

4. CUSTOMER SERVICE

4.1 Agency Expense Summary

Customer Service	Expenses ^(a)			Capital Expenditure		
	2022-23	2023-24	Change %	2022-23	2023-24	Change %
	Est. Actual \$m	Budget \$m		Est. Actual \$m	Budget \$m	
Department of Customer Service	2,363.4	2,070.7	(12.4)	167.2	214.0	28.0
Funding distribution to agencies	1,587.0	1,066.3	(32.8)
Total Principal Department	3,950.4	3,137.0	(20.6)	167.2	214.0	28.0
Agencies						
Information and Privacy Commission	7.0	7.9	12.0	0.3	0.2	(15.8)
Service NSW	853.3	840.6	(1.5)	46.6	36.6	(21.4)
Long Service Corporation	186.4	265.3	42.4	3.6	0.3	(92.8)
New South Wales Government Telecommunications Authority	199.7	262.6	31.5	197.6	223.5	13.1
Office of the Independent Review Officer	103.0	88.5	(14.1)
Rental Bond Board	78.7	84.5	7.4
State Insurance Regulatory Authority	613.8	661.3	7.7	0.2	5.6	N/A
Total Agencies	2,041.9	2,210.6	8.3	248.3	266.1	7.2

(a) This table shows expenses on an uneliminated basis.

Note: Some sub-totals in this table may not be exactly equal to the sum of agency totals due to rounding.

4.2 Financial Statements

Department of Customer Service

Operating Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	945,457	850,546	952,707
Personnel Services Expenses
Other Operating Expenses	621,644	559,250	651,535
Grants and Subsidies	2,966,272	2,465,263	1,449,234
Appropriation Expense
Depreciation and Amortisation	70,673	68,443	77,086
Finance Costs	1,102	3,043	1,600
Other Expenses	33	3,856	4,861
TOTAL EXPENSES EXCLUDING LOSSES	4,605,181	3,950,402	3,137,023
Revenue			
Appropriation Revenue	3,734,087	2,934,757	2,293,644 ^(a)
Funding Distribution from Department
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	20,766	(1,390)	21,887
Transfers to the Crown Entity	...	(306,394)	(50,908)
Sales of Goods and Services	366,040	341,592	368,108
Grants and Contributions	386,159	337,215	230,592
Investment Revenue	8,631	15,636	9,787
Retained Taxes, Fees and Fines	92,703	226,386	111,116
Other Revenue	104,338	142,129	127,639
Total Revenue	4,712,724	3,689,930	3,111,865
Gain/(Loss) on Disposal of Non Current Assets	1,833	(6,017)	2,140
Other Gains/(Losses)	(43)	(443)	(544)
Net Result	109,333	(266,932)	(23,562)

(a) Appropriation revenue includes \$102,000,000 in hypothecated appropriation from the Digital Restart Fund (Special Deposit Account) and \$2,191,644,049 to be appropriated to the Minister for Customer Service and Digital Government out of the Consolidated Fund for services of the Department of Customer Service for 2023-24, payment into the Digital Restart Fund established under the *Digital Restart Fund Act 2020* and payment into the Rental Bond Interest Account established under the *Residential Tenancies Act 2010*.

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	1,244,079	718,865	451,838
Taxes Receivable
Receivables	242,476	114,546	99,517
Contract Assets	...	27,532	27,532
Inventories	...	(0)	...
Financial Assets at Fair Value	5,718	17,157	17,157
Other Financial Assets	23,800	0	...
Other
Assets Held For Sale	19,785	6,088	6,088
Total Current Assets	1,535,858	884,188	602,132
Non Current Assets			
Taxes Receivable
Receivables
Contract Assets
Inventories
Financial Assets at Fair Value	73,646	69,161	70,772
Equity Investments	0	0	0
Property, Plant and Equipment -			
Land and Building	20,915	98,994	78,133
Plant and Equipment	111,315	32,300	34,724
Infrastructure Systems
Investment Properties	0
Right of Use Assets	71,854	95,247	77,300
Intangibles	1,151,747	1,131,516	1,270,678
Other Assets	6,400	0	...
Total Non Current Assets	1,435,877	1,427,218	1,531,607
Total Assets	2,971,735	2,311,406	2,133,739
Liabilities			
Current Liabilities			
Taxes Payable
Payables	60,173	132,497	114,277
Contract Liabilities	36,301	84,617	75,677
Other Financial Liabilities at Fair Value
Borrowings	27,673	17,558	16,322
Provisions	123,428	152,022	155,779
Other	75,371	125,344	106,617
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	322,946	512,038	468,672
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	48,231	74,564	60,075
Provisions	30,592	48,997	48,997
Other	2,185,943	2,178,541	2,100,741
Total Non Current Liabilities	2,264,766	2,302,102	2,209,813
Total Liabilities	2,587,712	2,814,139	2,678,484
Net Assets	384,023	(502,733)	(544,745)
Equity			
Accumulated Funds	375,965	(583,462)	(625,474)
Reserves	8,058	80,729	80,729
Capital Equity
Total Equity	384,023	(502,733)	(544,745)

