4. Health Cluster

Agency	Expenses			Capital Expenditure		
	2013-14 Revised $m	2014-15 Budget $m	Var. %	2013-14 Revised $m	2014-15 Budget $m	Var. %
Ministry of Health						
Service Group						
Population Health Services	534.8	543.9	1.7	...	16.7	N/A
Primary and Community Based Services	819.4	848.4	3.5	35.2	57.9	64.4
Aboriginal Health Services	85.7	90.0	5.0	...	3.0	N/A
Outpatient Services	2,468.1	2,569.6	4.1	133.8	163.5	22.2
Emergency Services	2,374.5	2,481.3	4.5	247.6	180.3	(27.2)
Inpatient Hospital Services	7,922.8	8,355.6	5.5	654.5	525.9	(19.7)
Mental Health Services	1,558.1	1,625.2	4.3	82.1	101.6	23.8
Rehabilitation and Extended Care Services	1,460.4	1,527.4	4.6	19.6	77.6	295.8
Teaching and Research	627.4	654.5	4.3	9.9	43.5	339.0
Cluster Grant Funding	21.1	21.1	...	...	...	...
Total	17,872.3	18,717.1	4.7	1,182.8	1,169.9	(1.1)
Total on a comparable basis adjusted for changes in payment arrangements [(a)]	*17,872.3*	*18,801.3*	*5.2*	*1,182.8*	*1,169.9*	*(1.1)*
Health Care Complaints Commission						
Service Group						
Complaints Handling	11.9	12.3	3.2	0.3	0.1	(76.6)
Total	11.9	12.3	3.2	0.3	0.1	(76.6)
Mental Health Commission of New South Wales						
Service Group						
Mental Health Commission	9.2	9.5	3.0	0.3	0.1	(66.7)
Total	9.2	9.5	3.0	0.3	0.1	(66.7)

(a) From 2014-15, where NSW residents receive public hospital services in another State or Territory, the Commonwealth Government will pay their share of the Activity Based Funding costs direct to that jurisdiction and that cost will no longer appear in the NSW Health Expense budget. Had this $84 million revised payment arrangement not occurred, on a like for like basis, NSW Health's 2014-15 Expense budget would have been $18,801 million, being 5.2 per cent growth over the prior year's revised expense budget.

Introduction

The Health cluster works to improve the health and safety of the public by managing and regulating the NSW public health care system.

The Health cluster is the lead for achieving the following NSW 2021 goals:

- keep people healthy and out of hospital
- provide world class clinical services with timely access and effective infrastructure.

The Health cluster's responsibilities include:

- providing health care services to patients and the community
- promoting wellness and illness prevention
- developing health care policy and planning
- managing, monitoring and reporting on health system performance
- building healthy communities by working with other parts of the Government.

The Health cluster comprises the Ministry of Health, NSW Health reporting entities including 15 Local Health Districts, two Specialty Health Networks, Ambulance Service of New South Wales, six Pillars (Agency for Clinical Innovation, Bureau of Health Information, Clinical Excellence Commission, Cancer Institute, Health Education and Training Institute, and Kids and Families), the Health Care Complaints Commission and the Mental Health Commission.

Services

The Health cluster's key services are:

- promoting and regulating public health
- providing preventive health services
- delivering services in community health centres and outpatient clinics and through Hospital in the Home
- providing services to people with chronic illness to avoid unnecessary hospitalisation
- providing health services to Aboriginal people
- providing emergency medical retrieval, transport and treatment
- providing health care to patients admitted to hospitals
- providing mental health, rehabilitation and long-term care services
- supporting training of health professionals
- building research capacity.

2014-15 Budget Highlights

In 2014-15, the total expense budget for the Ministry of Health is $18.7 billion. The Budget invests almost $1.3 billion, including $117 million from the Ministry's expense budget, on Health's capital program in 2014-15 for new facilities, upgrades and redevelopments across the State. Health's record expense budget includes more than:

- $2.4 billion for emergency care
- $8.3 billion for inpatient hospital services and $2.5 billion for outpatients
- $1.6 billion for mental health services
- $1.5 billion for rehabilitation and extended care.

The budget also includes the following grants:

- $11.5 million for the Health Care Complaints Commission
- $9.6 million for the Mental Health Commission of New South Wales.

The Commonwealth has changed the way it pays the States for patients who receive public hospital services in other jurisdictions. Had this $84 million revised payment arrangement not occurred, on a like for like basis, Health's 2014-15 expense budget would have been $18.8 billion, an increase of 5.2 per cent from 2013-14.

