# 5. CUSTOMER SERVICE

## Agency Expense Summary

|  |  |  |
| --- | --- | --- |
| Customer Service | Expenses(a) | Capital Expenditure |
| 2023-24 | 2024-25 |  | 2023-24 | 2024-25 |  |
| Revised | Budget | Change | Revised | Budget | Change |
|  | $m | $m | % | $m | $m | % |
| **Department of Customer Service** | 1,979.3 | 1,866.2 | (5.7) | 136.9 | 135.8 | (0.8) |
| Funding distribution to agencies  | 1,061.8 | 892.4 | (16.0) | … | … | … |
| **Total Principal Department** | **3,041.0** | **2,758.6** | **(9.3)** | **136.9** | **135.8** | **(0.8)** |
| ***Agencies***  |  |  |  |  |  |  |
| Information and Privacy Commission  | 7.7 | 8.7 | 14.1 | 0.4 | 0.2 | (60.5) |
| Service NSW  | 993.4 | 1,072.3 | 7.9 | 51.3 | 28.6 | (44.3) |
| Long Service Corporation  | 273.9 | 297.4 | 8.6 | 0.5 | 2.4 | 364.8 |
| New South Wales Government Telecommunications Authority  | 222.7 | 273.7 | 22.9 | 136.0 | 178.1 | 31.0 |
| Office of the Independent Review Officer  | 123.6 | 125.7 | 1.7 | … | … | … |
| Rental Bond Board  | 84.8 | 82.5 | (2.7) | … | … | … |
| State Insurance Regulatory Authority  | 687.7 | 721.4 | 4.9 | … | 5.6 | … |
| **Total Agencies** | **2,393.8** | **2,581.7** | **7.8** | **188.2** | **214.7** | **14.1** |

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** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | 952,707 | 1,011,306 | 1,084,176 |
| Personnel Services Expenses | ... | ... | 0 |
| Other Operating Expenses | 651,535 | 456,462 | 556,555 |
| Grants and Subsidies | 1,449,234 | 1,472,623 | 1,032,624 |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | 77,086 | 89,115 | 77,639 |
| Finance Costs | 1,600 | 6,913 | 2,389 |
| Other Expenses | 4,861 | 4,619 | 5,195 |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **3,137,023** | **3,041,037** | **2,758,578** |
| **Revenue** |   |   |   |
| Appropriation Revenue | 2,293,644 | 2,091,357 | 1,979,111 |
| Funding Distribution from Department | ... | ... | ... |
| Acceptance by Crown Entity of Employee Benefits and Other Liabilities | 21,887 | 26,918 | 23,042 |
| Transfers to the Crown Entity | (50,908) | (111,980) | ... |
| Sales of Goods and Services | 368,108 | 386,515 | 391,178 |
| Grants and Contributions | 230,592 | 268,987 | 185,335 |
| Investment Revenue | 9,787 | 26,567 | 3,000 |
| Retained Taxes, Fees and Fines | 111,116 | 280,390 | 245,339 |
| Other Revenue | 127,639 | 128,671 | 150,540 |
| **Total Revenue** | **3,111,865** | **3,097,426** | **2,977,545** |
| Gain/(Loss) on Disposal of Non Current Assets | 2,140 | (4,932) | 2,134 |
| Other Gains/(Losses) | (544) | (828) | (505) |
| **Net Result** | **(23,562)** | **50,629** | **220,596** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 451,838 | 664,734 | 759,647 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 99,517 | 114,009 | 129,350 |
| Contract Assets | 27,532 | 28,132 | 25,132 |
| Inventories | ... | (0) | ... |
| Financial Assets at Fair Value | 17,157 | 5,990 | 5,990 |
| Other Financial Assets | ... | 0 | ... |
| Other | ... | ... | ... |
| Assets Held For Sale | 6,088 | 3,008 | 3,008 |
| **Total Current Assets** | **602,132** | **815,874** | **923,127** |
| **Non Current Assets** |   |   |   |
| Taxes Receivable | ... | ... | ... |
| Receivables | ... | 37,413 | 37,413 |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | 70,772 | 64,272 | 65,882 |
| Equity Investments | 0 | 0 | 0 |
| Property, Plant and Equipment - |   |   |   |
| Land and Building | 78,133 | 88,254 | 67,303 |
| Plant and Equipment | 34,724 | 37,634 | 58,152 |
| Infrastructure Systems | ... | ... | ... |
| Investment Properties | ... | ... | ... |
| Right of Use Assets | 77,300 | 66,754 | 51,156 |
| Intangibles | 1,270,678 | 1,240,726 | 1,296,897 |
| Other Assets | ... | 0 | ... |
| **Total Non Current Assets** | **1,531,607** | **1,535,052** | **1,576,804** |
| **Total Assets** | **2,133,739** | **2,350,925** | **2,499,930** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 114,277 | 85,993 | 113,550 |
| Contract Liabilities | 75,677 | 81,237 | 74,537 |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 16,322 | 14,836 | 10,967 |
| Provisions | 155,779 | 155,708 | 154,761 |
| Other | 106,617 | 161,948 | 161,948 |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **468,672** | **499,723** | **515,764** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 60,075 | 51,720 | 38,233 |
| Provisions | 48,997 | 43,496 | 47,151 |
| Other | 2,100,741 | 2,178,599 | 2,100,799 |
| **Total Non Current Liabilities** | **2,209,813** | **2,273,815** | **2,186,183** |
| **Total Liabilities** | **2,678,484** | **2,773,538** | **2,701,947** |
| **Net Assets** | **(544,745)** | **(422,612)** | **(202,016)** |
| **Equity** |   |   |   |
| Accumulated Funds | (625,474) | (533,412) | (312,816) |
| Reserves | 80,729 | 110,800 | 110,800 |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **(544,745)** | **(422,612)** | **(202,016)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | 923,488 | 984,824 | 1,064,548 |
