
MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

	2001-02		2002-03
	Budget	Revised	Budget
	\$000	\$000	\$000
OPERATING STATEMENT			
Expenses -			
Operating expenses -			
Employee related	4,756,024	4,787,780	4,998,440
Other operating expenses	1,792,673	1,889,858	2,093,548
Maintenance	200,780	209,280	214,093
Depreciation and amortisation	339,177	321,177	357,177
Grants and subsidies	564,931	560,799	581,070
Borrowing costs	8,954	8,954	8,648
Other expenses	104,019	89,019	90,984
Total Expenses	7,766,558	7,866,867	8,343,960
Less:			
Retained Revenue -			
Sales of goods and services	788,571	820,571	833,936
Investment income	29,749	24,749	25,293
Grants and contributions	130,499	126,546	129,330
Other revenue	45,766	65,439	54,949
Total Retained Revenue	994,585	1,037,305	1,043,508
NET COST OF SERVICES	6,771,973	6,829,562	7,300,452

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

	2001-02		2002-03
	Budget \$000	Revised \$000	Budget \$000
CASH FLOW STATEMENT			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee Related	4,620,916	4,618,172	4,810,813
Grants and subsidies	564,931	560,799	581,070
Finance costs	8,954	8,954	8,648
Other	2,396,679	2,433,334	2,692,076
Total Payments	7,591,480	7,621,259	8,092,607
Receipts			
Sale of goods and services	779,282	817,305	824,015
Interest	29,740	24,740	24,890
Other	431,417	437,100	444,511
Total Receipts	1,240,439	1,279,145	1,293,416
NET CASH FLOWS FROM OPERATING ACTIVITIES	(6,351,041)	(6,342,114)	(6,799,191)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment	62,986	59,200	39,060
Purchases of property, plant and equipment	(528,604)	(540,646)	(504,000)
Purchases of investments	(1,775)	...	(16,322)
NET CASH FLOWS FROM INVESTING ACTIVITIES	(467,393)	(481,446)	(481,262)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings and advances	(2,655)	(2,655)	(3,479)
NET CASH FLOWS FROM FINANCING ACTIVITIES	(2,655)	(2,655)	(3,479)
CASH FLOWS FROM GOVERNMENT			
Recurrent appropriation	6,174,690	6,229,578	6,648,551
Capital appropriation	412,700	434,162	425,107
Cash reimbursements from the Consolidated Fund Entity	233,699	233,699	289,495
NET CASH FLOWS FROM GOVERNMENT	6,821,089	6,897,439	7,363,153
NET INCREASE/(DECREASE) IN CASH	...	71,224	79,221

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

	2001-02		2002-03
	Budget	Revised	Budget
	\$000	\$000	\$000
CASH FLOW STATEMENT (cont)			
Opening Cash and Cash Equivalents	61,571	215,092	286,316
CLOSING CASH AND CASH EQUIVALENTS	61,571	286,316	365,537
CASH FLOW RECONCILIATION			
Net cost of services	(6,771,973)	(6,829,562)	(7,300,452)
Non cash items added back	445,516	439,016	460,293
Change in operating assets and liabilities	(24,584)	48,432	40,968
Net cash flow from operating activities	(6,351,041)	(6,342,114)	(6,799,191)

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

	2001-02		2002-03
	Budget \$000	Revised \$000	Budget \$000
STATEMENT OF FINANCIAL POSITION			
ASSETS -			
Current Assets -			
Cash assets	61,571	286,316	365,537
Receivables	119,275	164,726	167,829
Other financial assets	301,362	180,752	197,074
Inventories	61,824	63,971	65,001
Other	23,018	28,501	28,501
Total Current Assets	567,050	724,266	823,942
Non Current Assets -			
Receivables	...	213	213
Other financial assets	61,202	51,554	51,554
Property, plant and equipment -			
Land and building	5,642,752	5,833,874	5,936,560
Plant and equipment	506,277	572,701	577,778
Other	9,435	10,443	10,443
Total Non Current Assets	6,219,666	6,468,785	6,576,548
Total Assets	6,786,716	7,193,051	7,400,490
LIABILITIES -			
Current Liabilities -			
Payables	345,443	466,813	455,662
Interest bearing	...	5,247	5,247
Employee entitlements and other provisions	469,579	476,664	498,680
Other	4,987	11,578	11,578
Total Current Liabilities	820,009	960,302	971,167
Non Current Liabilities -			
Interest bearing	87,470	86,785	83,306
Employee entitlements and other provisions	674,177	686,455	720,691
Other	38,420	34,924	34,924
Total Non Current Liabilities	800,067	808,164	838,921
Total Liabilities	1,620,076	1,768,466	1,810,088
NET ASSETS	5,166,640	5,424,585	5,590,402
EQUITY			
Reserves	589,332	808,410	808,410
Accumulated funds	4,577,308	4,616,175	4,781,992
TOTAL EQUITY	5,166,640	5,424,585	5,590,402