Meeting Demand for Acute Hospital Services

In 2014-15, an extra $300 million is being invested to meet increased patient demand for hospital and emergency department services including:

- an estimated 1.29 million acute inpatient separations in 2014-15 – a 3.2 per cent (40,000) increase from 2013-14 – including additional elective surgery for 3,000 more patients
- an estimated 2.77 million emergency department attendances in 2014-15 – a 3.0 per cent (80,000) increase from 2013-14
- $6.0 million for a contestable surgical pool to help meet patient demand.

Rural Health

NSW Health is improving health services in rural and remote areas of New South Wales. The Government is investing in services and facilities to improve access to quality health services and attracting and retaining a skilled workforce. Key initiatives include:

- $48 million capital investment to improve eHealth in rural NSW health services, including ensuring all sites have sufficient network capacity to access electronic patient data
- $8.3 million on planning further Multipurpose Services (services co-locating acute care, residential aged care, community and allied health services, rehabilitation and health education services)

- $4.0 million annually for minor capital works programs in rural hospitals to improve patient flow, refurbish wards and consulting suites and upgrade staff accommodation
- $4.0 million to improve ambulance infrastructure in rural areas
- up to $450,000 will be spent on increasing the Aboriginal health workforce through investment in scholarships and providing 30 Aboriginal Cadetships for Nursing and Midwifery in 2014-15
- improving rural Local Health Districts' research capability through initiatives such as the investment of $100,000 to improve collaboration and networking of research initiatives in rural areas.

Patient Services

Key initiatives will include:

- $1.3 billion of expenditure on the capital program in 2014-15 for new facilities, upgrades and redevelopments, including:
  - commencing work at St George, Westmead, Gosford, and Sutherland Hospital redevelopments; establishing a new Byron Central Hospital; a new Campbelltown Hospital Clinical School; enhancing paediatric and neonatal intensive care at John Hunter Children's Hospital; establishing aged/transitional care services on the Bulli Hospital site; relocating and enhancing the Eurobodalla Renal Dialysis and Oncology Clinics; expanding the Sydney Children's Hospital by building additional floors above the Nelune Comprehensive Cancer Centre at Prince of Wales Hospital; consolidating community mental health services at Albury; and upgrading Sydney Metropolitan Ambulance Infrastructure
  - commencing construction of car parks at Coffs Harbour and Lismore Hospitals
  - continuing works at Northern Beaches, Sutherland Hospital car park, Wagga Wagga, Blacktown, Mt Druitt, Tamworth, Bega, Parkes, Forbes, Hornsby Ku-ring-gai, Port Macquarie, Wollongong, Dubbo, Lismore and Kempsey
  - planning for the new Maitland Hospital and future upgrades of Blacktown, Shellharbour, and Wyong Hospitals, stage five of the Multipurpose Services Program, Forensic Pathology and Coroners Court, and rural Ambulance infrastructure.
- $220 million to retain patient services that were previously funded by the Commonwealth under the National Partnership Agreements on Improving Public Hospital Services and Longer Stay Older Patients that are to cease on 30 June 2014, including:
  - maintaining services to improve waiting times in emergency departments, ensure patients receive elective surgery within clinically recommended times and support access to sub acute services such as rehabilitation, palliative care, geriatric and mental health
  - continuing services to support older patients who are in hospital awaiting a Commonwealth funded nursing home bed.

- $30 million as part of the Government's commitment to spend $120 million over four years on NSW Health's Integrated Care strategy to support Local Health Districts developing partnerships with primary care providers to provide coordinated and connected patient care
- $10 million, as part of the $35 million over four years, to continue implementation of the Government's commitment to increase access to palliative care
- $3.0 million to implement new models of care for renal palliative care patients including establishing three centre of excellence hubs in New South Wales
- $7.0 million to expand Hospital in the Home services, working in partnership with the non-government sector, through a combination of telemedicine and community nursing services
- $6.8 million to improve access to pain management services, particularly for people in rural areas as part of the Government's commitment to spend $26 million over four years
- $5.0 million to continue the roll out of the Whole of Hospital program to ensure a health system-wide approach to patient care with an emphasis on care that is connected, streamlined and leverages best practice
- an additional $5.0 million for EnableNSW for the Aids and Equipment program, bringing the total to $46 million in 2014-15, to assist in preventing hospital readmissions and to support discharge from hospital following illness, particularly among vulnerable older patients
- $2.0 million to increase capacity for caring for young people with a brain injury in an appropriate setting
- an extra $800,000 for cochlear implants for children and adults, on top of the $2.3 million provided over the past three years.

More Nurses

- Key initiatives will include $15 million for 115 more clinical nurse/midwife educators and specialists.

