

1. CUSTOMER SERVICE CLUSTER

1.1 Agency Expense Summary

Customer Service cluster	Expenses ^(a)			Capital Expenditure		
	2021-22	2022-23	Change	2021-22	2022-23	Change
	Revised	Budget		Revised	Budget	
	\$m	\$m	%	\$m	\$m	%
Department of Customer Service	13,830.1	2,957.3	(78.6)	328.0	285.0	(13.1)
Cluster Grants	1,408.5	1,647.9	17.0
Total Principal Agency^(b)	15,238.6	4,605.2	(69.8)	328.0	285.0	(13.1)
Cluster Agencies						
Information and Privacy Commission	7.4	7.4	(0.3)	0.2	0.3	110.0
Service NSW ^(c)	896.6	785.0	(12.5)	63.4	41.1	(35.2)
Long Service Corporation	168.5	328.0	94.6	4.7	0.3	(94.4)
New South Wales Government Telecommunications Authority	198.6	246.2	24.0	163.3	292.8	79.3
Office of the Independent Review Officer	83.7	86.1	2.9
Rental Bond Board	73.6	73.3	(0.5)
State Insurance Regulatory Authority	564.8	644.4	14.1	...	5.6	...
Total Cluster Agencies	1,993.2	2,170.3	8.9	231.4	340.0	46.9
Special Offices						
Independent Pricing and Regulatory Tribunal	33.5	41.1	22.7	0.2	0.2	...
Total Special Offices	33.5	41.1	22.7	0.2	0.2	...

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

(b) 2021-22 revised expenses includes \$14.6 billion in temporary COVID-19 response and other recovery measures with the majority not continuing.

(c) 2021-22 includes \$400 million in temporary COVID-19 response and recovery payments with most of this expenditure not continuing.

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

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	882,839	756,421	945,457
Personnel Services Expenses
Other Operating Expenses	358,122	514,812	621,644
Grants and Subsidies	2,378,134	13,882,015	2,966,272
Appropriation Expense
Depreciation and Amortisation	101,771	74,997	70,673
Finance Costs	11,852	10,400	1,102
Other Expenses	0	(18)	33
TOTAL EXPENSES EXCLUDING LOSSES	3,732,718	15,238,625	4,605,181
Revenue			
Appropriation Revenue	3,088,832	15,446,532	3,734,087
Cluster Grant Revenue
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	15,667	22,276	20,766
Transfers to the Crown Entity	...	(14,465)	...
Sales of Goods and Services	321,508	354,080	366,040
Grants and Contributions	259,888	299,030	386,159
Investment Revenue	5,638	(1,402)	8,631
Retained Taxes, Fees and Fines	55,585	78,067	92,703
Other Revenue	116,850	130,700	104,338
Total Revenue	3,863,968	16,314,819	4,712,724
Gain/(Loss) on Disposal of Non Current Assets	(13)	(1,167)	1,833
Other Gains/(Losses)	(14)	126,383	(43)
Net Result	131,223	1,201,410	109,333

Balance Sheet

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	283,078	1,380,356	1,244,079
Taxes Receivable
Receivables	99,521	176,051	242,476
Contract Assets
Inventories	2,594	(0)	...
Financial Assets at Fair Value	828	6,518	5,718
Other Financial Assets	22,745	23,709	23,800
Other	922	790	...
Assets Held For Sale	19,285	19,828	19,785
Total Current Assets	428,974	1,607,251	1,535,858
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables	0
Inventories
Financial Assets at Fair Value	82,085	73,646	73,646
Equity Investments	0	0	0
Property, Plant and Equipment -			
Land and Building	35,658	35,837	20,915
Plant and Equipment	151,792	103,932	111,315
Infrastructure Systems	3,868
Investment Properties	0	...	0
Right of Use Assets	349,600	85,572	71,854
Intangibles	778,741	1,082,790	1,151,747
Other Assets	24,445	2,259	6,400
Total Non Current Assets	1,426,189	1,384,035	1,435,877
Total Assets	1,855,163	2,991,287	2,971,735
Liabilities			
Current Liabilities			
Taxes Payable
Payables	82,359	81,580	60,173
Contract Liabilities	...	49,301	36,301
Other Financial Liabilities at Fair Value
Borrowings	55,574	27,673	27,673
Provisions	147,494	120,158	123,428
Other	117,410	77,612	75,371
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	402,838	356,325	322,946
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	404,205	81,787	48,231
Provisions	213,034	30,592	30,592
Other	2,254,917	2,247,893	2,185,943
Total Non Current Liabilities	2,872,155	2,360,273	2,264,766
Total Liabilities	3,274,993	2,716,597	2,587,712
Net Assets	(1,419,831)	274,689	384,023
Equity			
Accumulated Funds	(1,422,564)	266,631	375,965
Reserves	2,733	8,058	8,058
Capital Equity
Total Equity	(1,419,831)	274,689	384,023

