing by the Minister for Veterans. The Victorian Veterans Council may invest any part of the Victorian Veterans Fund not immediately required for the purposes of the Victorian Veterans Fund in any manner approved by the Treasurer.

Anzac Day Proceeds Fund

Established under s. 4A of the *ANZAC Day Act 1958* to receive funds as required to be paid by the *ANZAC Day Act 1958* and the *Racing Act 1958* and to be credited to the Victorian Veterans Fund.

Administered trusts

Public Service Commuter Club

Established to record the receipt of amounts associated with the Public Service Commuter Club Scheme and deductions from club members' salaries as well as to record payment to the Public Transport Corporation.

Revenue Suspense Account

Short-term clearing account pending correct identification of receipts.

Victorian Natural Disasters Relief Fund

Established for the purpose of granting assistance to persons who suffer losses as a result of flood, bushfires and other natural disasters.

7.5 Commitments for expenditure

Commitments for future expenditure include operating and capital commitments arising from contracts. These commitments are recorded below at their nominal value and inclusive of GST where applicable. These future expenditures cease to be disclosed as commitments once the related liabilities are recognised in the balance sheet.

7.5.1 Total commitments payable

The following commitments have not been recognised as liabilities in the financial statements.

	2024 \$M	2023 \$M
(a) Capital expenditure commitments		
Less than 1 year	247.8	430.3
Longer than 1 year and not longer than 5 years	–	–
Longer than 5 years	–	–
Total capital expenditure commitments	247.8	430.3
(b) Accommodation expenses payable		
Less than 1 year	86.5	74.1
Longer than 1 year and not longer than 5 years	–	–
Longer than 5 years	–	–
Total accommodation expenses payable	86.5	74.1
(c) Other operating commitments		
Less than 1 year	170.5	294.7
Longer than 1 year and not longer than 5 years	24.5	8.6
Longer than 5 years	–	–
Total other operating commitments	195.0	303.3
(d) Grant and other expense transfers to NGO ⁽ⁱ⁾		
Less than 1 year	593.1	965.5
Longer than 1 year and not longer than 5 years	67.3	8.9
Longer than 5 years	243.5	–
Total grant and other expense transfers to NGO	903.9	974.4
Total commitments other than SCA commitments	1,433.2	1,782.1
(e) SCA commitments ⁽ⁱⁱ⁾		
Ground Lease Model 1 – Public Housing Renewal Program		
Less than 1 year	0.3	8.8
Longer than 1 year and not longer than 5 years	1.2	57.0
Longer than 5 years	140.3	636.4
Total Ground Lease Model 1 – Public Housing Renewal Program commitments	141.8	702.2
Ground Lease Model 2		
Less than 1 year	–	–
Longer than 1 year and not longer than 5 years	305.9	–
Longer than 5 years	1,589.5	–
Total Ground Lease Model 2	1,895.4	–
Total SCA commitments	2,037.2	702.2
Total commitments for expenditure (inclusive of GST)	3,470.4	2,484.3
Less GST recoverable from the ATO	299.4	133.8
Total commitments for expenditure (exclusive of GST)	3,171.0	2,350.5

Notes:

- (i) 'NGO' stands for 'non-government organisations', which includes initiatives to increase social and affordable community housing stock as part of the Big Housing Build as well as the Building Works Package to fund the maintenance and upgrade of social housing.
- (ii) The department has determined that the arrangements Homes Victoria entered into in June 2021 (Ground Lease Model 1) and August 2023 (Ground Lease Model 1 Modification, Flemington Phase 2) with Building Communities (Vic) Limited and November 2023 (Ground Lease Model 2) with Building Even Better Communities Limited for the design, construction, financing, management and maintenance of residential rental dwellings should be accounted for under AASB 1059 as service concession arrangements (SCAs).

7.5.2 Service concession arrangements commitments

AASB 1059 Service Concession Arrangements: Grantors applies to arrangements where an operator provides public services, using a service concession asset, on behalf of the state and importantly, the operator manages at least some of the public service at its own discretion. The department must also control the asset for AASB 1059 to apply.

Significant judgement – service concession arrangements

There is significant judgement involved in determining what constitutes 'public service' and furthermore whether the operators manage at least some of that public service at their own discretion.

In the housing portfolio, Registered Housing Agencies (RHAs) are contracted to provide community housing services to the public with either existing or newly constructed dwellings and qualify as 'Operators'. RHAs are required to be not-for-profit entities by the *Housing Act 1983*.

The department considers that only the activities that involve the supply of dwellings (that is, providing housing capacity) are fundamental to the overall delivery of public service. In other words, public housing services cannot be provided without the supply of dwellings, even if other peripheral activities (for example, tenancy management, cleaning and maintenance) are conducted.

As only the supply of dwellings is considered public service in the context of the housing portfolio, the operators are considered to have discretion in providing public service if they make decisions on the delivery of dwellings (for example, the detailed design of the dwellings, material used in the construction and scheduling of subcontractors, et cetera).

The department has determined that the arrangements Homes Victoria entered into in June 2021 (Ground Lease Model 1) and August 2023 (Ground Lease Model 1 Modification, Flemington Phase 2) with Building Communities (Vic) Limited and November 2023 (Ground Lease Model 2) with Building Even Better Communities Limited for the design, construction, financing, management and maintenance of residential rental dwellings should be accounted for under AASB 1059. These projects deliver a mixture of dwellings, being social housing, affordable housing, specialist disability accommodation and private rentals across multiple sites for 40-year concession periods, whereby all land remains in public ownership. Private rental dwellings do not form part of the Service Concession Asset, however, at the end of the 40-year concession period, all dwellings, including the private rental dwellings return to Homes Victoria's management. The details are provided in Note 7.5.3 below.

7.5.3 Service concession arrangements

For arrangements within the scope of AASB 1059, at initial recognition the department records a **service concession asset** (SCA) at current replacement cost, with a related liability, which could be a financial liability, an accrued revenue liability (referred to as the 'grant of a right to the operator' or GORTO liability) or a combination of both.

For both Ground Lease Model 1 – Public Housing renewal program phase 1 & 2 and Ground Lease Model 2, the department initially recognised the liability at the same amount as the SCA, adjusted by the amount of any consideration from the department to the operator, or from the operator to the department.

Exception to this occurs when the department reclassifies an existing asset to a SCA. When this occurs, no liability is recognised unless additional consideration is provided to the operator. Instead, the department recognises a SCA and a corresponding liability for the amounts spent on the upgrade/expansion work.

A **financial liability** is recognised where the department has a contractual obligation to pay the operator for providing the SCA. It is measured in accordance with AASB 9 *Financial Instruments* and is recognised as a borrowing (Note 7.1). The liability is increased by interest charges, based on the interest rate implicit in the arrangement. Where the interest rate is not specified in the arrangement, the prevailing market rate of interest for a similar instrument with similar credit ratings is used. The liability is reduced by any payments made by the department to the operator as required by the contract.

A **grant of right to the operator (GORTO) liability** is recognised where the department does not have a contractual obligation to pay cash or another financial asset but grants the right to the operator to earn revenue from the public use of the asset (Note 6.3). This type of arrangement is commonly referred to as an economic service concession arrangement. It represents unearned revenue and is progressively reduced over the period of the arrangement in accordance with its substance.

After initial recognition, SCAs are subsequently measured applying the revaluation model (refer to Note 5.1 *Total Property, Plant and Equipment*).

The Department has the following service concession arrangements:

Commissioned 2024	Notes	Classification of arrangement	Carrying amount of asset as at 30 June ⁽ⁱ⁾ \$000	Carrying amount of liability as at 30 June ⁽ⁱ⁾ \$000	Capital contribution Nominal value \$000	Other Commitments ⁽ⁱⁱ⁾⁽ⁱⁱⁱ⁾ Nominal value \$000
Ground Lease Model 1 – PHRP phase 1 ^(iv)	7.5.3.1	Hybrid (GORTO & Financial Liability)	349,015	301,535	–	141,846
Uncommissioned 2024						
Ground Lease Model 1 – Flemington phase 2	7.5.3.2	GORTO Liability	21,258	4,480	121,266	-
Ground Lease Model 2 ^(v)	7.5.3.3	Hybrid (GORTO & Financial Liability)	69,926	69,926	180,000	1,715,364

Notes:

- (i) For arrangements within the scope of AASB 1059, on transition and at initial recognition a public sector grantor is required to record the asset(s) used in the service concession arrangement at current replacement cost in accordance with the cost approach to fair value under AASB 13 Fair Value Measurement, with a related liability, which in the case of the project results in the combination of a financial liability and a 'grant of a right to the operator' or GORTO liability.
- (ii) Total commitments represent the nominal value of the total service payments to be incurred during the project's 40-year operations phase and includes the capital contribution component.
- (iii) The total nominal value of the commitments includes GST.
- (iv) Capital contribution for Ground Lease Model 1 – PHRP phase 1 has been fully drawn down over the construction term.
- (v) Homes Victoria will make a capital contribution amounting to \$180 million during the development phase.

Uncommissioned 2023	Notes	Classification of arrangement	Carrying amount of asset as at 30 June \$000	Carrying amount of liability as at 30 June \$000	Capital contribution Nominal value \$000	Commitments ⁽ⁱ⁾⁽ⁱⁱ⁾ Nominal value \$000
Ground Lease Model 1 – PHRP	7.5.3.1	Hybrid (GORTO & Financial Liability)	315,444	277,476	12,031	702,210

Notes:

- (i) Total commitments represent the nominal value of the total service payments to be incurred during the project's 40-year operations phase and includes the capital contribution component.
- (ii) The total nominal value of the commitments includes GST.

Arrangement specific details

7.5.3.1 Ground Lease Model project – Public Housing Renewal Program 1

Operator: Building Communities (Vic) Ltd

Concession period: 40 years

In June 2021, Homes Victoria achieved financial close on a housing arrangement whereby it has appointed the Building Communities consortium to finance, design, construct, maintain and operate construct and operate 619 brand-new social housing dwellings, 112 affordable homes, 327 private rental dwellings and 26 Specialist Disability Accommodation dwellings, at existing housing sites at Brighton, Flemington and Prahran.

The 3 redeveloped sites have been delivered under a Ground Lease Model on a fully financed, build-to-rent basis. The ground lease will be delivered as a Public Private Partnership arrangement under the Partnerships Victoria framework. Construction of the assets commenced in 2021 and Commercial Acceptance was achieved in early 2024. The service concession arrangement is now in the Operational Phase.

A ground lease model is being used for this package whereby title to public land and dwellings (which will have a residual design life) will revert to Homes Victoria at the end of the 40-year concession period.

Homes Victoria is contracted to make quarterly service payments for the 40-year operating term, which will include both a capital and a life cycle component. While operating the dwellings, Building Communities will perform the following functions: asset management, community engagement, maintenance and lifecycle replacement, tenancy management and residential lease management.

7.5.3.2 Ground Lease Model 1 Flemington Phase 2 project

Operator: Building Communities (Vic) Ltd

Concession period: 40 years

In August 2023, Homes Victoria achieved financial close on a housing arrangement Modification to the Ground Lease Model 1 (GLM1) Project Deed whereby it appointed the Building Communities consortium to finance, design, construct, maintain and operate an additional 50 new social housing dwellings, 221 affordable rental homes and 15 Specialist Disability Accommodation dwellings, at the Holland Court Flemington housing site (Flemington Phase 2).

The scope is being delivered as a Modification to the base GLM1 project on a fully financed, build-to-rent basis. GLM1, including Flemington Phase 2 is being delivered as a Public Private Partnership arrangement under the Partnerships Victoria framework.

Enabling works and remediation works for Flemington Phase 2 commenced in mid-2024. Main works construction of the assets is expected to commence in late 2024 and Commercial Acceptance is expected by late 2026.

A ground lease model is being used for this project whereby title to public land and dwellings (which will have a residual design life) remains with Homes Victoria and control of the assets will revert to Homes Victoria at the end of the 40-year concession period.

Notwithstanding that the consortium will operate and maintain the assets for the 40-year concession term, there are no quarterly service payments that apply to this Modification. While operating the dwellings for the 40-year concession period, Building Communities will perform the following functions: asset management, community engagement, maintenance and lifecycle replacement, tenancy management and residential lease management.

7.5.3.3 Ground Lease Model 2 project

Operator: Building Even Better Communities Limited

Concession period: 40 years

In November 2023, Homes Victoria achieved financial close on a housing arrangement whereby it appointed the Building Even Better Communities consortium to finance, design, construct, maintain and operate 659 brand-new social housing dwellings, 182 affordable rental homes, 473 private rental dwellings and 56 Specialist Disability Accommodation dwellings, at existing housing sites at Simmons Street South Yarra, Essex Street Prahran, Bluff Road Hampton East and Barak-Beacon Port Melbourne.

The 4 sites are being delivered under a Ground Lease Model on a fully financed, build-to-rent basis. The ground lease will be delivered as a Public Private Partnership arrangement under the Partnerships Victoria framework. Construction of the assets will commence in late 2024 and Commercial Acceptance is expected by late 2026.

A ground lease model is being used for this package whereby title to public land and dwellings (which will have a residual design life) will remain with Homes Victoria during the 40-year concession period and control of the assets will revert to Homes Victoria at the end of the 40-year concession period.

Homes Victoria is contracted to make quarterly service payments for the 40-year operating term, which will include both a capital and a life cycle component. While operating the dwellings, Building Even Better Communities will perform the following functions: asset management, community engagement, maintenance and lifecycle replacement, tenancy management and residential lease management.

8. Risks, contingencies and valuation judgements

Introduction

The department is exposed to risk from its activities and outside factors. In addition, it is often necessary to make judgements and estimates associated with recognition and measurement of items in the financial statements. This section sets out financial instrument specific information (including exposures to financial risks), as well as those items that are contingent in nature or require a higher level of judgement to be applied, which for the department relate mainly to fair value determination.

Structure

- 8.1 Financial instruments specific disclosures
 - 8.1.1 Financial instruments: Categorisation
 - 8.1.2 Financial instruments: Net holding gain/(loss) on financial instruments by category
 - 8.1.3 Financial risk management objectives and policies
- 8.2 Contingent assets and contingent liabilities
- 8.3 Fair value determination
 - 8.3.1 Fair value determination of financial assets and liabilities
 - 8.3.2 Fair value determination of non-financial physical assets

8.1 Financial instruments specific disclosures

Introduction

Financial instruments arise out of contractual agreements that give rise to a financial asset of one entity and a financial liability or equity instrument of another entity. Due to the nature of the department's activities, certain financial assets and financial liabilities arise under statute rather than a contract (for example taxes, fines and penalties). Such assets and liabilities do not meet the definition of financial instruments in AASB 132 *Financial Instruments: Presentation*.

Guarantees issued on behalf of the department are financial instruments because, although authorised under statute, terms and conditions for each financial guarantee may vary and are subject to an agreement.

Categories of financial assets

Financial assets at amortised costs are recognised if both of the following criteria are met and the assets are not designated as fair value through net result:

- the assets are held by the department to collect the contractual cash flows, and
- the assets' contractual terms give rise to cash flows that are solely payments of principal and interest.

These assets are initially recognised at fair value plus any directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method less any impairment.

The department recognises the following assets in this category:

- cash and deposits
- receivables (excluding statutory receivables)
- short-term deposits
- loan receivables.

Categories of financial liabilities

Financial liabilities at amortised cost are initially recognised on the date they are originated. They are initially measured at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, these financial instruments are measured at amortised cost with any difference between the initially recognised amount and the redemption value being recognised in profit and loss over the period of the interest-bearing liability, using the effective interest rate method. The department recognises the following liabilities in this category:

- payables (excluding statutory payables)
- borrowings (including lease liabilities).

Offsetting financial instruments: Financial instrument assets and liabilities are offset and the net amount presented in the balance sheet when, and only when, the department has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

Some master netting arrangements do not result in an offset of balance sheet assets and liabilities. Where the department does not have a legally enforceable right to offset recognised amounts, because the right to offset is enforceable only on the occurrence of future events such as default, insolvency or bankruptcy, they are reported on a gross basis.