Information and Communication Technology Supporting Patient Care

Key initiatives include:

- $20 million to upgrade ICT systems, including enabling wireless and mobile connectivity for clinical systems to improve the quality and safety of care delivered
- $10 million for the second stage of the Health*e*Net project to expand the information within Health*e*Net and to design and begin development of a collaborative two way integrated care portal for doctors, patients and other health service providers

- $5.0 million to establish information systems to support NSW Health services and their clinicians to better understand their cost-drivers, clinical and operational performance and the effectiveness of improvement strategies.

Medical Research

Key initiatives include:

- $44 million towards the Medical Research Support Program to support independent research institutes
- $34 million continued investment for the Cancer Institute NSW to support and manage cancer research programs including $3.8 million for three new Translational Cancer Research Centres
- a further $7.7 million for the Medical Devices Seeding Fund to support development of medical devices that lead to better treatment options and patient outcomes
- $6.0 million for the Sydney Genomic Collaborative program for screening of genetic markers to help identify cancer risk and opportunities for therapeutic intervention.

Mental Health Services

As part of the $1.6 billion expenditure on mental health services, key initiatives include:

- $27 million to meet the demand for additional acute mental health services together with enhancing sub acute mental health services as part of the transition to providing better care in the community
- $2.0 million to extend assistance for people with eating disorders.

Preventive Health

Key initiatives will include:

- $18 million for anti-smoking and skin cancer prevention campaigns
- $19 million to continue programs that were funded by the Commonwealth under the National Partnership Agreement on Preventive Health to tackle obesity, promote healthy eating and physical activity in children and adults.

Investing in the Workforce

Key initiatives include:

- $3.4 million for further postgraduate medical training positions, especially in outer metropolitan and rural hospitals, bringing total funding in the Health Professionals Workforce Plan for medical postgraduate training positions to $8.1 million per annum
- $1.8 million (bringing the total to $3.5 million per annum) for the Health Education and Training Institute to expand the Clinician and Executive Team Leadership program to build individual, team and facility leadership capability and drive performance for improved patient outcomes in the NSW Health system.

Service Group Statements

The 2011-12 Actual and 2013-14 Forecast FTEs have been revised to reflect inclusion of all NSW Health controlled entities, including the Cancer Institute that was established as a pillar within NSW Health in April 2013.

Variation between the 2013-14 Budget and the revised financial estimates reflect nationally accepted changes in clinical service category definitions as approved by the Independent Hospital Pricing Authority (IHPA). These definitions are included in the 2013 cost data collection conducted by NSW Health which has been used to calculate revised 2013-14 and 2014-15 budget estimates.

Population Health Services

Service description: This service group covers the provision of health services targeted at broad population groups including environmental health protection, food and poisons regulation and monitoring of communicable diseases.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Two-yearly participation rate of women within breast cancer screening target group (50-69, 70-74 age groups)	%	50.2	51.5	51.0	51.7	53.7
Two-yearly participation rate of women within cervical cancer screening target group (20-69 age group)	%	56.2	56.3	58.0	58.0	58.0
Needles and syringes distributed	thous	11,051	11,802	12,500	12,500	13,000
Employees:	FTE	2,039	2,122	2,129	2,383	2,384

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses [(a)]	554,693	534,776	543,888
Total expenses include the following:			
Employee related [(b)]	204,418	229,541	235,383
Other operating expenses [(b)]	170,237	227,006	227,018
Grants and subsidies [(b)]	169,696	68,198	70,121
Capital Expenditure	...	...	16,739

(a) The change against the 2013-14 Budget is partly due to progressively increasing the level of immunisation stock that has been purchased by the Commonwealth Government directly from suppliers.

(b) The change across expense items against the 2013-14 Budget largely reflects redistribution of grant funding previously allocated to the Cancer Institute. This funding is now recognised across employee related and other operating expenses following the establishment of the Cancer Institute as a pillar within NSW Health.

Primary and Community Based Services

Service description: This service group covers the provision of health services for persons attending community health centres or in the home, including health promotion activities, community based women's health, dental, drug and alcohol and HIV/AIDS services. It also covers the provision of grants to non-government organisations for community health purposes.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Dental health non-inpatient dental weighted activity units [(a)]	thous	257	300	326	330	317
Home nursing occasions of service	thous	640	632	639	700	800
Opioid treatment clients	no.	18,715	19,197	18,700	19,200	19,522
Withdrawal management (detoxification) people treated	no.	9,650	9,870	10,400	10,095	10,210
Hospital in the Home episodes	no.	18,058	18,297	22,000	22,000	23,000
Employees:	FTE	4,986	5,186	5,593	5,802	5,832

(a) The principal measure of activity for non-inpatient dental services is now the dental weighted activity unit. Previous activity has been converted into dental weighted activity units. The 2014-15 Forecast reflects nine months of the National Partnership Agreement on Treating More Public Dental Patients that ceases in March 2015.

