

OFFICIAL



**Government
of South Australia**

DEPARTMENT OF HUMAN SERVICES

2024-25 Annual Report

DEPARTMENT OF HUMAN SERVICES

Level 8, Riverside Centre, North Terrace, Adelaide SA 5000

GPO Box 292, Adelaide SA 5001

www.dhs.sa.gov.au

Contact phone number: 7424 5980

Contact email: enquiries@dhs.sa.gov.au

ISSN: 2652-1199

Date presented to Minister: 30 September 2025

OFFICIAL

To:

Hon Nat Cook MP
Minister for Human Services
Minister for Seniors and Ageing Well

Hon Katrine Hildyard MP
Minister for Domestic, Family and Sexual Violence
Minister for Women

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, *Ageing and Adult Safeguarding Act 1995*, *Carers Recognition Act 2005*, *Disability Inclusion Act 2018*, *Gaming Machines Act 1992*, *Julia Farr Services (Trusts) Act 2007*, *Retirement Villages Act 2016*, *Youth Justice Administration Act 2016*, and the requirements of Premier and Cabinet Circular PC013 - Annual Reporting Requirements.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Department of Human Services by:

Sandy Pitcher
Chief Executive

Date: 30 September 2025

Signature:

A handwritten signature in blue ink that reads "Sandy Pitcher". The signature is written in a cursive, flowing style.

From the Chief Executive



I am pleased to present the annual report of the Department of Human Services (DHS) which provides an insight into the ways we have supported people in our community when they have needed support the most.

The past 12 months have been both challenging and productive, with a major focus for the department being the Royal Commission into Domestic, Family and Sexual Violence. This work has involved one of the most comprehensive consultations in our state's history. To support this vital work, the Office for the Prevention of

Domestic, Family and Sexual Violence was established within the department, tasked with managing cross-government coordination, responding to information requests, and providing support to non-government organisations to engage with the Royal Commission.

The Office for the Prevention of Domestic, Family and Sexual Violence led the development of the whole-of-government response to the Royal Commission, outlining key themes and areas of inquiry. In the year ahead, the Office will assist in the coordination of the Government's response to the final recommendations of the Royal Commission, and support the implementation of reforms informed by the Commission's findings.

The South Australian Government remains committed to addressing all forms of domestic, family and sexual violence, demonstrated by its decision to legislate and criminalise coercive control. Following extensive public consultation and engagement, the Criminal Law Consolidation (Coercive Control) Amendment Bill 2024 was introduced to Parliament by the Minister for Women and the Prevention of Domestic, Family and Sexual Violence in August 2024. The Bill criminalises patterns of behaviour that a reasonable person would consider to have a serious controlling impact on a partner, where the intention is to control or cause apprehension or fear in that person.

A key ongoing focus for our department is supporting individuals and families. I am pleased the 2024-25 State Budget included increased funding to assist households on low or fixed incomes with cost of living pressures. Initiatives included doubling the Cost of Living Concession for tenants and Commonwealth Seniors Health Care Card holders to match that of homeowners, broadening eligibility for public transport concessions, and increasing access to subsidised glasses, funerals and emergency electricity payments. These reforms were implemented in two stages, commencing 1 July 2024 and 1 January 2025, respectively.

We have sustained our commitment to supporting Aboriginal people from rural and remote communities across South Australia through ongoing leadership of the Safety and Wellbeing Taskforce. Efforts include continued support for the Safer Place to Gather at Edwards Park in the Adelaide Park Lands, assertive outreach by DHS's multi-disciplinary Remote Visitor Outreach Team, and helping remote Aboriginal people return to their home communities through the statewide Return to Country program.

The department also played a key role in establishing the Port Augusta and Davenport Community Alliance Group, which champions Aboriginal and community-led decision making in the implementation of the Port Augusta and Davenport Community Safety and Wellbeing Plan.

Throughout the past year, we progressed the development of a new State Disability Inclusion Plan in consultation with people with disability, State Government agencies and local councils. With the initial State Plan now complete, DHS released a draft of the new plan for public consultation in April and May 2025. Feedback from this process shaped the final version, with guidance from the Disability Minister's Advisory Council. The new State Plan will align with the SA Autism Strategy 2024-2029 and complement key initiatives such as the NDIS Review, Australia's Disability Strategy 2021-2031 and the Disability Royal Commission.

To ensure the Kurlana Tapa Youth Justice Centre is a safe and secure environment for young people in custody, we have commenced upgrading the centre's electronic security infrastructure. The Government has allocated \$5.4 million over two years to address security concerns, including the installation of new CCTV cameras, body scanners and an x-ray baggage scanner.

Through the Office for Women, the department supported the Gender Pay Gap Taskforce in completing its final report, which provides recommendations to the Government on addressing the factors contributing to the gender pay gap in South Australia. The Taskforce presented its final report to the Minister for Women and the Prevention of Domestic, Family and Sexual Violence at its concluding meeting on 25 November 2024, with recommendations currently under government consideration.

The 2024-25 financial year was also marked by an expansion of the department's role and objectives due to machinery of government changes. Effective 1 July 2024, Office for Ageing Well and Homelessness Services were transferred to DHS.

Office for Ageing Well focuses efforts on supporting older South Australians to age well, with work currently underway on the development of the next state ageing well plan in partnership with government, non-government, community organisations and older people.

Responsibility for Homelessness Services was transferred from the South Australian Housing Trust to enhance the Government's ability to address the complex needs of people experiencing, or at risk, of homelessness. To achieve this, the department designed terms of reference for the Homelessness System Review, and tendered an independent review team to commence this work in August 2025. This review will work to inform future commissioning that is agile, flexible, responsive and culturally safe.

The department has continued to lead on efforts to build a stronger system of child and family support in South Australia, to keep children safe and well with families, community and culture. We have been taking active steps to build a system that is preventative, evidence based and trauma informed. Highlights have included the strengthening of cultural governance, improved service responses for families with complex disability and the expansion of Child and Family Safety Networks to remote areas. Sector support has continued to be delivered through the Communities of Practice, with an emphasis on best practice to engage dads and men who use violence.

Through these efforts, coupled with a dedicated workforce and sector, emerging evidence is now showing that the Child and Family Support System is helping families stay together. Each year, the department's Intensive Family Services supports around 2,600 children, achieving a 95.5 per cent family preservation rate (over a 12 month follow up period).

Other notable achievements during the past 12 months include:

- Releasing South Australia's initial response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and later the first interim report on progress.
- Progressing the Screening Transformation Program to improve the provision of screening checks for workers and volunteers across South Australia.
- Hosting the eSafety and Image-Based Abuse (IBA) Roundtable on 21 May 2025, to raise stakeholder awareness and understanding of IBA as a gendered form of sexual violence, as well as facilitated critical conversations around primary prevention.
- Commencing implementation of South Australia's Youth Action Plan 2025-2028, which aims to promote fair and equitable access to opportunities, resources and support for young people.
- Launching the refreshed Volunteering Strategy for South Australia 2021-2027 and a three-year action plan, which align with the new National Strategy for Volunteering.
- Conducting targeted stakeholder consultation on proposed amendments to the *Carers Recognition Act 2005* to strengthen carer supports and recognition in South Australia.
- Commencing the development of an Autism Action Plan for State Government agencies under the SA Autism Strategy 2024-2029.
- Launching the 'Spot the Harm. Stop the Harm.' media campaign to communicate to the South Australian community that gambling harm can impact mental health, relationships, work and overall wellbeing.
- Developing the new Community Transport SA program model following engagement with the South Australian community transport sector.

Finally, I would like to take this opportunity to thank all staff members, particularly our frontline service workers, for their dedication and commitment in delivering services that improve the wellbeing and safety of South Australians.



Sandy Pitcher

Chief Executive

Department of Human Services

Contents

Overview: about the agency	8
Our strategic focus	8
Our organisational structure	10
Changes to the agency.....	11
Our Ministers	12
Our Executive team.....	12
Legislation administered by the agency	16
The agency's performance	18
Performance at a glance	18
Agency specific objectives and performance	20
Corporate performance summary.....	42
Employment opportunity programs.....	43
Agency performance management and development systems	44
Work health, safety and return to work programs.....	44
Executive employment in the agency	48
Financial performance	49
Financial performance at a glance	49
Consultants disclosure	50
Contractors disclosure.....	51
Other financial information	56
Other information.....	56
Risk management.....	57
Risk and audit at a glance	57
Fraud detected in the agency.....	57
Strategies implemented to control and prevent fraud	58
Public interest disclosure.....	58
Reporting required under any other act or regulation	59
<i>Ageing and Adult Safeguarding Act 1995</i>	59
<i>Disability Inclusion Act 2018</i>	67
<i>Gaming Machines Act 1992</i>	68
<i>Julia Farr Services (Trusts) Act 2007</i>	69

<i>Retirement Villages Act 2016</i>	70
<i>Youth Justice Administration Act 2016</i>	73
Reporting required under the <i>Carers Recognition Act 2005</i>	78
Public complaints	80
Number of public complaints reported	80
Additional Metrics	82
Service Improvements	82
Compliance Statement	83
Appendix: Audited financial statements 2024-25	84

Overview: about the agency

Our strategic focus

Our Purpose	Making a difference so South Australia thrives.
Our Vision	Fairness, opportunity and choice for all South Australians.
Our Values	The department embraces the public sector values of: • Service • Professionalism • Trust • Respect • Collaboration and engagement • Honesty and integrity • Courage and tenacity • Sustainability
Our functions, objectives and deliverables	The department's interconnected strategic priorities are: • Increasing inclusion, independence and shared decision-making for all. • Supporting our communities when it matters most. • Delivering modern services for our communities. DHS is responsible for commissioning human services across the not-for-profit sector and investing in the community through grants and funding. We provide core services including: • adult safeguarding • cost of living concessions and rebates • disability services • employment-related screening • family safety and support • homelessness services • youth justice. We also lead important government reforms in: • disability inclusion • intensive family support services • supporting South Australians to age well • women's equality and safety.

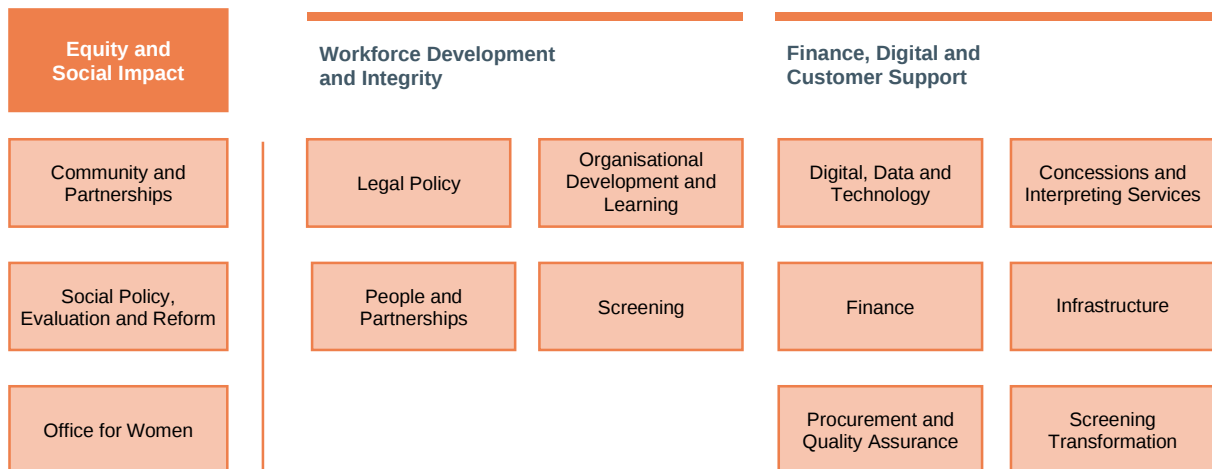
	Our services span South Australia, from Kaurna Country in Adelaide to the many regional communities that make up the state. This includes working alongside communities in the far west and Anangu Pitjantjatjara Yankunytjatjara Lands in the north-west.
--	---

Our organisational structure

Chief Executive



Deputy Chief Executive



The above organisational chart reflects the structure of the department as at 30 June 2025. The current chart is available at www.dhs.sa.gov.au/about-us.

Changes to the agency

During 2024-25 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- As a result of administrative arrangements outlined in the South Australian Government Gazette dated 27 June 2024, there were two machinery of government changes where functions and staff transferred to DHS effective from 1 July 2024. These were:
 - Office for Ageing Well from the Department for Health and Wellbeing, which was transferred into the then Inclusion, Support and Safeguarding division.
 - Homelessness Services from the South Australian Housing Trust, which was integrated into the Community and Aboriginal Partnerships division and renamed Homelessness Systems and Partnerships.
- In October 2024, the Office for Problem Gambling was renamed Gambling Harm Support SA as part of Gambling Harm Action Week. The new name reinforces the public health approach now being taken that considers the impact gambling harm can have on the entire community, not just individuals who gamble.
- In early 2025, an organisational re-alignment was announced in response to the changing needs of the community and priorities of the Government. The restructure resulted in the following changes commencing on 7 April 2025:
 - The Deputy Chief Executive leading the reformed Equity and Social Impact division, which includes Community and Partnerships, Social Policy, Evaluation and Reform and the Office for Women.
 - Disability Policy and Reform, Office for Ageing Well and the Restrictive Practices Unit being brought together into the new Ageing, Disability Policy and Safeguarding division, which will allow a more joined up approach to safeguarding within the department.
 - The establishment of the new Disability and Specialised Services division, which will focus on operational delivery to clients in the NDIS, aged care and broader community. The Exceptional Needs Unit now forms part of this new division, while the Inclusion Support Program remains in Community and Aboriginal Partnerships.
 - Finance and Business Services being joined by Concessions and Interpreting Services to create the Finance, Digital and Customer Support division. The division elevates focus on digital transformation.
 - People and Partnerships and Organisational Development and Learning being joined by Screening and a new Legal Policy unit in the newly named Workforce Development and Integrity division.

Our Ministers



Hon Nat Cook MP
Minister for Human Services
Minister for Seniors and Ageing Well



Hon Katrina Hildyard MP
Minister for Women and the Prevention
of Domestic, Family and Sexual
Violence

Our Executive team

DHS Executive Leadership Team as at 30 June 2025

Sandy Pitcher, Chief Executive

Appointed in November 2022, the Chief Executive is responsible for the effective management of the department and the general conduct of its employees. The Chief Executive is also accountable to the department's Ministers for the delivery of election commitments allocated to the agency and the achievement of whole-of-government and agency specific priorities.

Ruth Ambler, Deputy Chief Executive

The Deputy Chief Executive is responsible for the Equity and Social Impact division which is comprised of:

- Community and Partnerships, which delivers funding and programs that support the capacity and wellbeing of communities including Grants SA, Financial Wellbeing Program, Community Connections Program, Community Passenger Network, Carer Breaks and Young Carer Support Services, Gambling Harm Support SA (previously the Office for Problem Gambling), Youth Support and Development, Services to Aboriginal Youth, Community and Neighbourhood Development Program, Advocacy and Impact Program, Bfriend Program for young LGBTIQ+ people and food security initiatives.
- Social Policy, Evaluation and Reform, which brings together the policy and reform expertise from functions across the department to ensure DHS can provide the best possible services and programs for South Australians including youth, carers, volunteers and LGBTIQ+ people.

- The Office for Women, which works across government and the community to improve women's participation in leadership, decision-making and women's economic empowerment. The Office has a strong focus on addressing domestic, family and sexual violence and provides statewide information and referral services through the Women's Information Service and executive support to the Premier's Council for Women.

Nick Ashley, Chief Financial Officer, Finance, Digital and Customer Support

The Finance, Digital and Customer Support division is comprised of:

- Digital, Data and Technology, which is responsible for the provision of information management, systems, data and technology to support the department and the services it provides.
- Concessions and Interpreting Services, which delivers a range of concessions and rebates that assist South Australian households on low or fixed incomes with cost-of-living pressures. It is also responsible for the operation of the Interpreting and Translating Centre, which includes the Aboriginal Language Interpreting Service.
- Finance, which is responsible for the provision of strategic financial advice, budgeting, management accounting, monitoring and reporting, the execution of a range of financial authorisations, and ensuring compliance with departmental and Treasury policies and frameworks.
- Infrastructure, which provides a range of asset-related services including asset and building management, security services, records management, fleet and transport management and mail services.
- Procurement and Quality Assurance, which supports all areas of the department to manage the procurement of goods and services and is responsible for the delivery of the Australian Service Excellence Standards to support organisations improve their business practices and client services.
- Screening Transformation, which is leading a major program of work to reform the processes and systems of the Screening Unit to improve the provision of screening checks for workers and volunteers across South Australia.

Sally Nicholas, Executive Director, Workforce Development and Integrity

Workforce Development and Integrity is comprised of:

- Legal Policy, which leads the response to complex legal and misconduct matters with integrity and transparency, oversees strategic policy development, and ensures legal frameworks remain current and aligned with government priorities. Additionally, it drives organisational improvement through performance monitoring, capacity-building initiatives, and fostering a culture of ethical governance and continuous improvement.
- People and Partnerships, which partner with departmental leaders to provide efficient, solution-focused, and innovative people services that support the provision of responsive and effective services to improve the wellbeing and safety of South Australians.

- Organisational Development and Learning, which provides expertise and services in individual and organisational learning, development and recruitment to build leadership capability and champion workforce strategies and initiatives.
- Screening, which conducts initial screening and ongoing monitoring and background checks of specific workers and volunteers in South Australia, contributing to safe environments for children and other vulnerable people in the community.

Joe Young, Executive Director, Ageing, Disability Policy and Safeguarding

The Ageing, Disability Policy and Safeguarding division provides services and support to South Australians in need and is comprised of:

- Disability Policy and Reform, which is responsible for leading the state's involvement in the national disability reform program and providing strategic leadership across the State Government to drive the South Australian disability inclusion and policy agenda. It is also responsible for ensuring we meet our obligations under Australia's Disability Strategy 2021-2031, the State Disability Inclusion Plan and the SA Autism Strategy 2024-2029, and for coordinating the state's response to the NDIS Review and the Disability Royal Commission.
- Office for Ageing Well, which takes the lead on state ageing policy to safeguard the rights of older South Australians and supports them to live and age well. The Office comprises four business units that deliver functions under the *Ageing and Adult Safeguarding Act 1995*, *Retirement Villages Act 2016*, South Australia's Plan for Ageing Well 2020-2025, and a range of related strategic policies, projects, grants and initiatives.
- Restrictive Practices Unit, which is responsible for administering the South Australian Restrictive Practices Authorisation Scheme that provides for the proper authorisation, monitoring and reporting of restrictive practices in NDIS services for NDIS participants.

Kirsty Delguste, Executive Director, Disability and Specialised Services

The Disability and Specialised Services division is comprised of:

- Disability Services, which provides direct care and support services to people with disability living in community-based group homes and includes:
 - Disability Community Services, which provides home and living supports to people with disability at home and in the community through a range of disability and aged care funding packages, including the NDIS.
 - Projects and Business Support, which provides strategic support to Disability Services including the intake of new clients to the service, the rostering of client supports, billing and claiming, and service agreements.
 - Quality and Clinical Services, which supports high-quality service delivery and compliance with quality frameworks and NDIS requirements. The team is also responsible for the delivery of a range of allied health and clinical services to support clients to lead their best life, at home and in the community. It also incorporates medium term accommodation (Transition to Home Program (T2H)) and the Northgate Aged Care Service.

- The Exceptional Needs Unit, which seeks to improve the lives of the most vulnerable South Australians by working with service providers to address gaps in support.

