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**MINISTER FOR HEALTH**  
**31 DEPARTMENT OF HEALTH**

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**31.1 Population Health Services**

Service Description: This service group covers the provision of health services targeted at broad population groups including environmental health protection, food and poisons regulation and monitoring of communicable diseases.

Linkage to Results: This service group contributes to making prevention everybody's business by working towards a range of intermediate results that include the following:

- ◆ reduced incidence of preventable disease and disability and
- ◆ improved access to opportunities and prerequisites for good health.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Adult male smokers (daily or occasional)	%	22.6	19.2	19.0	21.9	<b>19.5</b>
Adult female smokers (daily or occasional)	%	17.6	16.2	16.0	15.4	<b>14.5</b>
Age standardised mortality rate in females aged 50-69 for breast cancer per 100,000	no.	48.0	46.6	45.1	44.7	<b>43.2</b>
Two-yearly participation rate of women within breast cancer screening target group (50-69)	%	53.0	56.5	58.0	56.5	<b>57.0</b>
Two-yearly participation rate of women within cervical cancer screening target group (20-69)	%	58.6	58.5	59.7	59.7	<b>60.5</b>
<u>Employees:</u>	EFT	2,962	2,972	3,012	3,012	<b>3,025</b>

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**MINISTER FOR HEALTH**  
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**31.1 Population Health Services (cont)**

	————2007-08————		<b>2008-09 Budget \$000</b>
	Budget \$000	Revised \$000	
<b>FINANCIAL INDICATORS</b>			
Total Expenses Excluding Losses	438,699	439,405	<b>391,057</b>
Total expenses include the following:			
Employee related expenses	214,874	218,305	<b>230,214</b>
Other operating expenses	198,693	193,800	<b>133,647</b>
NET COST OF SERVICES	402,734	396,839	<b>377,751</b>
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CAPITAL EXPENDITURE	9,304	...	...

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**MINISTER FOR HEALTH**  
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**31.2 Primary and Community Based Services**

Service Description: This service group covers the provision of health services to persons attending community health centres or in the home, including health promotion activities, community based women's health, dental, drug and alcohol and HIV/AIDS services. It also covers the provision of grants to non-Government organisations for community health purposes.

Linkage to Results: This service group contributes to making prevention everybody's business and strengthening primary health and continuing care in the community by working towards a range of intermediate results that include the following:

- ◆ improved access to early intervention, assessment, therapy and treatment services for claims in a home or community setting
- ◆ reduced rate of avoidable hospital admissions for conditions identified in the State Plan that can be appropriately treated in the community and
- ◆ reduced rate of hospitalisation from fall-related injury for people aged 65 years and over.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Dental health non-inpatient occasions of service	thous	1,248	1,400	1,486	1,337	<b>1,486</b>
Home nursing occasions of service	thous	288	288	290	290	<b>292</b>
Methadone treatment places	no.	16,320	16,320	16,370	16,370	<b>16,370</b>
Withdrawal management (detoxification) people treated	no.	12,126	12,853	12,853	12,853	<b>12,853</b>
Hospital in the Home episodes	no.	9,000	12,000	15,000	15,000	<b>20,000</b>
<u>Employees:</u>	EFT	8,085	8,113	8,221	8,221	<b>8,513</b>

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**MINISTER FOR HEALTH**  
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**31.2 Primary and Community Based Services (cont)**

	———2007-08———		<b>2008-09</b>
	Budget \$000	Revised \$000	<b>Budget \$000</b>
<b>FINANCIAL INDICATORS</b>			
Total Expenses Excluding Losses	952,155	962,307	<b>1,024,120</b>
Total expenses include the following:			
Employee related expenses	610,907	613,797	<b>662,074</b>
Grants to voluntary organisations and agencies	90,836	116,765	<b>119,027</b>
<b>NET COST OF SERVICES</b>	<b>886,620</b>	<b>882,363</b>	<b>954,756</b>
<b>CAPITAL EXPENDITURE</b>	<b>3,625</b>	<b>2,361</b>	<b>5,632</b>

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**31.3 Aboriginal Health Services**

Service Description: This service group covers the provision of supplementary health services to Aboriginal people, particularly in the areas of health promotion, health education and disease prevention. (Note: This Service Group excludes most services for Aboriginal people provided directly by Area Health Services and other general health services which are used by all members of the community).

