

1. CUSTOMER SERVICE CLUSTER

1.1 Agency Expense Summary

Customer Service cluster	Expenses ^(a)			Capital Expenditure		
	2020-21	2021-22	Change	2020-21	2021-22	Change
	Revised	Budget		Revised	Budget	
\$m	\$m	%	\$m	\$m	%	
Department of Customer Service	2,078.6	2,247.1	8.1	113.4	222.0	95.8
Cluster Grants	951.1	1,485.7	56.2
Total Principal Agency	3,029.7	3,732.7	23.2	113.4	222.0	95.8
Cluster Agencies						
Independent Liquor and Gaming Authority	14.3	2.9	(79.6)
Information and Privacy Commission	6.5	7.0	7.7	...	0.3	...
Service NSW	645.5	471.1	(27.0)	51.7	24.9	(51.8)
Long Service Corporation	176.2	278.5	58.1	4.7	0.3	(93.7)
New South Wales Government Telecommunications Authority	127.2	237.3	86.6	124.8	438.9	251.6
Office of the Independent Review Officer ^(b) ...	30.6	83.5	172.6
Rental Bond Board	68.8	67.2	(2.3)
State Insurance Regulatory Authority	558.2	619.4	11.0	2.2	5.6	153.6
Total Cluster Agencies	1,627.3	1,766.8	8.6	183.4	470.0	156.2
Special Offices						
Independent Pricing and Regulatory Tribunal	31.9	31.1	(2.3)	0.2	5.3	N/A
Total Special Offices	31.9	31.1	(2.3)	0.2	5.3	N/A

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

(b) The Office of the Independent Review Officer was established by the *Personal Injury Commission Act 2020* and commenced operations from 1 March 2021.

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

1.2 Financial Statements

Department of Customer Service

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	713,945	692,424	882,839
Personnel Services Expenses
Other Operating Expenses	300,505	328,844	358,122
Grants and Subsidies	1,657,900	1,900,058	2,378,134
Appropriation Expense	194
Depreciation and Amortisation	96,840	96,989	101,771
Finance Costs	14,516	11,372	11,852
Other Expenses	...	28	0
TOTAL EXPENSES EXCLUDING LOSSES	2,783,898	3,029,716	3,732,718
Revenue			
Appropriation Revenue	1,901,658	2,238,347	3,088,832
Cluster Grant Revenue
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	16,412	21,285	15,667
Transfers to the Crown Entity	(37,410)
Sales of Goods and Services	292,187	296,367	321,508
Grants and Contributions	198,940	215,234	259,888
Investment Revenue	47,414	8,291	5,638
Retained Taxes, Fees and Fines	43,996	67,305	55,585
Other Revenue	96,135	115,529	116,850
Total Revenue	2,559,331	2,962,358	3,863,968
Gain/(Loss) on Disposal of Non Current Assets	2,943	16,518	(13)
Other Gains/(Losses)	...	(39,726)	(14)
Net Result	(221,624)	(90,566)	131,223

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	292,895	274,187	283,078
Taxes Receivable
Receivables	143,351	92,756	99,521
Contract Assets
Inventories	2,594	2,594	2,594
Financial Assets at Fair Value	7,972	6,800	828
Other Financial Assets	23,142	23,317	22,745
Other	15,120	922	922
Assets Held For Sale	19,285	19,285	19,285
Total Current Assets	504,359	419,860	428,974
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables	976	8,512	0
Inventories
Financial Assets at Fair Value	79,388	77,691	82,085
Equity Investments	0	0	0
Property, Plant and Equipment -			
Land and Building	34,280	35,000	35,658
Plant and Equipment	152,755	113,065	151,792
Infrastructure Systems	23,141	...	3,868
Investment Properties	0
Right of Use Assets	429,563	356,247	349,600
Intangibles	685,832	678,616	778,741
Other Assets	29,281	48,082	24,445
Total Non Current Assets	1,435,215	1,317,212	1,426,189
Total Assets	1,939,574	1,737,072	1,855,163
Liabilities			
Current Liabilities			
Taxes Payable
Payables	158,572	81,639	82,359
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	60,561	52,925	55,574
Provisions	163,866	152,035	147,494
Other	126,380	160,005	117,410
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	509,379	446,604	402,838
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	481,151	464,381	404,205
Provisions	271,664	27,918	213,034
Other	2,327,840	2,326,222	2,254,917
Total Non Current Liabilities	3,080,655	2,818,520	2,872,155
Total Liabilities	3,590,034	3,265,124	3,274,993
Net Assets	(1,650,460)	(1,528,051)	(1,419,831)
Equity			
Accumulated Funds	(1,653,193)	(1,530,785)	(1,422,564)
Reserves	2,733	2,733	2,733
Capital Equity
Total Equity	(1,650,460)	(1,528,051)	(1,419,831)