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.1 Ambulatory, Primary and (General) Community Based Services

44.1.1 Primary and Community Based Services

Program Objective(s): To improve, maintain or restore health through health promotion, early intervention, assessment, therapy and treatment services for clients in a home or community setting.

Program Description: 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. Provision of grants to non-Government Organisations for community health purposes.

	Units	1999-00	2000-01	2001-02	2002-03
<u>Outputs:</u>					
Dental Health non-inpatient occasions of service	thous	982	1,166	1,347	1,578
Drug and Alcohol non-inpatient occasions of service	thous	1,085	1,277	1,316	1,347
Notification of vaccine preventable diseases in children less than 16 years	no.	688	1,971	2,856	2,000
Infants aged 12-15 months fully immunised	%	85	80	90	91
Age standardised hospitalisation rate for injuries from falls, persons 65 years and over, per 100,000	no.	2,100	2,165	2,225	2,280
Notifications of HIV attributable to injecting drug use	no.	18	10	19	19
Home nursing occasions of service	thous	209	204	212	212
<u>Average Staffing:</u>	EFT	5,823	7,227	7,258	7,324

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.1 Ambulatory, Primary and (General) Community Based Services

44.1.1 Primary and Community Based Services (cont)

	2001-02		2002-03 Budget \$000
	Budget \$000	Revised \$000	
OPERATING STATEMENT			
Expenses -			
Operating expenses -			
Employee related	436,402	436,606	455,354
Other operating expenses	135,268	136,605	152,797
Maintenance	14,818	15,396	15,750
Depreciation and amortisation	20,622	19,469	21,535
Grants and subsidies			
Voluntary organisations	74,347	75,529	82,345
Grants to agencies	241	241	246
Third schedule hospitals	3,154	3,077	3,329
Total Expenses	684,852	686,923	731,356
Less:			
Retained Revenue -			
Sales of goods and services			
Patient fees and other hospital charges	13,405	13,405	13,700
Investment income	1,984	1,984	2,028
Grants and contributions	10,322	10,322	10,548
Other revenue	1,661	2,661	1,698
Total Retained Revenue	27,372	28,372	27,974
NET COST OF SERVICES	657,480	658,551	703,382
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ASSET ACQUISITIONS	11,797	12,280	10,446

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.1 Ambulatory, Primary and (General) Community Based Services

44.1.2 Aboriginal Health Services

Program Objective(s): To raise the health status of Aborigines and to promote a healthy life style.

Program Description: Provision of supplementary health services to Aborigines, particularly in the areas of health promotion, health education and disease prevention. (Note: This program excludes most services for Aborigines provided directly by area health services and other general health services which are used by all members of the community.)

<u>Average Staffing</u> :	Units	1999-00	2000-01	2001-02	2002-03
	EFT	190	253	256	258

———2001-02———		2002-03
Budget	Revised	Budget
\$000	\$000	\$000

OPERATING STATEMENT

Expenses -

Operating expenses -			
Employee related	14,249	14,365	14,972
Other operating expenses	5,744	5,878	6,262
Maintenance	542	542	554
Depreciation and amortisation	645	635	727
Grants and subsidies			
Voluntary organisations	6,213	6,533	7,110
Grants to agencies	32	32	33
Total Expenses	27,425	27,985	29,658

Less:

Retained Revenue -

Investment income	24	24	25
Grants and contributions	926	926	946
Other revenue	23	23	24
Total Retained Revenue	973	973	995

NET COST OF SERVICES	26,452	27,012	28,663
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ASSET ACQUISITIONS	1,096	1,156	984
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MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.1 Ambulatory, Primary and (General) Community Based Services

44.1.3 Outpatient Services

Program Objective(s): To improve, maintain or restore health through diagnosis, therapy, education and treatment services for ambulant patients in a hospital setting.