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses [(a)]	907,551	819,358	848,445
Total expenses include the following:			
Employee related	496,742	515,873	523,800
Other operating expenses	193,845	179,689	193,272
Grants and subsidies [(b)]	193,750	98,326	101,317
Capital Expenditure	33,392	35,200	57,855

(a) The overall change against the 2013-14 Budget reflects definition changes in service types for non admitted services that are now shown in other Service Groups including Outpatient Services, Emergency Services and Inpatient Hospital Services.

(b) The 2013-14 Revised estimate incorporates a reclassification of budgets provided to affiliated health organisations and non government organisations to reflect service definitions as required under the National Health Reform Agreement (NHRA) and IHPA costing determinations.

Aboriginal Health Services

Service description: This service group covers the provision of supplementary health services to Aboriginal people particularly in the areas of health promotion, health education and disease prevention. This program excludes most services for Aboriginal people provided directly by Local Health Districts and other general health services that are used by all members of the community.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Antenatal visits - confinements for Aboriginal women where first antenatal visit was before 14 weeks gestation	%	61	61	62	62	62
Employees:	FTE	561	584	603	621	626

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses	85,686	85,731	90,025
Total expenses include the following:			
Employee related	45,210	46,664	48,219
Other operating expenses	16,553	17,237	17,607
Grants and subsidies	22,436	20,125	22,275
Capital Expenditure	...	...	2,989

Outpatient Services

Service description: This service group covers the provision of services in outpatient clinics including low level emergency care, diagnostic and pharmacy services and radiotherapy treatment.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Outpatient clinics occasions of service [(a)]	thous	5,849	5,768	5,859	6,049	6,140
Diagnostics occasions of service	thous	4,342	3,876	3,882	3,882	3,900
Employees:	FTE	14,980	15,583	15,845	15,699	16,003

(a) The 2013-14 Forecast has been revised to reflect the changes in data collection processes to align to National Funding arrangements and amendments to the classifications by IPHA relating to the implementation of Activity Based Funding arrangements.

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses	2,339,483	2,468,099	2,569,636
Total expenses include the following:			
Employee related	1,327,012	1,318,233	1,377,276
Other operating expenses	773,816	858,133	879,041
Grants and subsidies [(a)]	101,070	160,292	168,666
Other expenses	23,100	24,583	22,359
Capital Expenditure	139,122	133,846	163,528

(a) The 2013-14 Revised estimate incorporates a reclassification of budgets provided to affiliated health organisations and non government organisations to reflect service definitions as required under the NHRA and IHPA costing determinations.

Emergency Services

Service description: This service group covers the provision of emergency road and air ambulance services and treatment of patients in emergency departments of public hospitals.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Attendances in emergency departments	thous	2,538	2,615	2,680	2,685	2,765
Attendances admitted	thous	530	568	586	613	660
Emergency road transport cases	thous	527	542	570	553	564
Emergency department weighted attendances [(a)]	no.	2,510	2,590	2,660	2,665	2,745
Employees:	FTE	12,142	12,631	13,163	13,688	14,009

(a) Includes emergency departments with electronic data submission only. Additional facilities have been added in 2012-13 with prior years' actual results retrospectively adjusted.

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses [(a)]	2,330,184	2,374,506	2,481,292
Total expenses include the following:			
Employee related [(a)]	1,524,658	1,588,587	1,666,423
Other operating expenses [(a)]	683,772	644,390	660,259
Grants and subsidies	32,619	44,714	47,487
Other expenses	11,600	12,481	11,352
Capital Expenditure	247,565	247,612	180,253

(a) The change against the 2013-14 Budget reflects nationally accepted changes in clinical service category definitions as approved by IHPA. These definitions are included in the 2013 cost data collection conducted by NSW Health which has been used to calculate the 2013-14 Revised and 2014-15 Budget estimates.

