# 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** | |