| Personnel Services | ... | ... | 0 |
| Grants and Subsidies | 1,449,234 | 1,472,623 | 1,032,624 |
| Finance Costs | 1,600 | 7,845 | 2,389 |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 681,776 | 458,447 | 527,071 |
| **Total Payments** | **3,056,098** | **2,923,740** | **2,626,633** |
| **Receipts** |   |   |   |
| Appropriation | 2,293,644 | 2,091,357 | 1,979,111 |
| Funding Distribution from Department | ... | ... | ... |
| Cash reimbursements from the Crown Entity | ... | ... | ... |
| Sale Proceeds Transfers to the Crown Entity | ... | ... | ... |
| Cash transfers to the Crown Entity | (50,908) | (112,630) | ... |
| Sale of Goods and Services | 365,193 | 385,732 | 385,731 |
| Retained Taxes, Fees and Fines | ... | ... | ... |
| Interest Received | 20,074 | 32,249 | 1 |
| Grants and Contributions | 211,865 | 250,261 | 185,335 |
| Other Receipts | 161,103 | 363,292 | 304,479 |
| **Total Receipts** | **3,000,971** | **3,010,261** | **2,854,658** |
| **Net Cash Flows From Operating Activities** | **(55,128)** | **86,521** | **228,025** |
| **Cash Flows From Investing Activities** |   |   |   |
| Proceeds from Sale of Property, Plant and Equipment | 17,806 | 650 | 20,177 |
| Purchases of Property, Plant and Equipment | (49,630) | (10,578) | (31,270) |
| Proceeds from Sale of Investments | ... | 21,120 | ... |
| Purchases of Investments | ... | ... | (111) |
| Advances Repayments Received | ... | ... | ... |
| Advances made | ... | ... | ... |
| Other Investing | (181,585) | (125,869) | (104,552) |
| **Net Cash Flows From Investing Activities** | **(213,409)** | **(114,678)** | **(115,756)** |
| **Cash Flows From Financing Activities** |   |   |   |
| Proceeds from Borrowings and Advances | ... | ... | ... |
| Repayment of Borrowings and Advances | 1,510 | (25,975) | (17,356) |
| Dividends Paid | ... | ... | ... |
| Other Financing | ... | ... | ... |
| Capital Appropriation - Equity Appropriation | ... | ... | ... |
| Cash Equity Injection to For-Profit Entities | ... | ... | ... |
| **Net Cash Flows From Financing Activities** | **1,510** | **(25,975)** | **(17,356)** |
| **Net Increase/(Decrease) in Cash** | **(267,027)** | **(54,131)** | **94,913** |
| Opening Cash and Cash Equivalents | 718,865 | 718,865 | 664,734 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | ... | ... | ... |
| **Closing Cash and Cash Equivalents** | **451,838** | **664,734** | **759,647** |

**Information and Privacy Commission**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | 5,844 | 5,265 | 5,984 |
| Personnel Services Expenses | ... | ... | ... |
| Other Operating Expenses | 1,594 | 2,004 | 2,586 |
| Grants and Subsidies | ... | ... | ... |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | 220 | 170 | 165 |
| Finance Costs | ... | ... | ... |
| Other Expenses | 218 | 215 | ... |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **7,876** | **7,654** | **8,734** |
| **Revenue** |   |   |   |
| Appropriation Revenue | ... | ... | ... |
| Funding Distribution from Department | 6,822 | 6,822 | 7,460 |
| Acceptance by Crown Entity of Employee Benefits and Other Liabilities | 145 | 145 | 150 |
| Transfers to the Crown Entity | ... | ... | ... |
| Sales of Goods and Services | ... | ... | ... |
| Grants and Contributions | 0 | ... | 185 |
| Investment Revenue | (0) | ... | (0) |
| Retained Taxes, Fees and Fines | ... | ... | ... |
| Other Revenue | (0) | 56 | 1 |
| **Total Revenue** | **6,967** | **7,023** | **7,797** |
| Gain/(Loss) on Disposal of Non Current Assets | ... | ... | ... |
| Other Gains/(Losses) | ... | ... | ... |
| **Net Result** | **(909)** | **(631)** | **(937)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 1,815 | 1,555 | 1,554 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 108 | 110 | 110 |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | ... | ... | ... |
| Other Financial Assets | ... | ... | ... |
| Other | ... | ... | ... |
| Assets Held For Sale | ... | ... | ... |
| **Total Current Assets** | **1,923** | **1,665** | **1,664** |
| **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 | 432 | 627 | 612 |
| Other Assets | ... | ... | ... |
| **Total Non Current Assets** | **432** | **627** | **612** |
| **Total Assets** | **2,355** | **2,291** | **2,276** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 1,075 | 226 | 1,147 |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | ... |
| Provisions | 540 | 1,058 | 1,058 |
| Other | ... | ... | ... |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **1,615** | **1,284** | **2,205** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | ... |
| Provisions | 10 | ... | ... |
| Other | ... | ... | ... |
| **Total Non Current Liabilities** | **10** | **...** | **...** |
| **Total Liabilities** | **1,625** | **1,284** | **2,205** |
| **Net Assets** | **730** | **1,008** | **71** |
| **Equity** |   |   |   |
| Accumulated Funds | 730 | 1,008 | 71 |