Derecognition of financial assets: A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when:

- the rights to receive cash flows from the asset have expired, or
- the department retains the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a 'pass through' arrangement, or
- the department has transferred its rights to receive cash flows from the asset and either:
 - has transferred substantially all the risks and rewards of the asset, or
 - has neither transferred nor retained substantially all the risks and rewards of the asset but has transferred control of the asset.

Where the department has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the department's continuing involvement in the asset.

Derecognition of financial liabilities: A financial liability is derecognised when the obligation under the liability is discharged, cancelled or expires.

When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised as an 'other economic flow' in the comprehensive operating statement.

8.1.1 Financial instruments: Categorisation

2024	Cash and deposits \$M	Financial assets at amortised cost (AC) \$M	Financial liabilities at amortised cost (AC) \$M	Total \$M
Contractual financial assets				
Cash and deposits	600.5	–	–	600.5
Receivables ⁽ⁱ⁾	–	436.2	–	436.2
Loans	–	28.2	–	28.2
Total contractual financial assets	600.5	464.4	–	1,064.9
Contractual financial liabilities				
Payables ⁽ⁱ⁾	–	–	479.5	479.5
Borrowings ⁽ⁱ⁾	–	–	503.7	503.7
Total contractual financial liabilities	–	–	983.2	983.2

	Cash and deposits \$M	Financial assets at amortised cost (AC) \$M	Financial liabilities at amortised cost (AC) \$M	Total \$M
2023				
Contractual financial assets				
Cash and deposits	706.8	–	–	706.8
Receivables ⁽ⁱ⁾	–	171.1	–	171.1
Loans	–	30.0	–	30.0
Total contractual financial assets	706.8	201.1	–	907.9
Contractual financial liabilities				
Payables ⁽ⁱ⁾	–	–	380.7	380.7
Borrowings ⁽ⁱ⁾	–	–	382.0	382.1
Total contractual financial liabilities	–	–	762.7	762.8

Note:

(i) The total amounts disclosed here exclude statutory amounts, for example, amounts owing to/from Victorian Government and GST input tax credit recoverable and taxes payable. Refer to Note 6.1 for the breakdown of contractual and statutory receivables, Note 6.3 for the breakdown of contractual and statutory payables, and Note 7.1 for the breakdown of borrowings.

8.1.2 Financial instruments: Net holding gain/(loss) on financial instruments by category

	Total interest income/ (expense) \$M	Total \$M
2024		
Contractual financial assets		
Loans	4.5	4.5
Short-term investments – term deposits	28.2	28.2
Total contractual financial assets	32.7	32.7
Contractual financial liabilities		
Payables ⁽ⁱ⁾	–	–
Borrowings	(21.4)	(21.4)
Total contractual financial liabilities	(21.4)	(21.4)
2023		
Contractual financial assets		
Loans	0.6	0.6
Short-term investments – term deposits	20.2	20.2
Total contractual financial assets	20.8	20.8
Contractual financial liabilities		
Payables ⁽ⁱ⁾	–	–
Borrowings	(14.3)	(14.3)
Total contractual financial liabilities	(14.3)	(14.3)

Note:

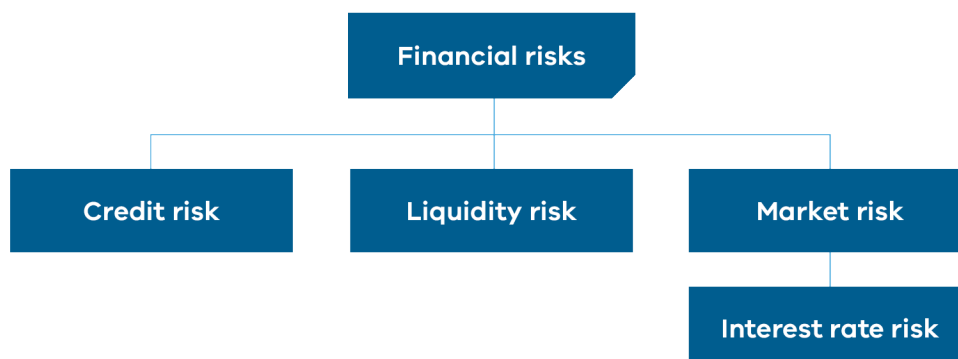
(i) The total amounts disclosed here exclude statutory amounts, for example, amounts owing to/from Victorian Government and GST input tax credit recoverable and taxes payable.

The net holding gains or losses disclosed above are determined as follows:

- for cash and cash equivalents, loans and receivables, the net gain or loss is calculated by taking the movement in the fair value of the asset, the interest income, and minus any impairment recognised in the net result
- for financial liabilities measured at amortised cost, the net gain or loss is the interest expense.

8.1.3 Financial risk management objectives and policies

The department is exposed to a number of financial risks, including:



As a whole, the department's financial risk management program seeks to manage these risks and the associated volatility of its financial performance.

Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, with respect to each class of financial asset and financial liability, are disclosed in Note 8.3.1

The main purpose in holding financial instruments is to prudentially manage the department's financial risks within the government policy parameters.

The department's main financial risks include credit risk, liquidity risk and interest rate risk. The department manages these financial risks in accordance with its financial risk management policy.

The department uses different methods to measure and manage the different risks to which it is exposed. Primary responsibility for the identification and management of financial risks rests with the accountable officer of the department.

8.1.3.1 Financial instruments: credit risk

Credit risk refers to the possibility that a borrower will default on its financial obligations as and when they fall due. The department's exposure to credit risk arises from the potential default of a counter party on their contractual obligations resulting in financial loss to the department.

Credit risk associated with the department's contractual financial assets is minimal because the main debtor is the Victorian Government. For debtors other than the Victorian Government and home loan recipients, it is the department's policy to only deal with entities with high credit ratings of a minimum triple-B rating and to obtain sufficient collateral or credit enhancements, where appropriate.

In addition, the department does not engage in hedging for its contractual financial assets and mainly obtains contractual financial assets that are on fixed interest, except for cash and deposits, which are mainly cash at bank. As with the policy for debtors, the department's policy is to only deal with banks with high credit ratings.

Provision of impairment for financial assets is calculated based on past experience, and current and expected changes in client credit ratings, or based on the assumptions about risk of default and expected credit loss rates. Tenant loans are made up of small amounts therefore the likelihood of default is considered immaterial.

Contract financial assets are written off against the carrying amount when there is no reasonable expectation of recovery. Bad debt written off by mutual consent is classified as a transaction expense. Bad debt written off following a unilateral decision is recognised as other economic flows in the net result.

Except as otherwise detailed in the following table, the carrying amount of contractual financial assets recorded in the financial report statements, net of any allowances for losses, represents the department's maximum exposure to credit risk without taking account of the value of any collateral obtained.

There has been no material change to the department's credit risk profile in 2023–24.

Credit quality of contractual financial assets

	Financial institutions A plus credit rating Total \$M	Government agencies double-A credit rating Total ⁽ⁱ⁾ \$M	Credit ratings not disclosed \$M	Total \$M
2024				
Cash and deposits (not assessed for impairment due to the nature of cash)	553.3	47.2	–	600.5
Contractual receivables applying the simplified approach for impairment ⁽ⁱⁱ⁾⁽ⁱⁱⁱ⁾	–	49.3	386.9	436.2
Loans ⁽ⁱⁱⁱ⁾	–	–	28.2	28.2
Statutory receivables (with no impairment loss recognised)	846.0	–	–	846.0
Total financial assets	1,399.3	96.5	415.1	1,910.9
2023				
Cash and deposits (not assessed for impairment due to the nature of cash)	636.4	70.4	–	706.8
Contractual receivables applying the simplified approach for impairment ⁽ⁱⁱ⁾⁽ⁱⁱⁱ⁾	–	42.4	128.8	171.1
Loans ⁽ⁱⁱⁱ⁾	–	–	30.0	30.0
Statutory receivables (with no impairment loss recognised)	643.2	–	–	643.2
Total financial assets	1,279.6	112.8	158.8	1,551.1

Notes:

- (i) State of Victoria credit rating was downgraded from AAA to AA as at 30 June 2021.
- (ii) The total amounts disclosed here exclude statutory amounts, for example, amounts owing from Victorian Government, GST input tax credit recoverable and other taxes payable.
- (iii) The carrying amounts consist of amounts due from numerous counterparties for which no credit ratings have been disclosed due to impracticability.

Impairment of financial assets under AASB 9

The department records the allowance for expected credit loss for the relevant financial instruments applying AASB 9's Expected Credit Loss approach. Subject to AASB 9 impairment assessment includes the department's contractual receivables and statutory receivables.

Equity instruments are not subject to impairment under AASB 9. Other financial assets mandatorily measured or designated at fair value through net result are not subject to impairment assessment under AASB 9. While cash and cash equivalents are also subject to the impairment requirements of AASB 9, the identified impairment loss was immaterial.

Contractual receivables at amortised cost

The department applies the AASB 9 simplified approach for all contractual receivables to measure expected credit losses using a lifetime expected loss allowance based on the assumptions about risk of default and expected loss rates. The department has grouped contractual receivables on shared credit risk characteristics and days past due and selected the expected credit loss rate based on the department's past history, existing market conditions, as well as forward-looking estimates at the end of financial year.

On this basis, the department determines the loss allowance at the end of the financial year as follows:

	Gross amount \$M	Not past due and not impaired ⁽ⁱ⁾ \$M	Past due				Total \$M
			Less than 1 month \$M	1–3 months \$M	3 months – 1 year \$M	1–5 years \$M	
2024							
Expected loss rate		0%	0%	4%	3%	6%	
Gross carrying amount of contractual receivables	443.3	63.9	211.1	52.7	65.3	50.4	
Loss allowance		–	0.6	1.9	1.8	2.8	7.1
2023							
Expected loss rate		0%	0%	14%	62%	61%	
Gross carrying amount of contractual receivables	181.8	82.1	61.8	26.5	8.0	3.3	
Loss allowance		–	–	3.6	5.0	2.0	10.6

Note:

(i) The amounts disclosed here include repayments of borrowings that are not scheduled to be repaid in the next 12 months.

The average credit period for receivables is 30 days.

Reconciliation of movement in the loss allowance for contractual receivables is shown as follows:

	2024 \$M	2023 \$M
Balance at beginning of the year	(10.7)	(20.0)
Opening loss allowance	(10.7)	(20.0)
Decrease/(increase) in provision recognised in the net result	(1.1)	5.0
Reversal of provision of receivables written off during the year as uncollectible	4.6	4.3
Balance at the end of the year	(7.1)	(10.7)

Credit loss allowance is classified as other economic flows in the net result. Contractual receivables are written off when there is no reasonable expectation of recovery and impairment losses are classified as a transaction expense. Subsequent recoveries of amounts previously written off are credited against the same line item.

Statutory receivables at amortised cost

The department's non-contractual receivables arising from statutory requirements are not financial instruments. However, they are nevertheless recognised and measured in accordance with AASB 9 requirements as if those receivables are financial instruments.

Statutory receivables are considered to have low credit risk, taking into account the counterparty's credit rating, risk of default and capacity to meet contractual cash flow obligations in the near term. As a result, the loss allowance recognised for these financial assets during the period was limited to 12 months expected losses. No loss allowance has been recognised.

8.1.3.2 Financial instruments: liquidity risk

Liquidity risk arises from being unable to meet financial obligations as they fall due. The department operates under the government's fair payments policy of settling financial obligations within 30 days and, in the event of a dispute, of making payments within 30 days from the date of resolution.

The department is exposed to liquidity risk mainly through the financial liabilities as disclosed in the face of the balance sheet and the amounts related to financial guarantees. The department manages its liquidity risk by:

- close monitoring of its short-term and long-term borrowings by senior management, including monthly reviews on current and future borrowing levels and requirements
- maintaining an adequate level of uncommitted funds that can be drawn at short notice to meet its short-term obligations
- holding investments and other contractual financial assets that are readily tradeable in the financial markets
- careful maturity planning of its financial obligations based on forecasts of future cash flows
- a high credit rating for the State of Victoria (Moody's Investor Services, Standard & Poor's double-A, which assists in accessing debt market at a lower interest rate).

The department's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The carrying amount detailed in Notes 6.3.1 and 7.2, of contractual financial liabilities recorded in the financial statements, represents the department's maximum exposure to liquidity risk.

8.1.3.3 Financial instruments: market risk

The department's exposure to market risk is primarily through interest rate risk. The department's exposure to other price risks is insignificant. Objectives, policies and processes used to manage the risk are disclosed below.

Sensitivity disclosure analysis and assumptions

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the department believes the following movements are 'reasonably possible' over the next 12 months:

- A shift of +1.0% and -0.5% (2023: +1.0% and -0.5%) in market interest rates (AUD) from year-end cash deposits.

Several loan programs have loans with interest rates linked to movement in the consumer price index (CPI). The total balances outstanding under these programs have reduced to a level that any changes to the CPI have a limited impact on the amount of interest charged and no new lending is made under these programs.

The tables that follow show the impact on the department's net result and equity for each category of financial instrument held by the department at the end of the reporting period, if the above movements were to occur.

Interest rate risk

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. The department does not hold any interest-bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk.

Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The department has minimal exposure to cash flow interest rate risks through cash and deposits and short-term deposits.

Exposure to interest rate risk is insignificant and might arise primarily through the department's interest-bearing assets. Minimisation of risk is achieved by mainly undertaking fixed rate or non-interest-bearing financial instruments. For financial liabilities, the department mainly incurs financial liabilities with relatively even maturity profiles.

The carrying amounts of financial assets and financial liabilities that are exposed to interest rates and the department's sensitivity to interest rate risk are set out in the table that follows.

Interest rate exposure of financial instruments

	Weighted average effective interest rate (%)	Carrying amount \$M	Interest rate exposure		
			Fixed interest rate \$M	Variable interest rate \$M	Non-interest bearing \$M
2024					
Financial assets					
Cash and deposits	3.3%	600.5	–	545.8	54.7
Receivables ⁽ⁱ⁾		436.2	–	–	436.2
Loans	2.2%	28.2	0.9	7.3	20.1
Total financial assets		1,064.9	0.9	553.0	511.0
Financial liabilities					
Payables ⁽ⁱ⁾⁽ⁱⁱ⁾		479.5	1.0	–	478.5
Borrowings ⁽ⁱ⁾	3.6%	503.7	371.1	–	132.6
Total financial liabilities		983.2	372.1	–	611.1
2023					
Financial assets					
Cash and deposits	2.9%	706.8	–	641.9	64.9
Receivables ⁽ⁱ⁾		171.1	–	–	171.1
Loans	3.2%	30.0	1.1	7.8	21.1
Total financial assets		907.9	1.1	649.7	257.1
Financial liabilities					
Payables ⁽ⁱ⁾⁽ⁱⁱ⁾		380.7	–	–	380.7
Borrowings ⁽ⁱ⁾	3.4%	382.1	272.2	–	109.9
Total financial liabilities		762.8	272.2	–	490.6

Notes:

- (i) The carrying amounts disclosed here exclude statutory amounts, for example, amounts owing to/from Victorian Government and GST input tax credit recoverable and taxes payable.
- (ii) Grant of right to operate liability has been removed from maturity analysis of contractual payables for 2022–23 and 2023–24, as it is not classified as financial instrument for reporting purpose.

