

### 7.3.5 Concessions / Emergency Management

#### **Output: Concessions to pensioners and beneficiaries**

1. Buying service (19050)
2. Energy relief grants (19013)
3. Mains electricity concessions (19014)
4. Mains gas concessions (19015)
5. Municipal council rates (19023)
6. Non-mains energy concessions (19016)
7. Sewerage Connection Assistance Scheme (19046)
8. Social and community services (19048)
9. Transport concessions (19033)
10. Trustee services (19045)
11. Water and sewerage charges (19043)
12. Water relief grant scheme (19044)

#### **Output: Emergency Management and Recovery**

1. Disaster support and recovery (19102)
2. Victorian Bushfire Case Management Service (19103)

### **Buying service (19050)**

#### **Objective**

To assist low-income consumers purchase essential household goods and appliances at the lowest prices.

#### **Description**

Provision of information and advice regarding access to household products and health appliances at discount prices.

#### **Internal/external service delivery**

The buying service is provided by a community service organisation.

#### **Target Group**

Low-income householders.

#### **Output**

Concessions to pensioners and beneficiaries

#### **Monitoring and review**

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

## Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

### Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of key service types provided	Half-yearly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	As negotiated	As negotiated

## Energy relief grants (19013)

### Objective

To assist low-income households remain connected to mains gas and electricity supply where unpaid bills compromise connection, if they are unable to pay outstanding bills as a result of financial hardship; and to provide energy and/or water efficient household appliances to low-income households with limited savings. This activity also funds the non-mains utility relief grant scheme that provides financial assistance to low income households with outstanding LP gas debts.

### Description

Provision of financial assistance to pay outstanding energy bills and/or replace essential items as a result of financial hardship through the Utility Relief Grant Scheme. Mains gas and electricity providers are reimbursed for the amount of grant delivered and transaction costs.

### Internal/external service Delivery

The Utility Relief Grant program is delivered by energy retailers in accordance with their community services obligation agreements with the Department of Human Services. The Non-Mains Utility Relief Grant Scheme is delivered by the Department of Human Services.

### Target group

Holders of a pensioner concession card, health care card or Veterans' Affairs gold card.

### Output

Concessions to pensioners and beneficiaries

### Monitoring and review

Funded organisations are monitored against the performance measures and targets specified for this activity in their agreements with the Department of Human Services. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below.

## Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key

performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

### Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of grant applications initiated (Utility Relief Grant Scheme)	Yearly	By the end of the following month
Number of households receiving energy relief grants and remaining connected to supply (Utility Relief Grant Scheme)	Yearly	By the end of the following month
Number of households receiving assistance with a LP gas non-mains utility relief grant	Yearly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Yearly	By the end of the following month

### Standards and guidelines

Service standards are detailed in the community service obligation agreements made with energy retailers.

## Mains electricity concessions (19014)

### Objective

To improve the affordability of electricity charges to eligible low-income households, including those customers with specific medical needs and in group housing.

### Description

The main concessions provided are a:

- rebate of 17.5 per cent off electricity costs incurred between May and October each year
- rebate of 13 per cent off off-peak electricity charges incurred across the year
- flat rebate on quarterly bills when qualifying life support machines are used.
- Providers are reimbursed for the amount of concessions delivered and transaction costs.

### Internal/external service delivery

Concessions are delivered by electricity retailers in accordance with community services obligation agreements with the Department of Human Services.

### Target group

Holders of a pensioner concession card, health care card and Veterans' Affairs gold card.

### Output

Concessions to pensioners and beneficiaries

### Monitoring and review

Funded organisations are monitored against the performance measures and targets specified for this activity in their agreements with the Department of Human Services. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below.

## Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

### Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of households receiving the mains electricity concession	Monthly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Monthly	By the end of the following month

## Standards and guidelines

Service standards are detailed in the community service obligation agreements made with energy retailers.

## Mains gas concessions (19015)

### Objective

To improve the affordability of gas charges to eligible low-income households.

### Description

The concession covers a rebate of 17.5 per cent off gas costs incurred between May and October each year.

### Internal/external Service Delivery

The service is wholly delivered by mains gas retailers in accordance with community services obligation agreements.

### Target group

Holders of a pensioner concession card, health care card and Veterans' Affairs gold card.

### Output

Concessions to pensioners and beneficiaries

### Monitoring and review

Funded organisations are monitored against the performance measures and targets specified for this activity in their agreements with the Department of Human Services. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below.

## Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

## Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of households receiving the mains gas concession	Monthly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Monthly	By the end of the following month

## Standards and guidelines

Service standards are detailed in the community service obligation agreements made with energy retailers.

## Municipal council rates (19023)

### Objective

To improve the affordability of municipal rates to eligible low income households.

### Description

Councils are reimbursed for the value of the concession delivered but the administrative costs are borne by them. Councils receive an administrative fee for the delivery of concessions. The delivery of municipal rates concessions is governed by legislative requirements contained in the *Local Government Act 1989* and the *Municipalities Assistance Act 1973*.

### Internal/external service delivery

The service is delivered by municipal councils.