Linkage to Results: This service group contributes to ensuring a fair and sustainable health system by working towards a range of intermediate results that include the following:

- ◆ the building of regional partnerships for the provision of health services
- ◆ raising the health status of Aboriginal people and
- ◆ promoting a healthy lifestyle.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Antenatal visits - confinements for Aboriginal women where first antenatal visit was before 20 weeks gestation	%	70	70	73	73	<b>75</b>
<u>Employees:</u>	EFT	400	402	407	407	<b>393</b>

———2007-08———		<b>2008-09</b>
Budget \$000	Revised \$000	<b>Budget \$000</b>

***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	60,408	63,378	<b>63,824</b>
Total expenses include the following:			
Employee related expenses	28,396	28,451	<b>28,372</b>
Other operating expenses	17,752	18,303	<b>18,802</b>
<b>NET COST OF SERVICES</b>	<b>57,496</b>	<b>60,117</b>	<b>61,689</b>
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CAPITAL EXPENDITURE	...	2,007	<b>2,105</b>

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**31.4 Outpatient Services**

Service Description: This service group covers the provision of services provided in outpatient clinics including low level emergency care, diagnostic and pharmacy services and radiotherapy treatment.

Linkage to Results: This service group contributes to creating better experiences for people using health services and ensuring a fair and sustainable health system by working towards a range of intermediate results including improving, maintaining or restoring the health of ambulant patients in a hospital setting through diagnosis, therapy, education and treatment services.

	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
<u>Service Measures:</u>						
Outpatient clinics occasions of service	thous	7,096	7,170	7,250	7,300	<b>7,450</b>
Diagnostics occasions of service	thous	1,949	2,041	2,112	2,120	<b>2,160</b>
<u>Employees:</u>	EFT	11,418	11,458	11,611	11,611	<b>11,801</b>

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———2007-08———		<b>2008-09</b>
Budget	Revised	<b>Budget</b>
\$000	\$000	<b>\$000</b>

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***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	1,287,235	1,329,209	<b>1,373,433</b>
Total expenses include the following:			
Employee related expenses	786,731	815,199	<b>850,121</b>
Other operating expenses	362,051	371,876	<b>378,682</b>
Grants to third schedule hospitals	74,473	75,236	<b>80,198</b>
<b>NET COST OF SERVICES</b>	<b>1,166,683</b>	<b>1,215,583</b>	<b>1,265,781</b>
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CAPITAL EXPENDITURE	8,250	8,250	<b>7,800</b>

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**MINISTER FOR HEALTH**  
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**31.5 Emergency Services**

Service Description: This service group covers the provision of emergency ambulance services and treatment of patients in designated emergency departments of public hospitals.

Linkage to Results: This service group contributes to creating better experiences for people using the health system by working towards a range of intermediate results including reduced risk of premature death or disability by providing timely emergency diagnostic treatment and transport services.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Patient separations	thous	173	181	185	185	<b>189</b>
Number of attendances in emergency departments	thous	2,180	2,300	2,380	2,440	<b>2,560</b>
Attendances admitted	thous	465	495	512	512	<b>530</b>
Emergency road transport cases	thous	445	468	480	506	<b>520</b>
Ambulance response time - potentially life threatening cases 50th percentile response time, NSW	mins	9.5	9.8	9.8	9.8	<b>9.9</b>
<u>Employees:</u>	EFT	9,553	9,591	9,716	9,716	<b>9,765</b>

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—————2007-08—————		<b>2008-09</b>
Budget	Revised	<b>Budget</b>
\$000	\$000	<b>\$000</b>

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***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	1,294,174	1,320,433	<b>1,401,628</b>
Total expenses include the following:			
Employee related expenses	868,930	894,021	<b>944,187</b>
Other operating expenses	352,257	351,223	<b>378,879</b>
<b>NET COST OF SERVICES</b>	<b>1,162,893</b>	<b>1,178,199</b>	<b>1,228,992</b>
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CAPITAL EXPENDITURE	20,139	16,100	<b>13,940</b>

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**31.6 Overnight Acute Inpatient Services**

Service Description: This service group covers the provision of health care to patients admitted to public hospitals with the intention that their stay will be overnight, including elective surgery and maternity services.