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	919,946	834,297	923,488
Personnel Services
Grants and Subsidies	2,966,272	2,465,263	1,449,234
Finance Costs	1,102	2,254	1,600
Equivalent Income Tax
Other Payments	567,050	681,417	681,776
Total Payments	4,454,370	3,983,231	3,056,098
Receipts			
Appropriation	3,734,087	2,934,757	2,293,644
Funding Distribution from Department
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity	...	(308,508)	(50,908)
Sale of Goods and Services	363,839	322,988	365,193
Retained Taxes, Fees and Fines
Interest Received	4,272	(2,713)	20,074
Grants and Contributions	373,159	313,987	211,865
Other Receipts	169,526	441,699	161,103
Total Receipts	4,644,883	3,702,210	3,000,971
Net Cash Flows From Operating Activities	190,513	(281,021)	(55,128)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment	17,500	3,091	17,806
Purchases of Property, Plant and Equipment	(48,073)	(19,197)	(49,630)
Proceeds from Sale of Investments	4,510
Purchases of Investments	(30,200)	(1,840)	...
Advances Repayments Received
Advances made
Other Investing	(236,971)	(146,064)	(181,585)
Net Cash Flows From Investing Activities	(293,234)	(164,010)	(213,409)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(33,556)	(25,708)	1,510
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(33,556)	(25,708)	1,510
Net Increase/(Decrease) in Cash	(136,277)	(470,739)	(267,027)
Opening Cash and Cash Equivalents	1,380,356	1,189,604	718,865
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	1,244,079	718,865	451,838

Information and Privacy Commission

Operating Statement

	2022-23		2023-24
	Budget	Est. Actual	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	6,069	4,903	5,844
Personnel Services Expenses
Other Operating Expenses	1,270	1,791	1,594
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	66	129	220
Finance Costs
Other Expenses	...	210	218
TOTAL EXPENSES EXCLUDING LOSSES	7,404	7,033	7,876
Revenue			
Appropriation Revenue
Funding Distribution from Department	7,355	7,348	6,822
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	139	48	145
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions	187	...	0
Investment Revenue	0	...	(0)
Retained Taxes, Fees and Fines
Other Revenue	27	47	(0)
Total Revenue	7,708	7,443	6,967
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	304	410	(909)

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	1,917	1,900	1,815
Taxes Receivable
Receivables	114	108	108
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	2,030	2,008	1,923
Non Current Assets			
Taxes Receivable
Receivables
Contract Assets
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment	(0)	(0)	...
Infrastructure Systems
Investment Properties
Right of Use Assets
Intangibles	623	417	432
Other Assets
Total Non Current Assets	623	417	432
Total Assets	2,653	2,425	2,355
Liabilities			
Current Liabilities			
Taxes Payable
Payables	457	236	1,075
Contract Liabilities	860
Other Financial Liabilities at Fair Value
Borrowings
Provisions	669	540	540
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	1,986	776	1,615
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	...	10	10
Other
Total Non Current Liabilities	...	10	10
Total Liabilities	1,986	786	1,625
Net Assets	667	1,639	730
Equity			
Accumulated Funds	667	1,639	730
Reserves
Capital Equity
Total Equity	667	1,639	730

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	5,930	4,923	5,699
Personnel Services
Grants and Subsidies
Finance Costs
Equivalent Income Tax
Other Payments	1,501	2,115	973
Total Payments	7,431	7,039	6,672
Receipts			
Appropriation
Funding Distribution from Department	7,355	7,348	6,822
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services
Retained Taxes, Fees and Fines
Interest Received	0	...	(0)
Grants and Contributions	187	...	0
Other Receipts	27	155	(0)
Total Receipts	7,569	7,503	6,822
Net Cash Flows From Operating Activities	138	464	150
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	(315)	(279)	(235)
Net Cash Flows From Investing Activities	(315)	(279)	(235)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities
Net Increase/(Decrease) in Cash	(177)	185	(85)
Opening Cash and Cash Equivalents	2,093	1,715	1,900
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	1,917	1,900	1,815