Interest rate risk sensitivity analysis

	Carrying amount \$M	Interest rate risk		Consumer Price Index (CPI)	
		-0.50% Net result \$M	+1.00% Net result \$M	-0.25% Net result \$M	+1.50% Net result \$M
2024					
Contractual financial assets					
Cash and deposits ⁽ⁱ⁾	600.5	(2.7)	5.5	–	–
Receivables ⁽ⁱⁱ⁾⁽ⁱⁱⁱ⁾	436.2	–	–	–	–
Loans ⁽ⁱⁱⁱ⁾	28.2	–	–	–	0.1
Total impact	1,064.9	(2.7)	5.5	–	0.1
Contractual financial liabilities					
Payables ⁽ⁱⁱⁱ⁾	479.5	–	–	–	–
Borrowings ^(iv)	503.7	–	–	–	–
Total impact	983.2	–	–	–	–

	Carrying amount \$M	Interest rate risk		Consumer Price Index (CPI)	
		-0.50% Net result \$M	+1.00% Net result \$M	-0.25% Net result \$M	+1.50% Net result \$M
2023					
Contractual financial assets					
Cash and deposits ⁽ⁱ⁾	706.8	(3.2)	6.4	–	–
Receivables ⁽ⁱⁱ⁾⁽ⁱⁱⁱ⁾	171.1	–	–	–	–
Loans ⁽ⁱⁱⁱ⁾	30.0	–	–	–	0.1
Total impact	907.9	(3.2)	6.4	–	0.1
Contractual financial liabilities					
Payables ⁽ⁱⁱⁱ⁾	380.7	–	–	–	–
Borrowings ^(iv)	382.1	–	–	–	–
Total impact	762.8	–	–	–	–

Notes:

- (i) All cash and deposits are held in Australian dollars and were held on deposits at fixed and variable interest rates. This item is not subject to any other identified risk sensitivities.
- (ii) The carrying amount is denominated in Australian dollars and is non-interest bearing. This item is not subject to the identified risk sensitivities.
- (iii) The total amounts disclosed here exclude statutory amounts, for example, amounts owing to/from Victorian Government and GST input tax credit recoverable and taxes payable.
- (iv) Borrowings are denominated in Australian dollars. \$289.7 million (2023: \$203.0 million) relates to Service concession financial liability and \$81.4 million (2023: \$69.2 million) relates to lease liabilities.

8.2 Contingent assets and contingent liabilities

Contingent assets and contingent liabilities are not recognised in the balance sheet, but are disclosed by way of a disclosure and, if quantifiable, are stated at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

Contingent assets

Contingent assets are possible assets that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity.

These are classified as either quantifiable, where the potential economic benefit is known, or non-quantifiable.

	2024 \$M	2023 \$M
Quantifiable contingent assets		
Details and estimates of contingent assets are as follows:		
(a) Bank guarantee held for: building contracts	64.1	72.1
(b) Reimbursement claim for the work undertaken by the landlord to Orange Door site	0.1	0.5
Total	64.2	72.6

Contingent liabilities

Contingent liabilities are:

- possible obligations that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity, or
- present obligations that arise from past events but are not recognised because:
 - it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligations, or
 - the amount of the obligations cannot be measured with sufficient reliability.

Contingent liabilities are also classified as either quantifiable or non-quantifiable.

	2024 \$M	2023 \$M
Quantifiable contingent liabilities		
(a) The department has estimated that potential liability exists in respect of a number of legal actions instigated by clients and their representatives, employees and others, and other contractual liabilities.	0.3	0.6
Total	0.3	0.6

Non-quantifiable contingent liabilities

The department has potential obligations which arise from legal actions that are non-quantifiable at this time.

8.3 Fair value determination

Significant judgement: Fair value measurements of assets and liabilities

Fair value determination requires judgement and the use of assumptions. This section discloses the most significant assumptions used in determining fair values. Changes to assumptions could have a material impact on the results and financial position of the department.

This section sets out information on how the department determined fair value for financial reporting purposes. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

The following assets and liabilities are carried at fair value:

- financial assets and liabilities at fair value through 'other comprehensive income'
- land, buildings, plant and equipment.

In addition, the fair values of other assets and liabilities which are carried at amortised cost also need to be determined for disclosure purposes.

The department determines the policies and procedures for determining fair values for both financial and non-financial assets and liabilities as required.

Fair value hierarchy

In determining fair values, a number of inputs are used. To increase consistency and comparability in the financial statements, these inputs are categorised into 3 levels, also known as the fair value hierarchy. The levels are as follows:

- Level 1 – Quoted (unadjusted) market prices in active markets for identical assets or liabilities
- Level 2 – Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable
- Level 3 – Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

The department determines whether transfers have occurred between levels in the hierarchy by reassessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

The Valuer-General Victoria (VGV) is the department's independent valuation agency. The department, in conjunction with VGV, monitors changes in the fair value of land and building assets through relevant data sources to determine revaluation increments or decrements.

How this section is structured

For those assets and liabilities for which fair values are determined, the following disclosures are provided:

- carrying amount and the fair value (which would be the same for those assets measured at fair value)
- which level of the fair value hierarchy was used to determine the fair value
- in respect of those assets and liabilities subject to fair value determination using Level 3 inputs:
 - a reconciliation of the movements in fair values from the beginning of the year to the end
 - details of significant unobservable inputs used in the fair value determination.

This section is divided between disclosures in connection with fair value determination for financial instruments (refer Note 8.3.1) and non-financial physical assets (refer Note 8.3.2).

8.3.1 Fair value determination of financial assets and liabilities

The fair values and net fair values of financial assets and liabilities are determined as follows:

- Level 1 – the fair value of financial instruments with standard terms and conditions and traded in active markets are determined with reference to quoted market prices
- Level 2 – the fair value is determined using inputs other than quoted prices that are observable for the financial asset or liability, either directly or indirectly
- Level 3 – the fair value is determined in accordance with generally accepted pricing models based on discounted cash flow analysis using unobservable market inputs.

The department currently holds a range of financial instruments that are recorded in the financial statements where the carrying amounts are a reasonable approximation of fair values, either due to their short-term nature or with the expectation that they will be paid in full by the end of the 2023–24 reporting period.

The fair value of the financial instruments is the same as the carrying amounts.

8.3.2 Fair value determination of non-financial physical assets

Fair value measurement hierarchy

2024	Carrying amount \$M	Fair value measurement at end of reporting period using:		
		Level 1 ⁽ⁱ⁾ \$M	Level 2 ⁽ⁱ⁾ \$M	Level 3 ⁽ⁱ⁾ \$M
Land at fair value				
Non-specialised land	23,940.3	–	23,940.3	–
Specialised land	170.2	–	–	170.2
Total land at fair value	24,110.5	–	23,940.3	170.2
Buildings at fair value				
Non-specialised buildings	12,967.3	–	12,967.3	–
Specialised buildings	146.6	–	–	146.6
Total buildings at fair value	13,113.9	–	12,967.3	146.6
Plant, equipment and vehicles at fair value				
Plant and equipment	0.4	–	0.4	–
Total plant, equipment and vehicles at fair value	0.4	–	0.4	–

2023	Carrying amount \$M	Fair value measurement at end of reporting period using:		
		Level 1 ⁽ⁱ⁾ \$M	Level 2 ⁽ⁱ⁾ \$M	Level 3 ⁽ⁱ⁾ \$M
Land at fair value				
Non-specialised land	23,979.3	–	23,970.7	8.7
Specialised land	162.9	–	–	162.9
Total land at fair value	24,142.2	–	23,970.7	171.6
Buildings at fair value				
Non-specialised buildings	11,220.7	–	11,185.5	35.2
Specialised buildings	134.6	–	–	134.6
Total buildings at fair value	11,355.3	–	11,185.5	169.8
Plant, equipment and vehicles at fair value				
Plant and equipment	0.2	–	–	0.2
Total plant, equipment and vehicles at fair value	0.2	–	–	0.2

Note:

(i) Classified in accordance with the fair value hierarchy. The department, in conjunction with the VGV, monitors the changes in the fair value of building and land assets through relevant data sources to determine whether revaluation is required.

Non-specialised land and non-specialised buildings are valued using the market approach, whereby assets are compared to recent comparable sales or sales of comparable assets that are considered to have nominal value.

Homes Victoria land and buildings are primarily held in Level 2 as it is considered that each residential dwelling assessed has an active and liquid market. As such, the market value of each residential asset has been determined by reference to the current property market for similar assets.

Specialised land and specialised buildings: The market approach is used for specialised land, although may be adjusted for a community service obligation (CSO) to reflect the specialised nature of the land being valued.

The CSO adjustment is a reflection of the valuer's assessment of the impact of restrictions associated with an asset to the extent that is also equally applicable to market participants. This approach is in light of the highest and best use consideration required for fair value measurement. It takes into account the use of the asset that is physically possible, legally permissible, and financially feasible. As adjustments of CSO are considered as significant unobservable inputs, specialised land with a CSO adjustment would primarily be classified as Level 3 assets.

For the majority of the department's specialised buildings, the current replacement cost method is used, adjusting for the associated depreciations. As depreciation adjustments are considered as significant, unobservable inputs in nature, specialised buildings are primarily classified as Level 3 fair value measurements.

An independent valuation of the departments' land and buildings was performed by the Valuer-General Victoria in financial year 2023–24. The effective date of the valuation is 30 June 2024.

Vehicles are valued using the current replacement cost method. The department acquires new vehicles and at times disposes of them before the end of their economic life. The process of acquisition, use and disposal in the market is managed by experienced fleet managers in the department who set relevant depreciation rates during use to reflect the utilisation of the vehicles.

Plant and equipment is held at fair value. When plant and equipment is specialised in use, such that it is rarely sold other than as part of a going concern, fair value is determined using the current replacement cost method.

There were no changes in valuation techniques throughout the period to 30 June 2024.

For all assets measured at fair value, the current use is considered the highest and best use.

Reconciliation of Level 3 fair value movements

	Non-specialised land \$M	Specialised land \$M	Non-specialised buildings \$M	Specialised buildings \$M	Plant and equipment \$M	Total \$M
2024						
Opening balance	8.7	162.9	35.2	134.6	0.2	341.6
Additions	–	–	4.4	–	0.3	4.7
Capitalisation of work in progress	–	–	–	3.6	–	3.6
Reassessment of lease payments	0.1	–	22.6	–	–	22.7
Increase/(decrease) in make-good provision	–	–	2.1	–	–	2.1
Disposals	–	–	(3.7)	(3.8)	–	(7.5)
Transfers in/(out) of Level 3	(7.9)	–	(43.3)	–	(0.4)	(51.6)
Gains or losses recognised in net result						
Depreciation	(0.9)	–	(17.3)	(11.0)	(0.1)	(29.3)
Subtotal of gains or losses recognised in net result	(0.9)	–	(17.3)	(11.0)	(0.1)	(29.3)
Gains or losses recognised in other economic flows – other comprehensive income						
Net revaluation increments/(decrements)	–	7.3	–	23.3	–	30.6
Subtotal of gains or losses recognised in other economic flows	–	7.3	–	23.3	–	30.6
Closing balance	–	170.2	–	146.6	–	316.8

	Non-specialised land \$M	Specialised land \$M	Non-specialised buildings \$M	Specialised buildings \$M	Plant and equipment \$M	Total \$M
2023						
Opening balance	8.8	162.3	43.6	145.7	0.1	360.5
Additions	–	–	3.5	–	0.2	3.6
Capitalisation of work in progress	–	–	–	1.6	–	1.6
Reassessment of lease payments	0.8	–	12.3	–	–	13.0
Increase/(decrease) in make-good provision	–	–	1.2	–	–	1.2
Disposals	–	–	(3.5)	0.1	–	(3.4)
Transfers in/(out) of Level 3	–	–	–	–	–	–
Gains or losses recognised in net result						
Depreciation	(0.9)	–	(21.9)	(10.8)	(0.1)	(33.8)
Subtotal of gains or losses recognised in net result	(0.9)	–	(21.9)	(10.8)	(0.1)	(33.7)
Gains or losses recognised in other economic flows – other comprehensive income						
Net revaluation increments/(decrements)	–	0.6	–	(2.0)	–	(1.4)
Subtotal of gains or losses recognised in other economic flows	–	0.6	–	(2.0)	–	(1.4)
Closing balance	8.7	162.9	35.2	134.6	0.2	341.6

Description of significant unobservable inputs to Level 3 valuations

	Valuation technique	Significant Unobservable Inputs
Non-specialised land	Market approach	Not applicable
Specialised land	Market approach	Community Service Obligation (CSO) adjustment (rate 20–80%)
Non-specialised buildings	Market approach	Not applicable
Specialised buildings	Current replacement cost	Direct cost per square metre Useful life of specialised buildings
Plant and equipment	Current replacement cost	Useful life of equipment

Significant unobservable inputs have remained unchanged since June 2021.

9. Other disclosures

Introduction

This section includes additional material disclosures required by accounting standards or otherwise, for the understanding of this financial report.

Structure

- 9.1 Ex-gratia expenses
- 9.2 Other economic flows included in net result
- 9.3 Non-financial assets held for sale
- 9.4 Reserves
- 9.5 Entities included in the Department of Families, Fairness and Housing financial statements pursuant to section 53(1)(b) of the FMA
- 9.6 Responsible persons
- 9.7 Remuneration of executives
- 9.8 Related parties
- 9.9 Remuneration of auditors
- 9.10 Subsequent events
- 9.11 Other accounting policies
- 9.12 Australian Accounting Standards issued that are not yet effective
- 9.13 Glossary of technical terms
- 9.14 Style conventions

9.1 Ex-gratia expenses

Ex-gratia expenses are the voluntary payments of money or other non-monetary benefit (for example a write off) that is not made either to acquire goods, services or other benefits for the entity or to meet a legal liability, or to settle or resolve a possible legal liability of or claim against the entity.

	2024	2023
	\$	\$
Compensation for economic loss	–	16,494
Total ex-gratia expenses ⁽ⁱ⁾⁽ⁱⁱ⁾	–	16,494

Notes:

- (i) Includes ex gratia expenses for both individual items and in aggregate that are greater than or equal to \$5,000.
- (ii) The total for ex gratia expenses is also presented in 'other operating expenses' of Note 3.1.3 Other operating expenses.

9.2 Other economic flows included in net result

Other economic flows are changes in the volume or value of an asset or liability that do not result from transactions. Other gains/(losses) from other economic flows include the gains or losses from:

- the revaluation of the present value of the long service leave liability due to changes in the bond interest rates and the effects of changes in actuarial assumptions
- other revaluations on the value of outstanding insurance claims and liabilities
- bad debt expenses.

	2024 \$M	2023 \$M
(a) Net gain/(loss) on non-financial assets		
Proceeds from disposal of non-financial physical assets		
Land	226.4	94.5
Buildings	47.3	34.8
Shared home ownership scheme	0.9	1.8
Miscellaneous assets	12.0	10.7
Total revenue from disposal of non-financial physical assets	286.6	141.8
Costs on disposal of non-financial physical assets		
Land	121.3	116.9
Buildings	166.7	21.7
Shared home ownership scheme	1.0	1.9
Miscellaneous assets	6.3	4.6
Total costs on disposal of non-financial physical assets	295.3	145.2
Net gain/(loss) on disposal of non-financial assets	(8.6)	(3.4)
(b) Net gain/(loss) on financial instruments		
Net gain/(loss) on financial instruments and statutory receivables/payables	2.0	0.6
Total net gain/(loss) on financial instruments	2.0	0.6
(c) Other gains/(losses) from other economic flows		
Net gain/(loss) arising from revaluation of long service leave liability	(1.7)	3.6
Revaluation and adjustments of insurance claims	(27.4)	(26.7)
Bad debt expenses	(1.0)	5.2
Total other gains/(losses) from other economic flows	(30.1)	(17.9)

9.3 Non-financial assets held for sale

In addition to the assets and liabilities disclosed above, the following non-financial assets held for sale exist at the reporting date:

	2024 \$M	2023 \$M
Non-financial assets classified as held for sale		
Buildings held for sale	3.4	3.1
Land held for sale	–	0.2
Plant, equipment and vehicles	0.8	0.9
Total non-financial assets classified as held for sale	4.2	4.3

Measurement of non-financial physical assets

Non-financial physical assets are treated as current and classified as held for sale if their carrying amount will be recovered through a sale transaction rather than through continuing use.

This condition is regarded as met only when:

- the asset is available for immediate sale in the current condition
- the sale is highly probable and the asset sale is expected to be completed within 12 months from the date of classification.

