

## 5. CUSTOMER SERVICE

### 5.1 Agency Expense Summary

Customer Service	Expenses <sup>(a)</sup>			Capital Expenditure		
	2023-24 Revised \$m	2024-25 Budget \$m	Change %	2023-24 Revised \$m	2024-25 Budget \$m	Change %
<b>Department of Customer Service</b>	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)	...	...	...
<b>Total Principal Department</b>	<b>3,041.0</b>	<b>2,758.6</b>	<b>(9.3)</b>	<b>136.9</b>	<b>135.8</b>	<b>(0.8)</b>
<b>Agencies</b>						
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	...
<b>Total Agencies</b>	<b>2,393.8</b>	<b>2,581.7</b>	<b>7.8</b>	<b>188.2</b>	<b>214.7</b>	<b>14.1</b>

(a) 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.

## 5.2 Financial Statements

### Department of Customer Service

#### Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>3,137,023</b>	<b>3,041,037</b>	<b>2,758,578</b>
<b>Revenue</b>			
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
<b>Total Revenue</b>	<b>3,111,865</b>	<b>3,097,426</b>	<b>2,977,545</b>
Gain/(Loss) on Disposal of Non Current Assets	2,140	(4,932)	2,134
Other Gains/(Losses)	(544)	(828)	(505)
<b>Net Result</b>	<b>(23,562)</b>	<b>50,629</b>	<b>220,596</b>

**Balance Sheet**

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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
<b>Total Current Assets</b>	<b>602,132</b>	<b>815,874</b>	<b>923,127</b>
<b>Non Current Assets</b>			
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	...
<b>Total Non Current Assets</b>	<b>1,531,607</b>	<b>1,535,052</b>	<b>1,576,804</b>
<b>Total Assets</b>	<b>2,133,739</b>	<b>2,350,925</b>	<b>2,499,930</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>468,672</b>	<b>499,723</b>	<b>515,764</b>
<b>Non Current Liabilities</b>			
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
<b>Total Non Current Liabilities</b>	<b>2,209,813</b>	<b>2,273,815</b>	<b>2,186,183</b>
<b>Total Liabilities</b>	<b>2,678,484</b>	<b>2,773,538</b>	<b>2,701,947</b>
<b>Net Assets</b>	<b>(544,745)</b>	<b>(422,612)</b>	<b>(202,016)</b>
<b>Equity</b>			
Accumulated Funds	(625,474)	(533,412)	(312,816)
Reserves	80,729	110,800	110,800
Capital Equity	...	...	...
<b>Total Equity</b>	<b>(544,745)</b>	<b>(422,612)</b>	<b>(202,016)</b>

## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>3,056,098</b>	<b>2,923,740</b>	<b>2,626,633</b>
<b>Receipts</b>			
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
<b>Total Receipts</b>	<b>3,000,971</b>	<b>3,010,261</b>	<b>2,854,658</b>
<b>Net Cash Flows From Operating Activities</b>	<b>(55,128)</b>	<b>86,521</b>	<b>228,025</b>
<b>Cash Flows From Investing Activities</b>			
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)
<b>Net Cash Flows From Investing Activities</b>	<b>(213,409)</b>	<b>(114,678)</b>	<b>(115,756)</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>1,510</b>	<b>(25,975)</b>	<b>(17,356)</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(267,027)</b>	<b>(54,131)</b>	<b>94,913</b>
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	...	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>451,838</b>	<b>664,734</b>	<b>759,647</b>

## Information and Privacy Commission

### Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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	...
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>7,876</b>	<b>7,654</b>	<b>8,734</b>
<b>Revenue</b>			
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
<b>Total Revenue</b>	<b>6,967</b>	<b>7,023</b>	<b>7,797</b>
Gain/(Loss) on Disposal of Non Current Assets	...	...	...
Other Gains/(Losses)	...	...	...
<b>Net Result</b>	<b>(909)</b>	<b>(631)</b>	<b>(937)</b>