### Target group

Holders of a pensioner concession card, Veterans' Affairs Totally and Permanently Incapacitated (TPI) and War Widow gold card.

### Output

Concessions to pensioners and beneficiaries

### Monitoring and review

Funded organisations are monitored against the performance measures and targets specified for this activity in their agreements with the Department of Human Services. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below.

### Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

### Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of households receiving the municipal rate concession.	Quarterly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Quarterly	By the end of the following month

### Standards and guidelines

Service standards are detailed in program guidelines.

### Non-mains energy concessions (19016)

#### Objective

To improve the affordability of non-mains electricity and gas charges to eligible low-income households.

#### Description

A rebate for concession households who use LP gas, alternative fuel or non-mains metered electricity as their primary domestic energy source, and are not connected to the mains electricity or gas network.

#### Internal/external service delivery

The service is delivered by the Department of Human Services.

#### Target group

Holders of a pensioner concession card, health care card and Veterans' Affairs gold card.

#### Output

Concessions to pensioners and beneficiaries

#### Monitoring and review

All internal services are monitored against performance measures detailed in Departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

#### Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

### Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of households receiving the non-mains gas concession	Yearly	By the end of the following month
Data collections	Reporting frequency	Reporting due date

Concessions	Monthly	By the end of the following month
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## Sewerage Connection Assistance Scheme (19046)

### Objective

To assist low income households experiencing financial hardship connect to compulsory mains sewerage services.

### Description

Once off financial assistance to pay for the cost of connecting houses to mains sewerage services. Invoicing contractors are directly paid for connection costs and services.

### Internal/external service delivery

This service is wholly delivered by the Department of Human Services.

### Target group

Holders of a pensioner concession card, health care card and Veterans' Affairs gold card.

### Output

Concessions to pensioners and beneficiaries

### Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

### Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

### Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of grant applications initiated	Yearly	By the end of the following month
Number of households receiving a grant enabling connection to services	Yearly	By the end of the following month
Delivery of the program in accordance with administrative and contractual guidelines	Yearly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Yearly	By the end of the following month

## Social and community services (19048)

### Objective

To improve the efficiency and effectiveness of the Concessions program and to assist individuals and families in need with particular needs.

### Description

This activity funds a range of organisations, including peak bodies, associated with the concessions to pensioners and beneficiaries output group. These bodies undertake statewide or regional projects that support and assist the staff and management of organisations that deliver and provide information about concessions and services to pensioners and beneficiaries. They also provide advice on government policy and programs, and represent sector views to the department. The funded organisations are the Victorian Council of Social Services (VCOSS) and Community Information Victoria (CIVic)

This activity also funds:

Vicrelief Foodbank which is responsible for the provision of statewide collection and distribution of food and material aid in response to emergency, disaster support and recovery situations

Bereavement Assistance Limited (BAL) which provides basic and dignified funeral services to low-income Victorians who were Centrelink beneficiaries, and where there is insufficient funds in their estate or amongst remaining next-of-kin to provide for a basic funeral.

Charity Freight Service provision which freights eligible charitable goods collected by various charitable organisations across the state.

### Internal/external service delivery

Social and community services are provided by community service organisations.

### Output

Concessions to pensioners and beneficiaries

### Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

## Transport concessions (19033)

### Objective

To improve the affordability of public transport to low income consumers and seniors card holders by the provision of concession and discount travel fares on metropolitan and V/line country ticketed public transport services.

### Description

Concession travellers receive approximately a 50 per cent discount on the standard fare, and a reduced fare for Victorian Seniors Card holders across all metropolitan zones in Melbourne.

The budget allocation for this program is indexed annually and fully transferred from the Department of Human Services to the Department of Transport each year.

### Internal/external service delivery

The service is wholly delivered by public transport providers in accordance with their agreements with the Victorian Government.

### Target group

Holders of a pensioner concession card, health care card, Veterans' Affairs gold card and Victorian Seniors Card.

### Output

Concessions to pensioners and beneficiaries

### Monitoring and review

Funded organisations are monitored against the performance measures and targets specified for this activity in their agreements with the Victorian Government. Standard performance measures for this activity are listed below.

### Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

### Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Provision of concession fares to eligible card holders	Yearly	By the end of the following month

### Standards and guidelines

Service standards are detailed in the community service obligation agreements made with public transport providers.

## Trustee services (19045)

### Objective

To ensure access to financial administration and trustee services to low income people.

### Description

The provision of financial administration and trustee services to low-income people and those unable to manage their financial affairs. State Trustees is funded on a unit cost basis. A new community service obligation agreement has been negotiated in 2007 and will expire in 2012.

### Internal/external service delivery

The service is wholly delivered by State Trustees.

### Target group

Low-income and vulnerable Victorians for whom State Trustees have been appointed as administrator by the Victorian Civil and Administrative Tribunal.

## Output

Concessions to pensioners and beneficiaries

## Monitoring and review

Trustee Services are monitored on a quarterly basis in accordance with the community services obligation agreement.