Linkage to Results: This service group contributes to creating better experiences for people using the health system by working towards a range of intermediate results that include the following:

- ◆ timely treatment of booked surgical patients, resulting in improved clinical outcomes, quality of life and patient satisfaction and
- ◆ reduced rate of unplanned and unexpected hospital readmissions.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Acute weighted separations	thous	725	760	770	770	<b>788</b>
Patients charged for admission	%	14.1	14.2	14.2	14.2	<b>14.2</b>
<u>Employees:</u>	EFT	34,595	34,712	35,177	35,177	<b>35,206</b>

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———2007-08———		<b>2008-09</b>
Budget	Revised	<b>Budget</b>
\$000	\$000	<b>\$000</b>

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***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	5,115,755	5,157,493	<b>5,353,004</b>
Total expenses include the following:			
Employee related expenses	2,865,270	2,857,696	<b>3,021,810</b>
Other operating expenses	1,585,812	1,609,634	<b>1,629,436</b>
Grants to third schedule hospitals	168,860	170,583	<b>171,692</b>
Cross border payments	97,057	97,057	<b>97,988</b>
<b>NET COST OF SERVICES</b>	<b>4,353,207</b>	<b>4,331,180</b>	<b>4,486,354</b>
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CAPITAL EXPENDITURE	483,585	525,347	<b>576,620</b>

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**31.7 Same Day Acute Inpatient Services**

Service Description: This service group covers the provision of health care to patients who are admitted to public hospitals with the intention that they will be admitted, treated and discharged on the same day.

Linkage to Results: This service group contributes to creating better experiences for people using the health system by working towards a range of intermediate results that include the following:

- ◆ timely treatment of booked surgical patients resulting in improved clinical outcomes, quality of life and patient satisfaction and
- ◆ reduced rate of unplanned and unexpected hospital readmissions.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>								
Acute weighted separations	thous	491	515	530	530	<b>542</b>								
<u>Employees:</u>	EFT	4,276	4,291	4,625	4,625	<b>4,625</b>								
<table border="0" style="margin-left: auto;"> <tr> <td colspan="2" style="text-align: center;">———2007-08———</td> <td style="text-align: center;"><b>2008-09</b></td> </tr> <tr> <td style="text-align: center;">Budget</td> <td style="text-align: center;">Revised</td> <td style="text-align: center;"><b>Budget</b></td> </tr> <tr> <td style="text-align: center;">\$000</td> <td style="text-align: center;">\$000</td> <td style="text-align: center;"><b>\$000</b></td> </tr> </table>						———2007-08———		<b>2008-09</b>	Budget	Revised	<b>Budget</b>	\$000	\$000	<b>\$000</b>
———2007-08———		<b>2008-09</b>												
Budget	Revised	<b>Budget</b>												
\$000	\$000	<b>\$000</b>												

***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	745,364	761,332	<b>783,951</b>
Total expenses include the following:			
Employee related expenses	405,646	411,604	<b>432,939</b>
Other operating expenses	282,108	291,004	<b>289,678</b>
Cross border payments	15,408	15,408	<b>17,292</b>
<b>NET COST OF SERVICES</b>	<b>670,812</b>	<b>685,258</b>	<b>716,609</b>
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CAPITAL EXPENDITURE	4,950	4,950	<b>4,680</b>

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**31.8 Mental Health Services**

Service Description: This service group covers the provision of an integrated and comprehensive network of services by Area Health Services and community based organisations for people seriously affected by mental illness and mental health problems. It also includes the development of preventative programs which meet the needs of specific client groups.

Linkage to Results: This service group contributes to strengthening primary health and continuing care in the community by working towards a range of intermediate results that include the following:

- ◆ improving the health, wellbeing and social functioning of people with disabling mental disorders and
- ◆ reducing the incidence of suicide, mental health problems and mental disorders in the community.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Acute mental health service overnight separations	no.	27,815	28,480	29,400	32,962	<b>36,212</b>
Non-acute mental health inpatient days	no.	253	253	267	258	<b>279</b>
<u>Employees:</u>	EFT	9,587	9,621	9,749	9,749	<b>9,969</b>

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———2007-08———		<b>2008-09</b>
Budget	Revised	<b>Budget</b>
\$000	\$000	<b>\$000</b>

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***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	1,050,700	1,036,391	<b>1,092,351</b>
Total expenses include the following:			
Employee related expenses	738,077	750,360	<b>789,900</b>
Other operating expenses	226,019	193,996	<b>208,058</b>
<b>NET COST OF SERVICES</b>	<b>986,017</b>	<b>966,176</b>	<b>1,024,470</b>
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CAPITAL EXPENDITURE	84,903	69,475	<b>162,674</b>

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**MINISTER FOR HEALTH**  
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**31.9 Rehabilitation and Extended Care Services**

Service Description: This service group covers the provision of appropriate health care services for persons with long-term physical and psycho-physical disabilities and for the frail-aged. It also includes the coordination of the Department's services for the aged and disabled, with those provided by other agencies and individuals.