| Reserves | ... | ... | ... |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **730** | **1,008** | **71** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | 5,699 | 4,704 | 5,834 |
| Personnel Services | ... | ... | ... |
| Grants and Subsidies | ... | ... | ... |
| Finance Costs | ... | ... | ... |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 973 | 2,131 | 1,664 |
| **Total Payments** | **6,672** | **6,835** | **7,498** |
| **Receipts** |   |   |   |
| Appropriation | ... | ... | ... |
| Funding Distribution from Department | 6,822 | 6,822 | 7,460 |
| 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 | 0 | ... | 185 |
| Other Receipts | (0) | 46 | 1 |
| **Total Receipts** | **6,822** | **6,868** | **7,647** |
| **Net Cash Flows From Operating Activities** | **150** | **34** | **149** |
| **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 | (235) | (379) | (150) |
| **Net Cash Flows From Investing Activities** | **(235)** | **(379)** | **(150)** |
| **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** | **(85)** | **(346)** | **(1)** |
| Opening Cash and Cash Equivalents | 1,900 | 1,900 | 1,555 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | ... | ... | ... |
| **Closing Cash and Cash Equivalents** | **1,815** | **1,555** | **1,554** |

**Service NSW**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | 542,118 | 558,068 | 590,676 |
| Personnel Services Expenses | ... | ... | ... |
| Other Operating Expenses | 145,368 | 295,624 | 177,453 |
| Grants and Subsidies | 113,750 | 100,971 | 252,000 |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | 39,319 | 38,758 | 52,178 |
| Finance Costs | ... | 3 | ... |
| Other Expenses | ... | ... | ... |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **840,554** | **993,424** | **1,072,307** |
| **Revenue** |   |   |   |
| Appropriation Revenue | ... | ... | ... |
| Funding Distribution from Department | 597,654 | 687,733 | 681,662 |
| Acceptance by Crown Entity of Employee Benefits and Other Liabilities | 5,311 | 13,678 | 5,497 |
| Transfers to the Crown Entity | ... | ... | ... |
| Sales of Goods and Services | 81,496 | 52,168 | 63,979 |
| Grants and Contributions | 146,700 | 137,473 | 271,000 |
| Investment Revenue | 202 | 1,176 | (0) |
| Retained Taxes, Fees and Fines | ... | ... | ... |
| Other Revenue | 7 | 101,099 | 20,100 |
| **Total Revenue** | **831,369** | **993,327** | **1,042,237** |
| Gain/(Loss) on Disposal of Non Current Assets | ... | ... | ... |
| Other Gains/(Losses) | ... | ... | ... |
| **Net Result** | **(9,185)** | **(98)** | **(30,070)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 34,724 | 16,753 | 30,261 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 45,445 | 32,182 | 32,182 |
| Contract Assets | 4,215 | 3,823 | 3,823 |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | 3 | ... | ... |
| Other Financial Assets | ... | ... | ... |
| Other | ... | ... | ... |
| Assets Held For Sale | ... | ... | ... |
| **Total Current Assets** | **84,387** | **52,758** | **66,266** |
| **Non Current Assets** |   |   |   |
| Taxes Receivable | ... | ... | ... |
| Receivables | ... | ... | ... |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | ... | ... | ... |
| Equity Investments | ... | ... | ... |
| Property, Plant and Equipment - |   |   |   |
| Land and Building | 56,154 | 72,574 | 63,329 |
| Plant and Equipment | 23,098 | 12,399 | 9,425 |
| Infrastructure Systems | ... | ... | ... |
| Investment Properties | ... | ... | ... |
| Right of Use Assets | 299 | 100 | (0) |
| Intangibles | 69,600 | 79,370 | 68,111 |
| Other Assets | ... | ... | ... |
| **Total Non Current Assets** | **149,151** | **164,443** | **140,865** |
| **Total Assets** | **233,538** | **217,201** | **207,131** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 48,765 | 29,309 | 49,309 |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 416 | 476 | 476 |
| Provisions | 55,783 | 58,564 | 58,564 |
| Other | 15,539 | 8,537 | 8,537 |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **120,503** | **96,886** | **116,886** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 906 | 1,014 | 1,014 |
| Provisions | 14,524 | 15,033 | 15,033 |
| Other | ... | ... | ... |
| **Total Non Current Liabilities** | **15,430** | **16,047** | **16,047** |
| **Total Liabilities** | **135,933** | **112,933** | **132,933** |
| **Net Assets** | **97,605** | **104,268** | **74,198** |
| **Equity** |   |   |   |
| Accumulated Funds | 97,605 | 104,268 | 74,198 |
| Reserves | ... | ... | ... |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **97,605** | **104,268** | **74,198** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | 536,807 | 551,736 | 585,179 |
| Personnel Services | ... | ... | ... |
| Grants and Subsidies | 113,750 | 100,971 | 252,000 |
| Finance Costs | ... | 3 | ... |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 124,533 | 286,856 | 157,453 |
| **Total Payments** | **775,090** | **939,566** | **994,632** |
| **Receipts** |   |   |   |