Inpatient Hospital Services

Service description: This service group covers the provision of health care to patients admitted to hospitals including elective surgery and maternity services.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Acute separations:						
Same day	thous	320	340	352	377	395
Overnight	thous	834	853	876	876	898
Acute weighted separations:						
Same day	thous	160	169	172	190	196
Overnight	thous	1,487	1,533	1,590	1,570	1,614
Average length of stay for overnight separations	days	4.9	4.7	4.8	4.7	4.7
Total bed days for acute patients	thous	4,411	4,384	4,560	4,530	4,650
Employees:	FTE	44,542	46,334	46,483	45,273	46,813

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses [(a)]	8,016,959	7,922,815	8,355,583
Total expenses include the following:			
Employee related	4,935,303	4,812,881	5,110,279
Other operating expenses	2,265,161	2,112,366	2,240,010
Grants and subsidies [(b)]	186,998	348,301	341,967
Other expenses	321,600	341,136	310,279
Capital Expenditure	654,933	654,545	525,923

(a) The change against the 2013-14 Budget reflects nationally accepted changes in clinical service category definitions as approved by IHPA. These definitions are included in the 2013 cost data collection conducted by NSW Health which has been used to calculate the 2013-14 Revised and 2014-15 Budget estimates.

(b) The 2013-14 Revised estimate incorporates a reclassification of budgets provided to affiliated health organisations and non government organisations to reflect service definitions as required under the NHRA and IHPA costing determinations.

Mental Health Services

Service description: This service group covers the provision of an integrated and comprehensive network of services by Local Health Districts and community based organisations for people seriously affected by mental illnesses and mental health problems. It also covers the development of preventative programs that meet the needs of specific client groups.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Acute mental health service overnight separations	no.	30,208	31,555	31,968	31,498	31,971
Non-acute mental health inpatient days [(a)]	thous	285	286	339	290	339
Employees:	FTE	11,201	11,652	11,916	12,537	12,609

(a) The 2013-14 Revised figure reflects staggered opening of new services during 2013-14.

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses [(a)]	1,445,200	1,558,132	1,625,187
Total expenses include the following:			
Employee related	1,047,156	1,104,476	1,138,584
Other operating expenses	282,922	292,644	304,063
Grants and subsidies [(b)]	55,200	93,903	98,221
Capital Expenditure	69,943	82,120	101,632

(a) The change against the 2013-14 Budget is due to the recognition of mental health costs as a result of improved patient coding and application of IPHA criteria for non admitted mental health patients during 2013-14 and forward years.

(b) The 2013-14 Revised estimate incorporates a reclassification of budgets provided to affiliated health organisations and non government organisations to reflect service definitions as required under the NHRA and IHPA costing determinations.

Rehabilitation and Extended Care Services

Service description: This service group covers the provision of appropriate health care services for persons with long-term physical and psycho-physical disabilities and for the frail-aged. It also includes the coordination of the Ministry's services for the aged and disabled with those provided by other agencies and individuals.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Total separations to usual place of residence	no.	33,534	37,502	39,000	41,000	43,000
Total non-inpatient occasions of service	thous	2,909	3,000	3,020	3,020	3,050
Employees:	FTE	11,315	11,771	12,191	11,118	11,318

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses [(a) (b)]	1,641,133	1,460,357	1,527,369
Total expenses include the following:			
Employee related	1,018,060	930,407	970,835
Other operating expenses	360,762	323,031	335,923
Grants and subsidies [(c)]	203,237	154,710	160,917
Capital Expenditure	21,782	19,594	77,557

(a) The change against the 2013-14 Budget reflects nationally accepted changes in clinical service category definitions as approved by IHPA. These definitions are included in the 2013 cost data collection conducted by NSW Health which has been used to calculate 2013-14 Revised and 2014-15 Budget estimates.

(b) The overall change against 2013-14 Budget also reflects definition changes in service types for non admitted patients which are now shown in other Service Groups including Outpatient Services, Emergency Services and Inpatient Hospital Services.

(c) The 2013-14 Revised estimate incorporates a reclassification of budgets provided to affiliated health organisations and non government organisations to reflect service definitions as required under the NHRA and IHPA costing determinations.

Teaching and Research

Service description: This service group covers the provision of professional training for the needs of the NSW health system. It also includes strategic investment in research and development to improve the health and wellbeing of the people of New South Wales.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Interns	no.	849	927	959	964	979
First year resident medical officers	no.	803	881	906	880	917
Total clinical trials approved for conduct within the NSW public health system	no.	300	270	243	257	250
Employees:	FTE	2,846	2,960	3,022	3,548	3,564

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses [(a)]	528,315	627,407	654,543
Total expenses include the following:			
Employee related	304,364	358,175	368,823
Other operating expenses	126,851	139,899	143,440
Grants and subsidies	80,843	111,756	121,918
Capital Expenditure	22	9,901	43,467

(a) The change against the 2013-14 Budget reflects nationally accepted changes in clinical service category definitions as approved by IHPA. These definitions are included in the 2013 cost data collection conducted by NSW Health which has been used to calculate 2013-14 Revised and 2014-15 Budget estimates.