## Balance Sheet

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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	...	...	...
<b>Total Current Assets</b>	<b>1,923</b>	<b>1,665</b>	<b>1,664</b>
<b>Non Current Assets</b>			
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	...	...	...
<b>Total Non Current Assets</b>	<b>432</b>	<b>627</b>	<b>612</b>
<b>Total Assets</b>	<b>2,355</b>	<b>2,291</b>	<b>2,276</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>1,615</b>	<b>1,284</b>	<b>2,205</b>
<b>Non Current Liabilities</b>			
Taxes Payable	...	...	...
Payables	...	...	...
Contract Liabilities	...	...	...
Other Financial Liabilities at Fair Value	...	...	...
Borrowings	...	...	...
Provisions	10	...	...
Other	...	...	...
<b>Total Non Current Liabilities</b>	<b>10</b>	<b>...</b>	<b>...</b>
<b>Total Liabilities</b>	<b>1,625</b>	<b>1,284</b>	<b>2,205</b>
<b>Net Assets</b>	<b>730</b>	<b>1,008</b>	<b>71</b>
<b>Equity</b>			
Accumulated Funds	730	1,008	71
Reserves	...	...	...
Capital Equity	...	...	...
<b>Total Equity</b>	<b>730</b>	<b>1,008</b>	<b>71</b>

## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>6,672</b>	<b>6,835</b>	<b>7,498</b>
<b>Receipts</b>			
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
<b>Total Receipts</b>	<b>6,822</b>	<b>6,868</b>	<b>7,647</b>
<b>Net Cash Flows From Operating Activities</b>	<b>150</b>	<b>34</b>	<b>149</b>
<b>Cash Flows From Investing Activities</b>			
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)
<b>Net Cash Flows From Investing Activities</b>	<b>(235)</b>	<b>(379)</b>	<b>(150)</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(85)</b>	<b>(346)</b>	<b>(1)</b>
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	...	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>1,815</b>	<b>1,555</b>	<b>1,554</b>

## Service NSW

## Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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	...	...	...
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>840,554</b>	<b>993,424</b>	<b>1,072,307</b>
<b>Revenue</b>			
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
<b>Total Revenue</b>	<b>831,369</b>	<b>993,327</b>	<b>1,042,237</b>
Gain/(Loss) on Disposal of Non Current Assets	...	...	...
Other Gains/(Losses)	...	...	...
<b>Net Result</b>	<b>(9,185)</b>	<b>(98)</b>	<b>(30,070)</b>



## Balance Sheet

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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	...	...	...
<b>Total Current Assets</b>	<b>84,387</b>	<b>52,758</b>	<b>66,266</b>
<b>Non Current Assets</b>			
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	...	...	...
<b>Total Non Current Assets</b>	<b>149,151</b>	<b>164,443</b>	<b>140,865</b>
<b>Total Assets</b>	<b>233,538</b>	<b>217,201</b>	<b>207,131</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>120,503</b>	<b>96,886</b>	<b>116,886</b>
<b>Non Current Liabilities</b>			
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	...	...	...
<b>Total Non Current Liabilities</b>	<b>15,430</b>	<b>16,047</b>	<b>16,047</b>
<b>Total Liabilities</b>	<b>135,933</b>	<b>112,933</b>	<b>132,933</b>
<b>Net Assets</b>	<b>97,605</b>	<b>104,268</b>	<b>74,198</b>
<b>Equity</b>			
Accumulated Funds	97,605	104,268	74,198
Reserves	...	...	...
Capital Equity	...	...	...
<b>Total Equity</b>	<b>97,605</b>	<b>104,268</b>	<b>74,198</b>

## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>775,090</b>	<b>939,566</b>	<b>994,632</b>
<b>Receipts</b>			
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
<b>Total Receipts</b>	<b>815,224</b>	<b>976,290</b>	<b>1,036,740</b>
<b>Net Cash Flows From Operating Activities</b>	<b>40,134</b>	<b>36,723</b>	<b>42,108</b>
<b>Cash Flows From Investing Activities</b>			
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)
<b>Net Cash Flows From Investing Activities</b>	<b>(36,607)</b>	<b>(50,930)</b>	<b>(28,600)</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>...</b>	<b>(237)</b>	<b>...</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>3,527</b>	<b>(14,444)</b>	<b>13,508</b>
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	...	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>34,724</b>	<b>16,753</b>	<b>30,261</b>