Cash Flow Statement

	2020-21		2021-22
	Budget \$000	Revised \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	701,301	651,933	870,040
Personnel Services
Grants and Subsidies	1,657,900	1,900,058	2,378,134
Finance Costs	14,516	11,372	11,852
Equivalent Income Tax
Other Payments	203,164	389,676	45,534
Total Payments	2,576,881	2,953,040	3,305,561
Receipts			
Appropriation	1,845,197	2,165,919	3,088,832
Cluster Grant Revenue
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity	(48,359)	(21,569)	...
Sale of Goods and Services	284,561	491,084	329,589
Retained Taxes, Fees and Fines
Interest Received	42,411	1,400	2,494
Grants and Contributions	198,940	215,234	259,888
Other Receipts	254,801	39,596	(85,807)
Total Receipts	2,577,549	2,891,663	3,594,996
Net Cash Flows From Operating Activities	669	(61,377)	289,435
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment	29,700	38,771	...
Purchases of Property, Plant and Equipment	(109,921)	(75,364)	(54,021)
Proceeds from Sale of Investments	1,572	9,668	1,440
Purchases of Investments	20,314	22,726	21,250
Advances Repayments Received
Advances made
Other Investing	(51,363)	(74,816)	(174,386)
Net Cash Flows From Investing Activities	(109,698)	(79,014)	(205,717)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(99,008)	(86,355)	(74,827)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(99,008)	(86,355)	(74,827)
Net Increase/(Decrease) in Cash	(208,038)	(226,746)	8,892
Opening Cash and Cash Equivalents	500,933	500,933	274,187
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	292,895	274,187	283,078

Independent Liquor and Gaming Authority

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	818	812	831
Personnel Services Expenses	0	...	0
Other Operating Expenses	2,224	13,537	2,099
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation
Finance Costs
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	3,042	14,349	2,930
Revenue			
Appropriation Revenue
Cluster Grant Revenue	3,013	3,013	2,911
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services	(0)	...	(0)
Grants and Contributions	...	11,546	...
Investment Revenue
Retained Taxes, Fees and Fines	0	...	0
Other Revenue	...	61	...
Total Revenue	3,013	14,621	2,911
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(29)	271	(19)

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	2,252	1,039	1,020
Taxes Receivable
Receivables	158	45	45
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	2,410	1,084	1,065
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
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	2,410	1,084	1,065
Liabilities			
Current Liabilities			
Taxes Payable
Payables	668	84	84
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	...	3	3
Other	1,046
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	1,714	88	88
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other
Total Non Current Liabilities
Total Liabilities	1,714	88	88
Net Assets	696	996	977
Equity			
Accumulated Funds	696	996	977
Reserves
Capital Equity
Total Equity	696	996	977

Cash Flow Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	818	808	831
Personnel Services	0	...	0
Grants and Subsidies
Finance Costs
Equivalent Income Tax
Other Payments	2,224	15,435	2,099
Total Payments	3,042	16,243	2,930
Receipts			
Appropriation
Cluster Grant Revenue	3,013	3,013	2,911
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	(0)	(1,053)	(0)
Retained Taxes, Fees and Fines
Interest Received
Grants and Contributions	...	11,546	...
Other Receipts	0	1,495	0
Total Receipts	3,013	15,001	2,911
Net Cash Flows From Operating Activities	(29)	(1,242)	(19)
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	(29)	(1,242)	(19)
Opening Cash and Cash Equivalents	2,281	2,281	1,039
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	2,252	1,039	1,020