| Appropriation | ... | ... | ... |
| Funding Distribution from Department | 597,654 | 687,733 | 681,662 |
| Cash reimbursements from the Crown Entity | ... | ... | ... |
| Sale Proceeds Transfers to the Crown Entity | ... | ... | ... |
| Cash transfers to the Crown Entity | ... | ... | ... |
| Sale of Goods and Services | 81,496 | 52,402 | 63,979 |
| Retained Taxes, Fees and Fines | ... | ... | ... |
| Interest Received | 202 | 1,176 | (0) |
| Grants and Contributions | 135,865 | 133,168 | 271,000 |
| Other Receipts | 7 | 101,811 | 20,100 |
| **Total Receipts** | **815,224** | **976,290** | **1,036,740** |
| **Net Cash Flows From Operating Activities** | **40,134** | **36,723** | **42,108** |
| **Cash Flows From Investing Activities** |   |   |   |
| Proceeds from Sale of Property, Plant and Equipment | ... | ... | ... |
| Purchases of Property, Plant and Equipment | (14,366) | (17,096) | (13,600) |
| Proceeds from Sale of Investments | ... | 3 | ... |
| Purchases of Investments | ... | ... | ... |
| Advances Repayments Received | ... | ... | ... |
| Advances made | ... | ... | ... |
| Other Investing | (22,241) | (33,837) | (15,000) |
| **Net Cash Flows From Investing Activities** | **(36,607)** | **(50,930)** | **(28,600)** |
| **Cash Flows From Financing Activities** |   |   |   |
| Proceeds from Borrowings and Advances | ... | ... | ... |
| Repayment of Borrowings and Advances | ... | (237) | ... |
| Dividends Paid | ... | ... | ... |
| Other Financing | ... | ... | ... |
| Capital Appropriation - Equity Appropriation | ... | ... | ... |
| Cash Equity Injection to For-Profit Entities | ... | ... | ... |
| **Net Cash Flows From Financing Activities** | **...** | **(237)** | **...** |
| **Net Increase/(Decrease) in Cash** | **3,527** | **(14,444)** | **13,508** |
| Opening Cash and Cash Equivalents | 31,197 | 31,197 | 16,753 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | ... | ... | ... |
| **Closing Cash and Cash Equivalents** | **34,724** | **16,753** | **30,261** |

**Long Service Corporation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services Expenses | 13,121 | 12,465 | 10,597 |
| Other Operating Expenses | 185,199 | 194,438 | 214,465 |
| Grants and Subsidies | ... | ... | ... |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | 1,186 | 293 | 1,717 |
| Finance Costs | 65,783 | 65,783 | 70,584 |
| Other Expenses | ... | 933 | ... |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **265,289** | **273,912** | **297,363** |
| **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 | 114,701 | 190,596 | 119,800 |
| Retained Taxes, Fees and Fines | 150,700 | 150,700 | 162,700 |
| Other Revenue | 5 | 9 | 6 |
| **Total Revenue** | **265,406** | **341,305** | **282,506** |
| Gain/(Loss) on Disposal of Non Current Assets | ... | ... | ... |
| Other Gains/(Losses) | ... | ... | ... |
| **Net Result** | **118** | **67,394** | **(14,857)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 9,825 | 13,941 | 8,404 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 44,092 | 33,338 | 33,338 |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | ... | ... | ... |
| Other Financial Assets | ... | ... | ... |
| Other | (36) | ... | ... |
| Assets Held For Sale | ... | ... | ... |
| **Total Current Assets** | **53,881** | **47,279** | **41,742** |
| **Non Current Assets** |   |   |   |
| Taxes Receivable | ... | ... | ... |
| Receivables | ... | ... | ... |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | 2,333,901 | 2,425,292 | 2,536,534 |
| Equity Investments | ... | ... | ... |
| Property, Plant and Equipment - |   |   |   |
| Land and Building | ... | ... | ... |
| Plant and Equipment | 261 | 1 | 261 |
| Infrastructure Systems | ... | ... | ... |
| Investment Properties | ... | ... | ... |
| Right of Use Assets | ... | ... | ... |
| Intangibles | 7,287 | 8,688 | 9,071 |
| Other Assets | ... | ... | ... |
| **Total Non Current Assets** | **2,341,450** | **2,433,982** | **2,545,867** |
| **Total Assets** | **2,395,331** | **2,481,261** | **2,587,608** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 3,671 | 4,929 | 4,929 |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | ... |
| Provisions | 1,463,908 | 1,481,303 | 1,574,351 |
| Other | ... | ... | ... |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **1,467,579** | **1,486,233** | **1,579,281** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | 10,000 |
| Provisions | 285,687 | 285,687 | 303,844 |
| Other | ... | ... | ... |
| **Total Non Current Liabilities** | **285,687** | **285,687** | **313,844** |
| **Total Liabilities** | **1,753,266** | **1,771,920** | **1,893,125** |
| **Net Assets** | **642,065** | **709,341** | **694,484** |
| **Equity** |   |   |   |
| Accumulated Funds | 642,065 | 709,341 | 694,484 |
| Reserves | ... | ... | ... |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **642,065** | **709,341** | **694,484** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services | 13,121 | 12,465 | 10,597 |