Cash Flow Statement

	2021-22		2022-23
	Budget \$000	Revised \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	870,040	732,355	919,946
Personnel Services
Grants and Subsidies	2,378,134	13,882,015	2,966,272
Finance Costs	11,852	10,400	1,102
Equivalent Income Tax
Other Payments	45,534	559,982	567,050
Total Payments	3,305,561	15,184,751	4,454,370
Receipts			
Appropriation	3,088,832	15,446,532	3,734,087
Cluster Grant Revenue
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity	...	(26,609)	...
Sale of Goods and Services	329,589	381,781	363,839
Retained Taxes, Fees and Fines
Interest Received	2,494	765	4,272
Grants and Contributions	259,888	311,026	373,159
Other Receipts	(85,807)	22,986	169,526
Total Receipts	3,594,996	16,136,481	4,644,883
Net Cash Flows From Operating Activities	289,435	951,730	190,513
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment	...	299	17,500
Purchases of Property, Plant and Equipment	(54,021)	(41,368)	(48,073)
Proceeds from Sale of Investments	1,440	26,975	4,510
Purchases of Investments	21,250	(544)	(30,200)
Advances Repayments Received
Advances made
Other Investing	(174,386)	(167,283)	(236,971)
Net Cash Flows From Investing Activities	(205,717)	(181,922)	(293,234)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(74,827)	(57,307)	(33,556)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(74,827)	(57,307)	(33,556)
Net Increase/(Decrease) in Cash	8,892	712,501	(136,277)
Opening Cash and Cash Equivalents	274,187	667,855	1,380,356
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring	...	(0)	...
Closing Cash and Cash Equivalents	283,078	1,380,356	1,244,079

Information and Privacy Commission

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	5,641	5,558	6,069
Personnel Services Expenses
Other Operating Expenses	698	1,734	1,270
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	629	137	66
Finance Costs	13
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	6,982	7,429	7,404
Revenue			
Appropriation Revenue	(700)
Cluster Grant Revenue	7,606	7,160	7,355
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	133	161	139
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions	(1)	180	187
Investment Revenue	1	...	0
Retained Taxes, Fees and Fines
Other Revenue	26	...	27
Total Revenue	7,066	7,501	7,708
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	84	72	304

Balance Sheet

	2021-22		2022-23
	Budget \$000	Revised \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	913	2,093	1,917
Taxes Receivable
Receivables	43	114	114
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	956	2,207	2,030
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	37	(0)	(0)
Infrastructure Systems
Investment Properties
Right of Use Assets	(388)
Intangibles	486	373	623
Other Assets
Total Non Current Assets	134	373	623
Total Assets	1,090	2,580	2,653
Liabilities			
Current Liabilities			
Taxes Payable
Payables	551	688	457
Contract Liabilities	...	860	860
Other Financial Liabilities at Fair Value
Borrowings	15
Provisions	668	669	669
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	1,234	2,217	1,986
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	(413)
Provisions
Other
Total Non Current Liabilities	(413)
Total Liabilities	821	2,217	1,986
Net Assets	269	363	667
Equity			
Accumulated Funds	269	363	667
Reserves
Capital Equity
Total Equity	269	363	667