Information and Privacy Commission

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	4,366	4,952	5,641
Personnel Services Expenses
Other Operating Expenses	1,255	1,277	698
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	629	253	629
Finance Costs	22	...	13
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	6,272	6,482	6,982
Revenue			
Appropriation Revenue	(700)
Cluster Grant Revenue	6,021	5,757	7,606
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	184	253	133
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions	(1)
Investment Revenue	1	...	1
Retained Taxes, Fees and Fines
Other Revenue	13	...	26
Total Revenue	6,219	6,010	7,066
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(53)	(473)	84

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	931	913	913
Taxes Receivable
Receivables	225	43	43
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	1,156	956	956
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment	115	58	37
Infrastructure Systems
Investment Properties
Right of Use Assets	(388)	...	(388)
Intangibles	496	391	486
Other Assets
Total Non Current Assets	222	448	134
Total Assets	1,378	1,404	1,090
Liabilities			
Current Liabilities			
Taxes Payable
Payables	577	551	551
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	25	...	15
Provisions	569	668	668
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	1,171	1,219	1,234
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	(398)	...	(413)
Provisions
Other
Total Non Current Liabilities	(398)	...	(413)
Total Liabilities	773	1,219	821
Net Assets	605	185	269
Equity			
Accumulated Funds	605	185	269
Reserves
Capital Equity
Total Equity	605	185	269

Cash Flow Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	4,182	4,589	5,508
Personnel Services
Grants and Subsidies
Finance Costs	22	...	13
Equivalent Income Tax
Other Payments	1,308	1,303	698
Total Payments	5,511	5,893	6,219
Receipts			
Appropriation	(700)
Cluster Grant Revenue	6,021	5,757	7,606
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	1	...	1
Grants and Contributions	(1)
Other Receipts	13	117	26
Total Receipts	6,034	5,874	6,932
Net Cash Flows From Operating Activities	523	(18)	713
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	(150)	...	(315)
Net Cash Flows From Investing Activities	(150)	...	(315)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(373)	...	(398)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(373)	...	(398)
Net Increase/(Decrease) in Cash	(0)	(18)	(0)
Opening Cash and Cash Equivalents	931	931	913
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	931	913	913

Service NSW

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	298,179	367,177	261,244
Personnel Services Expenses
Other Operating Expenses	141,508	209,513	142,645
Grants and Subsidies	4,533
Appropriation Expense
Depreciation and Amortisation	81,994	66,378	65,299
Finance Costs	2,103	2,385	1,884
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	528,317	645,454	471,072
Revenue			
Appropriation Revenue
Cluster Grant Revenue	381,267	464,488	343,897
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	4,362	15,225	4,886
Transfers to the Crown Entity
Sales of Goods and Services	64,185	75,181	68,699
Grants and Contributions	11,097	12,480	2,555
Investment Revenue	194	82	192
Retained Taxes, Fees and Fines
Other Revenue	199	12,478	7
Total Revenue	461,303	579,934	420,235
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	216
Net Result	(67,014)	(65,519)	(50,621)

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	16,976	15,905	3,617
Taxes Receivable
Receivables	59,251	16,808	16,808
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	76,227	32,713	20,425
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building	61,030
Plant and Equipment	(5,007)	57,213	41,400
Infrastructure Systems
Investment Properties
Right of Use Assets	99,642	96,089	79,319
Intangibles	76,702	85,571	77,991
Other Assets
Total Non Current Assets	232,367	238,873	198,710
Total Assets	308,594	271,587	219,136
Liabilities			
Current Liabilities			
Taxes Payable
Payables	116,397	52,153	67,153
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	13,833	15,873	15,877
Provisions	30,656	30,939	30,939
Other	0
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	160,886	98,965	113,969
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	75,056	89,252	72,418
Provisions	4,371	6,878	6,878
Other
Total Non Current Liabilities	79,427	96,130	79,296
Total Liabilities	240,313	195,095	193,265
Net Assets	68,281	76,492	25,871
Equity			
Accumulated Funds	68,281	76,492	25,871
Reserves
Capital Equity
Total Equity	68,281	76,492	25,871