Service NSW

Operating Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	322,166	513,681	542,118
Personnel Services Expenses
Other Operating Expenses	171,165	300,354	145,368
Grants and Subsidies	246,000	778	113,750
Appropriation Expense
Depreciation and Amortisation	45,633	38,475	39,319
Finance Costs	...	30	...
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	784,964	853,318	840,554
Revenue			
Appropriation Revenue
Funding Distribution from Department	645,681	666,516	597,654
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	5,082	7,814	5,311
Transfers to the Crown Entity
Sales of Goods and Services	75,477	59,429	81,496
Grants and Contributions	22,709	69,486	146,700
Investment Revenue	198	1,317	202
Retained Taxes, Fees and Fines
Other Revenue	7	100,226	7
Total Revenue	749,154	904,788	831,369
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	...	(2,775)	...
Net Result	(35,810)	48,695	(9,185)

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	7,931	31,197	34,724
Taxes Receivable
Receivables	32,959	45,445	45,445
Contract Assets	...	4,215	4,215
Inventories
Financial Assets at Fair Value	...	3	3
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	40,890	80,860	84,387
Non Current Assets			
Taxes Receivable
Receivables
Contract Assets
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building	...	70,470	56,154
Plant and Equipment	61,713	18,284	23,098
Infrastructure Systems
Investment Properties
Right of Use Assets	194	299	299
Intangibles	68,733	62,810	69,600
Other Assets
Total Non Current Assets	130,640	151,863	149,151
Total Assets	171,530	232,723	233,538
Liabilities			
Current Liabilities			
Taxes Payable
Payables	73,793	38,765	48,765
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	305	416	416
Provisions	45,502	55,783	55,783
Other	...	15,539	15,539
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	119,600	110,503	120,503
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	...	906	906
Provisions	6,503	14,524	14,524
Other
Total Non Current Liabilities	6,503	15,430	15,430
Total Liabilities	126,103	125,933	135,933
Net Assets	45,427	106,790	97,605
Equity			
Accumulated Funds	45,427	106,790	97,605
Reserves
Capital Equity
Total Equity	45,427	106,790	97,605

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	317,084	498,075	536,807
Personnel Services
Grants and Subsidies	246,000	778	113,750
Finance Costs	...	33	...
Equivalent Income Tax
Other Payments	161,165	334,873	124,533
Total Payments	724,249	833,758	775,090
Receipts			
Appropriation
Funding Distribution from Department	645,681	666,516	597,654
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	75,477	76,573	81,496
Retained Taxes, Fees and Fines
Interest Received	198	1,317	202
Grants and Contributions	9,349	64,071	135,865
Other Receipts	7	89,452	7
Total Receipts	730,712	897,928	815,224
Net Cash Flows From Operating Activities	6,463	64,171	40,134
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(14,152)	(25,485)	(14,366)
Proceeds from Sale of Investments	...	(3)	...
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	(26,905)	(21,640)	(22,241)
Net Cash Flows From Investing Activities	(41,057)	(47,128)	(36,607)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	...	(205)	...
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	...	(205)	...
Net Increase/(Decrease) in Cash	(34,594)	16,838	3,527
Opening Cash and Cash Equivalents	42,525	14,359	31,197
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	7,931	31,197	34,724

Long Service Corporation

Operating Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	...	(4,100)	...
Personnel Services Expenses	10,055	9,886	13,121
Other Operating Expenses	289,781	120,912	185,199
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	1,129	293	1,186
Finance Costs	27,000	59,370	65,783
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	327,965	186,361	265,289
Revenue			
Appropriation Revenue
Funding Distribution from Department
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions
Investment Revenue	118,517	137,207	114,701
Retained Taxes, Fees and Fines	219,100	185,019	150,700
Other Revenue	4	15	5
Total Revenue	337,621	322,242	265,406
Gain/(Loss) on Disposal of Non Current Assets	...	1	...
Other Gains/(Losses)	...	(702)	...
Net Result	9,656	135,179	118