Linkage to Results: This service group contributes to strengthening primary health and continuing care in the community and creating better experiences for people using the health system by working towards a range of intermediate results including improving or maintaining the wellbeing and independent functioning of people with disabilities or chronic conditions, the frail and terminally ill.

	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
<u>Service Measures:</u>						
Admitted patients discharged to home/hostel care	%	58.7	58.7	59.0	59.0	<b>59.0</b>
Admitted patients discharged to a nursing home	%	10.2	10.2	10.0	10.0	<b>10.0</b>
Total non-inpatient occasions of service	thous	3,182	3,182	3,200	3,200	<b>3,220</b>
<u>Employees:</u>	EFT	9,956	9,991	10,124	10,124	<b>10,124</b>

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———2007-08———		<b>2008-09</b>
Budget	Revised	<b>Budget</b>
\$000	\$000	<b>\$000</b>

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**FINANCIAL INDICATORS**

Total Expenses Excluding Losses	1,029,344	1,069,350	<b>1,100,763</b>
Total expenses include the following:			
Employee related expenses	665,158	693,157	<b>718,421</b>
Other operating expenses	182,587	189,939	<b>189,317</b>
Grants to third schedule hospitals	136,218	137,609	<b>141,008</b>
<b>NET COST OF SERVICES</b>	<b>819,499</b>	<b>849,805</b>	<b>881,493</b>
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CAPITAL EXPENDITURE	14,750	11,772	<b>6,012</b>

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**MINISTER FOR HEALTH**  
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**31.10 Teaching and Research**

Service Description: This service group covers the provision of professional training for the needs of the New South Wales health system. It also includes strategic investment in research and development to improve the health and wellbeing of the people of New South Wales.

Linkage to Results: This service group contributes to ensuring a fair and sustainable health system by working towards a range of intermediate results that include the following:

- ◆ developing the skills and knowledge of the health workforce to support patient care and population health and
- ◆ extending knowledge through scientific enquiry and applied research aimed at improving the health and wellbeing of the people of New South Wales.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Interns	no.	605	562	729	672	<b>712</b>
First year Resident Medical Officers	no.	504	548	424	507	<b>613</b>
Graduates from the Public Health Officer Training Program in the past five years currently employed in NSW health system	%	78	80	82	82	<b>80</b>
<u>Employees:</u>	EFT	4,910	4,927	4,993	4,993	<b>5,008</b>

———2007-08———	<b>2008-09</b>
Budget \$000	Revised \$000 <b>Budget \$000</b>

***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	544,904	580,094	<b>566,566</b>
Total expenses include the following:			
Employee related expenses	393,513	407,099	<b>412,612</b>
Other operating expenses	94,143	94,981	<b>95,282</b>
<b>NET COST OF SERVICES</b>	<b>371,020</b>	<b>379,277</b>	<b>373,798</b>
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CAPITAL EXPENDITURE	24,800	8,020	...

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**MINISTER FOR HEALTH**  
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	2007-08		2008-09
	Budget \$000	Revised \$000	Budget \$000
<b>OPERATING STATEMENT</b>			
<b>Expenses Excluding Losses -</b>			
Operating expenses -			
Employee related	7,577,502	7,689,774	<b>8,090,650</b>
Other operating expenses	3,504,850	3,506,744	<b>3,524,780</b>
Depreciation and amortisation	434,474	449,137	<b>459,894</b>
Grants and subsidies	886,836	954,861	<b>944,892</b>
Finance costs	2,611	6,411	<b>15,201</b>
Other expenses	112,465	112,465	<b>115,280</b>
<b>Total Expenses Excluding Losses</b>	<b>12,518,738</b>	<b>12,719,392</b>	<b>13,150,697</b>
Less:			
<b>Retained Revenue -</b>			
Sales of goods and services	1,205,298	1,239,083	<b>1,299,867</b>
Investment income	77,193	77,405	<b>75,040</b>
Grants and contributions	286,334	352,591	<b>348,389</b>
Other revenue	93,474	134,133	<b>87,244</b>
<b>Total Retained Revenue</b>	<b>1,662,299</b>	<b>1,803,212</b>	<b>1,810,540</b>
Other gains/(losses)	(20,542)	(28,617)	<b>(31,536)</b>
<b>NET COST OF SERVICES</b>	<b>10,876,981</b>	<b>10,944,797</b>	<b>11,371,693</b>
<b>RECURRENT FUNDING STATEMENT</b>			
Net Cost of Services	10,876,981	10,944,797	<b>11,371,693</b>
Recurrent Services Appropriation	10,350,496	10,355,195	<b>10,826,608</b>
<b>CAPITAL EXPENDITURE STATEMENT</b>			
Capital Expenditure	654,306	648,282	<b>779,463</b>
Capital Works and Services Appropriation	385,439	382,315	<b>436,061</b>