Cash Flow Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	5,508	5,256	5,930
Personnel Services
Grants and Subsidies
Finance Costs	13
Equivalent Income Tax
Other Payments	698	1,389	1,501
Total Payments	6,219	6,645	7,431
Receipts			
Appropriation	(700)
Cluster Grant Revenue	7,606	7,160	7,355
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	...	0
Grants and Contributions	(1)	1,040	187
Other Receipts	26	36	27
Total Receipts	6,932	8,236	7,569
Net Cash Flows From Operating Activities	713	1,591	138
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)	(150)	(315)
Net Cash Flows From Investing Activities	(315)	(150)	(315)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(398)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(398)
Net Increase/(Decrease) in Cash	(0)	1,441	(177)
Opening Cash and Cash Equivalents	913	652	2,093
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	913	2,093	1,917

Service NSW

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	261,244	483,900	322,166
Personnel Services Expenses
Other Operating Expenses	142,645	351,115	171,165
Grants and Subsidies	...	640	246,000
Appropriation Expense
Depreciation and Amortisation	65,299	58,728	45,633
Finance Costs	1,884	2,265	...
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	471,072	896,648	784,964
Revenue			
Appropriation Revenue
Cluster Grant Revenue	343,897	501,889	645,681
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	4,886	12,420	5,082
Transfers to the Crown Entity
Sales of Goods and Services	68,699	316,291	75,477
Grants and Contributions	2,555	3,220	22,709
Investment Revenue	192	31	198
Retained Taxes, Fees and Fines
Other Revenue	7	56,524	7
Total Revenue	420,235	890,373	749,154
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	216	3,670	...
Net Result	(50,621)	(2,604)	(35,810)

Balance Sheet

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	3,617	42,525	7,931
Taxes Receivable
Receivables	16,808	32,959	32,959
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	20,425	75,484	40,890
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	41,400	70,327	61,713
Infrastructure Systems
Investment Properties
Right of Use Assets	79,319	194	194
Intangibles	77,991	64,695	68,733
Other Assets
Total Non Current Assets	198,710	135,216	130,640
Total Assets	219,136	210,700	171,530
Liabilities			
Current Liabilities			
Taxes Payable
Payables	67,153	63,793	73,793
Contract Liabilities	...	13,360	...
Other Financial Liabilities at Fair Value
Borrowings	15,877	305	305
Provisions	30,939	45,502	45,502
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	113,969	122,960	119,600
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	72,418
Provisions	6,878	6,503	6,503
Other
Total Non Current Liabilities	79,296	6,503	6,503
Total Liabilities	193,265	129,463	126,103
Net Assets	25,871	81,237	45,427
Equity			
Accumulated Funds	25,871	81,237	45,427
Reserves
Capital Equity
Total Equity	25,871	81,237	45,427

Cash Flow Statement

	2021-22		2022-23
	Budget \$000	Revised \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	256,358	463,260	317,084
Personnel Services
Grants and Subsidies	...	640	246,000
Finance Costs	1,884	2,265	...
Equivalent Income Tax
Other Payments	127,645	357,065	161,165
Total Payments	385,888	823,230	724,249
Receipts			
Appropriation
Cluster Grant Revenue	343,897	501,889	645,681
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	68,699	308,404	75,477
Retained Taxes, Fees and Fines
Interest Received	192	31	198
Grants and Contributions	2,555	16,580	9,349
Other Receipts	7	74,220	7
Total Receipts	415,350	901,123	730,712
Net Cash Flows From Operating Activities	29,462	77,892	6,463
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(5,259)	(2,318)	(14,152)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	(19,225)	(32,818)	(26,905)
Net Cash Flows From Investing Activities	(24,484)	(35,136)	(41,057)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(17,266)	(15,903)	...
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(17,266)	(15,903)	...
Net Increase/(Decrease) in Cash	(12,288)	26,854	(34,594)
Opening Cash and Cash Equivalents	15,905	15,672	42,525
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	3,617	42,525	7,931

Long Service Corporation

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	...	877	...
Personnel Services Expenses	6,730	7,756	10,055
Other Operating Expenses	255,302	134,969	289,781
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	299	243	1,129
Finance Costs	16,172	24,465	27,000
Other Expenses	...	228	...
TOTAL EXPENSES EXCLUDING LOSSES	278,502	168,538	327,965
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	100,556	(77,116)	118,517
Retained Taxes, Fees and Fines	165,634	187,778	219,100
Other Revenue	298	145	4
Total Revenue	266,487	110,807	337,621
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(12,015)	(57,731)	9,656