Alex Reid, Executive Director, Community and Aboriginal Partnerships

Community and Aboriginal Partnerships provides support and services to children, young people and families, including those in contact with the youth justice system and remote Aboriginal communities. The division is made up of:

- Aboriginal Practice and Partnerships, which is responsible for coordinating activities that aim to improve outcomes for Aboriginal clients, their families and communities. This includes collaborating with departmental leaders to drive strategy and service design focused on building culturally led and responsive services.
- Closing the Gap Policy and Transformation, which provides strategic policy advice and drives the transformational change required to implement the National Agreement on Closing the Gap within DHS and ultimately improve life outcomes for Aboriginal peoples, their families and communities.
- Homelessness Systems and Partnerships, which is responsible for strategic oversight and commissioning of the specialist homelessness sector who provide support to individuals and families experiencing, or at risk of experiencing homelessness. It is also responsible for management of homelessness information and data systems and the extreme weather response.
- Remote and Regional Service Development, which works collaboratively with services and communities to plan, develop and implement community responses to improve outcomes for Aboriginal clients and communities in South Australia. Responses include assertive outreach in public areas and tenancies, Return to Country, connecting people to other services, and service collaboration.
- Youth Justice and Inclusion Support, which is responsible for the statutory supervision of young people in contact with the justice system, including the management of the Kurlana Tapa Youth Justice Centre and community based supervision and support. The directorate is also responsible for the Inclusion Support Program, which oversees South Australia's countering violent extremism interventions and community awareness, and the African Community Response pilot program, which supports young people from African communities in contact, or at risk of contact, with the justice system.

Katherine Hawkins, Executive Director, Child and Family Support

The Child and Family Support division delivers a range of services, policies and programs to support families to stay safely together at home in community and culture. The division is made up of:

- Safer Family Services, which provides a range of early intervention, parenting capacity building and intensive family support services under the Child and Family Support System (CFSS). Collectively, these programs and services aim to help children stay safe and well in their family, community and culture and avoid the need for out-of-home care.

- Pathways, Evidence and Partnerships, which is responsible for developing a learning system that takes an epidemiological approach to understanding population needs and complexities and what can work best in prevention and early intervention programs to support families. This, coupled with delivering effective service access pathways and a relational model of contract management, is growing the system responsiveness and evidence base on how to best support families with the right service at the right time.
- System Stewardship, which provides strategic oversight of the CFSS, driving long term systemic change to better support children and young people. It achieves this through the integration of lived experience in service design, building system-wide cultural governance and quality practice guidance, facilitating sector communities of practice and co-design processes, and maintaining a trauma informed and responsive service system.

Belinda Marsden, Director, Office of the Chief Executive and Governance

The Office of the Chief Executive and Governance is responsible for a range of functions including correspondence and briefings, Cabinet coordination and Parliamentary business, corporate governance, the department's internal audit function, risk management and business continuity. It also provides high quality and responsive advice and support to the Ministers Offices, Chief Executive and Deputy Chief Executive.

The Director of the Office of the Chief Executive and Governance also has administrative reporting responsibility for staff in the Office of the Minister for Human Services and Minister for Seniors and Ageing Well, the Community Visitor Scheme, and is also responsible for:

- Communications and Engagement, which provides advice and services across a range of areas including media management, internal and external communications and promotions, events, social media, and graphic and multimedia design.
- The Office for the Prevention of Domestic, Family and Sexual Violence, which is responsible for providing the Royal Commission into Domestic, Family and Sexual Violence with a coordinated, whole-of-government response from the South Australian Government.

Legislation administered by the agency

The department has administrative responsibility for the following Acts committed to portfolio Ministers:

Minister for Human Services

Ageing and Adult Safeguarding Act 1995

Carers Recognition Act 2005

Child Safety (Prohibited Persons) Act 2016

Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017

Cost of Living Concessions Act 1986

Disability Inclusion Act 2018

Disability Services Act 1993

Julia Farr Services (Trusts) Act 2007

Not-for-Profit Sector Freedom to Advocate Act 2013

Supported Residential Facilities Act 1992

Volunteers Protection Act 2001

Youth Justice Administration Act 2016

Minister for Seniors and Ageing Well

Aged Citizens Clubs (Subsidies) Act 1963

Retirement Villages Act 2016

The agency's performance

Performance at a glance

Achievements and outcomes during the 2024-25 financial year include:

\$220 million	235,000	\$2.64 million
Approximate amount of funding distributed in household and public transport concessions (student transport concessions are funded separately)	Approximate number of eligible South Australians who received household concessions and rebates through DHS	Grant funding distributed through Grants SA
137	1,221,968	87%
Number of projects funded through Grants SA	Attendances at the Community and Neighbourhood Development Program funded community centres	Percentage of Community Connections Program participants who experienced positive change in community participation and social connection
36,473	231,508	73%
Client contacts recorded by the Women's Information Service	Screening applications received and finalised during the financial year	Screening applications finalised in one calendar week or less
62,078	481	3,863
Interpreting and translating assignments completed by the Interpreting and Translating Centre	Interpreting assignments completed by the Aboriginal Language Interpreting Service	Contacts about abuse or mistreatment responded to by the Adult Safeguarding Unit
420,000	82%	89%
Approximate number of Seniors Card members in South Australia	Percentage of people referred to specialist homelessness supports who were at risk of homelessness able to maintain housing upon support ending	Percentage of people who contacted Homelessness Connect and went on to engage with a specialist homelessness service

556	559	251
Referrals for intensive family support services accepted by Safer Family Services (government provider)	Referrals for intensive family support services accepted by non-government organisations	Referrals for intensive family support services accepted by Aboriginal Community Controlled Organisations
355	189	509
Number of individual children and young people who received statutory care and supervision whilst detained at the Kurlana Tapa Youth Justice Centre	Number of individual children and young people who identified as Aboriginal who received statutory care and supervision whilst detained at the Kurlana Tapa Youth Justice Centre	Number of individual children and young people who received statutory supervision and connection to support services whilst on community mandates by Community Youth Justice
13,017	447	910
Equipment items (new and refurbished) provided by the DHS Equipment Program	Home modifications completed by the DHS Equipment Program	Equipment repair and customisation requests completed by the DHS Equipment Program

As at 30 June 2025, there were:

416	25
Clients receiving long-term supported independent living services through DHS Disability Services (excludes Northgate Aged Care Service and Transition to Home Program (T2H) clients)	Clients residing at Northgate Aged Care Service, which provides fully supported residential aged care services specialising in disability
30	620
Clients of T2H, which supports primarily NDIS participants in transitional accommodation when they no longer need to be in hospital prior to moving into more appropriate longer term accommodation	Clients with highly complex needs receiving a service from the Exceptional Needs Unit

Agency specific objectives and performance

Priority 1 - Increasing inclusion, independence and shared decision-making for all: Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.	
Indicators	Performance
Introduce the Coercive Control Amendment Bill	Following a period of extensive engagement and targeted consultation including a series of six roundtables with community groups in late 2022 and early 2023, the Criminal Law Consolidation (Coercive Control) Amendment Bill 2024 was drafted and then introduced to Parliament on 29 August 2024. The draft Bill creates a new criminal offence of coercive control against current or former intimate partners. It criminalises a pattern of behaviour that a reasonable person would see as having a serious controlling impact on a partner, if the behaviour was intended to control that person or cause them apprehension or fear. The Bill passed the House of Assembly on 12 November 2024 and the Legislative Council, with amendments, on 21 August 2025. The Bill will now return to the House of Assembly to be finalised. When the Bill passes, the Act will come into operation on a day to be fixed by proclamation.
Support the Gender Pay Gap Taskforce to deliver its final report to the Government of South Australia	The Gender Pay Gap Taskforce was established in September 2022 to consider the factors that contribute to the South Australian gender pay gap and provide informed, evidence-based recommendations on the systemic and related approaches the public and private sectors can undertake to reduce and ultimately eliminate the gender pay gap. The Taskforce's final report was published on the Office for Women website on 5 March 2025 and focuses on three key areas to address the gender pay gap in South Australia: • The needs of South Australian employers. • The need for South Australian data and research on gender inequality. • The role of the public sector.

	The State Government is considering the recommendations of the final report.
Identify barriers and opportunities to increase women's participation in non-traditional industries and industries of the future	On 3 July 2024, the Office for Women hosted the Driving Women's Participation in South Australian Industries Forum, bringing together almost 100 industry leaders and key public sector agency representatives from the construction, manufacturing, mining, defence, space, cybersecurity and renewables industries. The forum discussed the importance of acting to address systemic change, cultural shifts, and government-industry collaboration to support women in these traditionally male-dominated industries. A summary report was published on the Office for Women website on 16 April 2025, which included opportunities for further work in this space. The Office for Women is considering this future work, including exploring opportunities with other government agencies and engaging with key male-dominated industries to improve the recruitment and retention of women.
Work with the Commonwealth Government and local councils for additional Changing Places facilities	Changing Places facilities are funded through a tripartite funding model, where the Commonwealth, South Australian Government and Local Government Areas (LGAs) share the costs to build a Changing Places facility. During 2024-25, two new facilities were completed under earlier Tranches of the initiative at the Glenithorne National Park (Department for Environment and Water and City of Marion), which opened in November 2024, and the Fabrik Arts and Heritage Centre (Adelaide Hills Council), which opened in December 2024. In September 2024, a Federation Funding Agreement for Tranche Three Ad-Hoc round was approved by the Commonwealth and South Australian Governments for a new Changing Places facility to be built on the Dukes Highway at Coonalpyn (Coorong District Council). On 25 February 2025, the Commonwealth Government announced a \$17.1 million investment from 2024-25 to 2027-28 to work in partnership with states and territories to increase accessibility in community spaces across Australia through the new Commonwealth Accessible Australia initiative, which builds on Changing Places.

	Three LGAs (Mount Barker District Council, District Council of Loxton Waikerie and City of Tea Tree Gully) and the Department for Environment and Water (Belair National Park), have been identified as meeting the criteria for Tranche One of the Accessible Australia initiative, for building new Changing Places facilities. Work continues with local councils to identify opportunities through future Tranches of the Accessible Australia initiative.
Undertake consultation to guide the development of a new Supported Residential Facilities Act and associated regulations	During 2024-25, consultation was undertaken with key stakeholders in the supported residential facilities (SRF) sector, including proprietors, residents and local councils, to inform the next steps to develop legislation amendments and associated regulations. Consultation with proprietors was undertaken via a YourSAy online survey and full day workshop between September and October 2024, which assisted in building an understanding of the sector from the perspective of those who manage and operate SRFs. Consultation with residents from five different SRFs across South Australia was completed in December 2024, through a series of one-on-one interviews. The outcomes of this consultation are being used to inform the next steps of the legislative reform work. DHS will work to ensure any future framework considers the recommendations from the Disability Royal Commission and NDIS Review, and broader safeguarding and tenancy protections for people with disability.
Develop a new State Disability Inclusion Plan	The department continued to work with the disability community to develop a new State Disability Inclusion Plan (State Plan), to build on progress made under South Australia's first State Disability Inclusion Plan 2019-2023, <i>Inclusive SA</i>. Work on the new plan commenced in the second half of 2023, with extensive consultation with people with disability, advocacy organisations, government agencies and local councils. Feedback was consolidated in a consultation report that was released in July 2024.

	Key themes identified through this process were used to develop the new State Plan domains, priority areas, measures and outcomes, in addition to ensuring the new State Plan is responsive to the needs of the disability community. Public consultation on the draft State Plan was undertaken during April and May 2025, including targeted engagement with the seven priority groups identified in the <i>Disability Inclusion Act 2018</i>, and a public consultation process via YourSAy. Feedback from this consultation was used to inform the finalisation of the State Plan and ensure it reflects the aspirations and needs of disability communities. A co-design workshop was also held on 11 June 2025 with members of the Disability Minister's Advisory Council to inform the finalisation of the State Plan. The new State Disability Inclusion Plan 2025-2029: A South Australia where no one is left behind will be released on 22 August 2025.
Consult on the development of a new state ageing well plan	Clear Horizon Consulting was engaged to undertake the Final Impact Review of South Australia's Plan for Ageing Well 2020-2025 and Statewide Conversations project, which will develop priorities, actions and potential collaborations for the next state ageing well plan. A co-design group was established to inform the project comprising seven older people representing diverse lived experiences and six professionals contributing expertise from key organisations. Stage 1, the Final Impact Review was undertaken between July and November 2024, which included a community perceptions survey reaching over 2,800 respondents, 14 targeted interviews, four focus groups with priority populations, and an analysis of government policies and media representation of older people to understand age-inclusivity. The Stage 1 findings informed the themes for Stage 2 of the project, Statewide Conversations with a diverse range of older people and stakeholders to inform the priorities, actions and potential partnerships for the next ten year plan.

	Stage 2 explored the themes of Wellbeing, Stronger Connections, Life Transitions and Home and Community, which were identified from the findings of the Final Impact Review and a desktop scan of national and international ageing well/age friendly plans. Findings from the Statewide Conversations, led by older people and the co-design group members, will be presented at a consolidation workshop in August 2025. The workshop will consolidate the findings and confirm the priorities, potential actions and partnerships identified by older people that are critical to ageing well. Office for Ageing Well will commence drafting the new state ageing well plan following the workshop.
Launch a refreshed Volunteering Strategy for South Australia and a three-year action plan	In early 2024, the department initiated a project to refresh the Volunteering Strategy and align it with the new National Strategy for Volunteering 2023-2033. A discussion paper was released in March 2024 outlining the approach the department proposed to take in refreshing the strategy and stakeholder consultation activities undertaken, which included face-to-face meetings, a facilitated workshop and online survey. A consultation report was developed summarising stakeholder feedback with these findings informing the drafting of the refreshed focus areas and priorities, recommended changes to governance arrangements, and proposed Steering Committee membership. The refreshed Volunteering Strategy for South Australia 2021-2027 was officially launched on 5 December 2024 to celebrate International Volunteers Day. Following the launch, the department worked with strategy partners and sector stakeholders via a Steering Committee to develop a three-year Action Plan, which was launched by the Minister for Human Services during National Volunteers Week in May 2025. The Action Plan 2025-2027 sets out a range of actions to support the implementation of the Volunteering Strategy over the next three years and will evolve and adapt over time to meet the changing needs of the sector.

Launch and commence implementation of South Australia's new Youth Action Plan	The department, in collaboration with relevant government agencies and young people, developed South Australia's new Youth Action Plan, which aims to promote fair and equitable access to opportunities, resources, and support for South Australian young people aged 12 to 25 years. To ensure that the new Youth Action Plan genuinely reflects the needs and aspirations of young people, the department completed three phases of consultation in which over 1,000 South Australians, including 854 of young people, were engaged: • Phase One - Open public consultation through a YourSAy survey, workshops and written submissions (June to August 2023). • Phase Two - Targeted consultation with young people through an in-person forum, interviews and yarning circle delivered in partnership with Tauondi Aboriginal College, and focused discussion with the Youth Minister's Advisory Council (July to September 2024). • Phase Three: Open public consultation on the draft Youth Action Plan through a YourSAy survey and written submissions (December 2024 to January 2025). South Australia's Youth Action Plan 2025-2028 was launched on 9 April 2025, coinciding with the announcement by the department of the introduction of the Youth Action Plan Life Skills Grant for community organisations to increase support for young people as they transition to adulthood. DHS has also commenced exploring the development of an online youth hub, which was identified by young South Australians as a means to access youth friendly information on a range of important matters.
Conduct targeted stakeholder consultation on proposed amendments to the <i>Carers Recognition Act 2005</i>	In July 2024, the department published the report of its review into the <i>Carers Recognition Act 2005</i>. This report makes 24 recommendations for changes to the Act, including broadening the definition of 'carer', expanding the scope of the Act and reporting requirements, and additions to the Carers Charter.

	DHS is currently progressing legislative amendments following the review, which were previously on hold while the Commonwealth Government considered its own <i>Carers Recognition Act 2010</i> to allow a nationally consistent definition of ‘carer’ be explored. The legislative amendments will take into account the state review, the House of Representative’s Inquiry into the Recognition of Unpaid Carers and the National Carer Strategy 2024-2034. Further public consultation will be undertaken on the proposed amendments to the state legislation.
--	--

Priority 2 - Supporting our communities when it matters most: Our programs and services are strength-based and ensure South Australians are safe, empowered and connected in their communities.

Indicators	Performance
Continue to chair the Safety and Wellbeing Taskforce	The department continued to support Aboriginal people from rural and remote communities through its continued leadership of the Safety and Wellbeing Taskforce. Achievements in the past year include: • Continuing to support and fund the Safer Place to Gather at Edwards Park with assertive outreach by DHS's multi-disciplinary Remote Visitor Outreach Team. • Supporting 2,291 journeys for remote Aboriginal people to return to their home communities through the statewide Return to Country program. • Continuing to support the Ceduna Services Collaboration to minimise harm by delivering effective service responses through a human services system that is community-centred, locally driven, coordinated, responsive, proactive and culturally safe. • Leading a coordinated summer response across all priority regions, with place-based approaches in Adelaide, Port Augusta, Ceduna/Far West Coast, APY Lands and a targeted approach in Coober Pedy. • Finalising the Safety and Wellbeing Taskforce Systems Theory of Change, an important strategic piece of work that will frame the focus and actions of the Taskforce moving forward. • Including Whyalla as a priority area for the Taskforce in response to an increase in visitor numbers. In Whyalla, DHS works closely with Aboriginal tenancies in partnership with the South Australian Housing Trust's Wali Wiru team, the regional office and the South Australia Police and facilitates Return to Country arrangements for remote visitors who wish to return to their home communities.