Cash Flow Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	293,824	346,118	256,358
Personnel Services
Grants and Subsidies	4,533
Finance Costs	2,103	2,385	1,884
Equivalent Income Tax
Other Payments	130,974	261,809	127,645
Total Payments	431,434	610,312	385,888
Receipts			
Appropriation
Cluster Grant Revenue	381,267	464,488	343,897
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	64,185	105,347	68,699
Retained Taxes, Fees and Fines
Interest Received	194	82	192
Grants and Contributions	11,097	12,480	2,555
Other Receipts	199	28,105	7
Total Receipts	456,941	610,502	415,350
Net Cash Flows From Operating Activities	25,507	190	29,462
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(30,185)	(7,171)	(5,259)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	(34,253)	(36,313)	(19,225)
Net Cash Flows From Investing Activities	(64,438)	(43,484)	(24,484)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(16,753)	(13,462)	(17,266)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(16,753)	(13,462)	(17,266)
Net Increase/(Decrease) in Cash	(55,684)	(56,756)	(12,288)
Opening Cash and Cash Equivalents	72,660	72,660	15,905
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	16,976	15,905	3,617

Long Service Corporation

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related
Personnel Services Expenses	8,924	7,404	6,730
Other Operating Expenses	266,282	153,683	255,302
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	379	114	299
Finance Costs	14,954	14,954	16,172
Other Expenses	...	40	...
TOTAL EXPENSES EXCLUDING LOSSES	290,539	176,195	278,502
Revenue			
Appropriation Revenue
Cluster Grant Revenue
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	94,100	135,847	100,556
Retained Taxes, Fees and Fines	156,100	201,750	165,634
Other Revenue	227	278	298
Total Revenue	250,427	337,875	266,487
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(40,112)	161,680	(12,015)

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	105,741	55,933	69,180
Taxes Receivable
Receivables	7,045	4,644	4,696
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other	(1)	(15)	...
Assets Held For Sale
Total Current Assets	112,785	60,562	73,876
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
Inventories
Financial Assets at Fair Value	1,875,339	2,017,211	2,117,636
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment	116	(0)	0
Infrastructure Systems
Investment Properties
Right of Use Assets	...	0	...
Intangibles	4,603	4,724	4,724
Other Assets
Total Non Current Assets	1,880,058	2,021,935	2,122,360
Total Assets	1,992,843	2,082,497	2,196,236
Liabilities			
Current Liabilities			
Taxes Payable
Payables	4,269	4,819	4,475
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	1,437,484	1,348,744	1,474,891
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	1,441,753	1,353,563	1,479,366
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	(0)
Provisions	360,347	312,799	312,750
Other
Total Non Current Liabilities	360,347	312,799	312,750
Total Liabilities	1,802,100	1,666,362	1,792,116
Net Assets	190,743	416,135	404,120
Equity			
Accumulated Funds	190,743	416,135	404,120
Reserves
Capital Equity
Total Equity	190,743	416,135	404,120

Cash Flow Statement

	2020-21		2021-22
	Budget \$000	Revised \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	...	1	...
Personnel Services	8,924	7,404	6,730
Grants and Subsidies
Finance Costs	0	0	...
Equivalent Income Tax
Other Payments	146,066	145,021	146,890
Total Payments	154,990	152,426	153,620
Receipts			
Appropriation
Cluster Grant Revenue
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	154,485	204,111	165,565
Interest Received	302	168	137
Grants and Contributions
Other Receipts	107,294	105,169	99,798
Total Receipts	262,081	309,448	265,500
Net Cash Flows From Operating Activities	107,091	157,023	111,880
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(303)	...	(299)
Proceeds from Sale of Investments	(104,468)	(104,468)	(98,334)
Purchases of Investments	...	(100,000)	...
Advances Repayments Received
Advances made
Other Investing	(4,724)	(4,724)	...
Net Cash Flows From Investing Activities	(109,495)	(209,192)	(98,633)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	...	(43)	...
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	...	(43)	...
Net Increase/(Decrease) in Cash	(2,404)	(52,213)	13,247
Opening Cash and Cash Equivalents	108,146	108,146	55,933
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	105,741	55,933	69,180

New South Wales Government Telecommunications Authority

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	990
Personnel Services Expenses	20,367	13,746	27,847
Other Operating Expenses	101,086	75,322	140,379
Grants and Subsidies	...	193	...
Appropriation Expense
Depreciation and Amortisation	51,846	30,667	66,689
Finance Costs	150	1,363	1,362
Other Expenses	...	5,880	...
TOTAL EXPENSES EXCLUDING LOSSES	173,449	127,171	237,267
Revenue			
Appropriation Revenue
Cluster Grant Revenue	214,884	152,169	444,879
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services	91,175	94,210	122,723
Grants and Contributions	19,200	4,165	27,407
Investment Revenue	5,693	247	825
Retained Taxes, Fees and Fines
Other Revenue
Total Revenue	330,951	250,791	595,834
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	...	(6,598)	...
Net Result	157,502	117,023	358,567