These non-financial physical assets are measured at the lower of carrying amount and fair value less costs to sell, and are not subject to depreciation or amortisation.

9.4 Reserves

	2024 \$M	2023 \$M
(a) Accumulated surplus/(deficit)		
Balance at beginning of financial year	180.9	444.6
Net result for the year	(638.4)	(264.7)
Remeasurement of superannuation defined benefit plans	2.1	1.0
Balance at the end of financial year	(455.4)	180.8
(b) Physical asset revaluation surplus		
Balance at beginning of financial year	7,570.5	7,522.8
Revaluation increments/(decrements) of land and buildings ⁽ⁱ⁾	1,185.7	47.7
Balance at the end of financial year	8,756.2	7,570.5
Physical asset revaluation surplus represented by:		
– Land	6,076.8	6,050.1
– Buildings	2,679.4	1,520.4
Total physical asset revaluation surplus	8,756.2	7,570.5
(c) Contributed capital		
Balance at beginning of financial year	29,430.6	28,808.9
Capital contributed from asset transfers	(0.4)	(3.8)
Administrative restructure – net assets received/(transferred)	(0.9)	–
Capital contributions by Victorian State Government	832.2	625.5
Balance at the end of financial year	30,261.5	29,430.6
Total equity	38,562.3	37,182.0

Note:

- (i) Movements in the physical asset revaluation reserve arise from the revaluation of land and buildings and the impairment of land and buildings that were previously revalued.

9.5 Entities included in the Department of Families, Fairness and Housing financial statements pursuant to section 53(1)(b) of the FMA

The financial information of the following entities has been included into the department's 2023–24 financial statements pursuant to a determination made by the Assistant Treasurer under s. 53(1)(b) of the *Financial Management Act 1994*:

- Homes Victoria (from 1 February 2021))
- Commission for Children and Young People (from 1 July 2015)
- Disability Worker Registration Board (from 1 June 2020)
- Victorian Disability Worker Commission (from 1 June 2020)
- Respect Victoria (from 1 February 2021)
- Victorian Multicultural Commission (from 1 February 2021)
- Victorian Veterans Council (from 1 February 2021).

The financial effects of each of those entities, except Homes Victoria, were trivial to the financial statements, both individually and in aggregate. Therefore, those entities are reported in aggregate, together with the Department of Families, Fairness and Housing in the table below. Victorian Multicultural Commission was transferred from the Department of Families, Fairness and Housing to the Department of Premier and Cabinet effective from 1 February 2024 as part of Machinery of Government changes.

	Department of Families, Fairness and Housing		Homes Victoria		Eliminations and adjustments		Total	
	2024 \$M	2023 \$M	2024 \$M	2023 \$M	2024 \$M	2023 \$M	2024 \$M	2023 \$M
Total revenue and income from transactions	4,851.7	4,280.8	1,570.4	1,778.9	(24.1)	(21.6)	6,398.0	6,038.0
Total expenses from transactions	5,024.7	4,302.4	1,999.0	2,001.4	(24.1)	(21.6)	6,999.7	6,282.1
Net result from transactions	(173.0)	(21.6)	(428.6)	(222.4)	–	–	(601.7)	(244.1)
Total assets	2,620.6	2,477.9	37,883.3	36,123.7	(8.6)	(36.0)	40,495.4	38,565.6
Total liabilities	1,155.8	788.4	785.8	631.2	(8.6)	(36.0)	1,933.1	1,383.6

9.6 Responsible persons

In accordance with the Directions of the Assistant Treasurer under the *Financial Management Act 1994* the following disclosures are made for the responsible persons for the reporting period.

Names

The persons who held the positions of ministers and accountable officers in the department were as follows:

Relevant office	Minister or accountable officer	Period
Minister for Disability, Ageing and Carers	Hon Lizzie Blandthorn	1 July 2023 to 2 October 2023
Minister for Disability	Hon Lizzie Blandthorn	2 October 2023 to 30 June 2024
Minister for Child Protection and Family Services	Hon Lizzie Blandthorn	1 July 2023 to 2 October 2023
Minister for Children	Hon Lizzie Blandthorn	2 October 2023 to 30 June 2024
Minister for Housing	The Hon Colin Brooks	1 July 2023 to 2 October 2023
	The Hon Harriet Shing	2 October 2023 to 30 June 2024
Minister for Equality	The Hon Harriet Shing	1 July 2023 to 30 June 2024
Minister for Prevention of Family Violence	The Hon Ros Spence	1 July 2023 to 2 October 2023
	The Hon Vicki Ward	2 October 2023 to 30 June 2024
Minister for Veterans	The Hon Natalie Suleyman	1 July 2023 to 30 June 2024
Minister for Youth	The Hon Natalie Suleyman	1 July 2023 to 30 June 2024
Minister for Ageing	Ingrid Stitt MP	5 October 2023 to 30 June 2024
Minister for Women	The Hon Natalie Hutchins	1 July 2023 to 30 June 2024
Minister for Multicultural Affairs	The Hon Colin Brooks	1 July 2023 to 2 October 2023
	Ingrid Stitt MP	2 October 2023 to 30 June 2024
Minister for Carers and Volunteers	The Hon Ros Spence	2 October 2023 to 30 June 2024
Secretary	Peta McCammon	1 July 2023 to 30 June 2024

The persons who acted in the positions of minister and of accountable officer in the department were as follows:

Relevant office	Acting minister or accountable officer	Period
Acting Minister for Disability	The Hon Colin Brooks	18 July 2023 to 25 July 2023
	The Hon Ros Spence	29 December 2023 to 5 January 2024
	The Hon Natalie Hutchins	6 January 2024 to 18 January 2024
Acting Minister for Children	The Hon Colin Brooks	18 July 2023 to 25 July 2023
	The Hon Ros Spence	29 December 2023 to 5 January 2024
	The Hon Natalie Hutchins	6 January 2024 to 18 January 2024
Acting Minister for Youth	The Hon Harriet Shing	3 July 2023 to 28 July 2023
	The Hon Vicki Ward	22 June 2024 to 28 June 2024
	The Hon Ros Spence	14 December 2023 to 4 January 2023
Acting Minister for Veterans	The Hon Harriet Shing	3 July 2023 to 28 July 2023
	The Hon Vicki Ward	22 June 2024 to 28 June 2024
	The Hon Ros Spence	14 December 2023 to 4 January 2023
Acting Minister for Prevention of Family Violence	The Hon Harriet Shing	10 July 2023 to 25 July 2023
	The Hon Gayle Tierney	14 January 2024 to 24 January 2024
Acting Minister for Women	Ingrid Stitt MP	10 July 2023 to 25 July 2023
	Hon Lizzie Blandthorn	6 December 2023 to 10 December 2023
	Ingrid Stitt MP	11 December 2023 to 24 December 2023
	The Hon Vicki Ward	25 December 2023 to 4 January 2024
Acting Minister for Housing	The Hon Danny Pearson	7 December 2023 to 6 January 2024
Acting Minister for Equality	The Hon Steve Dimopoulos	7 December 2023 to 26 December 2023
	The Hon Lily D'Ambrosio	27 December 2023 to 6 January 2024
Acting Minister for Carers & Volunteers	The Hon Natalie Hutchins	6 January 2024 to 21 January 2024
Acting Minister for Ageing	The Hon Mary-Anne Thomas	25 December 2023 to 14 January 2024
Acting Minister for Multicultural Affairs	The Hon Mary-Anne Thomas	25 December 2023 to 14 January 2024
Acting Secretary	Nicola Quin	22 January 2024 to 26 January 2024

Remuneration

Remuneration received or receivable by the accountable officers in connection with the management of the department during the reporting period was in the range:

Income band	30 June 2024	30 June 2023
\$10,000 – \$20,000	1	–
\$130,000 – \$140,000	–	1
\$160,000 – \$170,000	–	1
\$260,000 – \$270,000	–	1
\$610,000 – \$620,000	1	–
Total	2	3

9.7 Remuneration of executives

The numbers of executive officers, other than ministers and accountable officers, and their total remuneration during the reporting period are shown in the table below. Total annualised employee equivalent provides a measure of full-time equivalent executive officers over the reporting period.

Remuneration comprises employee benefits in all forms of consideration paid, payable or provided by the entity, or on behalf of the entity, in exchange for services rendered, and is disclosed in the following categories.

Short-term employee benefits include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.

Post-employment benefits include pensions and other retirement benefits paid or payable on a discrete basis when employment has ceased.

Other long-term benefits include long service leave, other long service benefit or deferred compensation.

Termination benefits include termination of employment payments, such as severance packages.

Remuneration of executive officers (including key management personnel disclosed in Note 9.8)	Total remuneration	
	2024 \$M	2023 \$M
Short-term employee benefits	46.5	47.5
Post-employment benefits	4.5	4.4
Other long-term benefits	1.3	1.3
Termination benefits	5.2	0.9
Total remuneration ⁽ⁱ⁾⁽ⁱⁱ⁾	57.5	54.2
Total number of executives ⁽ⁱ⁾⁽ⁱⁱ⁾	256	269
Total annualised employee equivalent (AEE) ⁽ⁱ⁾⁽ⁱⁱ⁾⁽ⁱⁱⁱ⁾	193.4	204.6

Notes:

(i) Remuneration of KMPs seconded from other departments are not included.

(ii) Total figures for 2022–23 and 2023–24 include the remuneration of the CFO who delivered services, as an executive officer to the department but is employed by the Department of Treasury and Finance.

(iii) Annualised employee equivalent is based on the time fraction worked over the reporting period.

9.8 Related parties

The department is a wholly owned and controlled entity of the State of Victoria.

The following entities have been included into the department's financial statements pursuant to the determination made by the Assistant Treasurer under s. 53(1)(b) of the *Financial Management Act 1994*:

- Commission for Children and Young People
- Homes Victoria
- Disability Worker Registration Board
- Victorian Disability Worker Commission
- Respect Victoria
- Victorian Multicultural Commission
- Victorian Veterans Council.

Related parties of the department and the abovementioned administrative offices and entities include:

- all key management personnel and their close family members and personal business interests (controlled entities, joint ventures and entities they have significant influence over)
- all cabinet ministers and their close family members
- all departments and public sector entities that are controlled and consolidated into the whole of state consolidated financial statements.

All related party transactions have been entered into on an arm's length basis.

Significant transactions with government-related entities

The department received funding and made payments to the Consolidated Fund of \$418.2 million (2023: \$442.9 million) and \$4,443.6 million (2023: \$4,010.7 million) respectively.

Refer to Note 2.4.2 and 3.1.2 for other government-related entity transactions.

Key management personnel

Key management personnel of the department include the Portfolio Ministers: Hon Lizzie Blandthorn, The Hon Colin Brooks, The Hon Harriet Shing, The Hon Ros Spence, The Hon Vicki Ward, The Hon Natalie Suleyman, Ingrid Stitt MP, The Hon Natalie Hutchins, The Hon Gayle Tierney, The Hon Danny Pearson, The Hon Steve Dimopoulos, The Hon Lily D'Ambrosio, The Hon Mary-Anne Thomas, Secretary Peta McCammon and members of the senior executive team, which includes:

Entity	Key management personnel	Position title	Period
Department of Families, Fairness and Housing	Nicola Quin	Deputy Secretary	1 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Cynthia Lahiff	Acting Deputy Secretary	25 September 2023 to 29 September 2023 20 May 2024 to 3 June 2024
Department of Families, Fairness and Housing	Raylene Harradine	Deputy Secretary, Aboriginal Self-Determination & Outcomes	1 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Annette Lowery	Deputy Secretary, Children and Families	1 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Simone Corin	Acting Deputy Secretary, Children and Families	20 September 2023 to 6 October 2023
Department of Families, Fairness and Housing	Belinda Martin	Acting Deputy Secretary, Children and Families	11 January 2024 to 31 January 2024 17 June 2024 to 30 June 2024
Department of Families, Fairness and Housing	Danny O'Kelly	Deputy Secretary, Community Operations Practice Leadership	1 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Brenda Boland	Acting Deputy Secretary, Community Operations Practice Leadership	8 January 2024 to 24 January 2024
Department of Families, Fairness and Housing	Jodi Henderson	Chief Practitioner, Community Operations Practice Leadership	1 July 2023 to 22 March 2024
Department of Families, Fairness and Housing	Kirstie-Lee Lomas	Acting Chief Practitioner, Community Operations Practice Leadership	12 February 2024 to 30 June 2024
Department of Families, Fairness and Housing	Cynthia Lahiff	Chief Finance Officer, Corporate and Delivery Services	1 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Shane Lay	Acting Chief Finance Officer, Corporate and Delivery Services	12 December 2023 to 8 January 2024 20 May 2024 to 31 May 2024
Department of Families, Fairness and Housing	Argiri Alisandratos	Deputy Secretary, Disability Communities Emergency Management	1 July 2023 to 30 June 2024

Entity	Key management personnel	Position title	Period
Department of Families, Fairness and Housing	Drew Warne-Smith	Acting Deputy Secretary, Disability Communities Emergency Management	8 August 2023 to 6 October 2023
Department of Families, Fairness and Housing	Louise Perry	Deputy Secretary, Fairer Victoria & Engagement	1 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Gerry Goswell	Acting Deputy Secretary, Fairer Victoria & Engagement	15 January 2024 to 30 January 2024
Department of Families, Fairness and Housing	Ruth Ward	Chief of Engagement and Reform, Fairer Victoria & Engagement	1 July 2023 to 30 November 2023
Department of Families, Fairness and Housing	Ruth Ward	Chief of Public Engagement, Fairer Victoria & Engagement	1 December 2023 to 30 June 2024
Department of Families, Fairness and Housing	Kelly Stanton	Chief Executive Officer, Family Safety Victoria	1 July 2023 to 8 September 2023
Department of Families, Fairness and Housing	Melanie Heenan	Deputy Secretary, Family Safety Victoria	11 September 2023 to 30 June 2024
Department of Families, Fairness and Housing	Jo Pride	Acting Deputy Secretary, Family Safety Victoria	19 October 2023 to 27 October 2023
Department of Families, Fairness and Housing	Camille Kingston	Chief Executive Officer, Homes Victoria	1 July 2023 to 28 July 2023
Department of Families, Fairness and Housing	Simon Newport	Chief Executive Officer, Homes Victoria	31 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Nicola Young	Deputy CEO, Homes Victoria	1 July 2023 to 28 July 2023
Department of Families, Fairness and Housing	Dannii de Krester	Deputy CEO, Homes Victoria	31 July 2023 to 30 June 2024
Department of Families, Fairness and Housing	Camille Kingston	Deputy Secretary, System Reform & Workforce	1 July 2023 to 21 December 2023
Department of Families, Fairness and Housing	Drew Warne-Smith	Acting Deputy Secretary, System Reform & Workforce	22 December 2023 to 30 June 2024

Key management personnel of the agencies amalgamated pursuant to s. 53(1)(b) of the *Financial Management Act 1994* into the department's financial statements include:

Entity	Key management personnel	Position title	Period
Commission for Children & Young People	Meena Singh	Commissioner	1 July 2023 to 30 June 2024
Commission for Children & Young People	Liana Buchanan	Principal Commissioner	1 July 2023 to 30 June 2024
Commission for Children & Young People	Leanne Barnes	Chief Executive Officer	1 July 2023 to 30 June 2024
Commission for Children & Young People	Todd Sweeney	Acting Chief Executive Officer	18 December 2023 to 5 January 2024
Disability Services Commissioner	Jennifer Jackson-Hall	Commissioner	12 December 2023 to 30 June 2024
Disability Worker Registration Board of Victoria	Melanie Eagle	Chairperson	1 July 2023 to 30 June 2024
Respect Victoria	Emily Maguire	Chief Executive Officer	1 July 2023 to 15 September 2023
Respect Victoria	Serina McDuff	Acting Chief Executive Officer	23 August 2023 to 30 June 2024
Respect Victoria	Kate Fitz-Gibbon	Chairperson	1 July 2023 to 30 June 2024
Respect Victoria	Claudia Fatone	Board Member	1 July 2023 to 30 June 2024
Respect Victoria	Maxine McKew	Board Member	1 July 2023 to 30 June 2024
Respect Victoria	Hang Vo	Board Member	1 July 2023 to 30 June 2024
Respect Victoria	Nesreen Bottruell	Board Member	7 July 2023 to 30 June 2024
Respect Victoria	Steven Roberts	Board Member	7 July 2023 to 30 June 2024
Respect Victoria	Janet Noblett	Board Member	7 July 2023 to 30 June 2024
Respect Victoria	Rodney Jackson	Board Member	1 July 2023 to 6 July 2023
Respect Victoria	Wei Len Kwok	Board Member	1 July 2023 to 6 July 2023
Respect Victoria	Liana Papoutsis	Board Member	1 July 2023 to 6 July 2023
Victorian Disability Worker Commission	Dan Stubbs	Commissioner	1 July 2023 to 30 June 2024
Victorian Multicultural Commission	Vivienne Nguyen	Chairperson	1 July 2023 to 31 January 2024
Victorian Veterans Council	Gregory Yorke	Chairperson	1 July 2023 to 30 June 2024

Remuneration of key management personnel

The compensation detailed below excludes the salaries and benefits the Portfolio Ministers received. The Ministers' remuneration and allowances are set by the *Parliamentary Salaries and Superannuation Act 1968* and are reported within the State's Annual Financial Report.