| Grants and Subsidies | ... | ... | ... |
| Finance Costs | ... | ... | 600 |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 147,013 | 136,444 | 174,312 |
| **Total Payments** | **160,134** | **148,909** | **185,509** |
| **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 | 150,700 | 160,058 | 162,700 |
| Interest Received | 401 | 905 | ... |
| Grants and Contributions | ... | ... | ... |
| Other Receipts | 1,074 | 352 | 1,074 |
| **Total Receipts** | **152,175** | **161,315** | **163,774** |
| **Net Cash Flows From Operating Activities** | **(7,958)** | **12,406** | **(21,735)** |
| **Cash Flows From Investing Activities** |   |   |   |
| Proceeds from Sale of Property, Plant and Equipment | ... | ... | ... |
| Purchases of Property, Plant and Equipment | (260) | ... | (260) |
| Proceeds from Sale of Investments | (7,000) | 2,000 | 8,558 |
| Purchases of Investments | ... | (25,000) | (0) |
| Advances Repayments Received | ... | ... | ... |
| Advances made | ... | ... | ... |
| Other Investing | ... | (508) | (2,100) |
| **Net Cash Flows From Investing Activities** | **(7,260)** | **(23,508)** | **6,198** |
| **Cash Flows From Financing Activities** |   |   |   |
| Proceeds from Borrowings and Advances | ... | ... | 10,000 |
| 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** | **...** | **...** | **10,000** |
| **Net Increase/(Decrease) in Cash** | **(15,218)** | **(11,102)** | **(5,537)** |
| Opening Cash and Cash Equivalents | 25,043 | 25,043 | 13,941 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | ... | ... | ... |
| **Closing Cash and Cash Equivalents** | **9,825** | **13,941** | **8,404** |

**New South Wales Government Telecommunications Authority**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services Expenses | 53,212 | 50,184 | 55,712 |
| Other Operating Expenses | 138,969 | 105,348 | 131,634 |
| Grants and Subsidies | ... | ... | ... |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | 67,005 | 62,508 | 81,083 |
| Finance Costs | 3,408 | 4,676 | 5,250 |
| Other Expenses | ... | ... | ... |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **262,593** | **222,715** | **273,680** |
| **Revenue** |   |   |   |
| Appropriation Revenue | ... | ... | ... |
| Funding Distribution from Department | 226,785 | 123,566 | 134,665 |
| Acceptance by Crown Entity of Employee Benefits and Other Liabilities | ... | ... | ... |
| Transfers to the Crown Entity | ... | ... | ... |
| Sales of Goods and Services | 192,424 | 161,528 | 175,379 |
| Grants and Contributions | 8,626 | 17,924 | 36,301 |
| Investment Revenue | 2,212 | 5,432 | (0) |
| Retained Taxes, Fees and Fines | ... | ... | ... |
| Other Revenue | ... | 1,778 | ... |
| **Total Revenue** | **430,047** | **310,228** | **346,345** |
| Gain/(Loss) on Disposal of Non Current Assets | ... | ... | ... |
| Other Gains/(Losses) | ... | (895) | (1,025) |
| **Net Result** | **167,454** | **86,618** | **71,640** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 169,625 | 208,743 | 148,263 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 7,588 | 3,853 | 5,818 |
| Contract Assets | 6,723 | 4,539 | 4,539 |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | ... | ... | ... |
| Other Financial Assets | ... | ... | ... |
| Other | ... | ... | ... |
| Assets Held For Sale | ... | ... | ... |
| **Total Current Assets** | **183,936** | **217,134** | **158,620** |
| **Non Current Assets** |   |   |   |
| Taxes Receivable | ... | ... | ... |
| Receivables | 1,393 | 989 | 989 |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | ... | ... | ... |
| Equity Investments | ... | ... | ... |
| Property, Plant and Equipment - |   |   |   |
| Land and Building | 335 | 335 | 335 |
| Plant and Equipment | 826,963 | 753,604 | 857,976 |
| Infrastructure Systems | ... | ... | ... |
| Investment Properties | ... | ... | ... |
| Right of Use Assets | 140,558 | 155,323 | 141,177 |
| Intangibles | 14,277 | 6,053 | 7,264 |
| Other Assets | ... | ... | ... |
| **Total Non Current Assets** | **983,526** | **916,304** | **1,007,741** |
| **Total Assets** | **1,167,462** | **1,133,439** | **1,166,362** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 58,644 | 52,765 | 54,729 |
| Contract Liabilities | 3,102 | 8,517 | 8,517 |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 9,129 | 9,129 | 9,129 |
| Provisions | 164 | 164 | 164 |
| Other | 19,809 | 33,079 | 33,079 |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **90,849** | **103,654** | **105,619** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 114,116 | 129,654 | 126,459 |
| Provisions | 32,870 | 34,244 | 31,412 |
| Other | 57,907 | 57,907 | 23,252 |
| **Total Non Current Liabilities** | **204,893** | **221,804** | **181,122** |
| **Total Liabilities** | **295,742** | **325,458** | **286,741** |
| **Net Assets** | **871,720** | **807,980** | **879,621** |
| **Equity** |   |   |   |
| Accumulated Funds | 833,082 | 752,246 | 823,886 |