Balance Sheet

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	69,180	18,135	85,958
Taxes Receivable
Receivables	4,696	5,933	5,933
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	73,876	24,068	91,891
Non Current Assets			
Taxes Receivable
Contract Assets
Receivables
Inventories
Financial Assets at Fair Value	2,117,636	2,095,556	2,214,056
Equity Investments
Property, Plant and Equipment -			
Land and Building
Plant and Equipment	0	9	269
Infrastructure Systems
Investment Properties
Right of Use Assets
Intangibles	4,724	6,492	5,362
Other Assets
Total Non Current Assets	2,122,360	2,102,057	2,219,687
Total Assets	2,196,236	2,126,125	2,311,578
Liabilities			
Current Liabilities			
Taxes Payable
Payables	4,475	3,058	3,058
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	1,474,891	1,363,029	1,344,772
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	1,479,366	1,366,087	1,347,830
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	312,750	291,781	485,836
Other
Total Non Current Liabilities	312,750	291,781	485,836
Total Liabilities	1,792,116	1,657,868	1,833,666
Net Assets	404,120	468,257	477,913
Equity			
Accumulated Funds	404,120	468,257	477,913
Reserves
Capital Equity
Total Equity	404,120	468,257	477,913

Cash Flow Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	...	877	...
Personnel Services	6,730	7,756	10,055
Grants and Subsidies
Finance Costs
Equivalent Income Tax
Other Payments	146,890	138,239	142,053
Total Payments	153,620	146,872	152,107
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	165,565	187,996	219,100
Interest Received	137	60	17
Grants and Contributions
Other Receipts	99,798	98,525	113,842
Total Receipts	265,500	286,581	332,960
Net Cash Flows From Operating Activities	111,880	139,709	180,852
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(299)	(11)	(260)
Proceeds from Sale of Investments	(98,334)	(98,334)	(112,769)
Purchases of Investments	...	(119,000)	...
Advances Repayments Received
Advances made
Other Investing	...	(4,660)	...
Net Cash Flows From Investing Activities	(98,633)	(222,005)	(113,029)
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	13,247	(82,296)	67,823
Opening Cash and Cash Equivalents	55,933	100,430	18,135
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	69,180	18,135	85,958

New South Wales Government Telecommunications Authority

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	990
Personnel Services Expenses	27,847	28,587	44,687
Other Operating Expenses	140,379	108,236	137,968
Grants and Subsidies	...	9,720	9,720
Appropriation Expense
Depreciation and Amortisation	66,689	50,051	50,783
Finance Costs	1,362	1,984	3,064
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	237,267	198,578	246,222
Revenue			
Appropriation Revenue
Cluster Grant Revenue	444,879	158,221	314,671
Acceptance by Crown Entity of Employee Benefits and Other Liabilities
Transfers to the Crown Entity
Sales of Goods and Services	122,723	121,836	149,819
Grants and Contributions	27,407	14,206	17,498
Investment Revenue	825	111	114
Retained Taxes, Fees and Fines
Other Revenue	...	887	...
Total Revenue	595,834	295,260	482,102
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	...	(367)	...
Net Result	358,567	96,315	235,880

Balance Sheet

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	73,083	126,141	118,145
Taxes Receivable
Receivables	26,869	26,869	28,211
Contract Assets	...	0	...
Inventories	1,171	1,171	789
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	101,123	154,181	147,145
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	752,363	500,705	757,789
Infrastructure Systems
Investment Properties
Right of Use Assets	55,144	92,756	81,265
Intangibles	13,726	13,726	12,835
Other Assets
Total Non Current Assets	821,553	607,507	852,209
Total Assets	922,677	761,688	999,354
Liabilities			
Current Liabilities			
Taxes Payable
Payables	51,743	81,675	83,328
Contract Liabilities	...	55,889	55,889
Other Financial Liabilities at Fair Value
Borrowings	...	5,978	5,978
Provisions
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	51,743	143,542	145,195
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	69,604	78,730	78,863
Provisions	8,577	8,577	8,577
Other
Total Non Current Liabilities	78,181	87,307	87,440
Total Liabilities	129,923	230,850	232,635
Net Assets	792,753	530,839	766,719
Equity			
Accumulated Funds	792,753	530,839	766,719
Reserves
Capital Equity
Total Equity	792,753	530,839	766,719