	Department of Families, Fairness and Housing ⁽ⁱ⁾		Administrative Offices		Other section 53 ⁽ⁱⁱ⁾	
	2024 \$M	2023 \$M	2024 \$M	2023 \$M	2024 \$M	2023 \$M
Compensation of KMPs						
Short-term employee benefits	5.1	5.3	0.4	0.9	1.8	1.0
Post-employment benefits	0.4	0.3	–	0.1	0.2	0.1
Other long-term benefits	0.1	0.1	–	–	0.1	–
Termination benefits	–	–	–	–	0.2	–
Total ^{(iii)(iv)}	5.6	5.7	0.4	1.0	2.3	1.1

Notes:

- (i) Remuneration of KMPs seconded from other departments are not included.
- (ii) This includes remuneration of KMPs for Commission for Children and Young People, Disability Worker Registration Board, Respect Victoria, Victorian Veterans Council. The remuneration of Homes Victoria's key management personnel is disclosed in the Department of Families, Fairness and Housing for the period 1 July 2023 – 30 June 2024.
- (iii) Total figures for 2022–23 and 2023–2024 include the remuneration of the CFO who delivered services, as an executive officer to the department but is employed by the Department of Treasury and Finance.
- (iv) Note that KMPs are also reported in the disclosure of remuneration of accountable officers (refer to Note 9.6) and in the disclosure of remuneration of executive officers (refer to Note 9.7).

Transactions and balances with key management personnel and other related parties

Given the breadth and depth of state government activities, related parties transact with the Victorian public sector in a manner consistent with other members of the public, for example stamp duty and other government fees and charges. Further employment of processes within the Victorian public sector occurs on terms and conditions consistent with the *Public Administration Act 2004* and Codes of Conduct and Standards issued by the Victorian Public Sector Commission. Procurement processes occur on terms and conditions consistent with the Victorian Government Procurement Board requirements.

Outside of normal citizen-type transactions, there were no material related party transactions that involved key management personnel, their close family members and their personal business interests with the department, the Administrative Offices or its s. 53(1)(b) entities.

No provision has been required, nor any expense recognised, for impairment of receivables from related parties.

9.9 Remuneration of auditors

	2024 \$	2023 \$
Victorian Auditor-General's Office – audit of the financial report	530,400	510,000

9.10 Subsequent events

There are no subsequent events for the 2023–24 financial year.

9.11 Other accounting policies

Contributions by owners

Consistent with the requirements of AASB 1004 Contributions, contributions by owners (that is, contributed capital and its repayment) are treated as equity transactions and therefore do not form part of the income and expenses of the department.

Additions to net assets that have been designated as contributions by owners are recognised as contributed capital. Other transfers that are in the nature of contributions to or distributions by owners have also been designated as contributions by owners.

Transfers of net assets arising from administrative restructurings are treated as distributions to or contributions by owners. Transfers of net liabilities arising from administrative restructurings are treated as distributions to owners.

9.12 Australian Accounting Standards issued that are not yet effective

Certain new and revised accounting standards have been issued but are not effective for the 2023–24 reporting period. These accounting standards have not been applied to the financial statements.

AASB 2022-10 Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities.

AASB 2022-10 amends AASB 13 Fair Value Measurement by adding authoritative implementation guidance and illustrative examples for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows.

Among other things, the standard:

- specifies that an entity needs to consider whether an asset's highest and best use differs from its current use only when it is held for sale or held for distributions to owners under AASB 5 Non-current Assets Held for Sale and Discontinued Operations or if it is highly probable that it will be used for an alternative purpose
- clarifies that an asset's use is 'financially feasible' if market participants would be willing to invest in the asset's service capacity, considering both the capacity to provide needed goods or services and the resulting costs of those goods and services
- specifies that if both market selling price and some market participant data required to fair value the asset are not observable, an entity needs to start with its own assumptions and adjust them to the extent that reasonably available information indicates that other market participants would use different data
- provides guidance on the application of the cost approach to fair value, including the nature of costs to be included in a reference asset and identification of economic obsolescence.

This Standard applies prospectively to annual periods beginning on or after 1 January 2024, with earlier application permitted.

AASB 17 Insurance Contracts, AASB 2022-8 Amendments to Australian Accounting Standards – Insurance Contracts: Consequential Amendments and AASB 2022-9 Amendments to Australian Accounting Standards – Insurance Contracts in the Public Sector.

AASB 17 replaces AASB 4 Insurance Contracts, AASB 1023 General Insurance Contracts and AASB 1038 Life Insurance Contracts for not-for-profit public sector entities for annual reporting periods beginning on or after 1 July 2026.

AASB 2022-9 amends AASB 17 to make public sector-related modifications (for example, it specifies the pre-requisites, indicators and other considerations in identifying arrangements that fall within the scope of AASB 17 in a public sector context). This Standard applies for annual reporting periods beginning on or after 1 July 2026.

AASB 2022-8 makes consequential amendments to other Australian Accounting Standards so that public sector entities are permitted to continue to apply AASB 4 and AASB 1023 to annual periods before 1 July 2026. This Standard applies for annual reporting periods beginning on or after 1 January 2023.

The Department is currently in the process of assessing the potential impact of these standards and amendments.

A number of other standards and amendments have also been issued that apply to future reporting periods, however they are not expected to have any significant impact on the financial statements in the period of initial application.

9.13 Glossary of technical terms

The following is a summary of the major technical terms used in this report.

Actuarial gains or losses on superannuation defined benefit plans are changes in the present value of the superannuation defined benefit liability resulting from:

- experience adjustments (the effects of differences between the previous actuarial assumptions and what has actually occurred)
- the effects of changes in actuarial assumptions.

Administered item generally refers to a department lacking the capacity to benefit from that item in the pursuit of the entity's objectives and to deny or regulate the access of others to that benefit.

Amortisation is the expense that results from the consumption, extraction or use over time of a non-produced physical or intangible asset. This expense is classified as an 'other economic flow'.

Borrowings refers to interest-bearing liabilities mainly raised from public borrowings raised through the Treasury Corporation of Victoria, finance leases, service concession arrangements and other interest-bearing arrangements. Borrowings also include non-interest-bearing advances from government that are acquired for policy purposes.

Commitments include those operating, capital and other outsourcing commitments arising from non-cancellable contractual or statutory sources.

Comprehensive result is the amount included in the operating statement representing total change in net worth other than transactions with owners as owners.

Controlled item generally refers to the capacity of a department to benefit from that item in the pursuit of the entity's objectives and to deny or regulate the access of others to that benefit.

Current grants are amounts payable or receivable for current purposes for which no economic benefits of equal value are receivable or payable in return.

Depreciation is an expense that arises from the consumption through wear or time of a produced physical or intangible asset. This expense is classified as a 'transaction' and so reduces the 'net result from transaction'.

Effective interest method is the method used to calculate the amortised cost of a financial asset or liability and of allocating interest over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash flows through the expected life of the financial instrument or, where appropriate, a shorter period.

Employee benefits expenses includes all costs related to employment including salaries and wages, leave entitlements, redundancy payments, defined benefits superannuation plans, and defined contribution superannuation plans.

Ex-gratia expenses mean the voluntary payment of money or other non-monetary benefit (for example a write off) that is not made either to acquire goods, services or other benefits for the entity or to meet a legal liability, or to settle or resolve a possible legal liability or claim against the entity.

Finance lease is a lease that transfers substantially all the risks and rewards incidental to ownership of an underlying asset.

Financial asset is any asset that is:

- (a) cash
- (b) an equity instrument of another entity
- (c) a contractual or statutory right:
 - to receive cash or another financial asset from another entity, or
 - to exchange financial assets or financial liabilities with another entity under conditions that are potentially favourable to the entity, or
- (d) a contract that will or may be settled in the entity's own equity instruments and is:
 - a non-derivative for which the entity is or may be obliged to receive a variable number of the entity's own equity instruments, or
 - a derivative that will or may be settled other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of the entity's own equity instruments.

Financial instrument is any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another entity.

Financial liability is any liability that is:

- (a) a contractual or statutory obligation:
 - to deliver cash or another financial asset to another entity, or
 - to exchange financial assets or financial liabilities with another entity under conditions that are potentially unfavourable to the entity, or
- (b) a contract that will or may be settled in the entity's own equity instruments and is:
 - a non-derivative for which the entity is or may be obliged to deliver a variable number of the entity's own equity instruments, or
 - a derivative that will or may be settled other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of the entity's own equity instruments. For this purpose the entity's own equity instruments do not include instruments that are themselves contracts for the future receipt or delivery of the entity's own equity instruments.

Financial statements comprise:

- (a) a balance sheet as at the end of the year
- (b) a comprehensive operating statement for the year
- (c) a statement of changes in equity for the year
- (d) a statement of cash flows for the year
- (e) notes, comprising a summary of significant accounting policies and other explanatory information
- (f) comparative information in respect of the preceding year as specified in paragraph 38 of AASB 101 Presentation of Financial Statements
- (g) a balance sheet as at the beginning of the preceding year when an entity applies an accounting policy retrospectively or makes a retrospective restatement of items in its financial statements, or when it reclassifies items in its financial statements in accordance with paragraph 41 of AASB 101.

Grants and other (expense) transfers are transactions in which one unit provides goods, services, assets (or extinguishes a liability) or labour to another unit without receiving approximately equal value in return. Grants can either be operating or capital in nature.

While grants to governments may result in the provision of some goods or services to the transferor, they do not give the transferor a claim to receive directly benefits of approximately equal value. For this reason, grants are referred to by the AASB as involuntary transfers and are termed non-reciprocal transfers. Receipt and sacrifice of approximately equal value may occur, but only by coincidence. For example, governments are not obliged to provide commensurate benefits, in the form of goods or services, to particular taxpayers in return for their taxes.

Grants can be paid as general purpose grants which refer to grants that are not subject to conditions regarding their use. Alternatively, they may be paid as specific purpose grants which are paid for a particular purpose and/or have conditions attached regarding their use.

General government sector comprises all government departments, offices and other bodies engaged in providing services free of charge or at prices significantly below their cost of production. General government services include those that are mainly non-market in nature, those that are largely for collective consumption by the community and those that involve the transfer or redistribution of income. These services are financed mainly through taxes, or other compulsory levies and user charges.

Grants for on-passing are grants paid to one institutional sector (for example a state general government entity) to be passed on to another institutional sector (for example local government or a private non-profit institution).

Intangible assets represent identifiable non-monetary assets without physical substance.

Interest expense represents costs incurred in connection with the borrowings. It includes interest on advances, loans, overdrafts, bonds and bills, deposits, interest components of lease repayments, service concession financial liabilities and amortisation of discounts or premiums in relation to borrowings.

Interest income includes unwinding over time of discounts on financial assets and interest received on bank term deposits and other investments.

Leases are rights conveyed in a contract, or part of a contract, to use an asset (the underlying asset) for a period of time in exchange for consideration.

Net acquisition of non-financial assets (from transactions) is the purchase (and other acquisition) of non-financial assets less sales (or disposals) of non-financial assets less depreciation plus changes in inventories and other movements in non-financial assets. Includes only those increases or decreases in non-financial assets resulting from transactions and therefore excludes write-offs, impairment write-downs and revaluations.

Net financial liabilities are calculated as liabilities less financial assets, other than equity in public non-financial corporations (PNFC) and public financial corporations (PFC). This measure is broader than net debt as it includes significant liabilities, other than borrowings (for example accrued employee liabilities such as superannuation and long service leave entitlements). For the PNFC and PFC sectors, it is equal to negative net financial worth.

Net financial worth is equal to financial assets minus liabilities. It is a broader measure than net debt as it incorporates provisions made (such as superannuation, but excluding depreciation and bad debts) as well as holdings of equity. Net financial worth includes all classes of financial assets and liabilities, only some of which are included in net debt.

Net operating balance or **net result from transactions** is a key fiscal aggregate and is revenue from transactions minus expenses from transactions. It is a summary measure of the ongoing sustainability of operations. It excludes gains and losses resulting from changes in price levels and other changes in the volume of assets. It is the component of the change in net worth that is due to transactions and can be attributed directly to government policies.

Net result is a measure of financial performance of the operations for the period. It is the net result of items of income, gains and expenses (including losses) recognised for the period, excluding those that are classified as other economic flows – other comprehensive income.

Net worth is calculated as assets less liabilities, which is an economic measure of wealth.

Non-financial assets are all assets that are not financial assets. It includes inventories, land, buildings, plant and equipment, and intangible assets.

Non-financial public sector represents the consolidated transactions and assets and liabilities of the general government and PNFC sectors. In compiling statistics for the non-financial public sector, transactions and debtor/creditor relationships between subsectors are eliminated to avoid double counting.

Non-produced assets are assets needed for production that have not themselves been produced. They include land, subsoil assets, and certain intangible assets. Non-produced intangibles are intangible assets needed for production that have not themselves been produced. They include constructs of society such as patents.

Operating result is a measure of financial performance of the operations for the period. It is the net result of items of revenue, gains and expenses (including losses) recognised for the period, excluding those that are classified as 'other non-owner movements in equity'. Refer also 'net result'.

Other economic flows included in net result are changes in the volume or value of an asset or liability that do not result from transactions. In simple terms, other economic flows are changes arising from market remeasurements. They include gains and losses from disposals, revaluations and impairments of non-current physical and intangible assets; actuarial gains and losses arising from defined benefit superannuation plans; fair value changes of financial instruments.

Other economic flows – other comprehensive income comprises items (including reclassification adjustments) that are not recognised in net result as required or permitted by other Australian Accounting Standards. They include changes in physical asset revaluation surplus; share of net movement in revaluation surplus of associates and joint ventures; and gains and losses on remeasuring available-for-sale financial assets.

Other operating expenses generally represent cost of goods sold and the day to day running costs, including maintenance costs, incurred in the normal operations of the department.

Payables include short and long-term accounts payable, grants, taxes and interest payable.

Produced assets include buildings, plant and equipment, inventories, cultivated assets and certain intangible assets. Intangible produced assets may include computer software, motion picture films and research and development costs (which do not include the start-up costs associated with capital projects).

Public financial corporations (PFC) are bodies primarily engaged in the provision of financial intermediation services or auxiliary financial services. They are able to incur financial liabilities on their own account (for example by taking deposits, issuing securities or providing insurance services). Estimates are not published for the public financial corporation sector.

Public non-financial corporation (PNFC) sector comprises bodies mainly engaged in the production of goods and services (of a non-financial nature) for sale in the marketplace at prices that aim to recover most of the costs involved (for example water and port authorities). In general, PNFCs are legally distinguishable from the governments which own them.