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	85,958	25,043	9,825
Taxes Receivable
Receivables	5,933	44,092	44,092
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other	...	(36)	(36)
Assets Held For Sale
Total Current Assets	91,891	69,099	53,881
Non Current Assets			
Taxes Receivable
Receivables
Contract Assets
Inventories
Financial Assets at Fair Value	2,214,056	2,212,601	2,333,901
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment	269	5	261
Infrastructure Systems
Investment Properties
Right of Use Assets
Intangibles	5,362	8,470	7,287
Other Assets
Total Non Current Assets	2,219,687	2,221,075	2,341,450
Total Assets	2,311,578	2,290,175	2,395,331
Liabilities			
Current Liabilities			
Taxes Payable
Payables	3,058	3,671	3,671
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	1,344,772	1,376,018	1,463,908
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	1,347,830	1,379,690	1,467,579
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	485,836	268,538	285,687
Other
Total Non Current Liabilities	485,836	268,538	285,687
Total Liabilities	1,833,666	1,648,228	1,753,266
Net Assets	477,913	641,947	642,065
Equity			
Accumulated Funds	477,913	641,947	642,065
Reserves
Capital Equity
Total Equity	477,913	641,947	642,065

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	...	(4,100)	...
Personnel Services	10,055	9,886	13,121
Grants and Subsidies
Finance Costs
Equivalent Income Tax
Other Payments	142,053	139,637	147,013
Total Payments	152,107	145,423	160,134
Receipts			
Appropriation
Funding Distribution from Department
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services
Retained Taxes, Fees and Fines	219,100	181,214	150,700
Interest Received	17	571	401
Grants and Contributions
Other Receipts	113,842	1,624	1,074
Total Receipts	332,960	183,408	152,175
Net Cash Flows From Operating Activities	180,852	37,985	(7,958)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment	...	1	...
Purchases of Property, Plant and Equipment	(260)	...	(260)
Proceeds from Sale of Investments	(112,769)	11,000	(7,000)
Purchases of Investments	...	(46,000)	...
Advances Repayments Received
Advances made
Other Investing	...	(3,589)	...
Net Cash Flows From Investing Activities	(113,029)	(38,588)	(7,260)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities
Net Increase/(Decrease) in Cash	67,823	(603)	(15,218)
Opening Cash and Cash Equivalents	18,135	25,646	25,043
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	85,958	25,043	9,825

New South Wales Government Telecommunications Authority

Operating Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related
Personnel Services Expenses	44,687	38,007	53,212
Other Operating Expenses	137,968	101,169	138,969
Grants and Subsidies	9,720	8,221	...
Appropriation Expense
Depreciation and Amortisation	50,783	48,469	67,005
Finance Costs	3,064	3,862	3,408
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	246,222	199,728	262,593
Revenue			
Appropriation Revenue
Funding Distribution from Department	314,671	162,515	226,785
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services	149,819	147,051	192,424
Grants and Contributions	17,498	9,487	8,626
Investment Revenue	114	3,464	2,212
Retained Taxes, Fees and Fines
Other Revenue	...	2,794	...
Total Revenue	482,102	325,311	430,047
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	...	(1,240)	...
Net Result	235,880	124,344	167,454

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	118,145	163,464	169,625
Taxes Receivable
Receivables	28,211	5,935	7,588
Contract Assets	...	6,723	6,723
Inventories	789
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	147,145	176,122	183,936
Non Current Assets			
Taxes Receivable
Receivables	...	1,393	1,393
Contract Assets
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building	320	335	335
Plant and Equipment	757,789	662,887	826,963
Infrastructure Systems
Investment Properties
Right of Use Assets	81,265	149,616	140,558
Intangibles	12,835	12,821	14,277
Other Assets
Total Non Current Assets	852,209	827,052	983,526
Total Assets	999,354	1,003,174	1,167,462
Liabilities			
Current Liabilities			
Taxes Payable
Payables	83,328	56,218	58,644
Contract Liabilities	55,889	3,102	3,102
Other Financial Liabilities at Fair Value
Borrowings	5,978	9,129	9,129
Provisions	...	164	164
Other	...	19,809	19,809
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	145,195	88,424	90,849
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	78,863	119,707	114,116
Provisions	8,577	32,870	32,870
Other	...	57,907	57,907
Total Non Current Liabilities	87,440	210,484	204,893
Total Liabilities	232,635	298,907	295,742
Net Assets	766,719	704,266	871,720
Equity			
Accumulated Funds	766,719	665,628	833,082
Reserves	...	38,639	38,639
Capital Equity
Total Equity	766,719	704,266	871,720