	• Securing funding to refurbish the Amata Youth Shed and upgrade the Fregon Youth Shed on the APY Lands. • Re-opening the Mimili laundromat based on feedback and support from the community.
Support the establishment of the Port Augusta and Davenport Community Alliance Group	The Port Augusta and Davenport Community Safety and Wellbeing Plan was co-designed with the community, service providers and the Commonwealth, state and local governments, to identify the focus areas to support safety and wellbeing in the region. In July 2024, the Commonwealth and South Australian Governments committed to providing funding of \$12 million over three years to deliver the next phase of the plan. In October 2024, the Port Augusta and Davenport Community Alliance Group was established to finalise the plan, identify priority actions linked to the funding, and establish monitoring and evaluation of outcomes. The community governance group has representatives from native title and traditional owner groups, Aboriginal Community-Controlled Organisations, Port Augusta Business Association, service providers in the safety and wellbeing space and youth representatives, in addition to representatives from both the Commonwealth and State Governments.
Progress South Australia's Closing the Gap commitments	The department leads two Closing the Gap (CTG) Socio-Economic Outcomes (SEO) and co-leads a third with the Department for Child Protection (DPC): • SEO 11: Aboriginal and Torres Strait Islander young people are not overrepresented in the criminal justice system. • SEO 12: Aboriginal and Torres Strait Islander children are not overrepresented in the child protection system (co-led with DPC). • SEO 13: Aboriginal and Torres Strait Islander families and households are safe. Actions undertaken in the past year to progress the achievement of the above SEOs, in addition to those delivered through the Safety and Wellbeing Taskforce, include:

	• Continuing to deliver programs and services including the Aboriginal Community Connections Program, Aboriginal Gambling Help Services, Aboriginal Community Centres, Services to Aboriginal Youth, Aboriginal Language and Interpreting Service, Child Diversion Program, Aboriginal Youth Pathways to Employment (RAW) Program, Metropolitan Aboriginal Youth and Family Services, and programs delivered through the Child and Family Support System. • Reconsidering traditional tendering methods within procurement processes in favour of greater innovation to increase the proportion of services delivered by Aboriginal and Torres Strait Islander organisations, particularly community-controlled organisations, as required under the National Agreement on Closing the Gap. • Establishing South Australia's Youth Justice Working Group in partnership with the South Australian Aboriginal Community Controlled Organisation Network (SAACCON), to further focus effort to reduce the over-representation of Aboriginal children and young people in the youth justice system. • Establishing the Aboriginal Outcomes Executive Committee (AOEC) to prioritise the department's performance on Aboriginal outcomes. Accountable to the DHS Executive Leadership Team, the AOEC is responsible for providing departmental consistency, transparency, and accountability by monitoring the implementation and performance of strategies, initiatives and policies designed to improve Aboriginal outcomes, including our responsibilities under the National Agreement on Closing the Gap. • Implementing several targeted initiatives to address family, domestic, and sexual violence in Aboriginal communities. Central to this has been working with the Commonwealth on the Our Ways - Strong Ways - Our Voices plan, a dedicated ten-year strategy to improve safety outcomes for Aboriginal and Torres Strait Islander families.
--	---

	The department also commenced a Transformation Strategy to embed the six elements of CTG Priority Reform 3, by engaging an independent Aboriginal-owned provider to conduct cultural competency testing and deliver recommendations to strengthen organisational cultural capability.
Deliver a new statewide perpetrator response program for men	In 2024-25, the State Government directed \$1.2 million over three years to South Australian organisations to provide two perpetrator programs - the Aboriginal Domestic Violence Youth Worker Program and Don't Become That Man. Delivered by OARS Community Transitions, Don't Become That Man is a statewide early intervention program for men who are concerned about their controlling or violent behaviour. Commencing on 1 July 2024, the program offers counselling services via phone, face-to-face and through virtual platforms to support men understand their behaviour and make positive changes to ensure their behaviour is no longer harmful to women and children. The Aboriginal Domestic Violence Youth Worker Program, delivered by KWW Aboriginal Corporation, is only available in metropolitan Adelaide.
Launch a public health campaign to raise awareness of gambling harm and how to get help	The gambling harm public health campaign 'Spot the Harm. Stop the Harm.' ran from 16 February 2025 to 13 April 2025. Phase 1 of the campaign focused on raising awareness of gambling harm and how to get help by sharing the perspectives of both those who gamble, and the people around them who may be affected. Outlined within the Minimising Gambling Harm in South Australia Investment Plan 2021-2026, Spot the Harm was a large-scale mass media campaign that featured on South Australian television, radio and social media channels, and static advertising opportunities such as bus stops and billboards. The campaign sought to communicate to the community that gambling harm is not just about losing money, it can also impact mental health, relationships, work and overall wellbeing.

Extend household concession eligibility for shared accommodation	In response to the recommendations of the review into the state's concession system, the State Government approved a package of cost-of-living relief and concessions reform in the 2024-25 State Budget worth \$61.3 million over four years. The reforms included extending access to concessions for tenants in share houses, including those in disability accommodation and rooming houses. The concessions review highlighted that people living in shared accommodation settings were missing out on household concessions because of the income of their housemate or their type of tenancy agreement. Commencing 1 January 2025, the assessment of co-resident income as part of the household concessions application process was abolished. As a result, more tenants are eligible for energy concessions and the Cost of Living Concession.
Deliver South Australian actions under Australia's Disability Strategy Targeted Action Plans	Australia's Disability Strategy 2021-2031 is a national plan that aims to improve the inclusion of people with disability across Australia. The strategy was underpinned by five initial Targeted Action Plans (TAPs), which concluded during 2024-25. These focused on the outcome areas of: Emergency management; Safety; Early childhood; Community attitudes; and Employment. South Australia had 69 actions across the five initial TAPs of which: • 46 actions were completed • 21 actions were ongoing • two actions were discontinued. The discontinued actions were led by the Department for Education and the South Australian Housing Trust, and were discontinued because they rely on the outcomes of broader State Government work, such as early childhood reforms and the new State Disability Inclusion Plan. Three new TAPs have been developed in consultation with public sector agencies, which focus on: Community Attitudes; Inclusive Homes and Communities; and Safety, Rights and Justice. The South Australian Government has ten actions across the three new TAPs, which conclude in 2027.

	DHS is responsible for monitoring and reporting on the actions under the TAPs.
Deliver on the South Australian allocation of the national 500 new community sector workers initiative	The Commonwealth Government has committed \$165 million over four years through the National Partnership on Family, Domestic and Sexual Violence Responses 2021-2030 for 500 new frontline community workers for the family, domestic and sexual violence (FDSV) sector nationally. South Australia has been granted \$12.167 million to recruit 36.8 full-time equivalent (FTE), new frontline community workers over 2022 to 2026. This funding supports frontline workers in the FDSV specialist sector and those in intersecting services including shelters, crisis support, financial counselling and child support. It includes staff for metropolitan and regional organisations, as well as specialist workers for First Nations, culturally and linguistically diverse communities, the LGBTIQ+ community and women with disabilities. As at 30 June 2025, 46 workers (34.1 FTEs) across 36 service contracts in metropolitan and regional South Australia have been recruited. The Office for Women is working with service providers to ensure the remaining workers are recruited in a timely manner.
Deliver greater transparency and consumer rights for residents and prospective residents of retirement villages	On 27 November 2024, the South Australian Parliament passed new laws to amend the <i>Retirement Villages Act 2016</i>, that give effect to recommendations of an independent review of the Act and to increase consumer protections. The <i>Retirement Villages (Miscellaneous) Amendment Act 2024</i> increases consumer protections for residents and prospective residents of retirement villages by mandating greater contract transparency, strengthening standards applying to retirement village operators and village staff, and strengthening the powers and functions of the Registrar. Supporting regulations are required before the new laws can commence. Consultation on Amendment Regulations to support the Amendment Act closed in May 2025. Office for Ageing Well are considering all submissions in the process of finalising the regulations.

	Once supporting regulations are made, Office for Ageing Well will conduct a public awareness raising campaign to assist operators and residents to understand their rights and responsibilities under the new laws, which will commence on 2 February 2026.
Influence whole of government early intervention with research, evaluation, policy development and partnership for implementation	The department developed and released its Child and Family Support System Research Approach 2025-27, which sets out research priorities, methods and evidence development activities. The Research Approach will inform thinking and planning around several activities, including the future allocation of resources and the progression of research partnerships with external organisations. By progressing the goals of the Research Approach, the department will be developing social data assets that will contribute to the State Government's social data capabilities, and ultimately lead to improved outcomes for South Australian children and families. As part of this approach, research work to assess the efficacy of Intensive Family Support services continues to be a high priority. Further progress has been achieved with DHS completing a data-linkage project with the University of Adelaide BetterStart team (through SA/NT Data Link). This has allowed for detailed outcome modelling work to commence using the BetterStart BEBOLD platform.
Build a strong workforce, developing across sector capacity and delivering effective services	The department's Safer Family Services have put in place key workforce and practice initiatives. These include strengthened cultural governance to support culturally safe and responsive practices, a dedicated position to improve service responses for families with complex disabilities, and the rollout of new training to support staff when working with men who use violence. Expansion of the Child and Family Safety Networks into the APY Lands and Coober Pedy has ensured greater service reach to families through multi-agency partnerships and collaborative approaches.

	The Lived Experience Network has continued to play an important role in advising how the Child and Family Support System can better support families. Key achievements have included providing advice to the South Australian Social Work Registration Board in preparation for the new social worker registration scheme, and working with the South Australian Royal Commission into Domestic, Family and Sexual Violence to develop an online, anonymous consultation tool for families to share their experience of domestic, family and sexual violence. Delivering the Communities of Practice has been a key driver to bring practitioners and leaders together across government, non-government and Aboriginal Community Controlled Organisations, to foster a collective approach to problem solving and sharing practice insights to better support children and families. Particular attention has been given to supporting the workforce with practice wisdom and tools to engage dads and men who use violence.
--	---

Priority 3 - Delivering modern services for our communities: Our services reflect the changing needs of South Australians and are focused on supporting positive and lasting outcomes.

Indicators	Performance
Commence the upgrade of electronic security infrastructure at the Kurlana Tapa Youth Justice Centre	The Kurlana Tapa Youth Justice Centre has extensive security hardware to support the operational needs of the site. To address security concerns and update security hardware, the State Government committed \$5.4 million over two years from 2024-25, which will ensure the continued safety and security of young people and staff at Kurlana Tapa and the community. In the past year, work has progressed on the development of new equipment specifications, verification audits for equipment targeted for replacement, and market research on alternative systems that are suitable for Kurlana Tapa. A new contractor sign-in system and hostile vehicle mitigation system have been installed, along with the purchase of new two-way radios and supporting infrastructure. The electronic security infrastructure at Kurlana Tapa is being upgraded as part of scheduled works and to integrate with new technology from the consolidation capital works. These critical upgrades will continue in 2025-26, including the installation of new CCTV cameras, body scanners and an x-ray baggage scanner.
Continue work on the development of the Enhanced Support Model for the Kurlana Tapa Youth Justice Centre	The development of the Enhanced Support Model (ESM) has progressed and will be trialled in the Eucalyptus Unit at the Kurlana Tapa Youth Justice Centre when finalised. The ESM will improve responses to children and young people, including those with complex and disability related needs, and is underpinned by trauma informed practice principles and a Positive Behaviour Support approach. This aligns with services provided by the Youth Justice Enhanced Support Team and provides a framework for a specialised, person-centred intervention model that aims to increase wellbeing and reduce behaviours of concern.

	The launch of the ESM is expected to be achieved in late 2025, subject to staff and other stakeholder consultation.
Finalise a review of the Youth Justice case management model	During 2024-25, the University of Adelaide were engaged to undertake a review of the case management model to identify opportunities to strengthen assessment and case planning within the department's Youth Justice services. The University delivered their findings and recommendations to DHS, including opportunities to integrate a more culturally safe and trauma-informed approach to assessment and case planning. The review phase has been completed and an implementation plan is being finalised. This work will progress during the next 12 months and include piloting new assessment and case management tools that strengthen trauma informed and therapeutic practice approaches. The review recommendations were also considered while finalising the Youth Justice Practice Framework to align this work and approaches to service delivery. This aims to ensure consistent messaging for staff and promote a common understanding of the purpose and practice principles that underpin Youth Justice services.
Develop a Youth Justice Practice Framework to support consistent and holistic practices across youth justice services	The Youth Justice Practice Framework has been developed in collaboration with staff and key stakeholders to promote consistent standards and practice approaches across the department's Youth Justice services. The framework articulates the purpose, principles and theoretical underpinnings that guide service delivery and practice, and recognises the importance of periodic review of data and outcomes to inform continuous improvement. This aims to ensure Youth Justice services continue to respond effectively to the changing needs of young people in contact with the justice system and support contemporary youth justice reforms. The draft Youth Justice Practice Framework will be subject to stakeholder consultation prior to finalisation in late 2025, and will align with the findings of the case management model review.

Continue to introduce reforms to DHS Disability Services	While 2024-25 represented the first full year of Disability Services operating fully under the NDIS, reforms to the service have continued to align with the requirements as a NDIS and Aged Care provider. Disability Services has been in the process of redesigning their operating model and end to end process to reflect the needs of operating in a commercial, consumer driven environment. A Financial Sustainability Plan has been developed that identifies savings/revenue targets across a three-year period to the end of 2027-28, which is projected to deliver a reduction in net expenses. A program of works has also been developed that addresses a range of assessed gaps that will support Disability Services to deliver quality and compliant services, ensure clients are at the centre of all we do and support financial sustainability. The program of works addresses: • strategy and governance • operating model • engagement • resourcing and workforce • service delivery • practice and quality. A project delivery team will be responsible for supporting the implementation of the program of works, with governance arrangements in place to monitor and provide oversight of progress.
Work collaboratively with the Commonwealth Government and other state and territory jurisdictions to respond to the recommendations of the NDIS Review	Released on 7 December 2023, the final report of the NDIS Review makes 26 recommendations with 139 supporting actions for the consideration of all governments. Since the release of the report, the department has worked closely with the Commonwealth and state and territory governments to progress reforms that respond to the recommendations of the NDIS Review, including legislative changes to the <i>National Disability Insurance Scheme Act 2013</i> and the development of the new Foundational Supports Strategy being led by the Department of the Premier and Cabinet.

	The first tranche of legislative amendments to the NDIS, the <i>National Disability Insurance Scheme (Getting the NDIS Back on Track No.1) Amendment Act 2024</i> (NDIS Amendment Act No.1), commenced on 3 October 2024. The NDIS Amendment Act No.1 includes various amendments to access, planning and budget settings for NDIS participants and increases the powers of the NDIS Quality and Safeguards Commission to protect participants from illegal and unethical conduct. Many of the changes recommended by the NDIS Review will need to be implemented through new NDIS Rules. Any new rules will be developed in consultation with people with disability, their families and carers, and the sector. South Australian disability officials continue to work with State Government central agency leads, the Commonwealth and other states and territories on the national disability reform program and further responses to the NDIS Review.
Release South Australia's response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability	The South Australian Government released its initial response to the Disability Royal Commission on 31 July 2024, along with the joint response between the Commonwealth and other state and territory governments. The response sets out the Government's position on the Disability Royal Commission's 222 recommendations, of which 129 are the responsibility of the South Australian Government to implement. To inform the response, DHS consulted widely across government, with a total of ten South Australian agencies responsible for implementing the 129 South Australian recommendations. South Australia has already progressed responses to several of the recommendations and provided an interim update on implementation to National Cabinet in late 2024. The first full joint-report on progress will be released early in 2025-26.
Establish a Royal Commission response unit to support the Royal Commission into Domestic, Family and Sexual Violence	In the 2024-25 State Budget, the Government allocated funding for the establishment of a central response unit to support the Royal Commission into Domestic, Family and Sexual Violence in its investigations.

	Established in July 2024, the Office for the Prevention of Domestic, Family and Sexual Violence (OfPDFSV) acts as the coordinating response unit between the South Australian Government and the Royal Commission. Activities undertaken by the OfPDFSV in the past 12 months include: • Responding to information requests, notices to produce and summonses that have been issued to government agencies by the Royal Commission. • Establishing the whole-of-government Domestic, Family and Sexual Violence Executive Steering Group, which is responsible for overseeing, leading and coordinating across-government initiatives to address domestic, family and sexual violence. • Consulting across all State Government agencies and drafting the whole-of-government response to the Royal Commission Issues Paper, submitted to the Royal Commission on 29 October 2024. • Connecting the Royal Commission with key State Government agency contacts for the purposes of identifying witnesses to appear at public hearings. • Monitoring and briefing the Government on Royal Commission activity, including public hearings, submissions received, emerging issues and risks.
Prepare for a review of the homelessness system	Following the transfer of the homelessness function to DHS, and in response to historical commissioning and a 2024 Auditor-General report into the management of specialist homelessness services, the department commenced preparations to design a Homelessness System Review. The primary objective of the review is to assess and provide recommendations on the current commissioning methodology and models for homelessness services to ensure they are agile, responsive, outcome-focused, culturally informed, and integrated across South Australia.

	The independent review team was competitively tendered and includes a dedicated Aboriginal consultant. The review will commence in August 2025 with the report and recommendations to be delivered by 30 June 2026.
Improve collaboration for the CBD homelessness hub with remote visitors outreach teams and specialist services	DHS continues to drive improved collaboration between specialist homelessness services and remote visitor outreach teams to ensure effective and culturally appropriate service responses for people sleeping rough in the CBD. This work is driven through the service coordination function of the: • Adelaide Zero Project, which identifies people sleeping rough in the Adelaide CBD and then works to ensure that appropriate housing can be provided to all people who wish to be housed. The project is a collaboration between the City of Adelaide, State Government and homelessness sector. • Wright Place Pilot on Wright Street, which was implemented to address the need for short-term accommodation options for women experiencing or at risk of homelessness in Adelaide. The pilot was a collaboration between the Toward Home Alliance, Baptist Care SA, and Carrington Cottages. Tenancy management has now transitioned to Baptist Care SA. • Baptist Care SA Paya'adlu site at Millers Court, where specialist homelessness services and government agencies can come together to find solutions for people at risk of, or experiencing, homelessness.
Undertake final engagement and consultation on the Homelessness Outcomes Framework	DHS supported a range of engagement and consultation forums in redeveloping the Homelessness Outcomes Framework within the department's broader Commissioning and Outcomes Frameworks. This included: • Purposeful elevation and centring of Aboriginal voices, including funded Aboriginal Community Controlled Organisations, facilitated by an Aboriginal consultancy.

	• Development and distribution of a System Survey Pilot to provide a baseline to better understand the partnership between DHS and specialist homelessness services, and to identify areas for improvement. • Development of client level and system level theories of change, which outline how the Homelessness Outcomes Framework will drive both improved outcomes for people experiencing, or at risk of homelessness, as well as for the homelessness system that supports these people.
Implement strategies to increase the proportion of services delivered by Aboriginal and Torres Strait Islander organisations	Over the past year, the following strategies were implemented to increase the proportion of services delivered by Aboriginal and Torres Strait Islander organisations: • Traditional tendering methods within procurement processes were reconsidered in favour of greater innovation to attempt to break down barriers to competitive tendering. • A collaborative dialogue model was developed and implemented to genuinely partner with the Aboriginal Community Controlled Organisations sector in the development and delivery of the Young Aboriginal Families in the North project, eliminating adversarial tendering. • Cultural responsibility was incorporated as a weighted criterion in more tenders to ensure the department is contracting sound corporate citizens. • New procurement methods were encouraged, which focus more on storytelling rather than paper-based responses. • Limited procurement processes were allowed to ensure Aboriginal businesses are delivering services to Aboriginal communities.

Corporate performance summary

The following is a summary of key corporate outcomes in 2024-25:

- Publication of the department's Commissioning Framework and Outcomes Framework, following extensive engagement with service system and sector stakeholders including funded peak bodies, non-DHS funded peak bodies and funded non-government organisations. The Commissioning Framework guides the department's approach to best practice program planning, design, funding, and evaluation, while the Outcomes Framework sets out the high-level client and service system outcomes for DHS and the measures for tracking progress.
- Release of the department's new Diversity, Equity and Inclusion Strategy 2025-2027, which outlines DHS's ongoing commitment to creating a safe and inclusive workplace for all people. A draft of the new strategy was developed based on information provided via an all-staff survey undertaken in November 2023. All staff were then invited to provide feedback on the draft strategy in September 2024.
- Preparation of the department's draft Innovate Reconciliation Action Plan (RAP) 2025-2027, which has been submitted with Reconciliation Australia for endorsement. The draft RAP was developed in consultation with both Aboriginal and non-Aboriginal staff, leaders and stakeholders. This included a workshop with the Nunga Network and two joint workshops involving the Executive Leadership Team, Aboriginal Leadership Group and members of the Nunga network.
- Addition of a new, dedicated Aboriginal Outcomes Executive Committee to the Executive Governance Committee Structure, which reflects DHS's commitment to prioritising and improving Aboriginal outcomes across all areas of the department. Meeting for the first time in May 2025, the committee provides oversight to ensure consistency, transparency, and accountability in how DHS delivers on its Aboriginal strategic responsibilities.
- Finalisation and launch of the department's first Suicide Prevention Action Plan, as required under the *Suicide Prevention Act 2021*. As a prescribed authority under the Act, DHS was required to develop an Action Plan that aligns with the South Australian Suicide Prevention Plan 2023-2026. Members of the public and other stakeholders were invited to provide feedback on the draft Action Plan via YourSAy during March and April 2025. Staff feedback was also sought through an anonymous staff survey.
- Transition from the outdated Funding and Grants Management System (FGMS) to managing funding programs, funding awards and payments within Funding Central. The new grants processing system consolidates functionalities into a single platform and provides enhanced capability to better support the entire end-to-end funding and grants process. Funding Central was implemented for all divisions from May 2025.
- Commencement of the process of re-accreditation as a White Ribbon Australia Accredited Workplace. This is an important step in our commitment to reducing violence against women through cultural change in the workplace, with all staff invited to complete the White Ribbon Workplace re-accreditation survey.