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	2007-08		<b>2008-09 Budget \$000</b>
	Budget \$000	Revised \$000	
<b>BALANCE SHEET</b>			
<b>ASSETS -</b>			
<b>Current Assets -</b>			
Cash assets	621,294	855,436	<b>853,093</b>
Receivables	276,908	264,349	<b>253,355</b>
Other financial assets	184,450	131,173	<b>131,173</b>
Inventories	77,052	114,357	<b>115,361</b>
Assets held for sale	41,880	48,280	<b>26,450</b>
<b>Total Current Assets</b>	<b>1,201,584</b>	<b>1,413,595</b>	<b>1,379,432</b>
<b>Non Current Assets -</b>			
Receivables	6,064	6,132	<b>6,132</b>
Other financial assets	35,269	39,233	<b>39,233</b>
Property, plant and equipment -			
Land and building	7,850,899	7,966,158	<b>8,201,044</b>
Plant and equipment	787,494	766,132	<b>771,365</b>
Infrastructure systems	322,072	381,424	<b>381,424</b>
Intangibles	55,286	64,578	<b>65,578</b>
Other	11,350	13,210	<b>13,210</b>
<b>Total Non Current Assets</b>	<b>9,068,434</b>	<b>9,236,867</b>	<b>9,477,986</b>
<b>Total Assets</b>	<b>10,270,018</b>	<b>10,650,462</b>	<b>10,857,418</b>
<b>LIABILITIES -</b>			
<b>Current Liabilities -</b>			
Payables	554,202	675,810	<b>647,610</b>
Borrowings at amortised cost	2,113	3,102	<b>5,044</b>
Provisions	2,036,259	2,314,703	<b>2,341,703</b>
Other	57,462	10,522	<b>10,522</b>
<b>Total Current Liabilities</b>	<b>2,650,036</b>	<b>3,004,137</b>	<b>3,004,879</b>
<b>Non Current Liabilities -</b>			
Borrowings at amortised cost	102,746	103,180	<b>271,669</b>
Provisions	116,613	124,769	<b>124,769</b>
Other	32,021	31,698	<b>31,698</b>
<b>Total Non Current Liabilities</b>	<b>251,380</b>	<b>259,647</b>	<b>428,136</b>
<b>Total Liabilities</b>	<b>2,901,416</b>	<b>3,263,784</b>	<b>3,433,015</b>
<b>NET ASSETS</b>	<b>7,368,602</b>	<b>7,386,678</b>	<b>7,424,403</b>

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**MINISTER FOR HEALTH**  
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	2007-08		2008-09
	Budget	Revised	Budget
	\$000	\$000	\$000
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<b><i>BALANCE SHEET (cont)</i></b>			
<b>EQUITY</b>			
Reserves	1,388,172	1,633,098	<b>1,633,098</b>
Accumulated funds	5,980,430	5,753,580	<b>5,791,305</b>
<b>TOTAL EQUITY</b>	<b>7,368,602</b>	<b>7,386,678</b>	<b>7,424,403</b>

**MINISTER FOR HEALTH**  
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	2007-08		2008-09
	Budget \$000	Revised \$000	Budget \$000
<b>CASH FLOW STATEMENT</b>			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee related	7,376,539	7,293,264	7,931,101
Grants and subsidies	808,836	876,861	869,892
Finance costs	2,611	6,411	15,201
Other	4,235,214	4,270,708	4,253,731
<b>Total Payments</b>	<b>12,423,200</b>	<b>12,447,244</b>	<b>13,069,925</b>
<b>Receipts</b>			
Sale of goods and services	1,199,408	1,251,715	1,291,794
Interest	77,193	77,405	75,040
Other	947,788	1,062,974	998,831
<b>Total Receipts</b>	<b>2,224,389</b>	<b>2,392,094</b>	<b>2,365,665</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>10,198,811</b>	<b>10,055,150</b>	<b>10,704,260</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment	51,444	14,600	48,280
Purchases of property, plant and equipment	(562,976)	(556,952)	(588,621)
Other	(20,000)	(20,000)	(20,000)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>	<b>(531,532)</b>	<b>(562,352)</b>	<b>(560,341)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings and advances	1,157	1,157	3,171
Repayment of borrowings and advances	(2,648)	(2,648)	(3,582)
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>	<b>(1,491)</b>	<b>(1,491)</b>	<b>(411)</b>
<b>CASH FLOWS FROM GOVERNMENT</b>			
Recurrent appropriation	10,350,496	10,355,195	10,826,608
Capital appropriation	385,439	382,315	436,061
<b>NET CASH FLOWS FROM GOVERNMENT</b>	<b>10,735,935</b>	<b>10,737,510</b>	<b>11,262,669</b>
<b>NET INCREASE/(DECREASE) IN CASH</b>	<b>4,101</b>	<b>118,517</b>	<b>(2,343)</b>
Opening Cash and Cash Equivalents	617,193	736,919	855,436
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>621,294</b>	<b>855,436</b>	<b>853,093</b>