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related
Personnel Services	44,687	38,007	53,212
Grants and Subsidies	9,720	8,221	...
Finance Costs	3,064	2,960	3,408
Equivalent Income Tax
Other Payments	140,675	80,978	138,982
Total Payments	198,146	130,166	195,602
Receipts			
Appropriation
Funding Distribution from Department	314,671	162,515	226,785
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	149,819	146,456	192,424
Retained Taxes, Fees and Fines
Interest Received	114	3,464	2,212
Grants and Contributions	17,498	36,362	8,626
Other Receipts	...	2,794	...
Total Receipts	482,102	351,591	430,047
Net Cash Flows From Operating Activities	283,956	221,425	234,446
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(291,352)	(169,625)	(219,324)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	...	(6,428)	...
Net Cash Flows From Investing Activities	(291,352)	(176,053)	(219,324)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(1,306)	(10,531)	(9,747)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(1,306)	(10,531)	(9,747)
Net Increase/(Decrease) in Cash	(8,702)	34,842	5,375
Opening Cash and Cash Equivalents	126,141	128,622	163,464
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring	706	...	786
Closing Cash and Cash Equivalents	118,145	163,464	169,625

Office of the Independent Review Officer

Operating Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	11,887	10,111	12,533
Personnel Services Expenses
Other Operating Expenses	3,311	4,421	4,879
Grants and Subsidies	69,311	88,010	71,038
Appropriation Expense
Depreciation and Amortisation
Finance Costs
Other Expenses	1,593	471	(0)
TOTAL EXPENSES EXCLUDING LOSSES	86,102	103,013	88,451
Revenue			
Appropriation Revenue
Funding Distribution from Department
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	...	(32)	...
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions	85,881	103,045	88,207
Investment Revenue
Retained Taxes, Fees and Fines
Other Revenue	...	0	...
Total Revenue	85,881	103,013	88,207
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(221)	(0)	(244)

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	3,768	5,984	5,740
Taxes Receivable
Receivables	69	2,688	2,688
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	3,836	8,673	8,428
Non Current Assets			
Taxes Receivable
Receivables
Contract Assets
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment
Infrastructure Systems
Investment Properties
Right of Use Assets
Intangibles
Other Assets
Total Non Current Assets
Total Assets	3,836	8,673	8,428
Liabilities			
Current Liabilities			
Taxes Payable
Payables	3,018	4,649	4,649
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	1,039	4,024	4,024
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	4,057	8,673	8,673
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other
Total Non Current Liabilities
Total Liabilities	4,057	8,673	8,673
Net Assets	(221)	0	(244)
Equity			
Accumulated Funds	(221)	(0)	(244)
Reserves
Capital Equity
Total Equity	(221)	(0)	(244)

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	11,887	10,082	12,533
Personnel Services
Grants and Subsidies	69,311	88,010	71,038
Finance Costs
Equivalent Income Tax
Other Payments	4,904	4,877	4,879
Total Payments	86,102	102,969	88,451
Receipts			
Appropriation
Funding Distribution from Department
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	...	(3)	...
Retained Taxes, Fees and Fines
Interest Received
Grants and Contributions	85,881	103,045	88,207
Other Receipts	...	4,530	...
Total Receipts	85,881	107,572	88,207
Net Cash Flows From Operating Activities	(221)	4,603	(244)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing
Net Cash Flows From Investing Activities
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities
Net Increase/(Decrease) in Cash	(221)	4,603	(244)
Opening Cash and Cash Equivalents	3,989	1,381	5,984
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	3,768	5,984	5,740

Rental Bond Board

Operating Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related
Personnel Services Expenses
Other Operating Expenses	32,148	32,853	36,495
Grants and Subsidies	40,907	45,856	47,840
Appropriation Expense
Depreciation and Amortisation
Finance Costs
Other Expenses	197	...	164
TOTAL EXPENSES EXCLUDING LOSSES	73,252	78,709	84,499
Revenue			
Appropriation Revenue
Funding Distribution from Department	66,153	66,153	67,079
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions
Investment Revenue	0	...	0
Retained Taxes, Fees and Fines
Other Revenue	2,874	2,051	1,839
Total Revenue	69,027	68,204	68,919
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(4,225)	(10,505)	(15,581)

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	192,466	183,664	168,083
Taxes Receivable
Receivables	638	183	183
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	193,105	183,847	168,266
Non Current Assets			
Taxes Receivable
Receivables
Contract Assets
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment
Infrastructure Systems
Investment Properties
Right of Use Assets
Intangibles
Other Assets
Total Non Current Assets
Total Assets	193,105	183,847	168,266
Liabilities			
Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other	82	108	108
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	82	108	108
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other
Total Non Current Liabilities
Total Liabilities	82	108	108
Net Assets	193,023	183,739	168,158
Equity			
Accumulated Funds	193,023	183,739	168,158
Reserves
Capital Equity
Total Equity	193,023	183,739	168,158