Cluster Grant Funding

Service description: This service group covers the provision of grant funding to agencies within the Health cluster. This includes funding to the Health Care Complaints Commission and the Mental Health Commission of New South Wales.

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses	21,914	21,069	21,087
Grants and subsidies	21,914	21,069	21,087
Health Care Complaints Commission	11,427	11,427	11,472
Mental Health Commission of New South Wales	10,487	9,642	9,615

Financial Statements

Operating Statement

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Expenses Excluding Losses			
Operating Expenses -			
Employee related	10,902,923	10,904,837	11,439,622
Other operating expenses	4,873,919	4,794,395	5,000,633
Depreciation and amortisation	621,073	617,275	674,296
Grants and subsidies	1,067,763	1,121,394	1,153,976
Finance costs	49,140	56,149	104,538
Other expenses	356,300	378,200	343,990
TOTAL EXPENSES EXCLUDING LOSSES	**17,871,118**	**17,872,250**	**18,717,055**
Revenue			
Recurrent appropriation	9,738,473	9,680,897	10,028,334
Capital appropriation	965,159	966,859	1,029,015
Sales of goods and services	2,262,000	2,293,378	2,418,833
Investment revenue	78,700	71,701	74,522
Grants and contributions	4,849,688	4,836,688	5,212,632
Acceptance by Crown Entity of employee benefits and other liabilities	363,535	395,216	360,357
Other revenue	62,900	123,138	126,449
Total Revenue	**18,320,455**	**18,367,877**	**19,250,142**
Gain/(loss) on disposal of non current assets	...	(9,010)	(51,913)
Other gains/(losses)	(10,283)	(26,079)	(10,283)
Net Result	**439,054**	**460,538**	**470,891**

Balance Sheet

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Assets			
Current Assets			
Cash assets	1,400,633	1,419,010	1,570,067
Receivables[(a)]	534,590	616,664	642,917
Other financial assets	117,349	29,161	29,161
Inventories	152,542	144,257	146,452
Assets held for sale	26,841	15,898	15,898
Total Current Assets	**2,231,955**	**2,224,990**	**2,404,495**
Non Current Assets			
Receivables	9,095	8,622	8,622
Other financial assets	75,088	38,977	38,977
Property, plant and equipment -			
Land and building	11,123,351	11,056,278	11,585,242
Plant and equipment	851,831	1,174,237	1,146,126
Infrastructure systems	383,156	434,368	411,806
Intangibles	512,214	446,625	464,358
Other	54,411	40,183	42,950
Total Non Current Assets	**13,009,146**	**13,199,290**	**13,698,081**
Total Assets	**15,241,101**	**15,424,280**	**16,102,576**
Liabilities			
Current Liabilities			
Payables	1,229,221	1,236,563	1,284,229
Borrowings at amortised cost	18,620	19,746	18,957
Provisions	1,695,863	1,633,813	1,709,273
Other	35,405	45,400	45,400
Total Current Liabilities	**2,979,109**	**2,935,522**	**3,057,859**
Non Current Liabilities			
Borrowings at amortised cost	1,084,115	1,058,074	1,062,852
Provisions	13,030	15,729	15,729
Other	103,455	100,292	100,292
Total Non Current Liabilities	**1,200,600**	**1,174,095**	**1,178,873**
Total Liabilities	**4,179,709**	**4,109,617**	**4,236,732**
Net Assets	**11,061,392**	**11,314,663**	**11,865,844**
Equity			
Reserves[(b)]	3,053,234	3,248,397	3,328,687
Accumulated funds	8,008,158	8,066,266	8,537,157
Total Equity	**11,061,392**	**11,314,663**	**11,865,844**

(a) The increase in Receivables is due to delays in the recovery of fees during 2013-14.
(b) The 2013-14 Revised estimates reflect the increase in asset revaluation and recognises changes in asset valuation indices.