## Service redevelopment

During the service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

## Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Performance measures	Reporting frequency	Reporting due date
Number of clients receiving Trustee services	Quarterly	By the end of the following month
Compliance with agreed service standards (target = 90 per cent)	Quarterly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Monthly	By the end of the following month

## Standards and guidelines

Service standards are detailed in the community services obligation agreement made with State Trustees.

## Water and sewerage charges (19043)

### Objective

To improve the affordability of water and sewerage charges to eligible low-income households.

### Description

The non-mains water concession is available to those who are not connected to mains water supply and who purchase non-mains or carted water.

Water corporations are reimbursed for the value of the concession delivered but the administrative costs are borne by them. Water corporations receive an administration fee for concessions delivered. Arrangements are circumscribed by legislation, in particular, the *Water Act 1989* and *Water Industry Act 1994*.

### Internal/external service delivery

The mains water concession is wholly delivered by water corporations in accordance with the *Water Act 1989* and the *Water Industry Act 1994*, and in accordance with agreements with the Department of Human Services. The non-mains water concession is delivered by the Department of Human Services.

## Target group

Holders of a pensioner concession card, health care card and Veterans' Affairs gold card.

## Output

Concessions to pensioners and beneficiaries

## Monitoring and review

Funded organisations are monitored against the performance measures and targets specified for this activity in their agreements with the Department of Human Services. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below.

## Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

## Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of households receiving mains water and sewerage concession	Quarterly	By the end of the following month
Number of households receiving non-mains water concession.	Quarterly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Quarterly	By the end of the following month

## Standards and guidelines

Service standards are detailed in program guidelines.

## Water Relief Grant Scheme (19044)

### Objective

To assist low income households using mains water and sewerage services remain supplied if they are unable to pay outstanding bills as a result of financial hardship. This activity also funds non-mains water Utility Relief Grants which provides financial assistance to low income households who have outstanding non-mains or carted water debts.

### Description

Provision of financial assistance to pay water debts.

### Internal/external service delivery

The Water Relief Grant Scheme service is delivered by the Department of Human Services in collaboration with the water corporations. The non-mains water utility relief grant is delivered by the Department of Human Services.

## Target group

Holders of a pensioner concession card, health care card and Veterans' Affairs gold card.

## Output

Concessions to pensioners and beneficiaries

## Monitoring and review

Funded organisations are monitored against the performance measures and targets specified for this activity in their agreements with the Department of Human Services. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below.

## Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

## Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of grant applications initiated	Yearly	By the end of the following month
Number of households receiving water relief grants, and remaining connected to supply	Yearly	By the end of the following month
Number of households receiving a non-mains water utility relief grant scheme	Yearly	By the end of the following month
Data collections	Reporting frequency	Reporting due date
Concessions	Yearly	By the end of the following month

## Standards and guidelines

Service standards are detailed in program guidelines.

## Emergency Management and Recovery

### Disaster support and recovery (19102)

#### Objective

Assist individuals in their recovery from a natural disaster or emergency.

#### Description

- Payment of emergency grants to individuals. Grants assist in meeting immediate basic needs only to cover expenses such as clothing, food, personal items, appropriate shelter and specific one-off transport costs.
- Funding of organisations to provide a range of counselling and/or support services not otherwise provided via existing Department Human Services services to the target group.

#### Internal/external service delivery

Department of Human Services directly manages the grants program.

For severe/prolonged events local government authorities and statewide CSOs are funded to provide a range of counselling and support services.

### **Target group**

Individuals who have had their principal place of residence affected by an emergency, either through damages or loss of property. Incidents eligible for emergency grants can include: bushfires, single household fires, floods, severe windstorms and earthquakes.

Families and individuals affected by a prolonged and/or severe event such as drought.

### **Output**

Emergency management and recovery

### **Monitoring and review**

Funded organisations are monitored against the performance measures and targets that may be detailed in the agreement for the funding.

### **Service redevelopment**

Not applicable to emergency management and support services

### **Performance measures and data collections**

Performance measures and data collection requirements will vary depending on the nature of the service being funded and level of funding which will in turn reflect the scale of the emergency or natural disaster. At a minimum organisation will be required to provide a report on the services delivered.

### **Standards and guidelines**

Service standards may be detailed in agreement.

## **Victorian Bushfire Case Management Service (19103)**

### **Objective**

Assist 2009 bushfire survivors with accessing a range of government and non-government services required for re-establishment of their daily lives.

### **Description**

Provision of case management services to all families and individuals directly impacted by the 2009 bushfires.

### **Internal/external service delivery**

Case management services are provided by both Department of Human Services employed staff and staff employed by funded organisations.

### **Target group**

Survivors of the 2009 bushfires.

### **Output**

Emergency management and recovery

**Monitoring and review**

Funded organisations are monitored against the performance measures and targets that may be detailed in the agreement for the funding.

**Service redevelopment**

Not applicable to emergency management and support services

**Performance measures and data collections**

Organisations expected to provide advice to the Department of Human Services regarding the hours delivered by their case management staff, the numbers of case management workers per agency, and the numbers of clients receiving services.

**Standards and guidelines**

Service standards may be detailed in agreement.