Balance Sheet

	2020-21		2021-22
	Budget \$000	Revised \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	60,475	75,284	73,083
Taxes Receivable
Receivables	11,702	27,180	26,869
Contract Assets
Inventories	1,475	1,475	1,171
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	73,652	103,939	101,123
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building	320	320	320
Plant and Equipment	454,023	385,959	752,363
Infrastructure Systems
Investment Properties
Right of Use Assets	...	49,311	55,144
Intangibles	17,352	13,726	13,726
Other Assets
Total Non Current Assets	471,695	449,316	821,553
Total Assets	545,348	553,256	922,677
Liabilities			
Current Liabilities			
Taxes Payable
Payables	48,056	51,743	51,743
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	48,056	51,743	51,743
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	2,209	58,750	69,604
Provisions	8,577	8,577	8,577
Other
Total Non Current Liabilities	10,785	67,327	78,181
Total Liabilities	58,842	119,069	129,923
Net Assets	486,506	434,187	792,753
Equity			
Accumulated Funds	486,506	434,187	792,753
Reserves
Capital Equity
Total Equity	486,506	434,187	792,753

Cash Flow Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	990
Personnel Services	20,367	13,746	27,847
Grants and Subsidies
Finance Costs	150	1,135	1,362
Equivalent Income Tax
Other Payments	101,086	85,965	140,392
Total Payments	121,603	100,847	170,591
Receipts			
Appropriation
Cluster Grant Revenue	214,884	152,169	444,879
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	91,175	75,393	122,723
Retained Taxes, Fees and Fines
Interest Received	5,693	247	825
Grants and Contributions	19,200	4,165	27,407
Other Receipts	0	4,887	0
Total Receipts	330,951	236,861	595,834
Net Cash Flows From Operating Activities	209,348	136,014	425,243
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(211,693)	(124,505)	(426,741)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	...	(316)	...
Net Cash Flows From Investing Activities	(211,693)	(124,822)	(426,741)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(1,280)	...	(1,331)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(1,280)	...	(1,331)
Net Increase/(Decrease) in Cash	(3,625)	11,192	(2,829)
Opening Cash and Cash Equivalents	64,092	64,092	75,284
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring	8	...	628
Closing Cash and Cash Equivalents	60,475	75,284	73,083

Office of the Independent Review Officer

Operating Statement

	2020-21	2021-22
	Budget	Budget
	\$000	\$000
Expenses Excluding Losses		
Operating Expenses -		
Employee Related	...	11,264
Personnel Services Expenses
Other Operating Expenses	...	70,796
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation
Finance Costs
Other Expenses	...	1,488
TOTAL EXPENSES EXCLUDING LOSSES	...	83,548
Revenue		
Appropriation Revenue
Cluster Grant Revenue
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions	...	83,537
Investment Revenue
Retained Taxes, Fees and Fines
Other Revenue
Total Revenue	...	83,537
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	...	(11)

Balance Sheet

	2020-21	2021-22
	Budget	Budget
	\$000	\$000
Assets		
Current Assets		
Cash Assets	...	3,889
Taxes Receivable
Receivables
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	...	3,900
Non Current Assets		
Taxes Receivable
Contract Assets
Receivables
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	...	3,900
Liabilities		
Current Liabilities		
Taxes Payable
Payables	...	3,000
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	...	900
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	...	3,900
Non Current Liabilities		
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other
Total Non Current Liabilities
Total Liabilities	...	3,900
Net Assets	...	(11)
Equity		
Accumulated Funds	...	(11)
Reserves
Capital Equity
Total Equity	...	(0)

Cash Flow Statement

	2020-21	2021-22
	Budget	Revised
	\$000	\$000
	Budget	Budget
	\$000	\$000
Cash Flows From Operating Activities		
Payments		
Employee Related	...	1,568
Personnel Services
Grants and Subsidies
Finance Costs
Equivalent Income Tax
Other Payments	...	25,179
Total Payments	...	26,747
Receipts		
Appropriation
Cluster Grant Revenue
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
Grants and Contributions	...	30,647
Other Receipts	...	0
Total Receipts	...	30,647
Net Cash Flows From Operating Activities	...	3,900
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	...	3,900
Opening Cash and Cash Equivalents	...	3,900
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	...	3,889