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**MINISTER FOR HEALTH**  
**31 DEPARTMENT OF HEALTH**

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2007-08		2008-09
Budget	Revised	Budget
\$000	\$000	\$000

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**CASH FLOW STATEMENT (cont)**

**CASH FLOW RECONCILIATION**

Net cost of services	10,876,981	10,944,797	<b>11,371,693</b>
Non cash items added back	643,922	657,473	<b>658,643</b>
Change in operating assets and liabilities	34,248	232,174	<b>8,790</b>
<b>Net cash flow from operating activities</b>	<b>10,198,811</b>	<b>10,055,150</b>	<b>10,704,260</b>

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**MINISTER FOR HEALTH**  
**32 HEALTH CARE COMPLAINTS COMMISSION**

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**32.1 Complaints Assessment and Resolution**

Service Description: This service group covers processing, assessment and resolution of complaints about health care which are dealt with by assisted resolution, facilitated conciliation or referral for investigation.

Linkage to Results: This service group contributes towards the improved protection of the health and safety of the public by working towards a range of intermediate results that include the following:

- ◆ confidence that health care complaints are being properly investigated and
- ◆ consumers have an active role in health care complaint outcomes.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Complaints received	no.	3,023	2,722	2,650	2,870	<b>2,750</b>
Complaints assessed within 60 days	%	56	84	85	84	<b>85</b>
Complaints resolved through assisted resolution	%	74	71	75	80	<b>80</b>
Conciliations held where agreement or partial agreement reached	%	90	78	80	77	<b>80</b>
<u>Employees:</u>	EFT	32	34	36	34	<b>35</b>

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———2007-08———	<b>2008-09</b>
Budget	Budget
\$000	\$000

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***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	4,248	4,338	<b>4,330</b>
NET COST OF SERVICES	4,142	4,261	<b>4,271</b>
<hr/>			
CAPITAL EXPENDITURE	...	66	<b>76</b>

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**MINISTER FOR HEALTH**  
**32 HEALTH CARE COMPLAINTS COMMISSION**

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**32.2 Investigation and Prosecution of Serious Cases**

Service Description: This service group covers investigation and prosecution of serious cases of inappropriate health care, including recommendations to health organisations to address systemic health care issues.

Linkage to Results: This service group contributes to the improved protection of the health and safety of the public by working towards a range of intermediate results that include the following:

- ◆ Systemic health care issues are addressed through recommendations to health care organisations.
- ◆ The community regards the Commission as the most effective means to prosecute serious health care cases.

<u>Service Measures:</u>	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2007-08 Revised	<b>2008-09 Forecast</b>
Complaint investigations completed	no.	438	381	370	375	<b>260</b>
Referrals for disciplinary action or prosecution	no.	130	150	120	155	<b>110</b>
Disciplinary or appeal cases run	no.	103	86	80	85	<b>80</b>
<u>Employees:</u>	EFT	43	43	41	40	<b>40</b>

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———2007-08———		<b>2008-09</b>
Budget	Revised	<b>Budget</b>
\$000	\$000	<b>\$000</b>

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***FINANCIAL INDICATORS***

Total Expenses Excluding Losses	6,371	6,506	<b>6,488</b>
NET COST OF SERVICES	6,214	6,099	<b>6,175</b>
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CAPITAL EXPENDITURE	...	99	<b>115</b>