- Re-establishment of the DHS Mentoring Program, which is open to all employees and provides an opportunity for staff to develop professionally through information sharing and relationship building.
- Launch of My Services Portal, the department's new one-stop shop for all IT-related needs. The new portal replaces the BIT Self-Service Portal and provides staff with a more user-friendly and comprehensive experience.
- Completion of the DHS Disability Access and Inclusion Plan (DAIP) under the previous State Disability Inclusion Plan, and contribution to State Government reporting on all state authority DAIPs for 2024.

Employment opportunity programs

Program name	Performance
Aboriginal Workforce Employment Initiatives	Aboriginal employees were supported and funded to undertake leadership development programs. This includes seven employees who completed the Aboriginal Leadership Program, two employees who completed the Manager Essentials Program, and two who completed the Executive Induction Program. All programs were run through the Office of the Commissioner for Public Sector Employment.
DHS Graduate Program	During 2024-25, 20 new graduates were recruited, comprising five AHP1 Graduate Practitioners and 15 ASO3 Graduate Officers.
Disability Support Officers	The department strengthened its disability workforce by recruiting 195 Disability Support Officers across nine induction intakes.
Social Work Study and Placement Support	DHS continued to support staff undertaking tertiary studies in social work, with four staff members assisted with study support in the form of leave, financial reimbursement and/or paid university placements.

Agency performance management and development systems

Performance management and development system	Performance
The department's Performance Development Framework provides a clear, structured approach to workforce development by supporting managers and employees to establish and maintain effective Performance Development Plans (PDPs). To establish and maintain a PDP, employees must have two formal Performance Development Review conversations per year. These must take place between 1 January and 30 June, and 1 July and 31 December. PDPs and conversations are captured within MyHub, the department's Human Capital Management System.	The percentage of employees with at least one Performance Development Review conversation in the last 12 months has increased from 77.7 per cent in 2023-24 to 79.8 per cent in 2024-25. As at 30 June 2025, 70.7 per cent of Performance Development Reviews were current, 14.1 per cent were not recorded, and 15.2 per cent were exempt due to either long-term leave, new staff with less than 90 days service or the intermittent nature of their role. Conversation completion rates were 71.2 per cent between July and December and 70.7 per cent between January and June. This is an increase from the previous year's rates of 56 per cent and 68 per cent respectively.

Work health, safety and return to work programs

Program name	Performance
Health and Wellbeing Framework and Implementation Plan 2024/26	Launched in November 2024, the Health and Wellbeing Framework and Implementation Plan establish a clear strategic direction for enhancing worker wellbeing and safety. Implementation of programs and initiatives are primarily on schedule to achieve the 2026 targets.

Program name	Performance
Health and Wellbeing Programs	A range of health and wellbeing initiatives are offered to support employee safety, mental and physical health, and financial wellness. These include: • Corporate Partnerships: ▪ Bank SA and Westpac: Financial education, exclusive loan offers, and personalised support via a dedicated Corporate Partners Manager. ▪ Medibank, HCF and Bupa: Discounted health insurance, digital health programs, and telehealth services tailored to staff needs. • Employee Assistance Program: Confidential counselling and support services provided through the Corporate Health Group, available to employees and their families. • Fitness Passport: Discounted gym and fitness memberships for staff and their families to promote physical wellbeing. • Influenza Vaccination Program: Fully funded annual flu vaccinations to support infection control and staff health. • Psychosocial Hazard Communications: Monthly updates raise awareness of psychosocial risks and promote prevention strategies across the department. • Vicarious Trauma Training: Regular training sessions integrated into the wellbeing program to support staff mental health.
Risk Based Review - Risk Management	As part of the independent Audit and Verification System (AVS) program, Ashurst Risk Advisory was engaged by the Office of the Commissioner for Public Sector Employment (OCPSE) to review the department's work health and safety risk management processes. The review evaluated how well the department identifies hazards, assesses and controls work health and safety risks, monitors and reviews controls, and integrates work health and safety into its broader risk management framework. The department received a 'Proactive' audit rating, reflecting a mature and effective approach to work health and safety risk management.

Program name	Performance
Safety Management System	Work has continued to develop, review, and mature the department's Safety Management System to ensure ongoing legislative compliance. This will also provide a structured framework for risk management and continuous improvement in preparation for the external AVS audit scheduled for early 2026.
Wellbeing and Safety Committee	The department established a dedicated Wellbeing and Safety Committee as a high-level advisory body to provide strategic guidance on wellbeing and safety matters. Reporting to the Executive Leadership Team, the committee includes representatives from high-risk operational areas, divisional wellbeing and safety committees, and employee-led networks to ensure diverse, inclusive input across DHS. It also acts as an escalation point for issues unresolved at the divisional level.
Wellbeing and Safety Committee - Disability Services	The Wellbeing and Safety Committee within Disability Services was re-established to reinforce the directorate's commitment to a safe, inclusive and supportive workplace. The committee offers a structured, accessible consultation process through a virtual platform, enhancing staff engagement. To strengthen workforce representation, 13 new Health and Safety Representatives were appointed. Additionally, two dedicated Safety, Wellbeing, and Injury Management Advisors were recruited to support and build local wellbeing and safety capabilities.
Work Health and Safety Officers Training	In March 2025, face-to-face training was delivered to executives and senior leaders to support their roles and responsibilities as work health and safety officers under the <i>Work Health and Safety Act 2012</i> .
WorkSafe Guardian App	Launched by the department in February 2025, the WorkSafe Guardian application is a professionally monitored safety tool that was specifically designed to enhance the protection of lone and at-risk workers by providing 24/7 on-demand safety response capabilities. Features include welfare check-ins and the ability to raise safety and medical alerts, ensuring timely assistance and support.

Workplace injury claims	2024-25	2023-24	% Change (+ / -)
Total new workplace injury claims	140	158	-11.4%
Fatalities	0	0	N/A
Seriously injured workers*	0	1	-100%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1,000 FTE)	43.4	30.5	+42.3%

* Number of claimants assessed during the reporting period as having a whole person impairment meeting the relevant threshold under the Return to Work Act 2014 (Part 2 Division 5)

Work health and safety regulations	2024-25	2023-24	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	5	3	+66.7%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	12	0	N/A

Return to work costs**	2024-25	2023-24	% Change (+ / -)
Total gross workers compensation expenditure	\$10.81m	\$8.36m	+29.3%
Income support payments - gross	\$4.73m	\$3.79m	+24.8%

** Before third party recovery

Data for previous years is available at: [Data.SA - Annual Reporting - DHS Annual Report Data](#)

Executive employment in the agency

Executive classification	Number of executives
EXEC0E	1
SAES2	7
SAES1	27

The number of executives is based on the number as at 30 June 2025.

Data for previous years is available at: [Data.SA - Annual Reporting - DHS Annual Report Data](#)

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2024-25 are attached to this report.

Statement of Comprehensive Income	2024-25 Budget \$000s	2024-25 Actual \$000s	Variation* \$000s	2023-24 Actual \$000s
Total Income	1,359,742	1,480,349	120,607	1,289,432
Total Expenses	1,369,651	1,516,902	147,251	1,290,336
Net Result	(9,909)	(36,553)	(26,644)	(904)
Changes in property, plant and equipment asset revaluation surplus	-	17,721	17,721	67,369
Total Comprehensive Result	(9,909)	(18,832)	(8,923)	66,465

* Variation between the 2024-25 Budget and 2024-25 Actual

The 2024-25 Actual Total Comprehensive Result of (\$18.8 million) is mainly due to the department undertaking a desktop revaluation as at 30 June 2025 resulting in an increase to the asset revaluation surplus.

Statement of Financial Position	2024-25 Budget \$000s	2024-25 Actual \$000s	Variation* \$000s	2023-24 Actual \$000s
Current assets	294,718	254,233	(40,485)	262,460
Non-current assets	116,693	192,160	75,467	201,687
Total assets	411,411	446,393	34,982	464,147
Current liabilities	83,319	82,541	(778)	81,635
Non-current liabilities	104,785	87,197	(17,588)	81,671
Total liabilities	188,104	169,738	(18,366)	163,306
Net assets	223,307	276,655	53,348	300,841
Equity	223,307	276,655	53,348	300,841

* Variation between the 2024-25 Budget and 2024-25 Actual

The increase in Net Assets between the 2024-25 Budget and 2024-25 Actual is mainly due to the department undertaking desktop revaluations resulting in an increase in land and buildings asset values.

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	6,000

Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
Bee Squared Consultants Pty Ltd	Identify and implement best practice approaches to reduce processing backlogs and maintain compliance with agreed timeframes for the Screening Unit	68,000
Bee Squared Consultants Pty Ltd	Reduce backlog, enhance case load management and establish sustainable service level improvement within the Screening Unit	55,400
Dr Jeffrey Chan Consulting	Undertake an independent desktop and clinical review of four identified individuals who reside in and are receiving services from DHS Disability Services	51,927

Consultancies	Purpose	\$ Actual payment
Kathleen Milne	Deliver a program of work that provides the department with recommendations for the redesign of back-office processes to best support service delivery under the NDIS	31,750
University of Adelaide	Establish a new trauma-informed case management model for Youth Justice and Inclusion Support	70,000
Yellow Wig Communications and Project Management	Provide project management services, expert advice and support to the Screening Unit	86,320
	Total	363,397

Data for previous years is available at: [Data.SA - Annual Reporting - DHS Annual Report Data](#)

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	293,791

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
3arc Social Pty Ltd	Delivery of the Strategic Research Agenda report	26,890
Aboriginal Tri State Interpreting & Translation	Provide scribing and interpreting services	15,567
Alcohol and Drug Foundation Inc	Develop and implement the Here for the Game pilot program	303,853
Australia's National Research Organisation for Women's Safety Limited	Evaluation of service initiatives funded under the National Partnership on Family, Domestic and Sexual Violence Responses	208,346
Clear Horizon Consulting Pty Ltd	Conduct a Final Impact Review of South Australia's Plan for Ageing Well and the Statewide Conversations project	100,000
Clear Horizon Consulting Pty Ltd	Provide program evaluation of the Northern and Southern Hubs	80,498
Cloudwerx Pty Ltd	Conduct planning and discovery work for the Screening Systems Transformation project	1,340,548
Connley Walker	Design and document a new CCTV layout at the Kurlana Tapa Youth Justice Centre	45,000
Curious Communities Consulting	Create a standardised methodology for analysing and reporting qualitative data for the Evaluation Management Office	27,000
Debra Kerr	Provide diversionary activities for clients in conjunction with the Safer Place to Gather program at Edwards Park	12,430
Deloitte Access Economics Pty Ltd	Strategic research project on gambling limits trials	35,194

Contractors	Purpose	\$ Actual payment
Diverse Information Solutions	Develop records disposal schedules for the Screening Unit, Concessions and Interpreting Services and Safer Family Services	21,050
DWS Advanced Business Solutions	Provide ongoing support from a developer skilled in Microsoft Azure, .NET, and SQL Server for system design and development	227,999
Fields Group Pty Ltd	Provide security guard services	509,567
Flinders University	Evaluation of Aboriginal Community Partner Services Embedding Phase	56,250
Flinders University	Research AI's role in supporting awareness, help-seeking, and therapy for Australians with gambling problems	27,517
Gravitate Consulting	Deliver RAISE education programs including Respectful Club Environments and Gender Equality Action programs to sporting clubs in South Australia	112,500
Healthcare Australia Pty Ltd	Provision of occupational therapy services and dietetics services	117,777
HenderCare Foundation	Provide staffing for the Child Diversion Program, including 24/7 supported, short-term, non-custodial accommodation in DHS properties	52,048
Indigenous Psychological Services Pty Ltd	Conduct a cultural competency audit and analysis	55,909
Iwiri Aboriginal Corporation	Support the implementation and delivery of an Aboriginal Emergency Outreach and Case Management service	126,239
JAGA Services Pty Ltd	Provide deep-cleaning services	10,274
JF Improve Pty Ltd	Conduct a structural review of the Interpreting and Translating Centre	24,990

Contractors	Purpose	\$ Actual payment
John Dunnery	Conduct a project assurance review of the Screening Systems Transformation project	47,750
Kathleen Milne	Conduct staff interviews to identify cultural issues impacting work deliverables and prepare a report for senior staff	38,393
Kimberly Wanganeen	Facilitate workshops and conversations throughout the two-year Innovate Reconciliation Action Plan and draft feedback into the Reconciliation Australia template	33,845
KPMG	Facilitate a workshop to prepare the Government's response to the Royal Commission into Domestic, Family and Sexual Violence	18,825
KSJ Consulting Service Pty Ltd	Provide meeting facilitation for cultural workshops	15,100
La Trobe University	Develop and implement the Here for the Game pilot program	32,000
Lived Experience Australia	Delivery of the Strategic Research Agenda report	29,865
Miranda Roe	Provide the Ceduna Services Collaboration	16,000
Pleasant Sense Therapy	Provision of occupational therapy services	29,589
Portable Australia Pty Ltd	Evaluate the Safety Hubs to identify strengths and areas for improvement in service delivery	66,499
Pragmatic Practice Pty Ltd	Deliver a keynote address and facilitate interactive workshops that inspire and align with Gambling Harm Support SA's (formerly the Office for Problem Gambling) strategic goals for prevention, early intervention and service promotion	12,480

Contractors	Purpose	\$ Actual payment
S4G Consulting Pty Ltd	Develop a business case and transformation roadmap for replacing and improving the state agency's concessions systems and processes	97,902
SA Futures Agency Pty Ltd	Develop a feasibility report on the potential development of an online youth hub	29,440
Sauce Consulting Pty Ltd	Provide configuration and setup services for customer relationship management within the Community Visitor Scheme	17,665
SFDC Australia Pty Ltd	Provide planning, requirements analysis, and request for quote (RFQ) support for implementing the Salesforce application	280,188
Strategic Solutions Co Pty Ltd	Evaluation of the implementation of the Community Connections Program	70,455
Strategic Solutions Co Pty Ltd	Evaluate the implementation of the Financial Wellbeing Program	90,000
T & T Electrical Services P/L	Provide electrical services for DHS	21,212
The Good Trouble Group Pty Ltd	Design and deliver the draft DHS Strategic Plan through a co-designed staff survey and four workshops	26,550
VIQ Solutions Pty Limited	Provide transcription services for the Office for the Prevention of Domestic, Family and Sexual Violence	12,888
Zed Consulting & Associates Pty Ltd	Design, facilitate and document divisional and directorate work-planning workshops, including tailored templates, agendas and outputs, in collaboration with DHS project sponsors and directorate leads	56,550

Contractors	Purpose	\$ Actual payment
Zed Consulting & Associates Pty Ltd	Develop a resource model for the Child Safety and Family Support Pathways team's referral process	29,400
	Total	4,610,042

Data for previous years is available at: [Data.SA - Annual Reporting - DHS Annual Report Data](#)

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts](#).

Other financial information

Pursuant to section 73BA of the *Gaming Machines Act 1992*, the Minister for Human Services is required to report on the application of the Gamblers Rehabilitation Fund during the preceding financial year. This information is provided on pages 68 and 69.

Other information

Nil to report

Risk management

Risk and audit at a glance

The **Risk Management and Audit Committee (RMAC)** provides independent assurance and assistance to the Chief Executive and Executive Leadership Team on DHS's risk, control and compliance framework, and its financial statement responsibilities. The committee, which is chaired by an external member, assists the Chief Executive in the identification of risks, determining priorities for action, developing and implementing strategies for effective risk management and in ensuring accountabilities are met. RMAC also oversees the focus and the work undertaken by Internal Audit and Risk.

RMAC members are appointed by the Chief Executive with the current committee comprising three members external to DHS and two internal members. The committee met four times during 2024-25.

The **Incident Management Unit (IMU)** is the primary investigative body within DHS. It is responsible for triaging and determining an appropriate response pathway for incidents including allegations of inappropriate care of DHS clients, staff misconduct and critical client incidents. The IMU provides a central point for information sharing with the South Australia Police and is responsible for investigating matters referred to the department by the Independent Commission Against Corruption.

Internal Audit and Risk provides independent and objective assurance to the Chief Executive, Executive Directors and RMAC on the adequacy of the department's systems of internal control and the effectiveness with which they are implemented, operating and assisting in the treatment of risk. The identification, recording, monitoring, and reporting of risks within DHS is undertaken by a dedicated Risk Management Officer who is part of Internal Audit and Risk.

Internal Audit and Risk considers the risk of fraud and maladministration in its audit program and attends RMAC meetings to provide relevant internal audit reports. It also supports and collaborates with IMU in the performance of investigations into allegations of fraud, maladministration and other complaints.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Incidents related to discrepancies in clients' funds	6
Incidents related to missing property	2
Incidents relating to missing departmental fuel cards	4
Incidents relating to employee misconduct	6

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

DHS has a zero tolerance to fraud and maladministration. It is the department's policy that all incidents of discrepancies in client funds, property and/or client records are recorded on Gov SAfety, the internal departmental recording system.

The DHS Fraud and Corruption Control Framework addresses the processes for responding to and reporting incidents of fraud and corruption within the department. It aligns with the South Australian Public Sector Fraud and Corruption Control Policy and summarises responsibilities of key areas.

The DHS Risk Management Framework defines the department's attitude and approach to risk management, and outlines roles and responsibilities. The framework is consistent with international standard ISO 31000:2018 Risk Guidelines and aligns with the State Government's risk management requirements, including Treasurer's Instruction 2 (TI2) Financial Management and the South Australian Government Financing Authority Risk Management Guide.

Data for previous years is available at: [Data.SA - Annual Reporting - DHS Annual Report Data](#)

Public interest disclosure

	2024-25
Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the <i>Public Interest Disclosure Act 2018</i> .	1

Data for previous years is available at: [Data.SA - Annual Reporting - DHS Annual Report Data](#)

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
<i>Ageing and Adult Safeguarding Act 1995</i>	Part 2 - Office for Ageing Well 11 - Annual report (1) The Director must, on or before 31 October in each year, report to the Minister on the operations of the Office for Ageing Well during the preceding financial year. (2) The Minister must, within 6 sitting days after receiving a report from the Director, have copies of the report laid before both Houses of Parliament.

Established under the *Ageing and Adult Safeguarding Act 1995* (the Act), the objectives of Office for Ageing Well include:

- Supporting South Australians of all ages to age well, unencumbered by stigma and discrimination.
- Achieving proper integration of ageing persons within the community thus ensuring that the skills and experience of the ageing are not lost to the community through social alienation.
- Creating social structures in which ageing persons are able to realise their full potential as individuals and as members of the community.
- Creating a social ethos in which ageing persons are accorded the dignity, appreciation and respect that properly belong to them.
- Ensuring that the multicultural nature of the community is reflected in the planning and implementation of programs and services relevant to ageing persons.
- Achieving a proper understanding within the community of the problems affecting ageing persons and other vulnerable adults and ameliorating those problems so far as it is practicable to do so by modification of social structures and attitudes.

To achieve its objectives, Office for Ageing Well led the development of policies and delivered programs, projects, initiatives and services during 2024-25, in partnership with a diverse range of stakeholders and in line with the priorities of the South Australian Government's ageing well agenda and shaped directly by the voices of older South Australians.