Rental Bond Board

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related
Personnel Services Expenses
Other Operating Expenses	28,846	35,191	29,421
Grants and Subsidies	33,011	33,562	37,569
Appropriation Expense
Depreciation and Amortisation
Finance Costs
Other Expenses	179	...	183
TOTAL EXPENSES EXCLUDING LOSSES	62,037	68,753	67,173
Revenue			
Appropriation Revenue
Cluster Grant Revenue	62,038	62,038	63,370
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	24,789	0
Retained Taxes, Fees and Fines
Other Revenue	(0)	1,427	0
Total Revenue	62,038	88,254	63,371
Gain/(Loss) on Disposal of Non Current Assets	102,275	127,480	...
Other Gains/(Losses)
Net Result	102,277	146,981	(3,802)

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	158,203	206,903	202,613
Taxes Receivable
Receivables	4,212	12	501
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	162,415	206,915	203,113
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
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	162,415	206,915	203,113
Liabilities			
Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other	3,412	411	411
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	3,412	411	411
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other
Total Non Current Liabilities
Total Liabilities	3,412	411	411
Net Assets	159,003	206,504	202,702
Equity			
Accumulated Funds	159,003	206,504	202,702
Reserves
Capital Equity
Total Equity	159,003	206,504	202,702

Cash Flow Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related
Personnel Services
Grants and Subsidies	33,011	33,562	37,569
Finance Costs
Equivalent Income Tax
Other Payments	29,025	35,192	29,604
Total Payments	62,037	68,754	67,173
Receipts			
Appropriation
Cluster Grant Revenue	62,038	62,038	63,370
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	28,788	0
Grants and Contributions
Other Receipts	(0)	1,424	0
Total Receipts	62,038	92,250	63,371
Net Cash Flows From Operating Activities	2	23,496	(3,802)
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	102,275	127,480	0
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing
Net Cash Flows From Investing Activities	102,275	127,480	(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	102,277	150,976	(4,290)
Opening Cash and Cash Equivalents	55,927	55,927	206,903
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	158,203	206,903	202,613

State Insurance Regulatory Authority

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	5,035
Personnel Services Expenses	55,886	52,663	54,234
Other Operating Expenses	532,555	502,918	549,625
Grants and Subsidies	9,000	285	9,000
Appropriation Expense	0	0	0
Depreciation and Amortisation	5,337	2,354	6,468
Finance Costs	37	1	28
Other Expenses	(0)
TOTAL EXPENSES EXCLUDING LOSSES	607,849	558,221	619,354
Revenue			
Appropriation Revenue
Cluster Grant Revenue
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services	0	...	(0)
Grants and Contributions	(0)
Investment Revenue	7,962	15,549	6,582
Retained Taxes, Fees and Fines	583,617	547,040	611,915
Other Revenue	22,033	11,371	(0)
Total Revenue	613,611	573,960	618,496
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	...	(285)	...
Net Result	5,762	15,454	(858)

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	186,819	118,468	112,112
Taxes Receivable
Receivables	31,567	32,471	31,930
Contract Assets
Inventories
Financial Assets at Fair Value	203,438	220,753	220,834
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	421,824	371,693	364,876
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -
Land and Building
Plant and Equipment	(5,535)	11	12
Infrastructure Systems
Investment Properties
Right of Use Assets	(383)	18	18
Intangibles	16,071	7,459	6,546
Other Assets
Total Non Current Assets	10,152	7,488	6,575
Total Assets	431,976	379,180	371,451
Liabilities			
Current Liabilities			
Taxes Payable
Payables	114,972	30,133	30,133
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	26	26	26
Provisions	8,918	9,595	8,727
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	123,916	39,754	38,886
Non Current Liabilities			
Taxes Payable
Payables	117,582	118,966	117,175
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	(394)
Provisions	95,213	98,313	94,101
Other
Total Non Current Liabilities	212,402	217,280	211,276
Total Liabilities	336,317	257,033	250,162
Net Assets	95,659	122,147	121,289
Equity			
Accumulated Funds	95,659	122,147	121,289
Reserves
Capital Equity
Total Equity	95,659	122,147	121,289