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**MINISTER FOR HEALTH**  
**32 HEALTH CARE COMPLAINTS COMMISSION**

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	2007-08		2008-09
	Budget \$000	Revised \$000	Budget \$000
<b>OPERATING STATEMENT</b>			
<b>Expenses Excluding Losses -</b>			
Operating expenses -			
Employee related	7,330	7,359	<b>7,487</b>
Other operating expenses	2,969	3,120	<b>3,038</b>
Depreciation and amortisation	320	365	<b>293</b>
<b>Total Expenses Excluding Losses</b>	<b>10,619</b>	<b>10,844</b>	<b>10,818</b>
Less:			
<b>Retained Revenue -</b>			
Sales of goods and services	2	1	<b>2</b>
Investment income	75	105	<b>80</b>
Other revenue	186	378	<b>290</b>
<b>Total Retained Revenue</b>	<b>263</b>	<b>484</b>	<b>372</b>
<b>NET COST OF SERVICES</b>	<b>10,356</b>	<b>10,360</b>	<b>10,446</b>
<b>RECURRENT FUNDING STATEMENT</b>			
Net Cost of Services	10,356	10,360	<b>10,446</b>
Recurrent Services Appropriation	9,594	9,594	<b>9,743</b>
<b>CAPITAL EXPENDITURE STATEMENT</b>			
Capital Expenditure	...	165	<b>191</b>
Capital Works and Services Appropriation	...	...	<b>191</b>

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**MINISTER FOR HEALTH**  
**32 HEALTH CARE COMPLAINTS COMMISSION**

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	2007-08		2008-09
	Budget \$000	Revised \$000	Budget \$000
<b>BALANCE SHEET</b>			
<b>ASSETS -</b>			
<b>Current Assets -</b>			
Cash assets	1,891	1,942	1,862
Receivables	198	396	396
<b>Total Current Assets</b>	<b>2,089</b>	<b>2,338</b>	<b>2,258</b>
<b>Non Current Assets -</b>			
Property, plant and equipment -			
Land and building	100	129	74
Plant and equipment	272	215	245
Intangibles	330	364	287
<b>Total Non Current Assets</b>	<b>702</b>	<b>708</b>	<b>606</b>
<b>Total Assets</b>	<b>2,791</b>	<b>3,046</b>	<b>2,864</b>
<b>LIABILITIES -</b>			
<b>Current Liabilities -</b>			
Payables	351	436	457
Provisions	738	807	807
<b>Total Current Liabilities</b>	<b>1,089</b>	<b>1,243</b>	<b>1,264</b>
<b>Non Current Liabilities -</b>			
Provisions	4	4	4
<b>Total Non Current Liabilities</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Total Liabilities</b>	<b>1,093</b>	<b>1,247</b>	<b>1,268</b>
<b>NET ASSETS</b>	<b>1,698</b>	<b>1,799</b>	<b>1,596</b>
<b>EQUITY</b>			
Accumulated funds	1,698	1,799	1,596
<b>TOTAL EQUITY</b>	<b>1,698</b>	<b>1,799</b>	<b>1,596</b>

**MINISTER FOR HEALTH**  
**32 HEALTH CARE COMPLAINTS COMMISSION**

	2007-08		2008-09
	Budget \$000	Revised \$000	Budget \$000
<b>CASH FLOW STATEMENT</b>			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee related	6,865	6,936	7,143
Other	3,299	3,449	3,355
<b>Total Payments</b>	<b>10,164</b>	<b>10,385</b>	<b>10,498</b>
<b>Receipts</b>			
Sale of goods and services	2	1	2
Interest	75	105	80
Other	475	667	593
<b>Total Receipts</b>	<b>552</b>	<b>773</b>	<b>675</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>(9,612)</b>	<b>(9,612)</b>	<b>(9,823)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchases of property, plant and equipment	...	(25)	(140)
Other	...	(140)	(51)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>	<b>...</b>	<b>(165)</b>	<b>(191)</b>
<b>CASH FLOWS FROM GOVERNMENT</b>			
Recurrent appropriation	9,594	9,594	9,743
Capital appropriation	...	...	191
<b>NET CASH FLOWS FROM GOVERNMENT</b>	<b>9,594</b>	<b>9,594</b>	<b>9,934</b>
<b>NET INCREASE/(DECREASE) IN CASH</b>	<b>(18)</b>	<b>(183)</b>	<b>(80)</b>
Opening Cash and Cash Equivalents	1,909	2,125	1,942
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>1,891</b>	<b>1,942</b>	<b>1,862</b>
<b>CASH FLOW RECONCILIATION</b>			
Net cost of services	(10,356)	(10,360)	(10,446)
Non cash items added back	645	649	602
Change in operating assets and liabilities	99	99	21
<b>Net cash flow from operating activities</b>	<b>(9,612)</b>	<b>(9,612)</b>	<b>(9,823)</b>

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**MINISTER FOR HEALTH  
CANCER INSTITUTE NSW**