| Reserves | 38,639 | 55,735 | 55,735 |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **871,720** | **807,980** | **879,621** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services | 53,212 | 50,184 | 55,712 |
| Grants and Subsidies | ... | ... | ... |
| Finance Costs | 3,408 | 3,302 | 4,088 |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 138,982 | 108,087 | 131,093 |
| **Total Payments** | **195,602** | **161,572** | **190,893** |
| **Receipts** |   |   |   |
| Appropriation | ... | ... | ... |
| Funding Distribution from Department | 226,785 | 123,566 | 134,665 |
| Cash reimbursements from the Crown Entity | ... | ... | ... |
| Sale Proceeds Transfers to the Crown Entity | ... | ... | ... |
| Cash transfers to the Crown Entity | ... | ... | ... |
| Sale of Goods and Services | 192,424 | 163,545 | 175,379 |
| Retained Taxes, Fees and Fines | ... | ... | ... |
| Interest Received | 2,212 | 5,432 | (0) |
| Grants and Contributions | 8,626 | 36,608 | 1,646 |
| Other Receipts | ... | 3,716 | ... |
| **Total Receipts** | **430,047** | **332,867** | **311,690** |
| **Net Cash Flows From Operating Activities** | **234,446** | **171,294** | **120,797** |
| **Cash Flows From Investing Activities** |   |   |   |
| Proceeds from Sale of Property, Plant and Equipment | ... | ... | ... |
| Purchases of Property, Plant and Equipment | (219,324) | (116,391) | (169,737) |
| Proceeds from Sale of Investments | ... | ... | ... |
| Purchases of Investments | ... | ... | ... |
| Advances Repayments Received | ... | ... | ... |
| Advances made | ... | ... | ... |
| Other Investing | ... | ... | (416) |
| **Net Cash Flows From Investing Activities** | **(219,324)** | **(116,391)** | **(170,153)** |
| **Cash Flows From Financing Activities** |   |   |   |
| Proceeds from Borrowings and Advances | ... | ... | ... |
| Repayment of Borrowings and Advances | (9,747) | (9,625) | (11,123) |
| Dividends Paid | ... | ... | ... |
| Other Financing | ... | ... | ... |
| Capital Appropriation - Equity Appropriation | ... | ... | ... |
| Cash Equity Injection to For-Profit Entities | ... | ... | ... |
| **Net Cash Flows From Financing Activities** | **(9,747)** | **(9,625)** | **(11,123)** |
| **Net Increase/(Decrease) in Cash** | **5,375** | **45,278** | **(60,479)** |
| Opening Cash and Cash Equivalents | 163,464 | 163,464 | 208,743 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | 786 | ... | ... |
| **Closing Cash and Cash Equivalents** | **169,625** | **208,743** | **148,263** |

**Office of the Independent Review Officer**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | 12,533 | 11,904 | 12,848 |
| Personnel Services Expenses | ... | ... | ... |
| Other Operating Expenses | 4,879 | 5,743 | 5,075 |
| Grants and Subsidies | 71,038 | 105,988 | 107,809 |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | ... | ... | ... |
| Finance Costs | ... | ... | ... |
| Other Expenses | (0) | ... | (0) |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **88,451** | **123,635** | **125,732** |
| **Revenue** |   |   |   |
| Appropriation Revenue | ... | ... | ... |
| Funding Distribution from Department | ... | ... | ... |
| Acceptance by Crown Entity of Employee Benefits and Other Liabilities | ... | 234 | ... |
| Transfers to the Crown Entity | ... | ... | ... |
| Sales of Goods and Services | ... | ... | ... |
| Grants and Contributions | 88,207 | 123,401 | 125,732 |
| Investment Revenue | ... | ... | ... |
| Retained Taxes, Fees and Fines | ... | ... | ... |
| Other Revenue | ... | ... | ... |
| **Total Revenue** | **88,207** | **123,635** | **125,732** |
| Gain/(Loss) on Disposal of Non Current Assets | ... | ... | ... |
| Other Gains/(Losses) | ... | ... | ... |
| **Net Result** | **(244)** | **...** | **0** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 5,740 | 7,156 | 7,156 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 2,688 | 2,608 | 2,608 |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | ... | ... | ... |
| Other Financial Assets | ... | ... | ... |
| Other | ... | ... | ... |
| Assets Held For Sale | ... | ... | ... |
| **Total Current Assets** | **8,428** | **9,764** | **9,764** |
| **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** | **8,428** | **9,764** | **9,764** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 4,649 | 6,105 | 6,105 |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | ... |
| Provisions | 4,024 | 3,659 | 3,659 |
| Other | ... | ... | ... |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **8,673** | **9,764** | **9,764** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | ... |
| Provisions | ... | ... | ... |
| Other | ... | ... | ... |
| **Total Non Current Liabilities** | **...** | **...** | **...** |
| **Total Liabilities** | **8,673** | **9,764** | **9,764** |
| **Net Assets** | **(244)** | **...** | **0** |
| **Equity** |   |   |   |
| Accumulated Funds | (244) | (0) | (0) |