Cash Flow Statement

	2021-22		2022-23
	Budget \$000	Revised \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	990
Personnel Services	27,847	28,587	44,687
Grants and Subsidies	...	9,720	9,720
Finance Costs	1,362	1,824	3,064
Equivalent Income Tax
Other Payments	140,392	75,478	140,675
Total Payments	170,591	115,609	198,146
Receipts			
Appropriation
Cluster Grant Revenue	444,879	158,221	314,671
Cash reimbursements from the Crown Entity
Sale Proceeds Transfers to the Crown Entity
Cash transfers to the Crown Entity
Sale of Goods and Services	122,723	110,733	149,819
Retained Taxes, Fees and Fines
Interest Received	825	111	114
Grants and Contributions	27,407	46,489	17,498
Other Receipts	...	3,074	...
Total Receipts	595,834	318,627	482,102
Net Cash Flows From Operating Activities	425,243	203,018	283,956
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(426,741)	(155,643)	(291,352)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	...	(1,638)	...
Net Cash Flows From Investing Activities	(426,741)	(157,281)	(291,352)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	(1,331)	...	(1,306)
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	(1,331)	...	(1,306)
Net Increase/(Decrease) in Cash	(2,829)	45,737	(8,702)
Opening Cash and Cash Equivalents	75,284	80,404	126,141
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring	628	...	706
Closing Cash and Cash Equivalents	73,083	126,141	118,145

Office of the Independent Review Officer

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	11,264	9,059	11,887
Personnel Services Expenses
Other Operating Expenses	70,796	3,029	3,311
Grants and Subsidies	...	70,862	69,311
Appropriation Expense
Depreciation and Amortisation
Finance Costs
Other Expenses	1,488	710	1,593
TOTAL EXPENSES EXCLUDING LOSSES	83,548	83,659	86,102
Revenue			
Appropriation Revenue
Cluster Grant Revenue
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	...	101	...
Transfers to the Crown Entity
Sales of Goods and Services
Grants and Contributions	83,537	83,559	85,881
Investment Revenue
Retained Taxes, Fees and Fines
Other Revenue
Total Revenue	83,537	83,659	85,881
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(11)	0	(221)

Balance Sheet

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Assets			
Current Assets			
Cash Assets	3,889	3,989	3,768
Taxes Receivable
Receivables	...	69	69
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	3,889	4,057	3,836
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	3,889	4,057	3,836
Liabilities			
Current Liabilities			
Taxes Payable
Payables	3,000	3,018	3,018
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	900	1,039	1,039
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	3,900	4,057	4,057
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	4,057	4,057
Net Assets	(11)	(0)	(221)
Equity			
Accumulated Funds	(11)	0	(221)
Reserves
Capital Equity
Total Equity	(11)	0	(221)

Cash Flow Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related	11,264	9,017	11,887
Personnel Services
Grants and Subsidies	...	70,862	69,311
Finance Costs
Equivalent Income Tax
Other Payments	72,284	5,666	4,904
Total Payments	83,548	85,545	86,102
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	83,537	83,559	85,881
Other Receipts	...	3,267	...
Total Receipts	83,537	86,825	85,881
Net Cash Flows From Operating Activities	(11)	1,280	(221)
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	(11)	1,280	(221)
Opening Cash and Cash Equivalents	3,900	2,709	3,989
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	3,889	3,989	3,768

Rental Bond Board

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related
Personnel Services Expenses
Other Operating Expenses	29,421	30,457	32,148
Grants and Subsidies	37,569	43,134	40,907
Appropriation Expense
Depreciation and Amortisation
Finance Costs
Other Expenses	183	...	197
TOTAL EXPENSES EXCLUDING LOSSES	67,173	73,591	73,252
Revenue			
Appropriation Revenue
Cluster Grant Revenue	63,370	62,347	66,153
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	0	2,245	2,874
Total Revenue	63,371	64,592	69,027
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	(3,802)	(8,998)	(4,225)

Balance Sheet

	2021-22 Budget \$000	2021-22 Revised \$000	2022-23 Budget \$000
Assets			
Current Assets			
Cash Assets	202,613	197,180	192,466
Taxes Receivable
Receivables	501	150	638
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	203,113	197,330	193,105
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	203,113	197,330	193,105
Liabilities			
Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other	411	82	82
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	411	82	82
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions
Other
Total Non Current Liabilities
Total Liabilities	411	82	82
Net Assets	202,702	197,248	193,023
Equity			
Accumulated Funds	202,702	197,248	193,023
Reserves
Capital Equity
Total Equity	202,702	197,248	193,023