Receivables includes amounts owing from government through appropriation receivable, short and long-term accounts receivable, accrued investment income, grants, taxes and interest receivable.

Rental income and income from services includes rental income and income from the provision of user-charged services.

Service Concession Arrangement is a contract effective during the reporting period between a grantor and an operator in which:

- (a) the operator has the right of access to the service concession asset (or assets) to provide public services on behalf of the grantor for a specified period of time
- (b) the operator is responsible for at least some of the management of the public services provided through the asset and does not act merely as an agent on behalf of the grantor, and
- (c) the operator is compensated for its services over the period of the service concession arrangement.

Transactions are those economic flows that are considered to arise as a result of policy decisions, usually an interaction between 2 entities by mutual agreement. They also include flows within an entity such as depreciation where the owner is simultaneously acting as the owner of the depreciating asset and as the consumer of the service provided by the asset. Taxation is regarded as mutually agreed interactions between the government and taxpayers. Transactions can be in kind (for example assets provided/given free of charge or for nominal consideration) or where the final consideration is cash. In simple terms, transactions arise from the policy decisions of the government.

9.14 Style conventions

Figures in the tables and in the text have been rounded. Discrepancies in tables between totals and sums of components reflect rounding. Percentage variations in all tables are based on the underlying unrounded amounts.

The notation used in the tables is as follows:

- - zero, or rounded to zero
- (xxx.x) negative numbers
- 20xx year end
- 20xx–xx year period.

The financial statements and notes are presented based on the illustration for a government department in the 2023–24 model report for Victorian Government departments. The presentation of other disclosures is generally consistent with the other disclosures made in earlier publications of the department's annual reports.

Section 6: Appendices

Appendix 1: Budget portfolio outcomes

Comprehensive operating statement for the financial year ended 30 June 2024

	2023–24 Actual \$M	2023–24 Published budget \$M	Variation to published budget %	Notes
Net result from continuing operations				
Income from transactions				
Output appropriations	5,302	4,796	10.6	(a)
Special appropriations	80	88	(9.2)	
Grants	43	41	2.7	
Other income	(26)	0	–	
Total income from transactions	5,399	4,925	9.6	
Expenses from transactions				
Employee benefits	805	718	12.1	(b)
Depreciation	43	49	(12.3)	
Interest expense	0	3	(86.4)	
Grants and other transfers	1,152	1,248	(7.7)	
Other operating expenses	3,591	2,920	23.0	(c)
Total expenses from transactions	5,590	4,937	13.2	
Net result from transactions (net operating balance)	(192)	(12)	1,486.2	
Other economic flows included in net result				
Net gain/(loss) on non-financial assets	6	(4)	(252.1)	
Net gain/(loss) on financial instruments and statutory receivables/payables	3	–	–	
Other gains/(losses) from other economic flows	(10)	–	–	
Total other economic flows included in net result	(1)	(4)	(71.9)	
Net result	(193)	(16)	1,117.1	
Other economic flows – other comprehensive income				
Changes in non- financial asset revaluation surplus	(53)	–	–	
Total other economic flows – other comprehensive income	(53)	–	–	
Comprehensive result	(246)	(16)	1,453.3	

The comprehensive operating statement should be read in conjunction with the notes to the financial statements.

- (a) Actual output appropriation was higher than the published budget primarily due to additional funding from the Commonwealth for Energy Bill Relief concession payments and the state government's investment in the Victorian Redress Scheme.
- (b) Higher actual employee benefits expenditure than the published budget primarily reflects the government's additional investments for service delivery.
- (c) Actual other operating expenses were higher than the published budget primarily reflects increased expenditure as part of government policy commitments including civil claims costs for historical institutional child abuse, the Victorian Redress Scheme and contribution from the Commonwealth including the Energy Bill Relief payments.

Balance sheet as at 30 June 2024

	2023–24 Actual \$M	2023–24 Published budget \$M	Variation to published budget %	Notes
Assets				
Financial assets				
Cash and deposits	64	61	4.7	
Receivables	807	634	27.4	(a)
Other financial assets	107	130	(17.4)	
Total financial assets	978	824	18.6	
Non-financial assets				
Non-financial assets classified as held for sale including disposal group assets	2	1	128.0	
Property, plant and equipment	1,605	330	14.4	
Intangible assets	42	35	14.9	
Other	6	448	67.5	
Total non-financial assets	1,655	813	43.7	
Total assets	2,633	1,730	(15.3)	
Liabilities				
Payables	377	330	14.4	(b)
Borrowings	40	35	14.9	
Provisions	750	448	67.5	(c)
Total liabilities	1,168	813	43.7	
Net assets	1,465	1,730	(15.3)	
Equity				
Accumulated surplus/(deficit)	(164)	13	(1,411.3)	
Reserves	277	330	(16.1)	
Contributed capital	1,352	1,387	(2.5)	
Total equity	1,465	1,730	(15.3)	

(a) The receivables balance was higher than the published budget primarily due to an increase in the State Administration Unit inter-entity accounts as a result of timing of funding accessed to settle payments to creditors and other accrued obligations, which occurred post the 2023–24 Published Budget.

(b) The payables balance was higher than the Published Budget primarily due to timing of funding accessed to settle payments to creditors and other accrued obligations, which occurred post the 2023–24 published budget.

(c) The provisions balance was higher than the published budget primarily due to increases in provisions for civil claims associated with historical institutional child abuse and the establishment of a Victorian Redress for Pre-1990 Care Leavers.

Statement of cash flows for the financial year ended 30 June 2024

	2023–24 Actual \$M	2023–24 Published budget \$M	Variation to pub- lished budget %	Notes
Cash flows from operating activities				
Receipts				
Receipts from government	5,176	4,849	6.8	
Receipts from other entities	43	41	2.7	
Other receipts	29	6	425	
Total receipts	5,248	4,896	7.2	
Payments				
Payments of grants and other transfers	(1,168)	(1,248)	(6.4)	
Payments to suppliers and employees	(4,051)	(3,617)	12.0	(a)
Interest and other costs of finance paid	(0)	(3)	(86.4)	
Total payments	(5,220)	(4,868)	7.2	
Net cash flows from/(used in) operating activities	29	27	4.2	
Cash flows from investing activities				
Net investment	2			
Payments for non-financial assets	(49)	(83)	(41.5)	(b)
Proceeds from sale of non-financial assets	12			
Net loans to other parties	3	2	42.3	
Net cash flows from/(used in) investing activities	(32)	(81)	(60.8)	
Cash flows from financing activities				
Owner contributions by state government	22	56	(61.3)	(c)
Repayment of leases and service concession liabilities	(12)	–		
Net borrowings	(4)	(2)	91.8	
Net cash flows from/(used in) financing activities	6	54	(88.4)	
Net increase (decrease) in cash and cash equivalents	3	0	2,188.6	
Cash and cash equivalents at the beginning of the financial year	61	61	–	
Cash and cash equivalents at the end of the financial year	64	61	4.7	

(a) The actual payments were higher than the published budget primarily due to increased expenditure as part of government policy commitments including civil claims costs for historical institutional child abuse, the Victorian Redress Scheme and contribution from the Commonwealth including the Energy Bill Relief payments.

(b)(c) The variance primarily reflects lower than expected capital expenditure in 2023–24.

Statement of changes in equity for the financial year ended 30 June 2024

	Accumulated surplus/(deficit)	Contributions by owner	Revaluation surplus/(deficit)	Other reserves	Total equity
	\$M	\$M	\$M	\$M	\$M
Opening balance 1 July 2023	28	1,331	330	–	1,690
Comprehensive result	(193)	–	(53)	–	(246)
Transactions with owners in their capacity as owners	–	21	–	–	21
Closing balance 30 June 2024 (actual)	(164)	1,352	277	–	1,465
Comprehensive result	(16)	–	–	–	(16)
Transactions with owners in their capacity as owners	–	56	–	–	56
Closing balance 30 June 2024 (published budget)	13	1,387	330	–	1,730
Actual variation to published budget (%)					
Comprehensive result	1,117	–	–	–	1,453
Transactions with owners in their capacity as owners	–	(62)	–	–	(62)
Closing balance 30 June 2024	(1,411)	(3)	(16)	–	(15)

Administered items statement for the financial year ended 30 June 2024

	2022–23 Actual \$M	2022–23 Published budget \$M	Variation to pub- lished budget %	Notes
Administered income				
Appropriations – Payments made on behalf of the state	2,863	2,857	0.2	
Sales of goods and services	37	31	17.1	
Grants	21	15	44.6	
Other income	27	1	3,299.6	(a)
Total administered income	2,948	2,904	1.5	
Administered expenses				
Expenses on behalf of the state	0	1	(91.4)	
Grants and other transfers	2,869	2,857	0.4	
Payments into the Consolidated Fund	77	52	48.3	(b)
Total administered expenses	2,946	2,910	1.3	
Income less expenses	2	(6)	(128.2)	
Other economic flows included in net result				
Net gain/(loss) on non-financial assets	(0)	6	(104.1)	
Total other economic flows included in net result	(0)	6	(104.1)	
Net result	2	(0)	–	
Comprehensive result	2	(0)	–	
Administered assets				
Receivables	4	2	110.7	
Other financial assets	0	0	29.3	
Total administered assets	4	2	110.7	
Administered liabilities				
Provisions	(0)	0	29.3	
Total administered liabilities	(0)	0	29.3	
Net assets	4	2	110.7	
Equity				
Accumulated surplus/(deficit)	1	(0)	(306.0)	
Contributed capital	3	2	17.0	
Total equity	4	2	(289.0)	

(a) Actual other income was higher than the published budget primarily due to return of unexpended trust funds to the consolidated fund.

(b) Higher actual payments into the Consolidated fund than the published budget primarily relates to the return of unexpended trust funds.

Appendix 2: Homes Victoria

Comprehensive operating statement for the financial year ended 30 June 2024

	2024 \$M	2023 \$M
Revenue and income from transactions		
Grant from the Department of Families, Fairness and Housing	585.5	839.4
Rental income	555.5	523.3
Grants	388.3	395.2
Other income	41.1	21.1
Total revenue and income from transactions	1,570.4	1,779.0
Expenses from transactions		
Employee benefits	183.2	166.4
Depreciation and amortisation	367.3	315.0
Grants and other transfers	821.8	939.5
Other operating expenses	100.4	78.1
Property management expenses	526.3	502.3
Total expenses from transactions	1,999.0	2,001.3
Net result from transactions (net operating balance) ⁽ⁱ⁾	(428.6)	(222.3)
Other economic flows included in net result		
Net gain/(loss) on non-financial assets	(14.3)	(9.1)
Other gains/(losses) from other economic flows	(2.8)	(4.7)
Total other economic flows included in net result	(17.1)	(13.8)
Net result	(445.7)	(236.1)
Other economic flows – other comprehensive income		
Items that will not be reclassified to net result		
Changes in physical asset revaluation surplus ⁽ⁱⁱ⁾	1,238.9	49.5
Remeasurement of superannuation defined benefit plans	2.0	1.0
Total other economic flows – other comprehensive income	1,240.9	50.5
Comprehensive result	795.2	(185.6)

Notes:

- (i) The 2023–24 net result from transactions of (\$428.6 million) reflects the acquittal of government investment which was recognised as revenue in 2022–23 as part of the Big Housing Build to grow social and affordable housing in Victoria.
- (ii) The change in physical asset revaluation surplus reflects the outcomes of the scheduled land and building revaluation undertaken in 2023–24.

Balance sheet as at 30 June 2024

	2024 \$M	2023 \$M
Assets		
Financial assets		
Cash and deposits ⁽ⁱ⁾	536.9	646.3
Receivables	388.7	119.0
Loans	28.2	30.0
Total financial assets	953.8	795.3
Non financial assets		
Non-financial physical assets classified as held for sale	2.1	3.4
Property, plant and equipment ⁽ⁱⁱ⁾	36,879.2	35,245.3
Intangible assets	28.8	32.9
Other non-financial assets	19.4	46.8
Total non-financial assets	36,929.5	35,328.4
Total assets	37,883.3	36,123.7
Liabilities		
Payables	242.4	199.8
Borrowings	463.5	348.5
Employee related provisions	79.9	82.9
Total liabilities	785.8	631.2
Net assets	37,097.5	35,492.5
Equity		
Accumulated surplus/(deficit)	(291.1)	152.6
Physical asset revaluation surplus	8,479.2	7,240.3
Contributed capital	28,909.4	28,099.6
Net worth	37,097.5	35,492.5

Notes:

- (i) The decrease in cash at bank reflects the planned acquittal of government funding received last financial year and spent this financial year as part of capital programs including the Big Housing Build to grow social and affordable housing in Victoria.
- (ii) The increase in property, plant and equipment reflects the impact of scheduled land and building revaluation undertaken in 2023–24.

Cash flow statement for the financial year ended 30 June 2024

	2024 \$M	2023 \$M
Cash flows from operating activities		
Receipts		
Output appropriations	580.1	839.4
Special appropriations	5.4	–
Funds from other entities	232.3	430.1
Rent received	557.1	504.3
Interest received	32.4	20.7
Other receipts	12.1	7.5
GST recovered from Australian Taxation Office ⁽ⁱ⁾	77.9	85.0
Total receipts	1,497.3	1,887.0
Payments		
Grants and other transfers	(858.0)	(1,012.3)
Employee benefits	(184.6)	(169.5)
Supplies and services	(177.8)	(52.8)
Interest and other costs of finance paid	(23.1)	(15.4)
Property management expenses	(514.7)	(516.7)
Total payments	(1,758.2)	(1,766.7)
Net cash flows from/(used in) operating activities	(260.9)	120.3
Cash flows from investing activities		
Proceeds from the sale of non-financial assets	290.5	125.5
Repayments of loans from other parties	1.8	0.7
Payments for non-financial assets	(1,065.4)	(910.8)
Net cash flows from/(used in) investing activities	(773.1)	(784.6)
Cash flows from financing activities		
Net receipts / (payments) for advances	(2.0)	(1.9)
Owner contributions by Victorian Government – appropriation for capital expenditure purposes	809.7	602.4
Repayment of borrowings and principal portion of lease liability	116.9	95.5
Net cash flows from/(used in) financing activities	924.6	696.0
Net increase/(decrease) in cash and deposits	(109.4)	31.6
Cash and deposits at beginning of financial year	646.3	614.7
Cash and deposits at the end of the financial year	536.9	646.3

Note:

(i) GST recovered from the Australian Taxation Office is presented on a net basis.

Statement of changes in equity for the financial year ended 30 June 2024

	Physical asset revaluation reserve \$M	Accumulated surplus/ (deficit) \$M	Contributed capital \$M	Total \$M
Balance at 1 July 2022	7,190.8	387.8	27,497.2	35,075.8
Net result for the year	–	(236.1)	–	(236.1)
Remeasurement of superannuation defined benefit plans	–	1.0	–	1.0
Changes in physical asset revaluation surplus	49.5	–	–	49.5
Capital contribution by Victorian State Government	–	–	602.4	602.4
Balance at 30 June 2023	7,240.3	152.6	28,099.6	35,492.5
Net result for the year	–	(445.7)	–	(445.7)
Remeasurement of superannuation defined benefit plans	–	2.0	–	2.0
Changes in physical asset revaluation surplus	1,238.9	–	–	1,238.9
Capital contribution by Victorian State Government	–	–	809.8	809.8
Balance at 30 June 2024	8,479.2	(291.1)	28,909.4	37,097.5

Appendix 3: Grants and transfer payments

The department supported a broad range of not-for-profit community organisations, local governments and schools to deliver services, supports and projects across Victoria. On 1 February 2024, the Multicultural Affairs portfolio transferred to the Department of Premier and Cabinet (DPC.) Grants paid under this output are reported for the entirety of the 2023–24 financial year in the DPC annual report.

The department uses the definition of a grant being ‘money given to organisations for a specified purpose directed at achieving goals and objectives consistent with government policy’. The department focused on grants delivered using the standard Victorian Common Funding Agreement, the required contract for Victorian Government grant delivery.