| Reserves | ... | ... | ... |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **(244)** | **(0)** | **(0)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | 12,533 | 11,609 | 12,848 |
| Personnel Services | ... | ... | ... |
| Grants and Subsidies | 71,038 | 105,988 | 107,809 |
| Finance Costs | ... | ... | ... |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 4,879 | 5,105 | 5,075 |
| **Total Payments** | **88,451** | **122,702** | **125,732** |
| **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 | ... | ... | ... |
| Interest Received | ... | ... | ... |
| Grants and Contributions | 88,207 | 123,401 | 125,732 |
| Other Receipts | ... | 473 | ... |
| **Total Receipts** | **88,207** | **123,874** | **125,732** |
| **Net Cash Flows From Operating Activities** | **(244)** | **1,171** | **0** |
| **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** | **(244)** | **1,171** | **0** |
| Opening Cash and Cash Equivalents | 5,984 | 5,984 | 7,156 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | ... | ... | ... |
| **Closing Cash and Cash Equivalents** | **5,740** | **7,156** | **7,156** |

**Rental Bond Board**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services Expenses | ... | ... | ... |
| Other Operating Expenses | 36,495 | 36,978 | 39,156 |
| Grants and Subsidies | 47,840 | 47,841 | 43,195 |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | ... | ... | ... |
| Finance Costs | ... | ... | ... |
| Other Expenses | 164 | ... | 169 |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **84,499** | **84,819** | **82,520** |
| **Revenue** |   |   |   |
| Appropriation Revenue | ... | ... | ... |
| Funding Distribution from Department | 67,079 | 67,078 | 68,626 |
| 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 | 1,839 | 2,160 | 1,886 |
| **Total Revenue** | **68,919** | **69,238** | **70,512** |
| Gain/(Loss) on Disposal of Non Current Assets | ... | ... | ... |
| Other Gains/(Losses) | ... | ... | ... |
| **Net Result** | **(15,581)** | **(15,581)** | **(12,007)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 168,083 | 168,882 | 156,874 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 183 | 386 | 386 |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | ... | ... | ... |
| Other Financial Assets | ... | ... | ... |
| Other | ... | ... | ... |
| Assets Held For Sale | ... | ... | ... |
| **Total Current Assets** | **168,266** | **169,268** | **157,260** |
| **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** | **168,266** | **169,268** | **157,260** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | ... |
| Provisions | ... | ... | ... |
| Other | 108 | 1,110 | 1,110 |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **108** | **1,110** | **1,110** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | ... | ... | ... |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | ... | ... | ... |
| Provisions | ... | ... | ... |
| Other | ... | ... | ... |
| **Total Non Current Liabilities** | **...** | **...** | **...** |
| **Total Liabilities** | **108** | **1,110** | **1,110** |
| **Net Assets** | **168,158** | **168,158** | **156,150** |
| **Equity** |   |   |   |
| Accumulated Funds | 168,158 | 168,158 | 156,150 |
| Reserves | ... | ... | ... |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **168,158** | **168,158** | **156,150** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services | ... | ... | ... |
| Grants and Subsidies | 47,840 | 47,841 | 43,195 |
| Finance Costs | ... | ... | ... |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 36,659 | 35,976 | 39,325 |
| **Total Payments** | **84,499** | **83,817** | **82,520** |
| **Receipts** |   |   |   |
| Appropriation | ... | ... | ... |
| Funding Distribution from Department | 67,079 | 67,078 | 68,626 |
| 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 | 1,839 | 1,957 | 1,886 |
| **Total Receipts** | **68,919** | **69,035** | **70,512** |
| **Net Cash Flows From Operating Activities** | **(15,581)** | **(14,782)** | **(12,007)** |
| **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** | **(15,581)** | **(14,782)** | **(12,007)** |
| Opening Cash and Cash Equivalents | 183,664 | 183,664 | 168,882 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | ... | ... | ... |
| **Closing Cash and Cash Equivalents** | **168,083** | **168,882** | **156,874** |

**State Insurance Regulatory Authority**

|  |  |  |  |
| --- | --- | --- | --- |
| **Operating Statement** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Expenses Excluding Losses** |   |   |   |
| Operating Expenses - |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services Expenses | 77,815 | 66,158 | 80,595 |
| Other Operating Expenses | 576,457 | 615,615 | 632,747 |
| Grants and Subsidies | 7,000 | 5,877 | 8,000 |
| Appropriation Expense | ... | ... | ... |
| Depreciation and Amortisation | 23 | 30 | 23 |
| Finance Costs | 2 | 2 | 1 |
| Other Expenses | ... | ... | ... |
| **TOTAL EXPENSES EXCLUDING LOSSES** | **661,297** | **687,682** | **721,365** |