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related
Personnel Services
Grants and Subsidies	40,907	45,856	47,840
Finance Costs
Equivalent Income Tax
Other Payments	32,345	33,384	36,659
Total Payments	73,252	79,240	84,499
Receipts			
Appropriation
Funding Distribution from Department	66,153	66,153	67,079
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services
Retained Taxes, Fees and Fines
Interest Received	0	...	0
Grants and Contributions
Other Receipts	2,874	2,030	1,839
Total Receipts	69,027	68,183	68,919
Net Cash Flows From Operating Activities	(4,225)	(11,058)	(15,581)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(488)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing
Net Cash Flows From Investing Activities	(488)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities
Net Increase/(Decrease) in Cash	(4,714)	(11,058)	(15,581)
Opening Cash and Cash Equivalents	197,180	194,722	183,664
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	192,466	183,664	168,083

State Insurance Regulatory Authority

Operating Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related
Personnel Services Expenses	56,998	56,890	77,815
Other Operating Expenses	578,405	546,402	576,457
Grants and Subsidies	9,000	6,050	7,000
Appropriation Expense
Depreciation and Amortisation	...	130	23
Finance Costs	...	1,864	2
Other Expenses	...	2,429	...
TOTAL EXPENSES EXCLUDING LOSSES	644,403	613,764	661,297
Revenue			
Appropriation Revenue
Funding Distribution from Department
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions
Investment Revenue	5,836	20,442	5,921
Retained Taxes, Fees and Fines	553,411	450,901	627,213
Other Revenue	70,178	177,812	291
Total Revenue	629,425	649,155	633,425
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	...	(4,616)	...
Net Result	(14,978)	30,774	(27,872)

Balance Sheet

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	192,673	183,824	149,484
Taxes Receivable
Receivables	28,575	106,296	96,128
Contract Assets
Inventories
Financial Assets at Fair Value	203,428	200,794	196,696
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	424,676	490,913	442,308
Non Current Assets			
Taxes Receivable
Receivables	(0)
Contract Assets
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment	1	29	29
Infrastructure Systems
Investment Properties
Right of Use Assets	(0)	51	28
Intangibles	5,555	...	5,555
Other Assets
Total Non Current Assets	5,556	81	5,613
Total Assets	430,232	490,994	447,920
Liabilities			
Current Liabilities			
Taxes Payable
Payables	49,691	37,254	26,844
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	0	23	23
Provisions	7,679	6,897	6,897
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	57,370	44,174	33,764
Non Current Liabilities			
Taxes Payable
Payables	160,068	142,097	141,807
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	...	29	28
Provisions	87,425	79,891	75,391
Other
Total Non Current Liabilities	247,493	222,018	217,225
Total Liabilities	304,864	266,191	250,989
Net Assets	125,368	224,803	196,931
Equity			
Accumulated Funds	125,368	224,803	196,931
Reserves
Capital Equity
Total Equity	125,368	224,803	196,931

Cash Flow Statement

	2022-23		2023-24
	Budget \$000	Est. Actual \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	...	869	...
Personnel Services	56,998	56,890	77,815
Grants and Subsidies	9,000	6,050	7,000
Finance Costs	...	2	2
Equivalent Income Tax
Other Payments	582,905	577,442	591,367
Total Payments	648,903	641,253	676,183
Receipts			
Appropriation
Funding Distribution from Department
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	...	956	...
Retained Taxes, Fees and Fines	552,904	445,031	626,698
Interest Received	523	7,649	537
Grants and Contributions
Other Receipts	70,687	143,725	10,683
Total Receipts	624,113	597,361	637,917
Net Cash Flows From Operating Activities	(24,790)	(43,892)	(38,266)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	...	(194)	...
Proceeds from Sale of Investments	9,411	9,000	9,483
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	(5,555)	...	(5,555)
Net Cash Flows From Investing Activities	3,856	8,806	3,928
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	...	46	(2)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	...	46	(2)
Net Increase/(Decrease) in Cash	(20,934)	(35,041)	(34,340)
Opening Cash and Cash Equivalents	213,607	218,864	183,824
Reclassification of Cash Equivalents
Cash transferred in(out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	192,673	183,824	149,484