Cash Flow Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Cash Flows From Operating Activities			
Payments			
Employee Related
Personnel Services
Grants and Subsidies	37,569	43,134	40,907
Finance Costs
Equivalent Income Tax
Other Payments	29,604	30,457	32,345
Total Payments	67,173	73,590	73,252
Receipts			
Appropriation
Cluster Grant Revenue	63,370	62,347	66,153
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	0
Grants and Contributions
Other Receipts	0	2,245	2,874
Total Receipts	63,371	64,592	69,027
Net Cash Flows From Operating Activities	(3,802)	(8,998)	(4,225)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(488)	...	(488)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing
Net Cash Flows From Investing Activities	(488)	...	(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	(4,290)	(8,998)	(4,714)
Opening Cash and Cash Equivalents	206,903	206,178	197,180
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	202,613	197,180	192,466

State Insurance Regulatory Authority

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related
Personnel Services Expenses	54,234	43,647	56,998
Other Operating Expenses	549,625	518,068	578,405
Grants and Subsidies	9,000	3,046	9,000
Appropriation Expense
Depreciation and Amortisation	6,468	24	...
Finance Costs	28	0	...
Other Expenses	(0)
TOTAL EXPENSES EXCLUDING LOSSES	619,354	564,785	644,403
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)
Grants and Contributions
Investment Revenue	6,582	(12,520)	5,836
Retained Taxes, Fees and Fines	611,915	535,119	553,411
Other Revenue	(0)	62,364	70,178
Total Revenue	618,496	584,963	629,425
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)	...	(794)	...
Net Result	(858)	19,384	(14,978)

Balance Sheet

	2021-22		2022-23
	Budget \$000	Revised \$000	Budget \$000
Assets			
Current Assets			
Cash Assets	112,112	213,607	192,673
Taxes Receivable
Receivables	31,930	28,576	28,575
Contract Assets
Inventories
Financial Assets at Fair Value	220,834	207,526	203,428
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	364,876	449,709	424,676
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	12	1	1
Infrastructure Systems
Investment Properties
Right of Use Assets	18	...	(0)
Intangibles	6,546	0	5,555
Other Assets
Total Non Current Assets	6,575	1	5,556
Total Assets	371,451	449,710	430,232
Liabilities			
Current Liabilities			
Taxes Payable
Payables	30,133	49,691	49,691
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings	26	...	0
Provisions	8,727	7,679	7,679
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	38,886	57,370	57,370
Non Current Liabilities			
Taxes Payable
Payables	117,175	160,068	160,068
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	94,101	91,925	87,425
Other
Total Non Current Liabilities	211,276	251,993	247,493
Total Liabilities	250,162	309,364	304,864
Net Assets	121,289	140,347	125,368
Equity			
Accumulated Funds	121,289	140,347	125,368
Reserves
Capital Equity
Total Equity	121,289	140,347	125,368

Cash Flow Statement

	2021-22		2022-23
	Budget \$000	Revised \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	411
Personnel Services	54,234	43,647	56,998
Grants and Subsidies	9,000	3,046	9,000
Finance Costs	28	0	...
Equivalent Income Tax
Other Payments	556,085	531,777	582,905
Total Payments	619,758	578,470	648,903
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)
Retained Taxes, Fees and Fines	611,415	528,231	552,904
Interest Received	501	241	523
Grants and Contributions
Other Receipts	1,041	48,320	70,687
Total Receipts	612,957	576,792	624,113
Net Cash Flows From Operating Activities	(6,801)	(1,678)	(24,790)
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment
Proceeds from Sale of Investments	6,000	3,000	9,411
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing	(5,555)	...	(5,555)
Net Cash Flows From Investing Activities	445	3,000	3,856
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances	...	(19)	...
Dividends Paid
Other Financing
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	...	(19)	...
Net Increase/(Decrease) in Cash	(6,356)	1,302	(20,934)
Opening Cash and Cash Equivalents	118,468	212,304	213,607
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	112,112	213,607	192,673