| **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 | 5,921 | 19,194 | 6,001 |
| Retained Taxes, Fees and Fines | 627,213 | 463,975 | 628,590 |
| Other Revenue | 291 | 181,554 | ... |
| **Total Revenue** | **633,425** | **664,722** | **634,591** |
| Gain/(Loss) on Disposal of Non Current Assets | ... | ... | ... |
| Other Gains/(Losses) | ... | (1,908) | ... |
| **Net Result** | **(27,872)** | **(24,869)** | **(86,774)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Balance Sheet** |   |   |   |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Assets** |   |   |   |
| **Current Assets** |   |   |   |
| Cash Assets | 149,484 | 152,528 | 93,979 |
| Taxes Receivable | ... | ... | ... |
| Receivables | 96,128 | 119,659 | 63,200 |
| Contract Assets | ... | ... | ... |
| Inventories | ... | ... | ... |
| Financial Assets at Fair Value | 196,696 | 200,553 | 197,011 |
| Other Financial Assets | ... | ... | ... |
| Other | ... | ... | ... |
| Assets Held For Sale | ... | ... | ... |
| **Total Current Assets** | **442,308** | **472,740** | **354,190** |
| **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 | 29 | 23 | 16 |
| Infrastructure Systems | ... | ... | ... |
| Investment Properties | ... | ... | ... |
| Right of Use Assets | 28 | 28 | 12 |
| Intangibles | 5,555 | ... | 5,555 |
| Other Assets | ... | ... | ... |
| **Total Non Current Assets** | **5,613** | **51** | **5,583** |
| **Total Assets** | **447,920** | **472,791** | **359,774** |
| **Liabilities** |   |   |   |
| **Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 26,844 | 42,450 | 20,723 |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 23 | 23 | 7 |
| Provisions | 6,897 | 7,276 | 7,276 |
| Other | ... | ... | ... |
| Liabilities Associated with Assets Held for Sale | ... | ... | ... |
| **Total Current Liabilities** | **33,764** | **49,749** | **28,006** |
| **Non Current Liabilities** |   |   |   |
| Taxes Payable | ... | ... | ... |
| Payables | 141,807 | 143,589 | 143,589 |
| Contract Liabilities | ... | ... | ... |
| Other Financial Liabilities at Fair Value | ... | ... | ... |
| Borrowings | 28 | 7 | 7 |
| Provisions | 75,391 | 79,512 | 75,012 |
| Other | ... | ... | ... |
| **Total Non Current Liabilities** | **217,225** | **223,107** | **218,607** |
| **Total Liabilities** | **250,989** | **272,857** | **246,613** |
| **Net Assets** | **196,931** | **199,934** | **113,160** |
| **Equity** |   |   |   |
| Accumulated Funds | 196,931 | 199,934 | 113,160 |
| Reserves | ... | ... | ... |
| Capital Equity | ... | ... | ... |
| **Total Equity** | **196,931** | **199,934** | **113,160** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cash Flow Statement** |  |  |  |
|   | 2023-24 | 2024-25 |
|   | Budget | Revised | Budget |
|   | $000 | $000 | $000 |
| **Cash Flows From Operating Activities** |   |   |   |
| **Payments** |   |   |   |
| Employee Related | ... | ... | ... |
| Personnel Services | 77,815 | 66,158 | 80,595 |
| Grants and Subsidies | 7,000 | 5,877 | 8,000 |
| Finance Costs | 2 | 2 | 1 |
| Equivalent Income Tax | ... | ... | ... |
| Other Payments | 591,367 | 610,418 | 658,974 |
| **Total Payments** | **676,183** | **682,455** | **747,569** |
| **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 | 626,698 | 459,279 | 628,067 |
| Interest Received | 537 | 10,434 | 543 |
| Grants and Contributions | ... | ... | ... |
| Other Receipts | 10,683 | 172,469 | 56,982 |
| **Total Receipts** | **637,917** | **642,182** | **685,591** |
| **Net Cash Flows From Operating Activities** | **(38,266)** | **(40,273)** | **(61,978)** |
| **Cash Flows From Investing Activities** |   |   |   |
| Proceeds from Sale of Property, Plant and Equipment | ... | ... | ... |
| Purchases of Property, Plant and Equipment | ... | ... | ... |
| Proceeds from Sale of Investments | 9,483 | 9,000 | 9,000 |
| Purchases of Investments | ... | ... | ... |
| Advances Repayments Received | ... | ... | ... |
| Advances made | ... | ... | ... |
| Other Investing | (5,555) | ... | (5,555) |
| **Net Cash Flows From Investing Activities** | **3,928** | **9,000** | **3,445** |
| **Cash Flows From Financing Activities** |   |   |   |
| Proceeds from Borrowings and Advances | ... | ... | ... |
| Repayment of Borrowings and Advances | (2) | (23) | (16) |
| Dividends Paid | ... | ... | ... |
| Other Financing | ... | ... | ... |
| Capital Appropriation - Equity Appropriation | ... | ... | ... |
| Cash Equity Injection to For-Profit Entities | ... | ... | ... |
| **Net Cash Flows From Financing Activities** | **(2)** | **(23)** | **(16)** |
| **Net Increase/(Decrease) in Cash** | **(34,340)** | **(31,295)** | **(58,549)** |
| Opening Cash and Cash Equivalents | 183,824 | 183,824 | 152,528 |
| Reclassification of Cash Equivalents | ... | ... | ... |
| Cash transferred in(out) as a Result of Administrative Restructuring | ... | ... | ... |
| **Closing Cash and Cash Equivalents** | **149,484** | **152,528** | **93,979** |