Cash Flow Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	5,437	...	411
Personnel Services	55,886	52,663	54,234
Grants and Subsidies	9,000	285	9,000
Finance Costs	37	1	28
Equivalent Income Tax
Other Payments	538,650	570,767	556,085
Total Payments	609,010	623,716	619,758
Receipts			
Appropriation
Cluster Grant Revenue
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	0	300	(0)
Retained Taxes, Fees and Fines	583,617	546,404	611,415
Interest Received	2,000	273	501
Grants and Contributions	(0)
Other Receipts	22,563	12,213	1,041
Total Receipts	608,180	559,190	612,957
Net Cash Flows From Operating Activities	(829)	(64,525)	(6,801)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	4,555	(458)	...
Proceeds from Sale of Investments	...	3,000	6,000
Purchases of Investments	11,000
Advances Repayments Received
Advances made
Other Investing	(10,110)	(2,190)	(5,555)
Net Cash Flows From Investing Activities	5,445	352	445
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(413)	26	...
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(413)	26	...
Net Increase/(Decrease) in Cash	4,203	(64,147)	(6,356)
Opening Cash and Cash Equivalents	182,616	182,616	118,468
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	186,819	118,468	112,112

Independent Pricing and Regulatory Tribunal

Operating Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	23,207	22,419	23,555
Personnel Services Expenses
Other Operating Expenses	7,150	9,019	7,159
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	666	416	404
Finance Costs
Other Expenses	0	0	0
TOTAL EXPENSES EXCLUDING LOSSES	31,023	31,854	31,118
Revenue			
Appropriation Revenue	28,474	28,474	32,365
Cluster Grant Revenue
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	413	659	419
Transfers to the Crown Entity
Sales of Goods and Services	1,352	1,607	1,375
Grants and Contributions	...	1,400	(1,584)
Investment Revenue
Retained Taxes, Fees and Fines
Other Revenue	...	249	3,168
Total Revenue	30,239	32,389	35,744
Gain/(Loss) on Disposal of Non Current Assets	...	(8)	...
Other Gains/(Losses)
Net Result	(784)	527	4,626

Balance Sheet

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	4,988	3,057	2,797
Taxes Receivable
Receivables	622	875	875
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	5,610	3,932	3,672
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
Inventories
Financial Assets at Fair Value
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment	140	466	502
Infrastructure Systems
Investment Properties
Right of Use Assets
Intangibles	851	804	5,654
Other Assets
Total Non Current Assets	991	1,270	6,156
Total Assets	6,601	5,202	9,828
Liabilities			
Current Liabilities			
Taxes Payable
Payables	3,606	1,063	1,063
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	2,718	2,575	2,575
Other
Liabilities Associated with Assets Held for Sale	0	0	0
Total Current Liabilities	6,324	3,638	3,638
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	53	54	54
Other	0	0	0
Total Non Current Liabilities	53	54	54
Total Liabilities	6,377	3,692	3,692
Net Assets	224	1,510	6,136
Equity			
Accumulated Funds	224	1,510	6,136
Reserves
Capital Equity
Total Equity	224	1,510	6,136

Cash Flow Statement

	2020-21		2021-22
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	22,794	22,017	23,136
Personnel Services
Grants and Subsidies
Finance Costs	5,110
Equivalent Income Tax
Other Payments	7,150	11,472	7,159
Total Payments	29,944	33,489	35,405
Receipts			
Appropriation	28,474	28,474	32,365
Cluster Grant Revenue
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	1,352	1,607	1,375
Retained Taxes, Fees and Fines
Interest Received
Grants and Contributions	...	1,400	(1,584)
Other Receipts	...	(4)	3,168
Total Receipts	29,826	31,477	35,325
Net Cash Flows From Operating Activities	(118)	(2,012)	(80)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(180)	(193)	(180)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	...	(24)	...
Net Cash Flows From Investing Activities	(180)	(217)	(180)
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	...	0	...
Net Increase/(Decrease) in Cash	(298)	(2,229)	(260)
Opening Cash and Cash Equivalents	5,286	5,286	3,057
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	4,988	3,057	2,797