## Long Service Corporation

### Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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	...
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>265,289</b>	<b>273,912</b>	<b>297,363</b>
<b>Revenue</b>			
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
<b>Total Revenue</b>	<b>265,406</b>	<b>341,305</b>	<b>282,506</b>
Gain/(Loss) on Disposal of Non Current Assets	...	...	...
Other Gains/(Losses)	...	...	...
<b>Net Result</b>	<b>118</b>	<b>67,394</b>	<b>(14,857)</b>

**Balance Sheet**

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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	...	...	...
<b>Total Current Assets</b>	<b>53,881</b>	<b>47,279</b>	<b>41,742</b>
<b>Non Current Assets</b>			
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	...	...	...
<b>Total Non Current Assets</b>	<b>2,341,450</b>	<b>2,433,982</b>	<b>2,545,867</b>
<b>Total Assets</b>	<b>2,395,331</b>	<b>2,481,261</b>	<b>2,587,608</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>1,467,579</b>	<b>1,486,233</b>	<b>1,579,281</b>
<b>Non Current Liabilities</b>			
Taxes Payable	...	...	...
Payables	...	...	...
Contract Liabilities	...	...	...
Other Financial Liabilities at Fair Value	...	...	...
Borrowings	...	...	10,000
Provisions	285,687	285,687	303,844
Other	...	...	...
<b>Total Non Current Liabilities</b>	<b>285,687</b>	<b>285,687</b>	<b>313,844</b>
<b>Total Liabilities</b>	<b>1,753,266</b>	<b>1,771,920</b>	<b>1,893,125</b>
<b>Net Assets</b>	<b>642,065</b>	<b>709,341</b>	<b>694,484</b>
<b>Equity</b>			
Accumulated Funds	642,065	709,341	694,484
Reserves	...	...	...
Capital Equity	...	...	...
<b>Total Equity</b>	<b>642,065</b>	<b>709,341</b>	<b>694,484</b>

## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>160,134</b>	<b>148,909</b>	<b>185,509</b>
<b>Receipts</b>			
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
<b>Total Receipts</b>	<b>152,175</b>	<b>161,315</b>	<b>163,774</b>
<b>Net Cash Flows From Operating Activities</b>	<b>(7,958)</b>	<b>12,406</b>	<b>(21,735)</b>
<b>Cash Flows From Investing Activities</b>			
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)
<b>Net Cash Flows From Investing Activities</b>	<b>(7,260)</b>	<b>(23,508)</b>	<b>6,198</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>...</b>	<b>...</b>	<b>10,000</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(15,218)</b>	<b>(11,102)</b>	<b>(5,537)</b>
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	...	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>9,825</b>	<b>13,941</b>	<b>8,404</b>

## New South Wales Government Telecommunications Authority

## Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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	...	...	...
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>262,593</b>	<b>222,715</b>	<b>273,680</b>
<b>Revenue</b>			
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	...
<b>Total Revenue</b>	<b>430,047</b>	<b>310,228</b>	<b>346,345</b>
Gain/(Loss) on Disposal of Non Current Assets	...	...	...
Other Gains/(Losses)	...	(895)	(1,025)
<b>Net Result</b>	<b>167,454</b>	<b>86,618</b>	<b>71,640</b>

**Balance Sheet**

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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	...	...	...
<b>Total Current Assets</b>	<b>183,936</b>	<b>217,134</b>	<b>158,620</b>
<b>Non Current Assets</b>			
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	...	...	...
<b>Total Non Current Assets</b>	<b>983,526</b>	<b>916,304</b>	<b>1,007,741</b>
<b>Total Assets</b>	<b>1,167,462</b>	<b>1,133,439</b>	<b>1,166,362</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>90,849</b>	<b>103,654</b>	<b>105,619</b>
<b>Non Current Liabilities</b>			
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
<b>Total Non Current Liabilities</b>	<b>204,893</b>	<b>221,804</b>	<b>181,122</b>
<b>Total Liabilities</b>	<b>295,742</b>	<b>325,458</b>	<b>286,741</b>
<b>Net Assets</b>	<b>871,720</b>	<b>807,980</b>	<b>879,621</b>
<b>Equity</b>			
Accumulated Funds	833,082	752,246	823,886
Reserves	38,639	55,735	55,735
Capital Equity	...	...	...
<b>Total Equity</b>	<b>871,720</b>	<b>807,980</b>	<b>879,621</b>

## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>195,602</b>	<b>161,572</b>	<b>190,893</b>
<b>Receipts</b>			
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	...
<b>Total Receipts</b>	<b>430,047</b>	<b>332,867</b>	<b>311,690</b>
<b>Net Cash Flows From Operating Activities</b>	<b>234,446</b>	<b>171,294</b>	<b>120,797</b>
<b>Cash Flows From Investing Activities</b>			
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)
<b>Net Cash Flows From Investing Activities</b>	<b>(219,324)</b>	<b>(116,391)</b>	<b>(170,153)</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>(9,747)</b>	<b>(9,625)</b>	<b>(11,123)</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>5,375</b>	<b>45,278</b>	<b>(60,479)</b>
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	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>169,625</b>	<b>208,743</b>	<b>148,263</b>



## Office of the Independent Review Officer

## Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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)
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>88,451</b>	<b>123,635</b>	<b>125,732</b>
<b>Revenue</b>			
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	...	...	...
<b>Total Revenue</b>	<b>88,207</b>	<b>123,635</b>	<b>125,732</b>
Gain/(Loss) on Disposal of Non Current Assets	...	...	...
Other Gains/(Losses)	...	...	...
<b>Net Result</b>	<b>(244)</b>	<b>...</b>	<b>0</b>

**Balance Sheet**

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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	...	...	...
<b>Total Current Assets</b>	<b>8,428</b>	<b>9,764</b>	<b>9,764</b>
<b>Non Current Assets</b>			
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	...	...	...
<b>Total Non Current Assets</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Total Assets</b>	<b>8,428</b>	<b>9,764</b>	<b>9,764</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>8,673</b>	<b>9,764</b>	<b>9,764</b>
<b>Non Current Liabilities</b>			
Taxes Payable	...	...	...
Payables	...	...	...
Contract Liabilities	...	...	...
Other Financial Liabilities at Fair Value	...	...	...
Borrowings	...	...	...
Provisions	...	...	...
Other	...	...	...
<b>Total Non Current Liabilities</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Total Liabilities</b>	<b>8,673</b>	<b>9,764</b>	<b>9,764</b>
<b>Net Assets</b>	<b>(244)</b>	<b>...</b>	<b>0</b>
<b>Equity</b>			
Accumulated Funds	(244)	(0)	(0)
Reserves	...	...	...
Capital Equity	...	...	...
<b>Total Equity</b>	<b>(244)</b>	<b>(0)</b>	<b>(0)</b>

## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>88,451</b>	<b>122,702</b>	<b>125,732</b>
<b>Receipts</b>			
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	...
<b>Total Receipts</b>	<b>88,207</b>	<b>123,874</b>	<b>125,732</b>
<b>Net Cash Flows From Operating Activities</b>	<b>(244)</b>	<b>1,171</b>	<b>0</b>
<b>Cash Flows From Investing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Investing Activities</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(244)</b>	<b>1,171</b>	<b>0</b>
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	...	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>5,740</b>	<b>7,156</b>	<b>7,156</b>

## Rental Bond Board

### Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>84,499</b>	<b>84,819</b>	<b>82,520</b>
<b>Revenue</b>			
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
<b>Total Revenue</b>	<b>68,919</b>	<b>69,238</b>	<b>70,512</b>
Gain/(Loss) on Disposal of Non Current Assets	...	...	...
Other Gains/(Losses)	...	...	...
<b>Net Result</b>	<b>(15,581)</b>	<b>(15,581)</b>	<b>(12,007)</b>

## Balance Sheet

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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	...	...	...
<b>Total Current Assets</b>	<b>168,266</b>	<b>169,268</b>	<b>157,260</b>
<b>Non Current Assets</b>			
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	...	...	...
<b>Total Non Current Assets</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Total Assets</b>	<b>168,266</b>	<b>169,268</b>	<b>157,260</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>108</b>	<b>1,110</b>	<b>1,110</b>
<b>Non Current Liabilities</b>			
Taxes Payable	...	...	...
Payables	...	...	...
Contract Liabilities	...	...	...
Other Financial Liabilities at Fair Value	...	...	...
Borrowings	...	...	...
Provisions	...	...	...
Other	...	...	...
<b>Total Non Current Liabilities</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Total Liabilities</b>	<b>108</b>	<b>1,110</b>	<b>1,110</b>
<b>Net Assets</b>	<b>168,158</b>	<b>168,158</b>	<b>156,150</b>
<b>Equity</b>			
Accumulated Funds	168,158	168,158	156,150
Reserves	...	...	...
Capital Equity	...	...	...
<b>Total Equity</b>	<b>168,158</b>	<b>168,158</b>	<b>156,150</b>

## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>84,499</b>	<b>83,817</b>	<b>82,520</b>
<b>Receipts</b>			
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
<b>Total Receipts</b>	<b>68,919</b>	<b>69,035</b>	<b>70,512</b>
<b>Net Cash Flows From Operating Activities</b>	<b>(15,581)</b>	<b>(14,782)</b>	<b>(12,007)</b>
<b>Cash Flows From Investing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Investing Activities</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>...</b>	<b>...</b>	<b>...</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(15,581)</b>	<b>(14,782)</b>	<b>(12,007)</b>
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	...	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>168,083</b>	<b>168,882</b>	<b>156,874</b>

## State Insurance Regulatory Authority

### Operating Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Expenses Excluding Losses</b>			
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	...	...	...
<b>TOTAL EXPENSES EXCLUDING LOSSES</b>	<b>661,297</b>	<b>687,682</b>	<b>721,365</b>
<b>Revenue</b>			
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	...
<b>Total Revenue</b>	<b>633,425</b>	<b>664,722</b>	<b>634,591</b>
Gain/(Loss) on Disposal of Non Current Assets	...	...	...
Other Gains/(Losses)	...	(1,908)	...
<b>Net Result</b>	<b>(27,872)</b>	<b>(24,869)</b>	<b>(86,774)</b>

**Balance Sheet**

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Assets</b>			
<b>Current Assets</b>			
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	...	...	...
<b>Total Current Assets</b>	<b>442,308</b>	<b>472,740</b>	<b>354,190</b>
<b>Non Current Assets</b>			
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	...	...	...
<b>Total Non Current Assets</b>	<b>5,613</b>	<b>51</b>	<b>5,583</b>
<b>Total Assets</b>	<b>447,920</b>	<b>472,791</b>	<b>359,774</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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	...	...	...
<b>Total Current Liabilities</b>	<b>33,764</b>	<b>49,749</b>	<b>28,006</b>
<b>Non Current Liabilities</b>			
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	...	...	...
<b>Total Non Current Liabilities</b>	<b>217,225</b>	<b>223,107</b>	<b>218,607</b>
<b>Total Liabilities</b>	<b>250,989</b>	<b>272,857</b>	<b>246,613</b>
<b>Net Assets</b>	<b>196,931</b>	<b>199,934</b>	<b>113,160</b>
<b>Equity</b>			
Accumulated Funds	196,931	199,934	113,160
Reserves	...	...	...
Capital Equity	...	...	...
<b>Total Equity</b>	<b>196,931</b>	<b>199,934</b>	<b>113,160</b>



## Cash Flow Statement

	2023-24		2024-25
	Budget \$000	Revised \$000	Budget \$000
<b>Cash Flows From Operating Activities</b>			
<b>Payments</b>			
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
<b>Total Payments</b>	<b>676,183</b>	<b>682,455</b>	<b>747,569</b>
<b>Receipts</b>			
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
<b>Total Receipts</b>	<b>637,917</b>	<b>642,182</b>	<b>685,591</b>
<b>Net Cash Flows From Operating Activities</b>	<b>(38,266)</b>	<b>(40,273)</b>	<b>(61,978)</b>
<b>Cash Flows From Investing Activities</b>			
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)
<b>Net Cash Flows From Investing Activities</b>	<b>3,928</b>	<b>9,000</b>	<b>3,445</b>
<b>Cash Flows From Financing Activities</b>			
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	...	...	...
<b>Net Cash Flows From Financing Activities</b>	<b>(2)</b>	<b>(23)</b>	<b>(16)</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(34,340)</b>	<b>(31,295)</b>	<b>(58,549)</b>
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	...	...	...
<b>Closing Cash and Cash Equivalents</b>	<b>149,484</b>	<b>152,528</b>	<b>93,979</b>