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	2007-08		<b>2008-09 Budget \$000</b>
	Budget \$000	Revised \$000	
<b>OPERATING STATEMENT</b>			
<b>Retained Revenue -</b>			
Investment income	520	1,610	<b>1,270</b>
Grants and contributions	134,501	133,877	<b>148,365</b>
Other revenue	350	350	<b>350</b>
<b>Total Retained Revenue</b>	<b>135,371</b>	<b>135,837</b>	<b>149,985</b>
Less:			
<b>Expenses Excluding Losses -</b>			
Operating Expenses -			
Employee related	14,731	16,705	<b>16,378</b>
Other operating expenses	28,051	31,285	<b>30,905</b>
Depreciation and amortisation	836	836	<b>877</b>
Grants and subsidies	90,700	88,090	<b>104,850</b>
<b>Total Expenses Excluding Losses</b>	<b>134,318</b>	<b>136,916</b>	<b>153,010</b>
<b>SURPLUS/(DEFICIT)</b>	<b>1,053</b>	<b>(1,079)</b>	<b>(3,025)</b>

**MINISTER FOR HEALTH  
CANCER INSTITUTE NSW**

	2007-08		2008-09
	Budget \$000	Revised \$000	Budget \$000
<b>BALANCE SHEET</b>			
<b>ASSETS -</b>			
<b>Current Assets -</b>			
Cash assets	19,311	25,245	<b>20,097</b>
Receivables	1,811	5,365	<b>5,365</b>
<b>Total Current Assets</b>	<b>21,122</b>	<b>30,610</b>	<b>25,462</b>
<b>Non Current Assets -</b>			
Property, plant and equipment - Plant and equipment	4,455	2,156	<b>4,286</b>
Intangibles	7	7	...
<b>Total Non Current Assets</b>	<b>4,462</b>	<b>2,163</b>	<b>4,286</b>
<b>Total Assets</b>	<b>25,584</b>	<b>32,773</b>	<b>29,748</b>
<b>LIABILITIES -</b>			
<b>Current Liabilities -</b>			
Payables	9,890	6,043	<b>6,043</b>
Provisions	1,312	1,954	<b>1,954</b>
<b>Total Current Liabilities</b>	<b>11,202</b>	<b>7,997</b>	<b>7,997</b>
<b>Non Current Liabilities -</b>			
Provisions	39	43	<b>43</b>
Other	229	229	<b>229</b>
<b>Total Non Current Liabilities</b>	<b>268</b>	<b>272</b>	<b>272</b>
<b>Total Liabilities</b>	<b>11,470</b>	<b>8,269</b>	<b>8,269</b>
<b>NET ASSETS</b>	<b>14,114</b>	<b>24,504</b>	<b>21,479</b>
<b>EQUITY</b>			
Accumulated funds	14,114	24,504	<b>21,479</b>
<b>TOTAL EQUITY</b>	<b>14,114</b>	<b>24,504</b>	<b>21,479</b>

**MINISTER FOR HEALTH  
CANCER INSTITUTE NSW**

	2007-08		2008-09
	Budget \$000	Revised \$000	Budget \$000
<b>CASH FLOW STATEMENT</b>			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Receipts</b>			
Interest	520	1,610	1,270
Other	149,334	148,685	163,015
<b>Total Receipts</b>	<b>149,854</b>	<b>150,295</b>	<b>164,285</b>
<b>Payments</b>			
Employee related	15,040	16,583	16,378
Grants and subsidies	90,700	88,090	104,850
Other	41,855	52,736	45,205
<b>Total Payments</b>	<b>147,595</b>	<b>157,409</b>	<b>166,433</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>2,259</b>	<b>(7,114)</b>	<b>(2,148)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchases of property, plant and equipment	(2,000)	(800)	(3,000)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>	<b>(2,000)</b>	<b>(800)</b>	<b>(3,000)</b>
<b>NET INCREASE/(DECREASE) IN CASH</b>	<b>259</b>	<b>(7,914)</b>	<b>(5,148)</b>
Opening Cash and Cash Equivalents	19,052	33,159	25,245
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>19,311</b>	<b>25,245</b>	<b>20,097</b>
<b>CASH FLOW RECONCILIATION</b>			
Surplus/(deficit) for year	1,053	(1,079)	(3,025)
Non cash items added back	836	836	877
Change in operating assets and liabilities	370	(6,871)	...
<b>Net cash flow from operating activities</b>	<b>2,259</b>	<b>(7,114)</b>	<b>(2,148)</b>