Program Description: Provision of services provided in outpatient clinics including low level emergency care, diagnostic and pharmacy services and radiotherapy treatment.

	Units	1999-00	2000-01	2001-02	2002-03
<u>Outputs:</u>					
Outpatient clinics: occasions of service	thous	6,351	6,194	6,316	6,442
Diagnostics: occasions of service	thous	1,785	1,736	1,803	1,839
<u>Average Staffing:</u>	EFT	7,610	8,187	8,301	8,467

———2001-02———		2002-03
Budget	Revised	Budget
\$000	\$000	\$000

OPERATING STATEMENT

Expenses -

Operating expenses -			
Employee related	449,585	451,985	477,075
Other operating expenses	177,765	192,943	204,967
Maintenance	22,226	23,092	23,623
Depreciation and amortisation	40,871	38,437	43,508
Grants and subsidies			
Grants to agencies	326	326	333
Third schedule hospitals	55,034	54,219	58,654
Total Expenses	745,807	761,002	808,160

Less:

Retained Revenue -

Sales of goods and services			
Patient fees and other hospital charges	30,217	30,217	30,882
Department of Veterans' Affairs	12,366	12,366	12,366
Investment income	2,252	2,252	2,301
Grants and contributions	11,563	11,563	11,815
Other revenue	1,748	2,748	1,786
Total Retained Revenue	58,146	59,146	59,150
NET COST OF SERVICES	687,661	701,856	749,010

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.2 Acute Health Services

44.2.1 Emergency Services

Program Objective(s): To reduce the risk of premature death or disability for people suffering injury or acute illness by providing timely emergency diagnostic, treatment and transport services.

Program Description: Provision of emergency road and air ambulance services and treatment of patients in designated emergency departments of public hospitals.

<u>Outcomes:</u>	Units	1999-00	2000-01	2001-02	2002-03
Transport response times for emergency cases in metropolitan areas within 10 minutes	%	n.a.	46.9	55.8	61.0
Transport response times for emergency cases in metropolitan areas within 15 minutes	%	n.a.	79.5	85.5	87.0
Transport response times for emergency cases in rural districts within 20 minutes	%	n.a.	85.5	86.1	87.0
<u>Outputs:</u>					
Patient separations	thous	98	106	149	155
Number of attendances in Emergency Departments	thous	1,746	1,732	1,778	1,796
Attendances admitted	thous	433	430	494	499
Emergency road transport cases	thous	n.a.	321	334	346
Emergency aircraft transport cases	no.	2,228	2,662	2,600	2,600
Emergency helicopter transport cases	no.	1,126	1,147	2,026	2,100
<u>Average Staffing:</u>	EFT	7,440	8,494	8,661	8,717

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.2 Acute Health Services

44.2.1 Emergency Services (cont)

	2001-02		2002-03
	Budget \$000	Revised \$000	Budget \$000
OPERATING STATEMENT			
Expenses -			
Operating expenses -			
Employee related	513,350	519,548	540,144
Other operating expenses	158,459	187,146	192,033
Maintenance	17,006	17,826	18,236
Depreciation and amortisation	33,002	31,310	34,821
Grants and subsidies			
Grants to agencies	67	67	69
Third schedule hospitals	5,959	5,813	6,288
Total Expenses	727,843	761,710	791,591
Less:			
Retained Revenue -			
Sales of goods and services			
Patient fees and other hospital charges	12,186	12,186	12,454
Ambulance transport charges	19,285	19,285	19,699
Other ambulance user charges	1,904	1,904	1,945
Motor vehicle third party payments	3,000	3,000	3,121
Department of Veterans' Affairs	14,885	14,885	14,885
Investment income	1,142	1,142	1,168
Grants and contributions	1,983	1,983	2,027
Other revenue	3,844	5,094	3,929
Total Retained Revenue	58,229	59,479	59,228
NET COST OF SERVICES	669,614	702,231	732,363
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ASSET ACQUISITIONS	26,653	27,755	23,608

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.2 Acute Health Services

44.2.2 Overnight Acute Inpatient Services

Program Objective(s): To restore or improve health and manage risks of illness, injury and childbirth through diagnosis and treatment for people intended to be admitted to hospital on an overnight basis.