Legislative Reform

Office for Ageing Well continued to implement recommendations of the independent statutory review of the Act, which was conducted by the South Australian Law Reform Institute.

The *Ageing and Adult Safeguarding (Report Recommendations) Amendment Bill 2025* was introduced into Parliament on 4 June 2025 and responds to recommendations of the statutory review that require legislative amendment. The Amendment Bill was informed by extensive community consultation undertaken during the independent statutory review, and by targeted consultation with key stakeholders conducted by Office for Ageing Well during September and October 2024. Supporting regulations will be drafted following the passage of the Amendment Bill.

State Ageing Well Plan

A Final Impact Review of South Australia's Plan for Ageing Well 2020-2025 has been undertaken and extensive engagement has occurred to develop priorities, actions and potential collaborations for the next state ageing well plan (2026-2036). This work highlighted the importance of: planning early for our later years; strengthening communities; ensuring housing supports ageing well; making it easier to navigate life transitions; and addressing diversity and inclusion.

Strategic Partnerships and Projects

During 2024-25, the Ageing Well Policy and Engagement Unit directly funded, managed or collaborated on 80 projects in partnership with a broad range of stakeholders from government, non-government and community sectors. The projects focused on the Plan for Ageing Well strategic priorities of: Home and community; Meaningful connections; and Navigating change. Projects included:

- Partnering with SAHMRI's Wardliparingga Aboriginal Health Equity Unit on a two-year project to engage with Aboriginal communities and stakeholder organisations across the state to co-develop Aboriginal Ageing Well Research Priorities and an Aboriginal Ageing Well Roadmap. Commencing in 2023-24, outcomes have included the establishment of a project Steering Committee, which includes Aboriginal Community Controlled Organisations, desktop review of relevant literature to determine priority areas, and community engagement to develop an Aboriginal Ageing Well Roadmap to inform the next statewide ageing plan.
- Supporting ageing well and safeguarding the rights of older people who identify as LGBTIQ+ through:
 - Festival for the Future - undertaken in 2023-2025, this two-year project with The Equality Project connected older people and others who identify as LGBTIQ+ living in regional South Australia across generations with services and supports. A two-day event was held in Mount Gambier on 2-3 October 2024, and a second event in Victor Harbor from 30 April to 1 May 2025. More than 200 people engaged in both festivals, with the Mount Gambier festival leading to the establishment of a Rainbow Group in the area. Feedback from participants was very positive.
 - Rainbow Rights - undertaken in 2023-2025, this two-year project with COTA SA aimed to support older people who identify as LGBTI+ to understand and action their rights. The Rainbow Rights Toolkit, including a podcast series, hard copy booklet and online resources, has been rolled out across the state, including at the 2025 Festival for the Future.

- Building on their previous work with the City of Marion, City of Holdfast Bay and the City of Mitcham to develop and deliver a peer-led Advance Care Directives (ACD) training model, the City of Onkaparinga has continued to share their model to support other local councils:
 - In partnership with the Adelaide Hills Council, the City of Onkaparinga developed the 2025 South Australia Local Government Advance Care Directive Digital Resource Pack. Available via the City of Onkaparinga's ACD webpage, the resource pack highlights the role of local government in driving community awareness and increased uptake of ACDs. The resource pack includes a digital resource kit, YouTube videos, and volunteer training materials including 'You CAN Ask That' video series, to improve confidence of peer volunteers in community outreach.
 - The City of Charles Sturt (lead), City of Port Adelaide Enfield and the City of West Torrens have used the City of Onkaparinga's ACD model to specifically target culturally diverse groups, reaching over 225 people, including 140 culturally and linguistically diverse (CALD) participants.
 - The Rural City of Murray Bridge (lead), Mid Murray Council and the Coorong District Council used the ACD model to build and educate peer support networks, with 240 attendees at 12 workshops, including migrant groups and men's groups. Participants who drove over three hours to attend a workshop subsequently organised a whole day event in their local community hall to ensure others living further away did not miss out.
- Coordinating South Australia's Week of Ageing Well from 1-7 October 2024, which featured over 70 ageing well activities including concerts, discussions, morning teas, art, health and fitness activities and intergenerational events across Adelaide and regional South Australia. Through shared activities, community members, government and non-government organisations celebrated living and ageing well, fostered stronger connections and challenged stereotypes about older people, ageing and the diversity within this age group.
- Progressing the Mature Workers in the Public Sector Scoping Project (Stage 1), a collaborative partnership between Office for Ageing Well, Office for Women, Office of the Commissioner for Public Sector Employment and the University of South Australia. This project comprised consultation with public sector employees through 12 focus groups with 79 mature age employees (aged 45 plus) across five major agencies.
- Continuing to provide recurrent grants to eight non-government organisations to support ageing well and safeguard the rights of older South Australians. In 2024-25, these programs included the:
 - Ageing Well Peak Body Program with COTA SA, to raise awareness about ageing well and safeguarding the rights of older people, and enable older South Australians, particularly from LGBTI+ and regional communities, to be active and engaged in their communities.
 - Safeguards for Ageing Well Program with Aged Rights Advocacy Service, to raise awareness and build community understanding about safeguarding the rights of older South Australians, including a specific focus on older Aboriginal people, Elders and communities.

- Ageing Well in CALD Communities program in partnership with seven CALD organisations, which delivers education and awareness-raising activities focused on safeguarding the rights of older people from CALD communities.

Ageing Well Community and Research Grants Program

During 2024-25, Office for Ageing Well provided \$750,046 in Ageing Well Community Grants to support community organisations and local government projects. These grants support South Australians to live and age well and promote opportunities for older South Australians to be involved and active in their communities, contributing to the strategic priorities of South Australia's Plan for Ageing Well 2020-2025.

The following grant programs operated concurrently through an open tender process, aimed at community organisations and local government across metropolitan and regional South Australia, and South Australian-based researchers/research teams:

- **Grants for Seniors** awarded funding to 37 recipients totalling \$209,823. Funding supports the purchase of equipment and delivery of cultural, educational and sporting activities and programs for older people.
- **Positive Ageing Fellowship Grants** awarded funding to five projects totalling \$190,423. Funding is focused on capability building projects that support older South Australians to age well. \$58,100 was also provided to The Australian Centre for Social Innovation to deliver ongoing coaching, mentoring and support to grant recipients to increase outcome sustainability.
- **Age Friendly SA Grants** awarded funding to six projects totalling \$200,200. Funding is focused on supporting local governments to meet the key priorities of the Age Friendly SA Strategy which are: Home, Community and Environment; Making a Contribution; Making it Easier to Get Around; Intergenerational Connectedness; and Age Friendly Services.

Community grants will run for 12 months with projects commencing on 2 June 2025.

Ageing Well Community Grants funding was provided for:

- the purchase of equipment
- delivery of cultural, educational and sporting activities and programs
- initiatives to tackle ageing stereotypes and support positive perceptions of ageing
- initiatives that support ageing well, participation, learning and independence
- initiatives to kick-start age friendly innovation projects to support opportunities for older people to connect to local places and community activities.

Impact Research Grants for Ageing Well were established in 2023 to encourage researchers to undertake independent research that helps address questions of community and policy importance to ageing well. In 2024-25, grants were awarded to projects relating to the 'Sense of Community - People' pillar of the Strategic Research Agenda for Ageing Well in South Australia.

Impact Research Grants for Ageing Well were awarded to three groups of researchers. One major project received \$100,000 over 2025-26 and 2026-27 and two seed projects received \$49,600 in 2025-26. A total of \$50,000 was also provided to The Centre for Health in All Policies Research Translation to support grant recipients with knowledge translation.

Public Awareness Raising Initiatives

Office for Ageing Well continued its statewide public awareness initiatives by promoting South Australia's Week of Ageing Well from 1 to 7 October 2024, inviting individuals and organisations to hold events to celebrate older people and ageing well.

In March 2025, during Advance Care Planning Week, the Office encouraged people to prepare for the future by completing legal tools such as Advance Care Directives, Enduring Power of Attorney and Wills, and ensuring their personal organ and tissue donation decisions are known and respected.

The annual Elder Abuse Prevention-Tackling Ageism community awareness raising initiative was conducted during June and July 2025, using social and digital media, radio, connected TV and print media to remind South Australians of the impact ageism has on older people's rights and its link with abuse and mistreatment of older people.

Community Education and Awareness

During 2024-25, Office for Ageing Well participated in 72 engagement activities, including targeted information sessions, community events, conferences, and Seniors Forums hosted by Federal and state Members of Parliament, reaching more than 3,000 people.

Over 40 sessions were delivered to community groups and service providers, focusing on the Adult Safeguarding Unit's role and functions. The team also attended 19 Seniors Forums and eight community events, engaging with older people, people living with disability, Aboriginal and Torres Strait Islander peoples, older people who identify as LGBTIQ+, and culturally diverse communities.

Education efforts promoted abuse prevention, rights awareness, and community capacity-building, while providing clear information on how to access support through Office for Ageing Well programs and services.

Seniors Card program

The Seniors Card Program supports social and economic participation of older people and their connectedness to the community. It contributes to making South Australia an affordable and accessible place to live by providing services, important information, community news, events and access to free public transport. The program also facilitates discounts and benefits from participating businesses. There are around 420,000 registered Seniors Card members in South Australia.

Public transport is a vital service for South Australian seniors, providing a safe, accessible, comfortable and affordable way to travel. South Australian Seniors Card members are entitled to free public transport on Adelaide Metro services all day, every day, and a 50 per cent discount on selected regional public transport services.

Seniors Card members are entitled to business discounts and offers from private sector businesses. In 2024-25, the number of businesses offering discounts and benefits increased by seven per cent to 609.

Act or Regulation	Requirement
<i>Ageing and Adult Safeguarding Act 1995</i>	Part 3 - Adult Safeguarding Unit 17 - Annual report (1) The Director must, on or before 31 October in each year, report to the Minister on the operations of the Adult Safeguarding Unit during the preceding financial year. (2) The Minister must, within 6 sitting days after receiving a report under this section, have copies of the report laid before both Houses of Parliament. (3) A report under this section may be combined with the annual report of the Office for Ageing Well under section 11.

Adult Safeguarding Unit

Established under the *Ageing and Adult Safeguarding Act 1995* (the Act), the key functions of the Adult Safeguarding Unit include:

- Providing confidential information and advice to people concerned about themselves or others who may be vulnerable and experiencing abuse or mistreatment.
- Responding to reports of suspected or actual abuse of adults who may be vulnerable by reason of age, disability, ill health, social isolation, dependence on others or other disadvantage.
- Providing support to safeguard the rights of adults experiencing abuse, tailored to their needs, wishes and circumstances.
- Raising community awareness about the service and strategies to protect vulnerable adults.

The Adult Safeguarding Unit has continued its strong focus on promoting and safeguarding the rights of adults who may be vulnerable and experiencing abuse or mistreatment, by working with the adult and any existing supports to implement safeguarding actions. To manage service demand, which has increased each year since its establishment, the unit operates a two-tiered service model - Intake and Early Resolution and Complex Safeguarding.

In cases identified for early resolution, the unit works collaboratively with adults, service providers and community members to build their capacity to implement safeguarding responses. In cases identified for complex safeguarding, the unit provides a higher level of support to fill gaps in safeguarding the adult and to manage associated risks.

Responding to Reports of Abuse or Mistreatment

Under the Act, the Adult Safeguarding Unit must assess all reports of abuse received and then take one of three prescribed actions. When assessing reports of abuse, the unit obtains as much information as possible to determine if it should:

- refer the matter to a more appropriate agency for response
- investigate the situation further; or
- close the matter for no further action.

Reporting abuse to the unit is voluntary and in most situations, the adult's consent is required before any further action can be taken.

The Adult Safeguarding Unit has a dedicated phone line for the public to seek confidential information, advice and support, or to receive reports of suspected abuse or mistreatment of adults who may be vulnerable. It can also be contacted via an online contact form.

Of the 3,863 contacts received by the unit in 2024-25:

- 42.8 per cent (1,655 contacts) resulted in a report to the unit.
- 57.2 per cent (2,208 contacts) were treated as enquiries, where tailored safeguarding information and advice was provided to the caller.
- 58 per cent (2,241 contacts) were related to concerns of abuse of adults over 65.
- 26.1 per cent (1,008 contacts) were related to adults living with disability.
- 3.8 per cent (147 contacts) concerned adults with other vulnerabilities.
- 12.1 per cent (467 contacts) provided insufficient information to determine a category.

Over half of all contacts to the unit (54.2 per cent) were made by service providers, followed by immediate family members (15.7 per cent). The most reported types of abuse were psychological/emotional (57.6 per cent), financial or exploitation (46.7 per cent) and neglect (27.9 per cent).

Adult sons and daughters were most often identified as the person of concern in relation to abuse (30.5 per cent), followed by husband/wife/partner (14.6 per cent) and father/mother/both parents (8.6 per cent). In a number of cases (11.3 per cent) the caller was unable to identify a particular person of concern who was responsible for the abuse.

During 2024-25, the Adult Safeguarding Unit:

- Closed 1,638 reports for no further action following an assessment.
- Closed 101 reports following the completion of an investigation.

Most often, when reports were closed following assessment, the unit determined that the adult's situation was being appropriately managed/safeguarded by other parties. In other instances, the unit provided the adult or relevant others with advice or support to strengthen safeguarding arrangements and reduce risks to the adult and/or situation, enabling the case to be closed. Other reasons for closure following assessment include the unit not identifying any abuse or the adult denying abuse concerns.

In many cases, due to the comprehensive work of the unit during the assessment phase, progressing the case to investigation was not necessary. Gathering information during assessment is an interactive process, and usually involves detailed discussion with the adult or others to consider their situation. Solutions were identified and safeguarding actions were implemented by either the adult themselves, with support from the unit, or others involved in their lives. To mitigate risk and ensure the best outcomes for the adult, the unit often takes a non-linear approach, commonly undertaking safeguarding actions concurrently during the assessment process.

Where investigations were undertaken, the outcome was for targeted safeguarding actions to be identified and implemented by the unit and others. In 2024-25, examples of safeguarding actions undertaken as a result of an investigation include applying to the South Australian Civil and Administrative Tribunal (SACAT) for the appointment of an administrator or guardian, assisting an adult to move to alternative accommodation, co-ordinating a multi-agency response, advocacy, safety planning and increasing an adult's access to funded support services such as NDIS or My Aged Care.

There are a range of organisations in South Australia offering services, supports and interventions to help stop abuse from occurring and restore people's right to safety, respect and self-determination. Referrals to such organisations are a critical component of the work undertaken by the Adult Safeguarding Unit to safeguard an adult vulnerable to abuse. In 2024-25, the unit made numerous referrals to a broad range of agencies during and following an assessment of a report. Whilst section 25 of the Act provides that the Director may refer a matter or part of a matter to a state authority or other specified person or body, this provision was not used in 2024-25 as all referrals were able to be made via the receiving organisation's established referral pathway.

The Adult Safeguarding Unit does not generally take action in respect of a report of abuse unless the adult to whom the report relates consents to action being taken. In 2024-25, there were 33 occasions where the Director approved the unit to take action without consent under section 24 of the Act. In most cases, this was where the person had impaired decision-making capacity in respect of a decision to consent to the unit undertaking safeguarding actions on their behalf.

Community Education and Awareness

In 2024-25, the Adult Safeguarding Unit delivered over 40 education sessions and participated in a variety of community events. These functions and events were attended by a diverse range of stakeholders and community groups, including older people and people with disability, Aboriginal and Torres Strait Islander people and people from CALD backgrounds.

The unit's community education focuses on raising awareness of abuse prevention strategies, building community capacity to respond to abuse and mistreatment, providing information on the unit's role in safeguarding rights, and providing information on how to contact the unit.

Act or Regulation	Requirement
<i>Disability Inclusion Act 2018</i>	Part 6A - Restrictive practices 23ZE - Minister to provide annual report on operation of Part to Parliament (1) The Chief Executive must, not later than 31 October in each year, cause a report on the operation of this Part during the preceding financial year to be prepared and provided to the Minister, setting out - (a) the number of Authorised Program Officers authorised by the Senior Authorising Practitioner during that financial year; and (b) the number of authorisations of the use of level 1 or 2 restrictive practices by the Senior Authorising Officer during that financial year (including any authorisations of the further use of such restrictive practices); and (c) the kinds of restrictive practices authorised to be used by the Senior Authorising Officer during that financial year; and (d) any other information required by the regulations. (2) The Minister must, within 12 sitting days after receiving a report under this section, lay a copy of the report before both Houses of Parliament. (3) A report under this section may be combined with the annual report of the administrative unit of the Public Service that is responsible for assisting a Minister in the administration of this Act (in which case the Minister need not lay a copy of the report before both Houses of Parliament under subsection (2)).

The Restrictive Practices Authorisation scheme regulates the authorisation of restrictive practices used by registered NDIS providers when delivering supports and services to NDIS participants. Restrictive practices are interventions that have the effect of limiting the rights and freedom of movement of a person who displays behaviours of concern. The primary purpose of the intervention is to protect the person or others from harm.

The department's Restrictive Practices Unit oversees the scheme, including authorising regulated restrictive practices, promoting the reduction of restrictive practices within the disability sector, and providing education and training relating to the use of restrictive practices. The unit is led by the Senior Authorising Officer whose powers and functions are established under the *Disability Inclusion Act 2018*.

In the past 12 months the Senior Authorising Officer authorised 4,069 restrictive practices comprising:

- 3,561 authorisations of environmental, chemical and mechanical restrictive practices. These may be Level 1 or Level 2 practices depending on the circumstances.
- 508 authorisations of seclusion and physical restrictive practices, which are categorised as Level 2.

During 2024-25, there were 30 Authorised Program Officers who met the selection criteria outlined in the Disability Inclusion (Restrictive Practices - NDIS) Regulations 2021 and were authorised by the Senior Authorising Officer to undertake the role.

There were 120 Authorised Program Officers as at 30 June 2025.

Act or Regulation	Requirement
<i>Gaming Machines Act 1992</i>	73BA - Gamblers Rehabilitation Fund (6) The Minister responsible for the administration of the <i>Family and Community Services Act 1972</i> must, on or before 30 September in each year, prepare a report on the application of the Fund during the preceding financial year and must cause copies of the report to be laid before both Houses of Parliament.

The Gamblers Rehabilitation Fund (GRF) provides funding for services and programs that aim to minimise or address the harm caused by gambling, as outlined in the Minimising Gambling Harm in South Australia Investment Plan 2021-2026. This includes funding for gambling help services across South Australia, services targeting people at greater risk of experiencing gambling harm, as well as online and telephone gambling help services. Administered by Gambling Harm Support SA (GHS SA), the GRF provided over \$6 million in funding to gambling help services in South Australia in 2024-25.

In October 2024, GHS SA held its first ever Gambling Harm Action Week (GHAW) with the theme 'Let's change the conversation'. GHAW focused on changing the language around gambling and how to start positive conversations about gambling harm with others. This also involved a digital media campaign featuring people with a lived experience of gambling harm that highlighted the way in which certain language affected them and prevented them from seeking help. A modernised and practical language guide for media, professionals and the community was also released, aimed at encouraging more effective conversations about gambling harm.

In February 2025, GHS SA launched a major deliverable in the Minimising Gambling Harm in South Australia Investment Plan 2021-2026 with the mainstream communications campaign ‘Spot the Harm. Stop the Harm.’ The campaign featured on South Australian television screens, radio, social media and land based advertising spaces. The major public health campaign highlighted gambling harm is not just about losing money, it can impact mental health, relationships, work and overall wellbeing.