Independent Pricing and Regulatory Tribunal

Operating Statement

	2021-22		2022-23
	Budget	Revised	Budget
	\$000	\$000	\$000
Expenses Excluding Losses			
Operating Expenses -			
Employee Related	23,555	22,580	29,946
Personnel Services Expenses
Other Operating Expenses	7,159	10,478	10,667
Grants and Subsidies
Appropriation Expense
Depreciation and Amortisation	404	425	473
Finance Costs
Other Expenses
TOTAL EXPENSES EXCLUDING LOSSES	31,118	33,483	41,086
Revenue			
Appropriation Revenue	32,365	28,884	38,485
Cluster Grant Revenue
Acceptance by Crown Entity of Employee Benefits and Other Liabilities	419	378	319
Transfers to the Crown Entity
Sales of Goods and Services	1,375	2,341	1,211
Grants and Contributions	(1,584)	1,433	779
Investment Revenue
Retained Taxes, Fees and Fines
Other Revenue	3,168	...	(0)
Total Revenue	35,744	33,036	40,794
Gain/(Loss) on Disposal of Non Current Assets
Other Gains/(Losses)
Net Result	4,626	(447)	(292)

Balance Sheet

	2021-22 Budget \$000	2021-22 Revised \$000	2022-23 Budget \$000
Assets			
Current Assets			
Cash Assets	2,797	2,572	2,835
Taxes Receivable
Receivables	875	875	875
Contract Assets
Inventories
Financial Assets at Fair Value
Other Financial Assets
Other
Assets Held For Sale
Total Current Assets	3,672	3,447	3,710
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	502	260	225
Infrastructure Systems
Investment Properties
Right of Use Assets
Intangibles	5,654	541	283
Other Assets
Total Non Current Assets	6,156	801	508
Total Assets	9,828	4,248	4,218
Liabilities			
Current Liabilities			
Taxes Payable
Payables	1,063	1,064	1,064
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	2,575	2,575	2,575
Other
Liabilities Associated with Assets Held for Sale
Total Current Liabilities	3,638	3,639	3,639
Non Current Liabilities			
Taxes Payable
Payables
Contract Liabilities
Other Financial Liabilities at Fair Value
Borrowings
Provisions	54	54	54
Other
Total Non Current Liabilities	54	54	54
Total Liabilities	3,692	3,693	3,693
Net Assets	6,136	555	525
Equity			
Accumulated Funds	6,136	555	525
Reserves
Capital Equity
Total Equity	6,136	555	525

Cash Flow Statement

	2021-22		2022-23
	Budget \$000	Revised \$000	Budget \$000
Cash Flows From Operating Activities			
Payments			
Employee Related	23,136	22,983	29,626
Personnel Services
Grants and Subsidies
Finance Costs	5,110
Equivalent Income Tax
Other Payments	7,159	11,207	10,667
Total Payments	35,405	34,190	40,294
Receipts			
Appropriation	32,365	28,884	38,485
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	1,375	2,341	1,211
Retained Taxes, Fees and Fines
Interest Received
Grants and Contributions	(1,584)	1,433	779
Other Receipts	3,168	200	(0)
Total Receipts	35,325	32,858	40,475
Net Cash Flows From Operating Activities	(80)	(1,332)	181
Cash Flows From Investing Activities			
Proceeds from Sale of Property, Plant and Equipment
Purchases of Property, Plant and Equipment	(180)	(180)	(180)
Proceeds from Sale of Investments
Purchases of Investments
Advances Repayments Received
Advances made
Other Investing
Net Cash Flows From Investing Activities	(180)	(180)	(180)
Cash Flows From Financing Activities			
Proceeds from Borrowings and Advances
Repayment of Borrowings and Advances
Dividends Paid
Other Financing	262
Capital Appropriation - Equity Appropriation
Cash Equity Injection to For-Profit Entities
Net Cash Flows From Financing Activities	262
Net Increase/(Decrease) in Cash	(260)	(1,512)	263
Opening Cash and Cash Equivalents	3,057	4,084	2,572
Reclassification of Cash Equivalents
Cash transferred in (out) as a Result of Administrative Restructuring
Closing Cash and Cash Equivalents	2,797	2,572	2,835