Program Description: 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.

	Units	1999-00	2000-01	2001-02	2002-03
<u>Outputs:</u>					
Patient separations	thous	727	691	690	697
Patients charged for admission	%	16.2	16.9	18.0	18.1
<u>Average Staffing:</u>	EFT	35,177	31,136	31,727	32,254

2001-02		2002-03
Budget	Revised	Budget
\$000	\$000	\$000

OPERATING STATEMENT

Expenses -

Operating expenses -			
Employee related	1,847,647	1,860,988	1,944,550
Other operating expenses	790,315	807,708	937,946
Maintenance	79,228	82,516	84,415
Depreciation and amortisation	152,562	144,837	160,516
Grants and subsidies			
Grants to agencies	847	847	867
Third schedule hospitals	188,682	186,762	171,029
Blood transfusion services	52,047	52,047	55,982
Borrowing costs			
Finance lease interest charges	8,954	8,954	8,648
Other expenses			
Cross border payments	95,648	80,648	82,428
Total Expenses	3,215,930	3,225,307	3,446,381

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.2 Acute Health Services

44.2.2 Overnight Acute Inpatient Services (cont)

OPERATING STATEMENT (cont)

Less:

Retained Revenue -

Sales of goods and services			
Patient fees and other hospital charges	290,692	311,667	318,524
Ambulance transport charges	1,591	1,591	1,625
Other ambulance user charges	705	705	720
Motor vehicle third party payments	24,000	24,000	24,970
Cross border revenues	841	841	859
Department of Veterans' Affairs	151,369	156,209	156,209
Investment income	10,079	6,045	6,178
Grants and contributions	41,459	38,269	39,111
Other revenue	31,688	42,894	38,983
Total Retained Revenue	552,424	582,221	587,179
NET COST OF SERVICES	2,663,506	2,643,086	2,859,202

ASSET ACQUISITIONS	468,041	477,528	449,805
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MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.2 Acute Health Services

44.2.3 Same Day Acute Inpatient Services

Program Objective(s): To restore or improve health and manage risks of illness, injury and childbirth through diagnosis and treatment for people intended to be admitted to hospital and discharged on the same day.

Program Description: 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.

<u>Outputs:</u>	Units	1999-00	2000-01	2001-02	2002-03
Patient separations	thous	396	417	417	420
<u>Average Staffing:</u>	EFT	5,024	4,957	5,032	5,032

	2001-02		2002-03
	Budget	Revised	Budget
	\$000	\$000	\$000

OPERATING STATEMENT

Expenses -

Operating expenses -			
Employee related	297,734	298,534	305,602
Other operating expenses	113,119	114,574	121,036
Maintenance	15,159	15,842	16,206
Depreciation and amortisation	26,523	25,303	28,146
Grants and subsidies			
Grants to agencies	104	104	106
Third schedule hospitals	5,959	5,813	6,288
Other expenses			
Cross border payments	8,371	8,371	8,556
Total Expenses	466,969	468,541	485,940

Less:

Retained Revenue -

Sales of goods and services			
Patient fees and other hospital charges	40,848	45,873	46,882
Department of Veterans' Affairs	16,717	17,877	17,877
Investment income	1,746	780	797
Grants and contributions	7,856	7,093	7,248
Other revenue	757	3,031	2,352
Total Retained Revenue	67,924	74,654	75,156
NET COST OF SERVICES	399,045	393,887	410,784

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.3 Mental Health Services

44.3.1 Mental Health Services

Program Objective(s): To improve the health, well-being and social functioning of people with disabling mental disorders and to reduce the incidence of suicide, mental health problems and mental disorders in the community.

Program Description: Provision of an integrated and comprehensive network of services by area health services and community based organisations for people seriously affected by mental illnesses and mental health problems. The development of preventive programs which meet the needs of specific client groups.