Under this definition, grants paid in 2023–24 are categorised by departmental output below:

Community participation – community funding initiatives

Organisation	Payment (\$)
AGAPI Care Inc	50,000
Alamein Neighbourhood & Learning Centre	80,000
Albury Wodonga Volunteer Resource Bureau	50,000
Albury Wodonga Woodcrafters Inc	19,500
Alphington Community Centre	110,000
Altona Miniature Railway Inc	9,999
Anglesea Community House	60,000
Asian Business Association of Wyndham	50,000
Badger Creek and District Men's Shed Inc	7,648
Ballarat East Community Men's Shed	64,480
Ballarat Foundation United Way Inc	75,000
Ballarat Neighbourhood Centre	80,000
Banyule Support and Information Centre Inc	5,000
Benambra Neighbourhood House	100,000
Big Group Hug	100,000
BK 2 Basics Melbourne Incorporated	100,000
Bluebird Foundation	100,000
Box Hill Baptist Church	9,134
Central Ringwood Community Centre	50,000
Centre for Participation	100,000
Cobden District Health Service Inc	12,189
Cohuna Neighbourhood House Incorporated	4,840
Community House Network Southern Region Inc	100,000
Cranbourne Casey Men's Shed	16,335
Creeds Farm Living and Learning Centre	50,000
Creswick Neighbourhood Centre INC	100,000
Cultivating Community	60,000
Diamond Valley Community Support	100,000
East Gippsland Shire Council	25,000

Organisation	Payment (\$)
Eastern Volunteer Resource Centre Inc	60,000
Eltham and District Woodworkers Inc	17,158
FareShare Australia Incorporated	2,200,000
Foothills Community Care Inc	50,000
Frankston Churches Community Breakfast Inc – Frankston Brekky Club	50,000
Garfield Community Shop Inc	100,000
Gellibrand Community House Inc	50,000
Goonawarra Neighbourhood House	100,000
Hampton Park Uniting Church	50,000
Harcourt Progress Association	50,000
Heathcote Men's Shed Inc	12,000
Helping Hands Mission Inc	350,000
Hillview – Bunyip Aged Care Inc	7,610
Hume Men's Shed (Sunbury) Incorporated	3,762
Jika Jika Community Centre	50,000
Kensington Neighbourhood House (KNH)	40,000
Knox Infolink Inc	100,000
Lalor and District Men's Shed	31,253
Lancefield Neighbourhood House	75,000
Lara and District Men's Shed Inc	5,060
Latrobe Valley Village Inc	100,000
Leongatha Community House Incorporated	50,000
Leongatha Men's Shed Inc	21,921
Maldon Men's Shed Inc	3,481
Maryborough Community House Inc	100,000
Melbourne Steam Traction Engine Club	50,000
Morwell Men's Shed	77,589
Mount Beauty Neighbourhood Centre	80,000
Mount Evelyn Community House	15,000
Mountain District Women's Cooperative Ltd	37,377
Newborough Men's Shed	6,731
Newstead 2021 Incorporated	100,000

Organisation	Payment (\$)
Ocean Grove & District Men's Shed Inc	40,000
Park Orchards Community House and Learning Centre	60,000
Port Phillip Community Group	55,000
Preston Neighbourhood House	100,000
Quambatook Community Resource Centre	6,505
Reservoir Neighbourhood House Inc	200,000
Resurrection Catholic Church Keysborough trading as Keysborough Learning Centre (KLC)	80,000
Riddells Creek Neighbourhood House Inc	50,000
Rosedale Neighbourhood House Inc	100,000
Sikh Volunteers Australia Incorporated	500,000
Southern Peninsula Community Support Inc	50,000
Springdale Neighbourhood Centre Inc	50,000
St Kilda Mums Inc	100,000
Swan Hill Neighbourhood House Inc	18,150
The Centre: Connecting Community In North & West Melbourne Inc	40,000
The Philanthropic Collective	60,000
Tullamarine Community House and Men's Shed Inc	16,644
Venus Bay, Tarwin Lower & District Men's Shed Incorporated	64,260
Vision Australia Radio (Vision Australia)	60,000
Volunteering Geelong Inc	100,000
Wangaratta & District Men's Shed	40,000
Waverley Woodworkers Inc	50,000
Wedderburn Community House	50,000
Western Emergency Relief Network Inc	150,000
Yarra Valley ECOSS	50,000
Total	7,823,627

Housing Support and Homelessness Assistance

Organisation	Payment (\$)
Australian Chinese Poetry and Art Federation Inc	2,000
Australian Vietnamese Women's Association	24,900
Belgium Avenue Neighbourhood House	416,755
Carringbush Adult Education	29,163
Circus-Being Inc	20,378
Cultivating Community	22,000
Drummond Street Services Inc	27,200
Fitzroy Lions Soccer Club	30,000
Inner West Community Foundation	30,000
Kids' Own Publishing	27,758
Melbourne Committee Of Chinese Literature Incorporated	4,600
Mzuri Dance ArtisTree	60,000
North Richmond Community Health Centre	85,675
Reclink Australia	29,707
SEVENTH Gallery	29,975
The Wellington Inc	133,605
Visionary Images	30,000
Yarra City Council	50,000
Young Assets Foundation	32,692
Australian Chinese Poetry and Art Federation Inc	2,000
Australian Vietnamese Women's Association	24,900
Belgium Avenue Neighbourhood House	416,755
Carringbush Adult Education	29,163
Circus-Being Inc	20,378
Cultivating Community	22,000
Drummond Street Services Inc	27,200
Fitzroy Lions Soccer Club	30,000
Inner West Community Foundation	30,000
Kids' Own Publishing	27,758
Melbourne Committee Of Chinese Literature Incorporated	4,600
Mzuri Dance ArtisTree	60,000
North Richmond Community Health Centre	85,675
Reclink Australia	29,707
Seventh Gallery	29,975
The Wellington Inc	133,605
Visionary Images	30,000
Yarra City Council	50,000
Young Assets Foundation	32,692
Total	1,086,408

LGBTI+ equality policy and programs

Organisation	Payment (\$)
3CR Community Radio	8,700
Africare Community Services Inc	11,300
Auspicious Arts Projects Inc	17,590
Australian Institute for Diversity in Mental Health (AIDMH)	18,330
Australian Queer Archives Inc (AQuA)	32,000
Ballarat Frolic Festival Inc	10,000
Bendigo Queer Arts Festival	50,000
Better Health Network (Formerly Star Health)	21,145
Body Safety Australia	9,350
Castlemaine Community House	10,000
ChillOut Daylesford Inc	25,000
Drummond Street Services Inc	1,003,112
Echuca Regional Health	10,000
Flat Out	105,000
Footscray Community Arts Centre	25,000
Gaytimes Pty Ltd	32,000
Geelong Pride Film Festival	9,385
Gippsland Lakes Community Health	10,000
Gippsland Pride Initiative Inc	50,000
Gippsland Ranges Roller Derby Inc	7,493
Goulburn Valley Pride Incorporated	33,700
Guide Dogs Victoria	9,120
Hockey Victoria	5,000
Joy Melbourne Inc	200,000
Junction Support Services LTD	10,000
Lance TV Inc	25,000
Latrobe Community Health Service	10,000
LINE Wangaratta	57,120
Living Positive Victoria	22,000
Many Coloured Sky	109,000
Melbourne Bisexual Network	32,000
Melbourne Queer Film Festival Inc	50,000
Midsumma Festival Inc	1,820,000
Mill House Neighbourhood House (Auspice for Pride Goldfields)	10,000
Minus18 Foundation Inc	13,950
Our Point 3 Incorporated	18,000
Preston Neighbourhood House	15,000
Pride Cup	30,000
Rural Pride Australia Ltd	156,000
Switchboard (Victoria) Inc	1,200,000
The Equality Project	72,167
The Melbourne Gay and Lesbian Chorus	17,000
The Village Festival of New Performance Inc	28,400

Organisation	Payment (\$)
Thorne Harbour Health	125,000
Tiny Pride Incorporated	4,100
Transcend Australia	107,000
Transgender Victoria	540,000
Victorian Aboriginal Child Care Agency Co-operative Limited	33,000
Victorian Pride Centre	65,000
Your Community Health	10,000
Total	6,292,962

Primary Prevention of Family Violence

Organisation	Payment (\$)
African Family Services Ltd	80,000
Arabic Welfare Inc	70,000
Australasian Centre for Human Rights and Health	80,000
Australian Childhood Foundation	150,000
Australian Greek Welfare Society trading as PRONIA	50,000
Australian Muslim Women's Centre for Human Rights	250,000
Australian Vietnamese Women's Association	50,000
Banksia Gardens Community Centre	50,000
Board of Imams Victoria	70,000
Body Safety Australia	150,000
Brotherhood of St Laurence	70,000
Buddhist Council of Victoria Inc	50,000
Centre Against Sexual Assault Central Victoria	150,000
Centre for Holistic Health	50,000
Cultura (Multicultural Community Services Geelong Inc)	90,000
Drummond Street Services Inc	75,000
Ethnic Council of Shepparton and District Inc	80,000
Future Women Pty Ltd	2,000
GenWest Inc	296,000
Gippsland Women's Health	296,000
Her Place Australian Women's Heritage and Museum Ltd	50,000
IndianCare Incorporated	80,000
Jesuit Social Services	1,862,070
Jewish Care (Victoria) Inc	70,000
Karen Milward Consultant	15,500
La Trobe University	250,000
Latin Stories Australia	60,000
Leadership Victoria	17,000
Migrant Information Centre (Eastern Melbourne)	70,000

Organisation	Payment (\$)
Multicultural Centre for Women's Health	506,000
Municipal Association of Victoria	491,000
Nillumbik Community Health Service Ltd	400,000
Our Community Pty Ltd	10,000
Our Watch Limited	100,000
Primary Care Connect	60,000
Queen Victoria Women's Centre	746,000
Safe and Equal	900,000
Sexual Assault Services Victoria (SASVic)	200,000
Sexual Health Victoria	150,000
South East Community Links	90,000
The Man Cave Pty Ltd	150,000
VICSEG New Futures	80,000
Victorian Aboriginal Child Care Agency Co-operative Limited	150,000
Victorian Afghan Associations Network	50,000
Victorian Sikh Gurduaras Council	50,000
Virtual Marketing Support Pty Ltd	3,990
Whittlesea Community Connections	90,000
Women of Colour Australia	178,000
Women with Disabilities Victoria Inc	100,000
Women's Health and Wellbeing Barwon South West	296,000
Women's Health East	446,000
Women's Health Goulburn North East	296,000
Women's Health Grampians Inc	296,000
Women's Health In the North	446,000
Women's Health in the South East	296,000
Women's Health Loddon Mallee	376,000
Women's Health Victoria Inc	316,000
Young People's Legal Rights Centre (Youthlaw)	150,000
Youth Affairs Council of Victoria Inc	150,000
Total	12,436,333

Support to Veterans in Victoria

Organisation	Payment (\$)
2/14 Battalion Association Inc	2,500
3rd Cavalry Regiment (Vietnam) Association Inc	26,318
Adventure Works Australia Ltd	51,000
Air Force Association – Victoria	10,000
Ararat Legacy Inc	4,072
ATOMVic	30,000
Australian Aircraft Restoration Group	3,855
Australian Catholic University	48,000
Australian Peacekeepers & Peacemakers Veterans' Association Victorian Branch Inc	63,691
Australians with Serbs Association Inc	29,000
Bacchus Marsh RSL Sub-Branch	2,000
Ballan RSL Sub-Branch	29,675
Ballarat RSL Sub-Branch Inc	12,000
Ballarat Veterans Assistance Centre	21,200
Bass Valley Lions Club International	30,000
Boroondara City Council	7,400
Borough of Queenscliffe	23,528
Briagolong RSL Sub-Branch	18,135
Broadford RSL Sub-Branch	17,863
Buchan South Avenue of Honour	18,344
Carry On (Victoria)	180,161
City of Greater Dandenong	9,860
Committee 4 Warrenheip Inc	3,836
Cretan Federation of Australia and New Zealand	15,000
Emerald RSL Sub-Branch	46,139
Frankston Naval Memorial Club (Non-For-Profit)	47,667
Geelong TPI Welfare And Social Club Inc	10,000
Gembrook RSL Sub-Branch	5,000
Gisborne/Macedon Ranges RSL Sub Branch	10,000
GLAAS Inc	22,000
Hampton RSL Sub-Branch Inc	42,100
Hawthorn RSL Sub-Branch	87,500
Healesville RSL Sub-Branch	5,000
History Teachers' Association of Victoria	25,000
Hume City Council	10,000
Inverloch RSL Sub-Branch	43,130
Katipunan Australia, Inc	20,000
Lara RSL	30,000
Macedon Ranges Group of Bendigo Legacy Inc	6,285
Macedon Ranges Shire Council	710,000
Manningham City Council	30,000

Organisation	Payment (\$)
Melbourne Legacy	158,200
Mentone RSL Sub-Branch	42,000
Moorabool Shire Council	10,000
Mount Evelyn RSL Sub-Branch	1,926
Mt Macedon ANZAC Day Dawn Service Incorporated	18,909
Music and The Brain Foundation Ltd	20,000
Neerim District Community House & Men's Shed Inc	50,000
Newport RSL Sub-Branch	200,000
Oakleigh Carnegie RSL Sub-Branch	20,807
Portland RSL Sub-Branch	12,820
Returned & Services League of Australia Victorian Branch	333,000
Rotary Club of Manningham City Inc	5,534
Sail & Adventure Ltd	21,410
Sandringham and District Historical Society Inc	30,000
Seville Township Group	28,890
Seymour RSL Sub-Branch Building Patriotic Fund	49,210
Shrine of Remembrance	3,767,220
St Arnaud RSL Sub-Branch Inc	7,650
St John's Primary School, Euroa	3,570
Surf Coast Shire	49,728
The Legacy Club of Ballarat Inc	18,000
This Story Australia Ltd	28,750
Tongala RSL Sub Branch	8,860
Toongabbie Recreation Reserves Committee Inc	30,000
Torquay RSL Sub-Branch	15,000
Torquay Surf Lifesaving Club Inc	7,500
Upwey Belgrave RSL Sub-Branch	4,500
Vasey RSL Care	55,750
Vietnam Veterans Association of Australia (VVAA)	20,000
Vietnam Veterans Federation Vic Branch Inc	10,000
Vietnam Veterans Outer Eastern Melbourne, Inc	2,740
Violet Town History Group – subcommittee of Violet Town Action Group Inc	2,000
Warrenbayne Recreation Reserve	15,000
Wodonga Institute of TAFE	200,000
Wodonga RSL Sub Branch	13,275
Woodend RSL Sub-Branch	49,000
Yarra City Council	1,935
Total	7,120,443

Women's policy

Organisation	Payment (\$)
AfriAus iLEAC Inc	10,000
Ai Group Limited	95,015
Australian National University	199,197
Australian Workers Union Victorian Branch	189,400
Automotive Food Metals Engineering Printing & Kindred Industries Union	98,000
Brotherhood of St Laurence	10,000
Clean Energy Council	118,000
Future Women Pty Ltd	2,000
Geelong Manufacturing Council	95,015
Gippsland Women's Health	98,000
Her Place Australian Women's Heritage and Museum Ltd	50,000
International Women's Development Agency	22,362
Karen Milward Consultant	15,500
Leadership Victoria	17,000
McClelland Sculpture Park + Gallery	105,000
Migrant Women in Business Pty Ltd	10,000
Multicultural Centre for Women's Health	210,000
NECA Education & Careers	198,000
Our Community	10,000
Queen Victoria Women's Centre	446,000
SisterWorks Incorporated	110,000
Virtual Marketing Support Pty Ltd	3,990
Whittlesea Community Connections	162,570
Women of Colour Australia	178,000
Women with Disabilities Victoria Inc	190,000
Women's Health Grampians Inc	98,000
Women's Health in the South East	148,000
Women's Health Victoria Inc	20,000
Total	2,054,559

