# 4. CUSTOMER SERVICE

## Agency Expense Summary

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

1. This table shows expenses on an uneliminated basis.

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

## Financial Statements

**Department of Customer Service**

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

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

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

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

**Information and Privacy Commission**

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

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

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

**Service NSW**

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

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

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

**Long Service Corporation**

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

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

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

**New South Wales Government Telecommunications Authority**

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

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

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

**Office of the Independent Review Officer**

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

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

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

**Rental Bond Board**

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

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

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

**State Insurance Regulatory Authority**

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

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

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