Other initiatives such as the successful Here for the Game initiative continued with professional South Australian sporting clubs such as the Adelaide Crows, as well as amateur level sporting clubs across the state joining together with the Alcohol and Drug Foundation to create safer gambling environments.

Act or Regulation	Requirement
<i>Julia Farr Services (Trusts) Act 2007</i>	9 - Annual report (1) The administrative unit of the Public Service that is primarily responsible for assisting a Minister in relation to the provision of disability services in the State must include in its annual report for each financial year a statement that sets out, insofar as is reasonably practicable, the following information, as at 30 March of the financial year to which the report relates, with respect to the persons who are residents of the Fullarton campus on 30 June 2007: (a) the number of persons resident at the Fullarton campus; (b) with respect to the persons resident at a place other than the Fullarton campus, a broad description of the nature of their accommodation; (c) during the preceding period of 12 months - (i) the processes used to plan and implement the relocation of any person to accommodation other than the Fullarton campus; (ii) the number of persons who returned to accommodation at the Fullarton campus, and the circumstances of their return. (2) A report under subsection (1) should be prepared in a manner that does not identify a particular person.

As at 30 March 2025, there were no residents living at the Fullarton campus, now known as Highgate Park. The last resident moved from Highgate Park into aged care in April 2020, in line with a commitment to relocate people with disability out of institutions.

During the preceding 12 months no previous residents returned to Highgate Park, which is now closed.

In January 2024, it was publicly announced that Highgate Park had been sold to two national healthcare and retirement providers.

Act or Regulation	Requirement
<i>Retirement Villages Act 2016</i>	11 - Annual report (1) The Registrar must, on or before 30 September in every year, forward to the Minister a report on his or her work and operations for the preceding financial year. (2) The Minister must, within 12 sitting days after receiving a report under this section, have copies of the report laid before both Houses of Parliament.

The *Retirement Villages Act 2016* (the Act) provides a regulatory framework for the operation of retirement villages in South Australia, which aims to achieve a balance between the rights and responsibilities of residents and operators. It applies to all retirement village schemes operating in South Australia.

Information about registered retirement villages in South Australia is available on Data SA at <https://data.sa.gov.au/data/dataset/retirement-villages-register>.

Retirement Villages Unit

Office for Ageing Well's Retirement Villages Unit manages the legislative requirements under the Act and provides information, assistance and education sessions on retirement village matters, including clarifying areas of concern and providing a conciliation service to assist with resolving disputes between residents and operators. The unit investigates and assesses complaints and allegations of breaches of the Act and associated Regulations, with decisions in relation to non-compliance based on the unit's published Enforcement Framework.

During 2024-25, the activities of the Retirement Villages Unit included:

- Responding to 712 cases relating to retirement village issues.
- Delivering 14 presentations and information sessions to residents and interested groups.
- Conducting three conflict resolution coaching sessions and dispute resolution information sessions with residents' committees.
- Undertaking two conciliations between residents and operators.

The majority of queries in 2024-25 related to the formation and operation of committees and their rules and procedures. Requests for advice and assistance relating to exit entitlements and fees increased in comparison to previous years, as did queries about terms of contracts. How villages should respond to behavioural concerns remained a consistent theme. There has been a 36 per cent increase in prospective retirement village residents seeking information from the unit.

Size of the Sector

As of 30 June 2025, 513 retirement villages were registered across South Australia, comprising 19,194 residences. It is estimated that the number of people living in retirement villages is approximately 26,871.

Most retirement villages only offer independent living units. A small section of the sector (38 villages) provide serviced apartment accommodation, which caters to residents requiring additional assistance or support such as the provision of meals, cleaning, laundry and extra services.

During 2024-25, one new village was registered and eight villages were voluntarily terminated. Under the Act, it is a requirement for all retirement village schemes to be registered within 28 days of the first resident taking up occupation. Voluntary termination of a retirement village can only occur with Ministerial approval.

The eight villages terminated were:

- One village in Port Augusta with the site of 14 units to be used for rental.
- Two empty villages, one in Glen Osmond and the other in Everard Park, were sold to an aged care provider.
- One village in Payneham with the site of five units to be used for rental.
- One village in Victor Harbor with the site of six units to be used for rental.
- One village in Plympton to be demolished with the land used to extend the adjacent neighbouring village.
- One village of four units in Everard Park to be demolished and developed for another purpose.
- One village in Paradise with the site of 45 serviced apartments sold to an NDIS provider.

Exemptions from operation under the Act

The following exemptions, granted under either the previous *Retirement Villages Act 1987* or current Act, are currently active:

- Four under section 18: With client consent, no need to hold premium in Trust (*Retirement Villages Act 1987*).
- 11 under section 26(1): Ingoing contribution does not have to be held in trust, maximum deposit \$10,000 (current Act).
- 45 under sections 22(c), 33(6), 34(8), 39, 40(4): Can have consolidated meetings and financial reports for resident funded and independent living resident groups (current Act).

- 120 under sections 22(c), 33(6), 34(8), 40(4): Can have consolidated meetings, financial reports and interim financial reports (current Act).
- 19 under section 31(3): Operator exempt from assuming responsibility for depreciation (current Act).
- Five under section 57(1): Operator able to rent to persons not eligible under the Act (current Act).

Compliance Activity

The Retirement Villages Unit investigates and assesses complaints and allegations of breaches of the Act and associated Regulations. In line with the published Enforcement Framework, the unit adopts an educational approach in the first instance, working with operators to rectify any breach prior to undertaking more punitive enforcement action. No prosecutions were commenced in 2024-25.

Compliance activity in the past 12 months included responsive advice and assessment of complaints. A random audit of annual meeting documentation was completed in May 2025, while an audit of disclosure documentation from regional areas commenced in June 2025.

Retirement Villages (Miscellaneous) Amendment Act 2024

On 27 November 2024, the South Australian Parliament passed the *Retirement Villages (Miscellaneous) Amendment Act 2024*, following an independent review of the Act. The Amendment Act gives effect to the review recommendations and increases consumer protections for residents and prospective residents of retirement villages. It also mandates greater contract transparency, strengthens standards applying to retirement village operators and village staff, and strengthens the powers and functions of the Registrar.

Supporting regulations are required prior to the commencement of the Amendment Act, with a six-week public consultation undertaken on draft regulations from 31 March to 14 May 2025. The outcomes of this consultation will inform the final regulations.

The Retirement Villages Unit will conduct a public awareness raising campaign to assist residents and operators understand their rights and responsibilities under the new laws. It is anticipated that the new laws will commence in early 2026.

Retirement Village Residents Advocacy Program

Since 2014, Office for Ageing Well has funded the Aged Rights Advocacy Service (ARAS) to provide an advocacy service to retirement village residents. The Retirement Village Residents Advocacy Program provides advocacy support, information and advice on people's rights. During 2024-25, the program had 275 retirement village cases of which:

- 117 (43 per cent) were information cases and 158 (57 per cent) were advocacy cases.
- 219 (80 per cent) were via telephone, 46 (17 per cent) via email and ten (three per cent) via education sessions/events/in-person.

- 55 per cent of calls were from the Adelaide metropolitan area, 15 per cent were from rural and remote locations, while seven per cent remained anonymous or were from interstate enquiring about relatives in South Australia. The remaining 23 per cent of contacts were received via email or referrals.

Communication predominantly occurred directly with the resident 235 (85 per cent) followed by a family member or carer 19 (seven per cent). The balance included public/private representative, other representatives and anonymous.

The Retirement Village Residents Advocacy Program also provided assistance for SACAT matters. This included the provision of information and supporting documentation and attending hearings on ten cases.

In 2024-25, there was a noticeable improvement in the depth of support provided. The average time spent on addressing issues per advocacy case increased to 433 minutes from 349 minutes in 2023-24, reflecting a more thorough and comprehensive approach to supporting clients. The average time spent on information calls increased slightly to 50 minutes, compared to 47 minutes in 2023-24.

Act or Regulation	Requirement
<i>Youth Justice Administration Act 2016</i>	9 - Chief Executive's annual report (1) The Chief Executive must, not later than 30 September in each year, submit to the Minister a report on - (a) the operation of this Act and the work of the Department in relation to the administration of this Act for the financial year ending on the preceding 30 June; and (b) any other matter as the Minister may direct. (2) The Minister must, within 12 sitting days after receipt of a report under this section, cause a copy of the report to be laid before each House of Parliament.

In 2024-25, the department's Youth Justice directorate continued to deliver services in accordance with the requirements under the *Youth Justice Administration Act 2016*. The directorate remained focused on reducing the overrepresentation of Aboriginal children and young people in the youth justice system, ensuring a skilled and stable workforce, upgrading security infrastructure and progressing service improvement projects that promote contemporary practice and strengthen evidence-based service responses.

As the lead South Australian agency for Target 11 of Closing the Gap, to reduce the rate of Aboriginal and Torres Strait Islander young people (10-17 years) in detention by at least 30 per cent by 2031, DHS remains committed to improving service responses for Aboriginal children and young people in the community and in custody.

While the most recent Australian Productivity Commission Closing the Gap data indicates that South Australia is on track to exceed Target 11, addressing the overrepresentation of Aboriginal children and young people in the youth justice system continues to remain a key focus. To support this work, the department and the South Australian Aboriginal Community Controlled Organisation Network (SAACCON) established a Youth Justice Working Group, which will focus on the development and review of specific measures, models and services responses for Aboriginal children and young people in contact with the youth justice system.

Recruitment, training and retention strategies within the Kurlana Tapa Youth Justice Centre continued to be a priority, with continued progress towards stabilising the workforce and a significant reduction in the need to use modified routines. Work is also underway to upgrade the electronic security infrastructure at Kurlana Tapa to provide a safe and secure environment for young people and staff. Outcomes during the past year include new contractor sign-in and hostile vehicle mitigation systems, new supporting security infrastructure and server and biometric workstation upgrades. This work will continue during the 2025-26 financial year.

The University of Adelaide completed a review of the Youth Justice case management model, to identify opportunities to strengthen assessment and case planning within Youth Justice. The development of a case management model is underway in accordance with the recommendations from the review. This work will progress in 2025-26 and include piloting new assessment and case management tools that strengthen trauma informed, culturally responsive and therapeutic practice approaches.

The recommendations from the case management model review were also considered in finalising a draft Youth Justice Practice Framework, which will ensure consistent messaging for staff and a common understanding of the purpose and practice principles that underpin Youth Justice services. It is anticipated that the framework will be finalised in late 2025, to allow for further consultation with key stakeholders on the final draft document prior to publication.

Actions in 2024-25 to observe and promote the Aboriginal and Torres Strait Islander Youth Justice Principle contained in the Youth Justice Administration Regulations 2016:

Objective	Actions
<i>In acknowledging the diversity of Aboriginal and Torres Strait Islander communities, the individual cultural identity of Aboriginal and Torres Strait Islander youths be recognised, and their beliefs and practices be supported, respected, and valued.</i>	The language and cultural group of Aboriginal children and young people are identified as part of the intake screening process. Staff use multiple assessment safety and case planning tools and documents in both custodial and community settings, which consider a child or young person's nation group, relationships, language and history. This includes family scoping to identify family background, values, and expectations.

Objective	Actions
	Where the cultural identity of a child or young person is unclear, advice is sought from people with the appropriate cultural knowledge and authority. When a young person is recognised as Aboriginal, this prompts further consideration of culturally responsive approaches to their support and care, including making referrals to culturally appropriate support. The Aboriginal Cultural Support Team at the Kurlana Tapa Youth Justice Centre is comprised of a Senior Aboriginal Cultural Advisor and Aboriginal Cultural Support Workers. The team provides culturally responsive support for Aboriginal children and young people in custody and work closely with non-Aboriginal staff to support culturally appropriate service responses.
<i>Aboriginal and Torres Strait Islander youths will be supported to uphold their cultural responsibilities and have access to, and participation in, cultural ceremonies, funerals, and cultural practices, relevant to their individual cultural identity.</i>	The <i>Youth Justice Administration Act 2016</i> allows for children and young people in custody to be granted a leave of absence in particular circumstances, including to attend funerals and other cultural ceremonies. During 2024-25, six Aboriginal young people were granted this type of leave and were supported by the Aboriginal Cultural Support Team. Aboriginal children and young people in Kurlana Tapa are also supported to uphold their cultural responsibilities and participate in cultural practices through family visits, live streaming events and funerals (where feasible), additional phone calls and virtual visits and access to cultural programs and activities. These include preparation and sharing of cultural meals and opportunities for peer mentoring to support sharing of cultural knowledge and experiences.
<i>Assessment, case planning and decision-making in respect of an Aboriginal or Torres Strait Islander youth includes consultation with relevant Aboriginal and Torres Strait Islander people or organisations to assist the youth.</i>	Case Managers connect Aboriginal children and young people with culturally safe legal support as required, such as the Aboriginal Legal Rights Movement (ALRM). Case Managers prioritise connecting Aboriginal children and young people to culturally specific services and Aboriginal Community Controlled Organisations to meet their distinct cultural needs.

Objective	Actions
	Senior Aboriginal Cultural Advisors provide advice and input into care plans and facilitate engagement with appropriate external services for Aboriginal children and young people in Kurlana Tapa.
<i>Where it is appropriate to do so, the identified family, significant person and community of an Aboriginal or Torres Strait Islander youth are participants in assessment, case planning and decision-making for the youth.</i>	Wherever possible, decisions impacting a child or young person and their family are guided by Aboriginal Family-Led Decision Making. This involves: • training staff in how to build foundations of respect and effectively support families • respecting and supporting Aboriginal parenting practices • using a strengths-based approach to family preservation that recognises families as the experts in their own lives. Case Managers actively engage family members, community representatives, and cultural authorities, with guidance from Aboriginal Advisors, to ensure ongoing connections to family, community and culture. The post-release needs of a child or young person, including cultural and spiritual needs, are identified during release planning. Youth Justice supports their return to country and/or community, when requested by the child or young person and their family.
<i>Aboriginal and Torres Strait Islander youths are provided with programs, services and supports that have regard to their age, maturity and individual cultural identity.</i>	Youth Justice facilitates a range of cultural programs and activities to support Aboriginal children and young people in Kurlana Tapa. This includes Yarning Circles, Cultural Catch-Ups and a range of activities during Reconciliation Week and NAIDOC Week. In 2024-25 there were: • 31 Yarning Circles facilitated for girls and 74 for boys • 20 Cultural Catch-Ups • 12 cultural activities that took place across Reconciliation Week and 14 cultural activities during NAIDOC Week.

Objective	Actions
<i>The assessment of appropriate accommodation in a training centre will consider the individual cultural identity of Aboriginal and Torres Strait Islander youths.</i>	Senior Aboriginal Cultural Advisors and Aboriginal staff consider cultural factors as part of the accommodation placement process and work directly with Accommodation Managers at Kurlana Tapa throughout this process.
<i>Where necessary, Aboriginal and Torres Strait Islander youths will be provided with interpreters and, where possible, translated documents.</i>	The department's Aboriginal Language Interpreting Service (ALIS) is available to children and young people and their families, free of charge. Interpreters can be arranged when a court, Youth Justice services or other authority identifies the need, or when the young person requests one. Interpreters are highly trained and qualified and are available face-to face and over the phone. ALIS interpreters speak a range of Aboriginal languages, including Alyawarr, Anmatyerr, Arrernte (all dialects), Pitjantjatjara, Warlpiri and Yankunytjatjara.
<i>The particular health, education and wellbeing needs of Aboriginal and Torres Strait Islander youths are considered and, where practicable, met.</i>	Tailored health services are offered by SA Health and Child and Adolescent Mental Health Services (CAMHS), delivering culturally specific clinics, programs and support services to Aboriginal children and young people in custody. The department also partners with other government agencies to deliver cultural and education programs for Aboriginal children and young people. This includes an onsite Youth Education Centre (YEC) operated by the Department for Education. YEC has an Aboriginal Education Teacher and Aboriginal Community Education Officer, and delivers a range of educational programs for Aboriginal children and young people in custody.
<i>Officers of the Department actively participate in cultural training and demonstrate culturally respectful engagement.</i>	Staff at Kurlana Tapa undertake training in Aboriginal cultural responsiveness. In addition, staff received training around recognising and responding to sensory needs, gender diversity, trauma informed practice, neuro-disabilities and Foetal Alcohol Spectrum Disorder, and youth mental health first aid.

Objective	Actions
	All departmental staff undertake mandatory training in Aboriginal and cultural awareness.
<i>The Department actively recruits and supports the retention of Aboriginal and Torres Strait Islander staff.</i>	The Aboriginal Cultural Support Team at Kurlana Tapa work closely with the training and recruitment team to ensure Aboriginal staff are supported through the recruitment and onboarding processes.

Reporting required under the *Carers Recognition Act 2005*

The department is an applicable organisation for the purposes of the *Carers Recognition Act 2005* (the Act). Under section 6 of the Act, DHS is required to take all practicable measures to ensure all officers, employees or agents have an awareness and understanding of the principles of the Carers Charter, which promotes consultation with carers or their representatives in policy or program development and strategic or operational planning.

The following summarises actions by the department to support compliance with the Act during 2024-25:

- To strengthen support for carers, DHS funded Carers SA to develop and deliver once-off bespoke training to the department's Community Connections Program practitioners. Training was delivered across the state with three metropolitan and two regional workshops, in addition to an online session. The first of these sessions was delivered in December 2024, with the project finalised in June 2025.
- To increase their recognition and voice, carers were included as a priority population group for recruitment to the 2025-2027 term of the Disability, LGBTIQA+ and Youth Minister's Advisory Councils. Carers comprised 34 per cent of all applicants with multiple carers appointed to each Advisory Council. The Terms of Reference of each Advisory Council provides that members can discuss with the secretariat any specific support they require.
- The department launched its new Diversity, Equity and Inclusion Strategy 2025-2027, which includes carers as a focus community and is strategically aligned with the Act and Carers Charter. The strategy includes actions to investigate the feasibility of an Employee Led Network for carers.
- South Australia's new Youth Action Plan was released, which includes young carers as a priority group. Under Action 27, the plan seeks to diversify participation to ensure young people with different experiences and needs are considered in the development of policies and initiatives, with young carers given specific consideration.
- The content of the department's Young Carers webpage was updated and refined to include the lived experience perspectives of young carers.
- Staff from the Department for Education were consulted to determine the level of support it provided to young carers and identify any gaps in service provision.

- The department and Carers SA delivered a 'Spotlight Session' to school-based staff from the Department for Education in May 2025, to support the identification of young carers in school settings and raise awareness of referral pathways.

Public complaints

Number of public complaints reported

Gov SAfety is used by the department to report all customer feedback and complaints, with complaints recorded based on the categories in the table below.