	Units	1999-00	2000-01	2001-02	2002-03
<u>Outputs:</u>					
Acute mental health service overnight separations	no.	21,614	21,594	22,800	23,500
Non-acute mental health inpatient days	no.	259	248	249	249
<u>Average Staffing:</u>	EFT	6,204	6,735	7,021	7,354

——2001-02——		2002-03
Budget	Revised	Budget
\$000	\$000	\$000

OPERATING STATEMENT

Expenses -

Operating expenses -			
Employee related	404,949	409,707	441,107
Other operating expenses	113,493	123,082	138,620
Maintenance	11,906	12,578	12,867
Depreciation and amortisation	20,012	18,872	21,077
Grants and subsidies			
Voluntary organisations	8,740	8,903	9,724
Grants to agencies	97	97	99
Total Expenses	559,197	573,239	623,494

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.3 Mental Health Services

44.3.1 Mental Health Services (cont)

OPERATING STATEMENT (cont)

Less:

Retained Revenue -

Sales of goods and services			
Patient fees and other hospital charges	26,811	26,811	27,401
Investment income	491	491	502
Grants and contributions	1,983	1,983	2,027
Other revenue	581	1,581	594

Total Retained Revenue	29,866	30,866	30,524
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NET COST OF SERVICES	529,331	542,373	592,970
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ASSET ACQUISITIONS	15,974	16,631	14,146
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MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.4 Rehabilitation and Extended Care Services

44.4.1 Rehabilitation and Extended Care Services

Program Objective(s): To improve or maintain the well-being and independent functioning of people with disabilities or chronic conditions, the frail and the terminally ill.

Program Description: Provision of appropriate health care services for persons with long-term physical and psycho-physical disabilities and for the frail-aged. Coordination of the Department's services for the aged and disabled with those provided by other agencies and individuals.

	Units	1999-00	2000-01	2001-02	2002-03
<u>Outputs:</u>					
Admitted patients discharged to home/hostel care	%	65.1	64.5	64.0	63.0
Admitted patients discharged to a nursing home	%	9.4	10.0	9.5	10.0
Total non-admitted occasions of service	thous	2,755	2,737	2,740	2,745
<u>Average Staffing:</u>	EFT	8,322	10,323	10,360	10,367

2001-02		2002-03
Budget	Revised	Budget
\$000	\$000	\$000

OPERATING STATEMENT

Expenses -

Operating expenses -			
Employee related	517,904	517,904	531,961
Other operating expenses	171,667	177,473	189,345
Maintenance	20,580	21,340	21,831
Depreciation and amortisation	27,745	26,760	29,018
Grants and subsidies			
Grants to agencies	561	561	574
Third schedule hospitals	118,130	115,248	124,675
Total Expenses	856,587	859,286	897,404

**MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH**

44.4 Rehabilitation and Extended Care Services

44.4.1 Rehabilitation and Extended Care Services (cont)

OPERATING STATEMENT (cont)

Less:

Retained Revenue -

Sales of goods and services			
Patient fees and other hospital charges	77,960	77,960	79,675
Ambulance transport charges	3,598	3,598	3,676
Other ambulance user charges	699	699	714
Department of Veterans' Affairs	33,663	33,663	33,663
Investment income	7,031	7,031	7,185
Grants and contributions	10,885	10,885	11,125
Other revenue	2,787	3,987	2,848
Total Retained Revenue	136,623	137,823	138,886
NET COST OF SERVICES	719,964	721,463	758,518

ASSET ACQUISITIONS	5,639	5,892	5,011
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MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.5 Population Health Services

44.5.1 Population Health Services

Program Objective(s): To promote health and reduce the incidence of preventable disease and disability by improving access to opportunities and prerequisites for good health.

Program Description: Provision of health services targeted at broad population groups including environmental health protection, food and poisons regulation and monitoring of communicable diseases.

<u>Outcomes:</u>	Units	1999-00	2000-01	2001-02	2002-03
Adult male smokers (current)	%	26.8	26.8	26.8	26.3
Adult female smokers (current)	%	21.4	21.4	21.4	20.9
Age standardised mortality rate in females aged 50-69 for breast cancer per 100,000	no.	53.8	55.6	52.0	51.5
Age standardised mortality rate in females aged 20-69 for cervical cancer per 100,000	no.	1.9	2.3	2.4	2.3
Two-yearly participation rate of women within breast cancer screening target group (50-69 years) per 100,000	%	59	60	55	56
Two-yearly participation rate of women within cervical cancer screening target group (20-69 years) per 100,000	%	59.9	60.2	60.5	62.0
<u>Outputs:</u>					
Number of needles and syringes distributed	thous	7,742	8,291	7,693	7,693
<u>Average Staffing:</u>	EFT	2,433	1,545	1,572	1,572