Cash Flow Statement

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Cash Flows From Operating Activities			
Payments			
Employee related	10,518,046	10,504,322	10,977,660
Grants and subsidies	1,067,763	1,121,394	1,153,976
Finance costs	49,140	56,149	104,538
Other	5,823,620	5,964,062	6,134,283
Total Payments	**17,458,569**	**17,645,927**	**18,370,457**
Receipts			
Recurrent appropriation	9,738,473	9,680,897	10,028,334
Capital appropriation	965,159	966,859	1,029,015
Sale of goods and services [(a)]	2,200,434	2,244,292	2,366,351
Interest received	78,700	70,830	74,522
Grants and contributions	4,591,259	4,566,903	4,900,450
Other[(a)]	963,159	1,150,805	1,260,796
Total Receipts	**18,537,184**	**18,680,586**	**19,659,468**
Net Cash Flows From Operating Activities	**1,078,615**	**1,034,659**	**1,289,011**
Cash Flows From Investing Activities			
Proceeds from sale of property, plant and equipment [(b)]	62,000	14,000	28,000
Purchases of property, plant and equipment	(962,673)	(1,056,067)	(1,067,035)
Purchases of investments	...	(200)	...
Other	(149,228)	(96,642)	(80,919)
Net Cash Flows From Investing Activities	**(1,049,901)**	**(1,138,909)**	**(1,119,954)**
Cash Flows From Financing Activities			
Proceeds from borrowings and advances	...	2,000	...
Repayment of borrowings and advances	(11,000)	(16,012)	(18,000)
Net Cash Flows From Financing Activities	**(11,000)**	**(14,012)**	**(18,000)**
Net Increase/(Decrease) in Cash	**17,714**	**(118,262)**	**151,057**
Opening Cash and Cash Equivalents	1,382,919	1,482,967	1,419,010
Reclassification of Cash Equivalents	...	(54,305)	...
Closing Cash and Cash Equivalents	**1,400,633**	**1,419,010**	**1,570,067**
Cash Flow Reconciliation			
Net result	439,054	460,538	470,891
Non cash items added back	621,073	614,508	671,529
Change in operating assets and liabilities	18,488	(40,387)	146,591
Net Cash Flows From Operating Activities	**1,078,615**	**1,034,659**	**1,289,011**

(a) The 2013-14 Revised estimate includes $80 million from Private Health Insurers following their decision not to cap single room rates for patients holding private health insurance. There has also been a realignment of forecast receipts with the revenue category.

(b) The timing of receipts from asset sales has been revised across the forward estimates.

Service Group Statements

Complaints Handling

Service description: This service group covers the processing, assessment and resolution of health care complaints, which are dealt with through assisted resolution, facilitated conciliation or referral for investigation. Serious cases of inappropriate health care are investigated and prosecuted, and recommendations made to health organisations to address systemic health care issues.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Complaints received	no.	4,130	4,554	4,741	4,861	5,185
Complaints assessed	no.	4,103	4,544	4,740	4,756	4,980
Complaints assessed within 60 days	%	88	95	95	94	95
Complaints resolved through resolution	%	88	87	85	77	83
Complaint investigations completed	no.	222	201	237	229	230
Referrals for disciplinary action or prosecution	no.	131	85	120	103	110
Disciplinary or appeal cases run	no.	94	88	86	59	65
Employees:	FTE	71	76	77	73	73

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses	11,943	11,934	12,317
Total expenses include the following:			
Employee related	8,441	8,456	8,637
Other operating expenses	3,269	3,245	3,409
Capital Expenditure	278	278	65

Financial Statements

Operating Statement

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Expenses Excluding Losses			
Operating Expenses -			
Employee related	8,441	8,456	8,637
Other operating expenses	3,269	3,245	3,409
Depreciation and amortisation	233	233	271
TOTAL EXPENSES EXCLUDING LOSSES	**11,943**	**11,934**	**12,317**
Revenue			
Investment revenue	25	28	30
Grants and contributions	11,427	11,427	11,472
Acceptance by Crown Entity of employee benefits and other liabilities	216	84	260
Other revenue	415	362	360
Total Revenue	**12,083**	**11,901**	**12,122**
Net Result	**140**	**(33)**	**(195)**

Balance Sheet

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Assets			
Current Assets			
Cash assets	888	631	610
Receivables	216	388	397
Total Current Assets	**1,104**	**1,019**	**1,007**
Non Current Assets			
Property, plant and equipment -			
Land and building	52	101	13
Plant and equipment	584	443	387
Intangibles	48	95	33
Total Non Current Assets	**684**	**639**	**433**
Total Assets	**1,788**	**1,658**	**1,440**
Liabilities			
Current Liabilities			
Payables	461	264	283
Provisions	785	763	721
Total Current Liabilities	**1,246**	**1,027**	**1,004**
Non Current Liabilities			
Provisions	11	261	261
Other	237	...	...
Total Non Current Liabilities	**248**	**261**	**261**
Total Liabilities	**1,494**	**1,288**	**1,265**
Net Assets	**294**	**370**	**175**
Equity			
Accumulated funds	294	370	175
Total Equity	**294**	**370**	**175**