Complaint Theme	Category	Sub-categories	Number of Complaints 2024-25
Facilities	Centre Based Facilities	Access	2
		Quality	7
Facilities	Unit Based Facilities	Room Based Activities	10
		Tuck Shop	0
		Unit Supplies	13
Interpersonal Relationships	Advocacy	Advocacy	3
Interpersonal Relationships	Domestic Visitors	Access to Phone Calls	0
		Access to Visitors	3
Interpersonal Relationships	Kurlana Tapa Staff	Availability	2
Interpersonal Relationships	Other Resident	Other Resident	10
Interpersonal Relationships	Professional Visitors	Access to Phone Calls	0
		Access to Visitors	0
		Privacy	0
Procedure/ Process	Behaviour Support Framework	Consequences	1
		Inequity	0
		Phases	2
		Protective Actions	0
		Rewards and Incentives	1
		Routines (lockdown)	0

Complaint Theme	Category	Sub-categories	Number of Complaints 2024-25
		Routines (other)	3
Procedure/ Process	Charter of Rights	Charter of Rights	4
Procedure/ Process	Communication	Quality	14
		Timeliness/Responsiveness	9
Professional Behaviour	Staff	Attitude	66
		Competency	14
		Conduct	71
		Knowledge	1
Service Delivery	Education	Access to Education	1
		Quality of Education	0
		Variety and Relevance of Courses Provided	0
Service Delivery	Food	Dietary Requirements (Medical and/or Cultural)	0
		Quality	22
		Quantity	4
		Specific Meals	12
		Variety	6
Service Delivery	Health and Wellbeing	Access to Medical Services	11
		Access to Mental Health Services	0
		Access to Physical Health Services	0
		Disability Related Concerns	28
		Gender Related Concerns	3
Service Delivery	Programs / Activities	Access to Programs and Activities	17

Complaint Theme	Category	Sub-categories	Number of Complaints 2024-25
		Appropriate Cultural Programs	0
		Variety and Relevance of Programs Provided	3
Total			343

Additional Metrics	Total
Number of positive feedback comments ¹	117
Number of negative feedback comments ²	343
Total number of feedback comments	460
% complaints resolved within policy timeframes	70%

Source: Gov SAfety

¹ Total number of recorded compliments and suggestions

² Total number of recorded complaints

Data for previous years is available at: [Data.SA - Annual Reporting - DHS Annual Report Data](#)

Service Improvements

The following summarises actions by the department to improve its management of complaints, and service improvements resulting from complaints or client feedback in 2024-25:

- Children and young people in custody at the Kurlana Tapa Youth Justice Centre play an active role in shaping the programs and activities available to them. Through regular feedback and consultation, they share their interests and goals, which ensures that programs and activities are meaningful, engaging, and responsive to their needs. This has resulted in a diverse range of programs and activities being delivered in 2024-25 including:
 - legal services and financial literacy workshops
 - basketball training sessions with a pathway to community-based mentoring services post-release

- swimming lessons to promote physical wellbeing, water safety and confidence
- a running program to build endurance and discipline
- football training sessions to support teamwork and fitness
- African Soul Drumming, which is a rhythmic, therapeutic group experience
- a range of inclusion programs designed specifically for young people who do not identify with a specific cultural group or have the eligibility to attend targeted cultural programs.
- Disability Services appointed a Client Engagement Manager to lead and coordinate strategic initiatives focused on client voice, community inclusion and best practice. During the past year, the directorate also:
 - Conducted the annual client satisfaction survey, providing a structured opportunity for clients and families to share feedback on service experiences.
 - Developed a Client Engagement Framework and draft Client Engagement Plan in consultation with clients, families and external stakeholders to create a whole-of-service approach to listening and acting on client voice.
 - Reinvigorated the Collaborative Client Forum advisory group. The role of the client-led advisory group is to share their ideas and experiences and provide feedback on the services delivered by Disability Services.
 - Developed a Community Noticeboard intranet page for staff ideas based on client feedback and conversations with local councils to support improved community participation and inclusion.
- In response to feedback from disability stakeholders and advocacy organisations regarding the readability of concessions application forms, ConcessionsSA developed and implemented Easy Read application forms for household concessions and the companion card.

Compliance Statement

The Department of Human Services is compliant with Premier and Cabinet Circular 039 - complaint management in the South Australian public sector.	Yes
The Department of Human Services has communicated the content of PC 039 and the agency's related complaints policies and procedures to employees.	Yes

Appendix: Audited financial statements 2024-25



Level 9
State Administration Centre
200 Victoria Square
Adelaide SA 5000
Tel +618 8226 9640
ABN 53 327 061 410
enquiries@audit.sa.gov.au
www.audit.sa.gov.au

To the Chief Executive Department of Human Services

Opinion

I have audited the financial report of the Department of Human Services for the financial year ended 30 June 2025.

In my opinion, the accompanying financial report gives a true and fair view of the financial position of the Department of Human Services as at 30 June 2025, its financial performance and cash flows for year then ended in accordance with relevant Treasurer's Instructions issued under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards.

The financial report comprises:

- a Statement of Comprehensive Income for the year ended 30 June 2025
- a Statement of Financial Position as at 30 June 2025
- a Statement of Changes in Equity for the year ended 30 June 2025
- a Statement of Cash Flows for the year ended 30 June 2025
- notes, comprising material accounting policy and other explanatory information
- a Statement of Administered Comprehensive Income for the year ended 30 June 2025
- a Statement of Administered Financial Position as at 30 June 2025
- a Statement of Administered Cash Flows for the year ended 30 June 2025
- a Schedule of Income and Expense attributable to Administered Items for the year ended 30 June 2025
- notes, comprising material accounting policy and other explanatory information for administered items
- a Certificate from the Chief Executive and the Chief Financial Officer.

Basis for opinion

I conducted the audit in accordance with the *Public Finance and Audit Act 1987* and Australian Auditing Standards. My responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial report' section of my report. I am independent of Department of Human Services. The *Public Finance and Audit Act 1987* establishes the independence of the Auditor-General. In conducting the audit, the relevant ethical requirements of APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* have been met.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the Chief Executive for the financial report

The Chief Executive is responsible for the preparation of the financial report that gives a true and fair view in accordance with relevant Treasurer's Instructions issued under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Chief Executive is responsible for assessing the entity's ability to continue as a going concern, taking into account any policy or funding decisions the government has made which affect the continued existence of the entity. The Chief Executive is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial report

As required by section 31(1)(b) of the *Public Finance and Audit Act 1987*, I have audited the financial report of the Department of Human Services for the financial year ended 30 June 2025.

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Department of Human Services' internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Chief Executive
- conclude on the appropriateness of the Chief Executive's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the opinion. My conclusion is based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause an entity to cease to continue as a going concern
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

My report refers only to the financial report described above and does not provide assurance over the integrity of electronic publication by the entity on any website nor does it provide an opinion on other information which may have been hyperlinked to/from the report.

I communicate with the Chief Executive about, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during the audit.



Andrew Blaskett
Auditor-General

23 September 2025

Department of Human Services

Financial Statements
For the year ended 30 June 2025

Department of Human Services
Certification of Financial Statements
for the year ended 30 June 2025

We certify that the:

- financial statements of the Department of Human Services:
 - are in accordance with the accounts and records of the department;
 - comply with relevant Treasurer's Instructions;
 - comply with relevant accounting standards; and
 - present a true and fair view of the financial position of the department at the end of the financial year and the result of its operations and cash flows for the financial year.
- internal controls employed by the Department of Human Services for the financial year over its financial reporting and its preparation of the financial statements have been effective.



Sandy Pitcher
Chief Executive

15 September 2025



Nick Ashley
Chief Financial Officer

15 September 2025

Department of Human Services
Statement of Comprehensive Income
for the year ended 30 June 2025

		2025	2024
	Note	\$'000	\$'000
<u>Income</u>			
Appropriation	3.1	1 203 409	981 178
Fees and charges	3.2	7 439	7 816
Grants and subsidies	3.3	70 731	152 636
Intra-government transfers	3.4	30 271	9 355
Sales of goods and services	3.5	158 540	128 147
Resources received free of charge	3.6	6 883	6 128
Other income	3.7	3 076	4 172
Total income		1 480 349	1 289 432
<u>Expenses</u>			
Employee related expenses	4.1	330 302	292 877
Supplies and services	4.2	110 594	97 216
Grants and funded services	4.4	170 855	84 694
NDIS expenses	4.5	880 724	808 253
Assets transferred for nil consideration	4.6	14 690	-
Net loss from disposal of assets	4.7	108	48
Depreciation and amortisation	5.7	8 268	6 403
Other expenses	4.8	1 361	845
Total expenses		1 516 902	1 290 336
Net result		(36 553)	(904)
<u>Other comprehensive income</u>			
Items that will not be reclassified to net result			
Changes in property, plant and equipment asset revaluation surplus		17 721	67 369
Total other comprehensive income		17 721	67 369
Total comprehensive result		(18 832)	66 465

The accompanying notes form part of these financial statements. The net result and total comprehensive result are attributable to the SA Government as owner.

Department of Human Services
Statement of Financial Position
as at 30 June 2025

	Note	2025 \$'000	2024 \$'000
<u>Current assets</u>			
Cash and cash equivalents	5.2, 7.2	224 218	218 709
Receivables	5.3	28 252	43 498
Inventories	5.4	296	253
Non-current assets held for sale	5.6	1 467	-
Total current assets		254 233	262 460
<u>Non-current assets</u>			
Receivables	5.3	806	1 155
Property, plant and equipment	5.7	190 578	176 257
Capital works in progress	5.10	776	23 962
Intangible assets	5.11	-	313
Total non-current assets		192 160	201 687
Total assets		446 393	464 147
<u>Current liabilities</u>			
Payables	6.2	20 231	23 052
Other financial liabilities	6.3	329	1 309
Employee related liabilities	6.4	48 008	45 362
Provisions	6.5	12 894	10 817
Other non-financial liabilities	6.6	1 079	1 095
Total current liabilities		82 541	81 635
<u>Non-current liabilities</u>			
Other financial liabilities	6.3	1 085	2 475
Employee related liabilities	6.4	36 694	35 193
Provisions	6.5	46 694	40 624
Other non-financial liabilities	6.6	2 724	3 379
Total non-current liabilities		87 197	81 671
Total liabilities		169 738	163 306
Net assets		276 655	300 841
<u>Equity</u>			
Contributed capital		74 325	74 325
Retained earnings		109 523	140 441
Asset revaluation surplus		92 807	86 075
Total equity		276 655	300 841

The accompanying notes form part of these financial statements. The total equity is attributable to the SA Government as owner.

Department of Human Services
Statement of Changes in Equity
for the year ended 30 June 2025

		Contributed capital \$'000	Asset revaluation surplus \$'000	Retained earnings \$'000	Total equity \$'000
	Note				
Balance at 1 July 2023		74 325	18 706	141 345	234 376
Net result for 2023-24		-	-	(904)	(904)
Gain/(loss) on revaluation of property, plant and equipment		-	67 369	-	67 369
Total comprehensive result for 2023-24		-	67 369	(904)	66 465
Balance at 30 June 2024		74 325	86 075	140 441	300 841
Prior period adjustments			-	(3 563)	(3 563)
Adjusted balance at 1 July 2024		74 325	86 075	136 878	297 278
Net result for 2024-25		-	-	(36 553)	(36 553)
Gain on revaluation of land and buildings		-	17 721	-	17 721
Total comprehensive result for 2024-25		-	17 721	(36 553)	(18 832)
Net liabilities transferred in from an administrative restructure	1.3	-	-	(1 791)	(1 791)
Transfer between equity components		-	(10 989)	10 989	-
Balance at 30 June 2025		74 325	92 807	109 523	276 655

The accompanying notes form part of these financial statements. All changes in equity are attributable to the SA Government as owner.

Department of Human Services
Statement of Cash Flows
for the year ended 30 June 2025

	Note	2025 \$'000	2024 \$'000
<u>Cash flows from operating activities</u>			
<u>Cash inflows</u>			
Appropriation		1 203 409	981 178
Fees and charges		9 394	7 335
Grants and subsidies		66 272	152 636
Intra-government transfers		34 730	9 355
Sales of goods and services		178 115	118 635
GST recovered		31 139	24 765
Other receipts		3 076	4 145
<u>Cash outflows</u>			
Employee related payments		(320 787)	(298 129)
Supplies and services		(118 548)	(103 216)
Grants and funded services		(190 939)	(97 755)
NDIS contributions		(881 704)	(747 166)
Other		(879)	(454)
GST paid to the ATO		(5 259)	-
Net cash from/(used in) operating activities	7.2	8 019	51 329
<u>Cash flows from investing activities</u>			
<u>Cash inflows</u>			
Proceeds from sale of assets		-	910
<u>Cash outflows</u>			
Purchase of property, plant and equipment and intangible assets		(1 068)	(6 186)
Net cash from/(used in) investing activities		(1 068)	(5 276)
<u>Cash flows from financing activities</u>			
<u>Cash outflows</u>			
Repayment of principal portion of lease liabilities		(1 442)	(997)
Net cash from/(used in) financing activities		(1 442)	(997)
Net increase/(decrease) in cash and cash equivalents		5 509	45 056
Cash and cash equivalents at the beginning of the period		218 709	173 653
Cash and cash equivalents at the end of the period	5.2, 7.2	224 218	218 709

The accompanying notes form part of these financial statements.

Department of Human Services

Notes to and forming part of the financial statements

for the year ended 30 June 2025

1. About the Department of Human Services

The Department of Human Services (the department) is a government department of South Australia, established pursuant to the *Public Sector Act 2009* as an administrative unit acting on behalf of the Crown.

The department does not control any other entity and has no interests in unconsolidated structured entities. The financial statements and accompanying notes include all the controlled activities of the department.

The department has administered activities and resources. Transactions and balances relating to administered items are presented in the administered financial statements separately.

1.1. Basis of preparation

These financial statements are general purpose financial statements prepared in compliance with:

- section 23 of the *Public Finance and Audit Act 1987*;
- Treasurer's Instructions and Accounting Policy Statements (APS) issued by the Treasurer under the *Public Finance and Audit Act 1987*; and
- relevant Australian Accounting Standards.

Material accounting policies are set out throughout the notes.

No Australian Accounting Standards have been early adopted.

For the purposes of preparing the financial statements, the department is a not-for-profit entity. The financial statements are prepared based on a 12 month reporting period and presented in Australian currency. All amounts in the financial statements and accompanying notes have been rounded to the nearest thousand dollars (\$'000). The historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured.

Assets and liabilities that are to be sold, consumed or realised as part of the normal operating cycle have been classified as current assets or current liabilities. All other assets and liabilities are classified as non-current.

The department is liable for fringe benefits tax (FBT) and goods and services tax (GST).

Income, expenses and assets are recognised net of the amount of GST except:

- when the GST incurred on a purchase of goods or services is not recoverable from the Australian Taxation Office (ATO), in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item applicable;
- receivables and payables, which are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis, and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the ATO is classified as part of operating cash flows.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

1.2. Objectives and Programs

Objectives

The department delivers strategies, programs and services that improve the wellbeing and safety of South Australians.

Program 1: Women, Equality and Domestic, Family and Sexual Violence Prevention

The Women, Equality and Domestic, Family and Sexual Violence (DFSVM) Prevention program supports the full, safe and equal participation of women in the social and economic life of the state. Priorities include leading and coordinating the state government's response to the Royal Commission into Domestic, Family and Sexual Violence, implementing strategies to address and prevent DFSVM; striving for equality for women in all areas of the community; and increasing women's economic participation and leadership. The program provides cross government leadership on strategies and policy that promotes gender equality, strategic development and coordination of services that promote women's safety. It also provides funding and contract management of key initiatives including the Domestic and Family Violence Safety Alliance and those with a focus on domestic and family violence prevention and response. This program includes statewide information and referral services through the Women's Information Service (WIS).

Program 2: Communities and Families

The Communities and Families program commissions, funds and delivers services that improve the lives of individuals and families across South Australia. The program fosters inclusion, participation, safety, wellbeing and resilience across the South Australian community, including through place-based responses.

The program includes concessions and rebates which increase financial resilience; investing in the community through grants and funding; family preservation and support services to keep children safe in their families and communities and connected to culture; interpreting and translating services; employment related screening services and the regulation of restrictive practices in NDIS services. It also includes strategies to support young and ageing South Australians and increase volunteering.

The program actively partners and collaborates with Aboriginal people, communities and organisations, sharing decision-making and seeking to work in culturally appropriate ways.

Program 3: Youth Justice

The Youth Justice program is responsible for supervising children and young people on community-based youth justice mandates and in custody at Kurlana Tapa Youth Justice Centre.

Youth Justice contributes to community safety by supporting children and young people to desist from offending behaviour.

Program 4: Disability

The Disability program includes strategies to advance the inclusion of people with a disability by working with Commonwealth and state government agencies, the National Disability Insurance Agency (NDIA), the non-government sector and the broader disability community. It includes state disability reform and national disability policy, as well as direct service provision.

Program 5: Homelessness

The Homelessness program is responsible for strategic oversight and commissioning of the specialist homelessness sector. This program provides support to individuals and families who are experiencing or at risk of experiencing homelessness, management of homelessness information and data systems, and the extreme weather response.

The table on the following page presents income and expenses attributable to each program. Assets and liabilities are not disclosed as they cannot be reliably allocated across the programs.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

1.2. Objectives and Programs (continued)

Expenses and Income by program

	Women, Equality and Domestic, Family and Sexual Violence Prevention		Communities and Families		Youth Justice	
	2025	2024	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<u>Income</u>						
Appropriation	-	-	-	-	-	-
Fees and charges	23	27	1 353	976	246	257
Grants and subsidies	11 660	11 129	36 413	35 313	294	12
Intra-government transfers	-	-	-	-	-	-
Sales of goods and services	-	3	25 212	19 207	-	26
Resources received free of charge	74	74	2 359	1 860	767	686
Other income	22	71	2 011	2 356	251	311
Total income	11 779	11 304	67 348	59 712	1 558	1 292
<u>Expenses</u>						
Employee related expenses	4 293	3 294	100 099	75 974	40 040	35 216
Supplies and services	1 493	1 311	51 467	38 121	9 444	8 915
Grants and funded services	38 535	16 382	70 889	66 649	1 685	1 041
NDIS expenses	-	-	-	-	-	-
Assets transferred for nil consideration	-	-	-	-	14 690	-
Net loss from disposal of assets	-	-	32	2	10	-
Depreciation and amortisation	137	105	2 051	1 645	3 556	2 721
Other expenses	10	16	301	265	677	95
Total expenses	44 468	21 108	224 839	182 656	70 102	47 988
Net result	(32 689)	(9 804)	(157 491)	(122 944)	(68 544)	(46 696)

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

1.2. Objectives and Programs (continued)

	Disability		Homelessness		General / Not Attributable		Total	
	2025	2024	2025	2024	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<u>Income</u>								
Appropriation	-	-	-	-	1 203 409	981 178	1 203 409	981 178
Fees and charges	5 806	6 555	11	-	-	-	7 439	7 816
Grants and subsidies	22 325	106 182	39	-	-	-	70 731	152 636
Intra-government transfers	-	-	-	-	30 271	9 355	30 271	9 355
Sales of goods and services	133 328	108 912	-	-	-	-	158 540	128 147
Resources received free of charge	3 649	3 508	34	-	-	-	6 883	6 128
Other income	786	1 434	6	-	-	-	3 076	4 172
Total income	165 894	226 591	90	-	1 233 680	990 533	1 480 349	1 289 432
<u>Expenses</u>								
Employee related expenses	184 211	178 393	1 659	-	-	-	330 302	292 877
Supplies and services	47 843	48 869	347	-	-	-	110 594	97 216
Grants and funded services	1 129	622	58 617	-	-	-	170 855	84 694
NDIS expenses	880 724	808 253	-	-	-	-	880 724	808 253
Assets transferred for nil consideration	-	-	-	-	-	-	14 690	-
Net loss from disposal of assets	66	46	-	-	-	-	108	48
Depreciation and amortisation	2 507	1 932	17	-	-	-	8 268	6 403
Other expenses	370	469	3	-	-	-	1 361	845
Total expenses	1 116 850	1 038 584	60 643	-	-	-	1 516 902	1 290 336
Net result	(950 956)	(811 993)	(60 553)	-	1 233 680	990 533	(36 553)	(904)

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

1.3. Changes to the department

Transfers in

Homelessness Services

As a result of an administrative arrangements outlined in the South Australian Government Gazette on 27 June 2024, the functions of Homelessness Services transferred from the South Australian Housing Trust to the department. The effective date of the transfer was 1 July 2024.