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.5 Population Health Services

44.5.1 Population Health Services (cont)

	2001-02		2002-03 Budget \$000
	Budget \$000	Revised \$000	
OPERATING STATEMENT			
Expenses -			
Operating expenses -			
Employee related	94,305	95,205	98,411
Other operating expenses	73,881	84,402	87,306
Maintenance	8,834	9,233	9,445
Depreciation and amortisation	5,969	5,032	6,219
Grants and subsidies			
Grants to agencies	259	259	265
Total Expenses	183,248	194,131	201,646
Less:			
Retained Revenue -			
Sales of goods and services			
Patient fees and other hospital charges	5,520	5,520	5,641
Investment income	1,041	1,041	1,063
Grants and contributions	117	117	119
Other revenue	366	566	374
Total Retained Revenue	7,044	7,244	7,197
NET COST OF SERVICES	176,204	186,887	194,449

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.6 Teaching and Research

44.6.1 Teaching and Research

Program Objective(s): To develop the skills and knowledge of the health workforce to support patient care and population health. To extend knowledge through scientific enquiry and applied research aimed at improving the health and well being of the people of New South Wales.

Program Description: Provision of professional training for the needs of the New South Wales health system. Strategic investment in research and development to improve the health and well being of the people of New South Wales.

	Units	1999-00	2000-01	2001-02	2002-03
<u>Outputs:</u>					
Interns	no.	466	484	453	505
First year Resident Medical Officers	no.	390	365	360	319
Graduates from the Public Health Officer Training Program in the past five years currently employed in NSW health system	%	87	83	83	85
<u>Average Staffing:</u>	EFT	3,210	3,107	3,115	3,115

2001-02		2002-03
Budget	Revised	Budget
\$000	\$000	\$000

OPERATING STATEMENT

Expenses -

Operating expenses -			
Employee related	179,899	182,938	189,264
Other operating expenses	53,989	61,074	64,287
Maintenance	10,481	10,915	11,166
Depreciation and amortisation	11,226	10,522	11,610
Grants and subsidies			
Voluntary organisations	16,007	16,342	17,838
Research grants	21,000	21,000	21,735
Grants to agencies	139	139	142
Third schedule hospitals	5,959	5,813	12,288
Total Expenses	298,700	308,743	328,330

MINISTER FOR HEALTH
44 DEPARTMENT OF HEALTH

44.6 Teaching and Research

44.6.1 Teaching and Research (cont)

OPERATING STATEMENT (cont)

Less:

Retained Revenue -

Sales of goods and services			
Patient fees and other hospital charges - other	6,309	6,309	6,448
Investment income	3,959	3,959	4,046
Grants and contributions	43,405	43,405	44,364
Other revenue	2,311	2,854	2,361
Total Retained Revenue	55,984	56,527	57,219
NET COST OF SERVICES	242,716	252,216	271,111

MINISTER FOR HEALTH
45 HEALTH CARE COMPLAINTS COMMISSION

	2001-02		2002-03
	Budget	Revised	Budget
	\$000	\$000	\$000
OPERATING STATEMENT			
Expenses -			
Operating expenses -			
Employee related	4,518	4,676	5,788
Other operating expenses	1,618	2,012	2,036
Maintenance	10	5	5
Depreciation and amortisation	30	35	74
Total Expenses	6,176	6,728	7,903
Less:			
Retained Revenue -			
Sales of goods and services	15	175	15
Investment income	15	10	10
Grants and contributions	...	880	...
Other revenue	200	210	202
Total Retained Revenue	230	1,275	227
NET COST OF SERVICES	5,946	5,453	7,676