Cash Flow Statement

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Cash Flows From Operating Activities			
Payments			
Employee related	8,246	8,399	8,391
Other	3,568	3,540	3,717
Total Payments	**11,814**	**11,939**	**12,108**
Receipts			
Sale of goods and services	...	...	(10)
Interest received	25	28	31
Grants and contributions	11,427	11,427	11,472
Other	714	661	659
Total Receipts	**12,166**	**12,116**	**12,152**
Net Cash Flows From Operating Activities	**352**	**177**	**44**
Cash Flows From Investing Activities			
Purchases of property, plant and equipment	(278)	(270)	(65)
Other	...	(8)	...
Net Cash Flows From Investing Activities	**(278)**	**(278)**	**(65)**
Net Increase/(Decrease) in Cash	**74**	**(101)**	**(21)**
Opening Cash and Cash Equivalents	814	732	631
Closing Cash and Cash Equivalents	**888**	**631**	**610**
Cash Flow Reconciliation			
Net result	140	(33)	(195)
Non cash items added back	233	233	271
Change in operating assets and liabilities	(21)	(23)	(32)
Net Cash Flows From Operating Activities	**352**	**177**	**44**

Service Group Statements

Mental Health Commission

Service description: This service group covers monitoring, reviewing and improving the mental health system and mental health and wellbeing of the people of New South Wales. It is responsible for the preparation of a draft strategic plan to drive reform in mental health services and to monitor and report on the implementation of the plan.

	Units	2011-12 Actual	2012-13 Actual	2013-14 Forecast	2013-14 Revised	2014-15 Forecast
Service measures:						
Community Consultations	no.	n.a.	12	30	47	30
Manage Grants	no.	n.a.	n.a.	4	4	4
Employees:	FTE	n.a.	25	25	28	33

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Financial indicators:			
Total Expenses Excluding Losses	10,466	9,233	9,510
Total expenses include the following:			
Employee related	3,814	3,693	4,755
Other operating expenses	2,277	2,365	1,044
Grants and subsidies	4,290	3,055	3,601
Capital Expenditure	...	300	100

Financial Statements

Operating Statement

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Expenses Excluding Losses			
Operating Expenses -			
Employee related	3,814	3,693	4,755
Other operating expenses	2,277	2,365	1,044
Depreciation and amortisation	85	120	110
Grants and subsidies	4,290	3,055	3,601
TOTAL EXPENSES EXCLUDING LOSSES	**10,466**	**9,233**	**9,510**
Revenue			
Investment revenue	...	62	50
Grants and contributions	10,487	9,642	9,615
Acceptance by Crown Entity of employee benefits and other liabilities	...	41	45
Total Revenue	**10,487**	**9,745**	**9,710**
Net Result	**21**	**512**	**200**

Balance Sheet

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Assets			
Current Assets			
Cash assets	2,048	1,865	1,996
Receivables	37	157	157
Total Current Assets	**2,085**	**2,022**	**2,153**
Non Current Assets			
Property, plant and equipment -			
Land and building	251	277	197
Plant and equipment	94	199	219
Intangibles	50	103	153
Total Non Current Assets	**395**	**579**	**569**
Total Assets	**2,480**	**2,601**	**2,722**
Liabilities			
Current Liabilities			
Payables	1,976	695	616
Provisions	44	90	90
Total Current Liabilities	**2,020**	**785**	**706**
Non Current Liabilities			
Provisions	98	101	101
Total Non Current Liabilities	**98**	**101**	**101**
Total Liabilities	**2,118**	**886**	**807**
Net Assets	**362**	**1,715**	**1,915**
Equity			
Accumulated funds	362	1,715	1,915
Total Equity	**362**	**1,715**	**1,915**

Cash Flow Statement

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Cash Flows From Operating Activities			
Payments			
Employee related	3,835	3,616	4,710
Grants and subsidies	4,290	3,055	3,601
Other	2,277	2,877	1,123
Total Payments	**10,402**	**9,548**	**9,434**
Receipts			
Interest received	...	62	50
Grants and contributions	10,487	9,642	9,615
Other	...	426	...
Total Receipts	**10,487**	**10,130**	**9,665**
Net Cash Flows From Operating Activities	**85**	**582**	**231**
Cash Flows From Investing Activities			
Purchases of property, plant and equipment	...	(193)	(50)
Other	...	(107)	(50)
Net Cash Flows From Investing Activities	**...**	**(300)**	**(100)**
Net Increase/(Decrease) in Cash	**85**	**282**	**131**
Opening Cash and Cash Equivalents	1,963	1,583	1,865
Closing Cash and Cash Equivalents	**2,048**	**1,865**	**1,996**
Cash Flow Reconciliation			
Net result	21	512	200
Non cash items added back	85	120	110
Change in operating assets and liabilities	(21)	(50)	(79)
Net Cash Flows From Operating Activities	**85**	**582**	**231**