Youth

Organisation	Payment (\$)
Africa Day Australia Inc	35,000
Al Siraat College	2,000
Alpine Shire Council	82,500
AMES Australia	45,000
Anchor Community Care Ltd	2,000
ARDOCH LIMITED	45,000
Arts Access Society Inc	45,000
Ashwood High School	2,000
Auspicious Arts Projects Inc	35,000
Baimbridge College	9,800
Ballarat Specialist School	9,800
Banksia Gardens Community Centre	45,000
Banyule City Council	87,000
Banyule Community Health	556,000
Baringa School	9,800
Barwon Valley School	9,800
Bass Coast Shire Council	8,600
Bass Coast Specialist School	9,800
Baw Baw Shire Council	85,500
Bayside City Council	35,000
Bayside P-12 College (Williamstown Campus)	9,800
Bayswater Secondary College	9,800
Beaufort Secondary College	9,800
Bellarine Community Health	60,000
Bellarine Training and Community Hub Incorporated	2,000
Belvoir Wodonga Special Developmental School	9,800
Benalla P-12 College	9,800
Benalla Rural City Council	95,500
Bendigo Special Developmental School	9,800
Bhakti Corner	2,000
Birchip Neighbourhood House	37,500
Bluebird Foundation	47,000
Bonnie Doon Community Group Inc	45,000
Boronia K-12 College	9,800
Boroondara City Council	80,000
Braybrook College	9,800
Brimbank City Council	35,000
Broadmeadows Special Developmental School	9,800
Brophy Family & Youth Services Inc	2,000
Campaspe Cohuna Local Learning and Employment Network	2,000
Campaspe Shire Council	77,750
Cardinia Shire Council	80,000
Carwatha College P-12	9,800

Organisation	Payment (\$)
Casterton Secondary College	9,800
Centacare, Catholic Diocese of Ballarat Limited	146,063
Central Goldfields Shire Council	87,500
Central Grampians Local Learning and Employment Network Inc	90,000
Centre for Multicultural Youth	5,658,251
Chaffey Secondary College	9,800
Charles La Trobe College – The Pavilion School (Preston Campus)	9,800
Cire Services Incorporated	2,000
City of Ballarat	87,500
City of Casey	82,000
City of Greater Bendigo	87,500
City of Greater Dandenong	87,000
City of Greater Geelong	85,500
City of Monash	87,000
City of Port Phillip	35,000
City of Whittlesea	35,000
Cobden Technical School	9,800
Cobram & District Specialist School	9,800
Cobram Secondary College	11,300
Colac Otway Shire Council	50,000
Colac Secondary College	9,800
Colac Specialist School	9,800
Collingwood College (Collingwood Alternative School)	9,800
Community Health Advancement and Student Engagement Inc	50,000
Copperfield College	9,800
Corangamite Shire Council	76,550
Corryong Neighbourhood House Inc	45,000
Cranbourne Secondary College	9,800
Croydon Special Developmental School	9,800
Cultural Infusion Foundation Ltd	35,000
Dallas Neighbourhood House Inc	2,000
Dandenong High School	9,800
Dandenong Valley Special Developmental School	9,800
Darebin City Council	35,000
Daylesford Secondary College	2,000
Deaf Australia Incorporated	50,000
Different Journeys	50,000
Dimboola Memorial Secondary College	9,800
Drummond Street Services Inc	82,000
EACH	62,000
Eaglehawk Secondary College	9,800
East Gippsland Shire Council	37,500
East Gippsland Specialist School	9,800

Organisation	Payment (\$)
Echuca Twin Rivers Specialist School	9,800
Emerald Centre for Hope and Outreach Incorporated	45,000
Emerson School	9,800
Epping Secondary College	9,800
Fitzroy Learning Network	2,000
Food Is Free Inc	2,000
Frankston City Council	82,000
Frankston Special Developmental School	9,800
Fusion Australia	50,000
Gippsland East Local Learning and Employment Network Inc	60,000
Gippsland Youth Spaces Incorporated	2,000
Girl Guides Association of Victoria	250,000
Glen Eira City Council	47,000
Gleneagles Secondary College	9,800
Glenelg Shire Council	87,500
Glenroy Secondary College	9,800
Golden Plains Shire Council	85,500
Grampians Community Health	35,500
Greater Shepparton City Council	82,500
Greater Shepparton Secondary College	9,800
Green Citizens Australia Network	2,000
Hamlyn Views School	9,800
Hampton Park Secondary College	9,800
headspace Bairnsdale	2,000
Healesville High School	9,800
Heatherwood School	9,800
Hepburn Shire Council	35,500
Heywood and District Secondary College	9,800
Hindmarsh Shire Council	85,500
HipHopportunities for Youth Inc	62,750
Hobsons Bay City Council	64,500
Hopetoun P-12 College	7,800
Hoppers Crossing Secondary College	9,800
Horsham Rural City Council	80,500
Horsham Special School	9,800
Hume Central Secondary College	9,800
Hume City Council	87,000
Hume Valley School	11,800
Indian Cultural Association Of Australia	2,000
Indigo Shire Council	85,500
Inglewood Community Neighbourhood House	2,000
Jacana School for Autism	6,800
Jackson School	9,800
John Fawkner College	9,800
Junction Support Services LTD	2,000

Organisation	Payment (\$)
Kalianna School	9,800
Keysborough Secondary College	9,800
Kingston City Council	80,000
Know Your Roots	35,500
Knox City Council	17,500
Knox City Council – Youth Services	52,000
Kurnai College	9,800
Kurunjang Secondary College	9,800
Kyabram P-12 College	9,800
Kyneton Community House	52,000
Lake Bolac College	9,800
Lalor Secondary College	9,800
Latrobe Special Developmental School	6,300
Latrobe Youth Space Inc	250,000
Lavers Hill P-12 College (Goals Campus)	5,300
Laverton P-12 College	9,800
Liberty Unity Organisation Life Global Foundation Australia	2,000
Lowanna College	9,800
Lynall Hall Community School (Main Campus)	9,800
Lyndale Secondary College	9,800
Lyndhurst Secondary College	9,800
Macedon Ranges Shire Council	87,500
Maffra Secondary College	9,800
Manangatang P-12 College	2,000
Mansfield Shire Council	85,500
Maribyrnong & Moonee Valley Local Learning and Employment Network Inc	45,000
Maribyrnong City Council	87,000
Marnebek School Cranbourne	9,800
Maroondah City Council	85,000
Maryborough Education Centre	7,800
McClelland College	9,800
Melba Secondary College	9,800
Melbourne Konkan Community Inc	2,000
Melton City Council	37,000
Melton City Libraries	2,000
Melton Secondary College	9,800
Melton Specialist School (Tarneit Secondary)	9,800
Merri River School	9,800
Merriang Special Developmental School (Middle and Later Years Campus)	9,800
Migrant Information Centre (Eastern Melbourne)	2,000
Mildura Rural City Council	82,500
Mildura Senior College	9,800
Minus18 Foundation Inc	85,000

Organisation	Payment (\$)
Mitchell Shire Council	87,500
Moira Shire Council	35,500
Monbulk College	1,998
Monterey Secondary College	9,800
Moonee Valley City Council	87,000
Moorabool Shire Council	87,500
Moorabool Shire Council, Darley	120,686
Moreland City Council	35,000
Mornington Peninsula Shire Council	28,900
Mount Alexander Shire Council	97,500
Mount Ridley P-12 College	9,800
Mount Rowan Secondary College	9,800
Moyne Shire Council	85,500
Mullum Mullum Indigenous Gathering Place Ltd	53,400
Murrindindi Shire Council	95,500
Murtoa College	9,800
MYLI – My Community Library	2,000
Naranga School	9,800
Narre Warren South P-12 College	9,800
Neerim District Secondary College	9,800
Nelson Park School	9,800
Newcomb Secondary College	9,800
Nhill College	9,800
Nillumbik Shire Council	87,000
Noble Park English Language	9,800
Noble Park Secondary College	9,800
North Central Local Learning & Employment Network	100,000
North Geelong Secondary College	9,800
Northern Bay P-12 College	9,800
Northern District Community Health	125,000
Numurkah Secondary College	9,800
Oberon High School	9,800
Open House Christian Involvement Centres	2,000
Operation Newstart Inc	45,000
Orygen	45,000
Orygen – Melton	2,000
Orygen – Werribee	2,000
Ouyen P-12 College	9,800
Pakenham Secondary College	9,800
Parkdale Secondary College	2,000
Pascoe Vale Girls College	9,800
Peter Lalor Secondary College	9,800
Phoenix P-12 Community College	9,800
Portland Bay School	9,800
Portland Secondary College	9,800
Preston Neighbourhood House	62,000

Organisation	Payment (\$)
Pyrenees Shire Council	47,000
Queenscliff Music Festival Inc	35,500
Ranges Academy of Performing Arts (RAPA) Inc	17,500
Reach Community Church Incorporated	2,000
Red Cliffs Secondary College	9,800
Reservoir High School	9,800
Roxburgh College	9,800
Rumbalara Football and Netball Club Inc	53,400
Rural City of Wangaratta	82,500
Rushworth P-12 College	9,800
Salamfest	2,000
Sale & District Specialist School	9,800
Sale College	9,800
Selby Community House	2,000
Seymour College (Inclusive Education)	9,800
Skene Street Specialist School	5,800
South East Community Links	208,063
South Gippsland Shire Council	80,500
South Gippsland Specialist School	9,800
Southern Grampians Shire Council	35,500
Springvale Park Special Developmental School	9,800
St Albans Secondary College	9,800
St Margaret's Berwick Grammar INTERACT Club	1,700
St Mary's Syro-Malabar Parish Melbourne West	2,000
Staughton College	9,800
Stonnington City Council	64,500
Strathbogie Shire Council	87,500
Stride Mental Health	2,000
Student Youth Network Inc	100,000
Sunraysia Community Health Services	50,000
Sunshine College (Senior Campus)	9,800
Sunshine Special Developmental School	9,800
Surf Coast Shire Council	117,500
Sussex Neighbourhood House	47,000
Swan Hill College	9,800
Swan Hill Rural City Council	241,563
Swan Hill Specialist School	9,800
Sydney Road Community School	9,800
Tarneit Senior College	9,800
Templestowe College	2,000
The Dandenong Ranges Music Council Inc	2,000
The Foundation for Young Australians	45,000
The GR8 M8S Foundation	2,000
The Grange P-12 College	9,800

Organisation	Payment (\$)
The Kevin Heinze Garden Centre Inc	17,500
The Learning and Life Centre (Huddle) LTD	556,000
The Push Youth Music Organisation LTD	225,000
The Push Inc	225,000
The Reach Foundation	45,000
The Rural Foundation Ltd (t/a You thrive Victoria)	50,000
The Salvation Army Victoria Property Trust	25,000
The Scout Association of Australia Victorian Branch	715,000
The Wirrpanda Foundation Limited	45,000
Towong Shire Council	14,775
Travancore School (Parkville Education Unit)	9,800
Tyrrell College	2,000
Umeed Psychology	2,000
Uniting (Victoria & Tasmania)	1,995
Uniting (Victoria and Tasmania) Ltd	556,000
Uniting Wimmera	2,000
Upper Yarra Secondary College	9,800
Verney Road School	9,800
VICSEG New Futures	50,000
Victoria University Secondary College	9,800
Victorian Aboriginal Child Care Agency Co-operative Limited	45,000
Victorian Aboriginal Health Service	53,400
Victorian Aboriginal Legal Service	217,000
Victorian Afghan Students Association Incorporated	2,000
Victorian College for the Deaf	9,800
Victorian YMCA Community Programming Pty Ltd	87,500
Victorian YMCA's Youth and Community Services	163,379
Virtual School Victoria	7,800
Vision Hub Australia Incorporated	2,000
Viva a Vida Foundation	2,000
Waratah Special Developmental School	9,800
Warracknabeal Secondary College	9,800
Warracknabeal Special Developmental School	9,300
Warragul & District Specialist School	9,800
Warringa Park School	9,800
Warrnambool City Council	87,500
Wedderburn College	9,800
Weenthunga Health Network	101,200
Weeroona College Bendigo	9,800
Wellington Secondary College	9,800

Organisation	Payment (\$)
Wellington Shire Council	37,500
Werrimull P-12 School	7,800
West Wimmera Shire Council	85,500
Westall Secondary College	9,800
Western District Health Service	45,000
Western English Language School (Wyndham Campus)	9,800
Western Heights Secondary College	9,800
Western Port Secondary College	9,800
Whitehorse City Council	35,000
Whittlesea Community Connections	136,563
Whittlesea Secondary College	9,800
Winda-Mara Aboriginal Corporation	101,200
Wodonga City Council	35,500
Wodonga Middle Years College	9,800
Wodonga Senior Secondary College	9,800
Wodonga Senior Secondary College (Shepparton Flexible Learning Centre)	2,000
Woodmans Hill Secondary College	9,800
Workways Australia Limited	45,000
Wrangler Studios Melbourne Inc	17,500
Wyndham City Council	80,000
Wyndham City Council Youth Services	2,000
Wyndham Community and Education Centre Inc	1,226,000
Yarra City Council	85,000
Yarra Hills Secondary College (Mooroolbark Campus)	9,800
Yarra Ranges Shire Council	74,166
Yarra Valley ECOSS	2,000
Yarram and District Health Service	50,000
Yarram Secondary College	9,800
Yarraville Special Developmental School	9,800
Yarriambiack Shire Council	35,500
YMCA Victoria	2,000
Young Change Agents Limited	45,000
Young Men's Christian Association of Ballarat Youth Services INC	50,000
Young Workers Centre	2,000
Youth Affairs Council of Victoria Inc	1,112,819
Youth Albury Wodonga Inc	60,000
Youth Insearch Foundation (Aust) Inc	22,500
Youth Projects Limited	45,000
Youth Projects Ltd	2,000
Yuille Park P-8 Community College (Young Parents Campus)	9,800
Zimbabwean Community in Australia – Victoria	2,000
Total	22,011,171

Additional departmental information available on request

In compliance with the requirements of the Standing Directions 2018 under the *Financial Management Act 1994*, details in respect of the items listed below have been retained by the department and are available on request, subject to the provisions of the *Freedom of Information Act 1982*:

- > a statement that declarations of pecuniary interests have been duly completed by all relevant officers
- > details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary
- > details of publications produced by the entity about itself, and how these can be obtained
- > details of changes in prices, fees, charges, rates and levies charged by the entity
- > details of any major external reviews carried out on the entity
- > details of major research and development activities undertaken by the entity
- > details of overseas visits undertaken including a summary of the objectives and outcomes of each visit
- > details of major promotional, public relations and marketing activities undertaken by the entity to develop community awareness of the entity and its services
- > details of assessments and measures undertaken to improve the occupational health and safety of employees
- > a general statement on industrial relations within the entity and details of time lost through industrial accidents and disputes
- > a list of major committees sponsored by the entity, the purposes of each committee and the extent to which the purposes have been achieved
- > details of all consultancies and contractors including consultants/contractors engaged; services provided; and expenditure committed to for each engagement.

Requests for additional information may be made in writing to the following:

Executive Director, Strategy and Reform
GPO Box 1774 Melbourne Vic 3001

[Email Executive Director, Strategy and Reform](mailto:DFFHcorporate.reporting@dffh.vic.gov.au) <DFFHcorporate.reporting@dffh.vic.gov.au>

Disclosure index

The annual report of the Department of Families, Fairness and Housing is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the department's compliance with statutory disclosure requirements (FRD 10A).

Click on the page number (Ctrl + click in Microsoft Word) to refer to the relevant requirements for the corresponding disclosure requirements, or alternatively, refer to the corresponding page references.

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Note: FRD = Financial Reporting Direction; SD = Standing Direction

ⁱ References to FRDs have been removed from the disclosure index if the specific FRDs do not contain requirements that are in the nature of disclosure.

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