MINISTER FOR HEALTH
45 HEALTH CARE COMPLAINTS COMMISSION

	2001-02		2002-03
	Budget \$000	Revised \$000	Budget \$000
CASH FLOW STATEMENT			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee Related	4,190	4,367	5,449
Other	1,779	2,268	2,202
Total Payments	5,969	6,635	7,651
Receipts			
Sale of goods and services	15	175	15
Interest	15	16	4
Other	365	1,302	374
Total Receipts	395	1,493	393
NET CASH FLOWS FROM OPERATING ACTIVITIES	(5,574)	(5,142)	(7,258)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchases of property, plant and equipment	...	(28)	(400)
NET CASH FLOWS FROM INVESTING ACTIVITIES	...	(28)	(400)
CASH FLOWS FROM GOVERNMENT			
Recurrent appropriation	5,408	5,408	7,040
Cash reimbursements from the Consolidated Fund Entity	153	210	230
NET CASH FLOWS FROM GOVERNMENT	5,561	5,618	7,270
NET INCREASE/(DECREASE) IN CASH	(13)	448	(388)
Opening Cash and Cash Equivalents	360	309	757
CLOSING CASH AND CASH EQUIVALENTS	347	757	369
CASH FLOW RECONCILIATION			
Net cost of services	(5,946)	(5,453)	(7,676)
Non cash items added back	321	328	371
Change in operating assets and liabilities	51	(17)	47
Net cash flow from operating activities	(5,574)	(5,142)	(7,258)

MINISTER FOR HEALTH
45 HEALTH CARE COMPLAINTS COMMISSION

	2001-02		2002-03
	Budget \$000	Revised \$000	Budget \$000
STATEMENT OF FINANCIAL POSITION			
ASSETS -			
Current Assets -			
Cash assets	347	757	369
Receivables	183	130	126
Other	28	30	30
Total Current Assets	558	917	525
Non Current Assets -			
Property, plant and equipment -			
Land and building	...	32	373
Plant and equipment	71	63	48
Total Non Current Assets	71	95	421
Total Assets	629	1,012	946
LIABILITIES -			
Current Liabilities -			
Payables	232	367	410
Employee entitlements and other provisions	320	360	360
Total Current Liabilities	552	727	770
Total Liabilities	552	727	770
NET ASSETS	77	285	176
EQUITY			
Accumulated funds	77	285	176
TOTAL EQUITY	77	285	176

MINISTER FOR HEALTH
45 HEALTH CARE COMPLAINTS COMMISSION

45.1 Health Care Complaints

45.1.1 Health Care Complaints

Program Objective(s): To investigate, monitor, review and resolve complaints about health care services in New South Wales. To ensure that health care services are of an acceptable standard and health providers are accountable for their actions.

Program Description: Provision of an accessible, independent complaints mechanism for consumers of both public and private health services. Examination of areas of concern in the delivery of health care and provision of recommendations which assist and promote the maintenance of health standards.

	Units	1999-00	2000-01	2001-02	2002-03
<u>Outputs:</u>					
Complaints received and assessed	no.	2,425	2,888	2,820	3,200
Complaints finalised	no.	2,479	2,991	2,865	3,300
Investigations finalised	no.	441	284	350	360
Formal review of investigations undertaken by other agencies	no.	165	281	246	340
Disciplinary - Tribunal, appeal and re-registration matters prosecuted	no.	86	71	108	80
Disciplinary - recommendations made to registration boards including counselling	no.	119	154	153	210
Health care policy recommendations made to providers and institutions	no.	10	40	40	50
Telephone inquiries	no.	5,340	6,640	5,708	6,000
Patient Support Office clients	no.	3,119	4,056	6,048	7,560
<u>Average Staffing:</u>	EFT	65	70	68	80

MINISTER FOR HEALTH
45 HEALTH CARE COMPLAINTS COMMISSION

45.1 Health Care Complaints

45.1.1 Health Care Complaints (cont)

	2001-02		2002-03 Budget \$000
	Budget \$000	Revised \$000	
OPERATING STATEMENT			
Expenses -			
Operating expenses -			
Employee related	4,518	4,676	5,788
Other operating expenses	1,618	2,012	2,036
Maintenance	10	5	5
Depreciation and amortisation	30	35	74
Total Expenses	6,176	6,728	7,903
Less:			
Retained Revenue -			
Sales of goods and services			
Minor sales of goods and services	15	175	15
Investment income	15	10	10
Grants and contributions	...	880	...
Other revenue	200	210	202
Total Retained Revenue	230	1,275	227
NET COST OF SERVICES	5,946	5,453	7,676
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ASSET ACQUISITIONS	...	28	400