Office for Ageing Well

As a result of an administrative arrangements outlined in the South Australian Government Gazette on 27 June 2024, the Office for Ageing Well transferred from the Department for Health and Wellbeing to the department. The effective date of the transfer was 1 July 2024.

The following assets and liabilities were transferred to the department:

	Homelessness Services 1 July 2024 \$'000	Office for Ageing Well 1 July 2024 \$'000	Total \$'000
Employee related liabilities	235	1 556	1 791
Total liabilities	235	1 556	1 791
Total net liabilities transferred	(235)	(1 556)	(1 791)

Net assets assumed by the department because the administrative restructure are the carrying amount of those assets and liabilities in the transferor's Statement of Financial Position immediately prior to transfer. The net assets transferred were treated as contributions by the government as owner.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

1.4. Budget performance

The budget performance table compares the department's outcomes against budget information presented to Parliament (2024-25 Budget Paper 4). Appropriation reflects appropriation issued to special deposit accounts controlled by the department. The budget amounts have not been adjusted to reflect revised budgets or administrative restructures. The budget process is not subject to audit.

Statement of Comprehensive Income	Note	Original budget 2025 \$'000	Actual 2025 \$'000	Variance \$'000
<u>Income</u>				
Appropriation		1 118 873	1 203 409	84 536
Fees and charges		12 683	7 439	(5 244)
Grants and subsidies		35 272	70 731	35 459
Intra-government transfers		29 060	30 271	1 211
Sales of goods and services		163 086	158 540	(4 546)
Resources received free of charge		-	6 883	6 883
Other income		768	3 076	2 308
Total income		1 359 742	1 480 349	120 607
<u>Expenses</u>				
Employee related expenses		303 809	330 302	26 493
Supplies and services		60 479	110 594	50 115
Grants and funded services		106 226	170 855	64 629
NDIS expenses		880 832	880 724	(108)
Assets transferred for nil consideration		-	14 690	14 690
Net loss from disposal of assets		-	108	108
Depreciation and amortisation		7 966	8 268	302
Other expenses		10 339	1 361	(8 978)
Total expenses		1 369 651	1 516 902	147 251
Net result		(9 909)	(36 553)	(26 644)
<u>Other comprehensive income</u>				
Items that will not be reclassified to net result				
Changes in property, plant and equipment asset revaluation surplus		-	17 721	17 721
Total other comprehensive income		-	17 721	17 721
Total comprehensive result		(9 909)	(18 832)	(8 923)

	Original budget 2025 \$'000	Actual 2025 \$'000	Variance \$'000
Investing expenditure summary			
Total new and existing projects	2 387	1 173	(1 214)
Total annual programs and leases	2 635	4 348	1 713
Total investing expenditure	5 022	5 521	499

Explanations are provided for variances where the variance exceeds the greater of 10% of the original budgeted amount and 5% of original budgeted total expenses. There are no variances in 2024-25 that exceed both thresholds.

Department of Human Services

Notes to and forming part of the financial statements

for the year ended 30 June 2025

1.5. Significant transactions with government related entities

Significant transactions with the SA Government are identifiable throughout this financial report, including:

- Note 3.3. Grants and subsidies
- Note 3.4 Intra-government transfers
- Note 4.2 Accommodation provided by the Department for Infrastructure and Transport.

2. Board and committees

The Chief Executive is responsible to the Premier and the department's Ministers for supporting the achievement of the Government's objectives, the effective management of the department and the general conduct of its employees. A performance agreement, developed between the Chief Executive and the Ministers, outlines key agency leadership priorities and indicators of success for the financial year.

The Executive Leadership Team (ELT) is the principal governance and management body of DHS. ELT supports the Chief Executive to set and effectively monitor the strategic agenda, direction, governance, performance and culture of the department.

DHS board and committees are tasked with providing oversight and leadership of specific department responsibilities. This includes the Risk Management and Audit Committee which is responsible for overseeing risk management, internal controls, financial reporting, auditing and monitoring compliance with laws, policies and relevant codes of conduct, and reports to the Chief Executive.

2.1. Key management personnel

Key management personnel of the department include the Minister, the Chief Executive and 8 executive positions.

The compensation disclosed in this note excludes salaries and other benefits the Ministers receive. The Ministers' remuneration and allowances are set by the *Parliamentary Remuneration Act 1990* and the Remuneration Tribunal of SA respectively and are payable from the Consolidated Account under section 6 the *Parliamentary Remuneration Act 1990*. Refer to the administered financial statement.

	2025 \$'000	2024 \$'000
Compensation		
Salaries and other short term employee related expenses	2 679	2 262
Post-employment benefits	308	260
Termination benefits	-	175
Total compensation	2 987	2 697

Transactions with key management personnel and other related parties

The department had no material transactions or balances and/or transactions outside normal day-to-day operations to disclose during the reporting period with key management personnel or their close family.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

2.2. Board and committee members

Members during the 2024-25 financial year were:

Risk Management and Audit Committee

C Mitchell	Chair
N Ashley*	Member
E Moran	Member
A Reid*	Member
S Waters	Member

Premier's Council for Women

F Dorman	Chair	
K Briggs	Member	
K Jamieson	Member	
S Mapuvire	Member	
I Marshall	Member	Expired
K Mundy	Member	
N Saunders*	Member	
M Smith	Member	Resigned
N Wade	Member	Expired
K Wanganeen	Member	Appointed

Grants SA Assessment Panel

L Albrecht	Member	Reappointed
C Bell	Member	Reappointed
T Biddlecombe	Member	Reappointed
I Bosio	Member	Reappointed
R Cunningham	Member	Resigned
C Duncan	Member	Reappointed
E Frankel	Member	Expired
P Gale	Member	Reappointed
K House	Member	Resigned
B Nolan	Member	Reappointed
J Russo	Member	Reappointed
S Ryan	Member	Reappointed
J Stone	Member	Expired
N Vassos	Member	Resigned
D Webb	Member	Reappointed

State Emergency Relief Fund Committee

R Ambler*	Chair	
N Ashley*	Member	
K Barr*	Member	
M Bradley*	Member	Appointed
L Connell*	Member	Expired
T Forde*	Member	
M Griffiths*	Member	
S Paul*	Member	
N Schranz*	Member	Resigned

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

2.2. Board and committee members (continued)

Disability Minister's Advisory Council

A Francis	Chair	Appointed
S Anna-Faria	Member	Appointed
B Caldwell	Member	Appointed
K Chia	Member	Reappointed
T Colquhoun	Member	Appointed
N Cook*	Member (Ex Officio)	Reappointed
S Crowley	Member	Reappointed
E Fraser-Barbour	Member	Expired
V Heather	Member	Appointed
A Holden	Member	Appointed
B Lambert	Member	Reappointed
K Langton	Member	Expired
S Maso	Member	Resigned
J Mcloughlin	Member	Expired
R Nankivell	Member	Appointed
B Owen	Member	Reappointed
S Philavong	Member	Expired
P Saunders	Member	Appointed
S Secomb	Member	Appointed
A Shiell	Member	Expired
M Taggart	Member	Expired
G Taylor	Member	Appointed

LGBTIQA+ Minister's Advisory Council

Varo*	Chair	Reappointed
J Anderson	Member	Reappointed
M Barnes	Member	Reappointed
S Bates	Member	Appointed
K Bird	Member	Appointed
L Brinsley	Member	Expired
N Cook*	Member (Ex Officio)	Reappointed
K Gbla	Member	Reappointed
L Hackworth*	Member	Reappointed
R Hatwell	Member	Appointed
A Hawkins-Nicholls	Member	Expired
S Henschke	Member	Expired
G Kellis	Member	Appointed
K Lawler*	Member	Appointed
B Mcaloney	Member	Expired
T Masson*	Member	Appointed
S Moran	Member	Expired
J Scott	Member	Appointed
H Skene	Member	Appointed
L Solonsch	Member	Reappointed
L Tong	Member	Appointed
L Young	Member	Expired
T Young	Member	Expired

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

2.2. Board and committee members (continued)

Youth Minister's Advisory Council

Z Leblond	Chair	Reappointed
S Ali	Member	Appointed
J Bingham	Member	Reappointed
L Boundey	Member	Reappointed
A Burgos-Garabelli	Member	Expired
A Cook	Member	Expired
N Cook*	Member (Ex Officio)	Reappointed
W Day	Member	Expired
E Gill	Member	Appointed
S Green	Member	Reappointed
T Hoey	Member	Appointed
A Hughes	Member	Appointed
T Manivel	Member	Appointed
J Munyonge	Member	Expired
A Musarra	Member	Reappointed
S Richards	Member	Expired
T Sanderson-Bromley	Member	Expired
H Staunton	Member	Appointed
J Tefler	Member	Appointed
J Tresidder	Member	Appointed
R Vijayan	Member	Appointed

South Australian Gender Pay Gap Taskforce

Taskforce creased on 31 March 2025

S Andrews*	Chair	Expired
O Bennell	Member	Resigned
N Brown	Member	Expired
J Carney*	Member	Expired
A Kay	Member	Expired
A Kendall	Member	Expired
C Kulik	Member	Expired
M O'Callaghan	Member	Expired
J Pickering	Member	Expired
J Purdie	Member	Resigned
E Ranieri*	Member	Expired
S Vas Dev*	Member (Ex Officio)	Expired
R Womersley	Member	Expired

* Government employees did not receive any remuneration for board/committee duties during the financial year in accordance with the Premier and Cabinet's Circular PC016, *Remuneration for Government Appointed Part-time Board and Committee*.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

2.2. Board and committee members (continued)

Board and committee remuneration

Remuneration of members reflects all costs of performing board/committee member duties including sitting fees, superannuation contributions, salary sacrifice benefits, fringe benefits and any related fringe benefits tax paid.

The number of members whose remuneration received or receivable falls within the following bands:

	2025	2024
\$0	61	17
\$1 - \$19 999	54	77
Total number of members	115	94

The total remuneration received or receivable by members was \$0.057 million (2024: \$0.074 million). Where a board or committee member has been appointed, resigned, retired or ceased their term during the year, this has been disclosed above.

3. Income

3.1. Appropriation

	2025 \$'000	2024 \$'000
Appropriation from Consolidated Account pursuant to the <i>Appropriation Act</i>	1 203 409	963 281
Appropriation from Governor's Appropriation Fund	-	17 897
Total appropriation	1 203 409	981 178
 Net revenues from SA Government	 1 203 409	 981 178

Appropriation is recognised upon receipt.

Appropriation pursuant to the *Appropriation Act* (the Act) consists of \$1,203.409 million (2024: \$963.281 million) used for operational funding, inclusive of \$5.022 million (2024: \$8.613 million) for capital projects.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

3.2. Fees and charges

	2025	2024
	\$'000	\$'000
Client fees	4 640	5 004
Business services	1 472	1 453
Rent	984	1 188
Other fees and charges	343	171
Total fees and charges	7 439	7 816

Client fees relates to supported accommodation provided to DHS managed clients to help offset the cost of supporting the daily living needs, including provision of utilities, groceries, household consumables etc. Revenue is recognised at a point in time when the support is provided.

Business services are provided to the SA Housing Trust (SAHT) as per the Memorandum of Administrative Arrangements (MOAA), where revenue is recognised when services are provided.

All other fees and charges are recognised upon receipt.

3.3. Grants and subsidies

	2025	2024
	\$'000	\$'000
Commonwealth-sourced grants		
Disability Support for Older Australians	15 874	17 990
Family, Domestic and Sexual Violence Response	9 852	10 347
Residential Aged Care	3 371	3 535
Safety and Wellbeing Programme	1 200	1 260
Living Safe Together Intervention Program Expansion	748	748
DisabilityCare Australia Fund	-	83 430
Other	3 105	3 281
Total Commonwealth-sourced grants	34 150	120 591
SA Government grants and subsidies		
National Education Reform Agreement	21 760	21 230
Community Development Fund	3 400	3 000
APY Lands Youth Programs and Family Services	2 662	2 676
Screening System Transformation	2 636	2 100
Funding Central System Replacement	1 823	-
Other grants from SA Government agencies	4 300	3 039
Total SA Government grants and subsidies	36 581	32 045
Total grants and subsidies	70 731	152 636

The Disability Support for Older Australians is funded under an agreement between the Commonwealth and the department. Revenue is recognised at a point in time and adjusted at the end of the financial year for any unspent funding.

All other Commonwealth-sourced grants and funding are recognised in accordance with AASB 1058 as income on receipt.

SA Government grants and subsidies and transfers are recognised as income on receipt. The funding arrangements either have no enforceable agreement or the performance obligations are not sufficiently specific.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

3.4. Intra-government transfers

	2025	2024
	\$'000	\$'000
Transfer received from other SA Government entities		
DTF Contingency Fund - Other	30 271	8 604
DTF Contingency Fund - TVSP reimbursement	-	751
Total intra-government transfers	30 271	9 355

Intra-government transfers are recognised as income on receipt.

3.5. Sales of goods and services

	2025	2024
	\$'000	\$'000
Provision of disability support services	133 327	109 009
Screening check fees	17 809	12 171
Interpreter and translator services	7 404	6 967
Total sales of goods and services	158 540	128 147

The department recognises revenue from the following major sources:

Provision of disability support services

Care is provided in group homes and facilities to provide assistance with daily personal care and community activities. This includes services such as supported independent living, community participation and support coordination. Revenue is recognised at a point in time which is when the support is provided. These services are billed in arrears.

Screening check fees

The department's screening unit provides checks of workers and volunteers to organisations, contributing to creating safe environments for children and other vulnerable people. Prices are set by the State Government, with volunteer checks provided free of charge.

Approximately 89% of requests are paid upon request and approximately 11% paid by account. Refunds may occasionally occur within a few days of the initial request, often due to a request relating to a current existing screening check.

After a request, the screening check is usually provided within three weeks, with the exception of a small number of checks that may require further investigation or are complex in nature. Revenue is recognised at a point in time that the screening check is requested.

Interpreter and translator services

The department's Interpreting and Translating Centre (ITC) provides interpreting and translating assignments to private and business clients from a wide range of cultural and linguistic backgrounds.

Base fee schedules are used to calculate each service request. In some instances, a service may change upon delivery. For example, an extension in translating is required at the time of providing the service and the quoted price may be adjusted. Revenue is recognised when the service is provided.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

3.6. Resources received free of charge

	2025	2024
	\$'000	\$'000
Shared Services SA (SSSA)	4 720	4 291
Department of Treasury and Finance (DTF)	1 851	1 837
Audit Office of South Australia (Audit SA)	312	-
Total resources received free of charge	6 883	6 128

Contributions of services are recognised only when a fair value can be determined reliably, and the services would be purchased if they had not been donated.

Following Cabinet's approval to cease intra-government charging, the department receives Financial Accounting, Taxation, Payroll, Accounts Payable and Accounts Receivable services from SSSA valued at \$4.720 million (2024: \$4.291 million). In addition, DTF provides ICT services valued at \$1.804 million (2024: \$1.791 million) and media monitoring services valued at \$0.047 million (2024: \$0.046 million). During 2024-25, the department also received audit services free of charge from Audit SA valued at \$0.312 million.

3.7. Other income

	2025	2024
	\$'000	\$'000
Recoveries	2 574	3 934
Other	502	238
Total other income	3 076	4 172

Recoveries mainly relate to the recovery of funds for grants, salaries and wages and goods and services.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

4. Expenses

4.1. Employee related expenses

	2025	2024
	\$'000	\$'000
Salaries and wages	236 790	218 891
Superannuation	29 968	26 688
Annual leave	23 714	22 561
Workers compensation	16 787	1 211
Payroll Tax	14 656	13 553
Long service leave	5 650	6 919
Skills and experience retention leave	971	914
Targeted voluntary separation packages	555	1 156
Eligible termination payments	540	288
Board and committee fees	58	86
Other employee related expenses	613	610
Total employee related expenses	330 302	292 877

The superannuation expense represent the department's contributions to superannuation plans in respect of current services of current employees.

Remuneration of employees

The number of employees whose remuneration received or receivable falls within the following bands:

	2025	2024
	No.	No.
\$166,001 to \$171,000*	n/a	4
\$171,001 to \$191,000	15	9
\$191,001 to \$211,000	13	4
\$211,001 to \$231,000	4	8
\$231,001 to \$251,000	8	8
\$251,001 to \$271,000	4	2
\$271,001 to \$291,000	1	2
\$291,001 to \$311,000	1	1
\$311,001 to \$331,000	3	-
\$331,001 to \$351,000	-	1
\$351,001 to \$371,000	1	3
\$371,001 to \$391,000	1	-
\$391,001 to \$411,000	-	1
\$451,001 to \$471,000	1	-
\$471,001 to \$491,000	-	1
\$551,001 to \$571,000	1	-
Total	53	44

The table includes all employees who received remuneration equal to or greater than the base executive remuneration level during the year.

Total remuneration received by these employees for the year was \$12.478 million (2024: \$10.471 million).

Remuneration of employees reflects all costs of employment including salaries and wages, payments in lieu of leave, superannuation contributions, salary sacrifice benefits and fringe benefits and any fringe benefits tax paid or payable in respect of those benefits as well as any termination benefits for employees who left the department.

*This band has been included for the purposes of reporting comparative figures based on the executive base level remuneration rate for 2023-24.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

4.1. Employee related expenses (continued)

Targeted voluntary separation packages (TVSPs)

The number of employees who received a TVSP during the reporting period was 6 (2024: 12).

	2025	2024
	\$'000	\$'000
Amounts paid to separated employees:		
Targeted voluntary separation packages	555	1 156
Leave paid to separated employees	138	674
Recovery from the DTF	-	(751)
Net cost to the department	693	1 079

4.2. Supplies and services

	2025	2024
	\$'000	\$'000
Contractors and agency staff	21 273	23 271
Information technology and communication charges	16 888	14 081
Accommodation	15 629	13 733
Brokerage care services	13 697	9 536
Business services	7 242	6 544
Client related expenses	6 890	6 769
Crimtrac history check fees	4 996	3 078
Motor vehicles	3 800	2 848
Minor equipment	3 484	3 113
Insurance	1 903	1 107
Seminars courses and training	1 723	1 593
Printing, stationery, postage and periodicals	1 581	1 619
Repairs and maintenance	1 440	1 392
Travel and accommodation	1 332	1 367
Consultants	369	315
Drugs and medical supplies	233	264
Low-value leases	115	66
Short term leases	111	202
Other	7 888	6 318
Total supplies and services	110 594	97 216

Accommodation

Most of the department's accommodation is provided by the Department for Infrastructure and Transport (DIT) under Memoranda of Administrative Arrangement (MoAA) issued in accordance with Government-wide accommodation policies. These arrangements do not meet the definition of a lease and accordingly are expensed.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

4.3. Expenditure – SA Business and Non-SA Business

The following table includes all expenditure in relation to contracts above \$55,000 (GST inclusive) resulting from a procurement as defined in Treasurer's Instructions 18 – *Procurement* (TI 18). Arrangements between public authorities and arrangements with other governments are not included.

Expenditure is inclusive of non-recoverable GST.

	2025 \$'000	Proportion SA and non-SA businesses
Total expenditure with South Australian businesses	151 608	91%
Total expenditure with non-South Australian businesses	14 110	9%
Total expenditure	165 718	100%

Classification of SA business or non-SA business is generally based on circumstances as at the time of entering into a contract. For contracts entered into before 20 February 2023, where sufficient evidence of an assessment made under previous procurement requirements is known to the department, this was used to determine classification. For contracts where such evidence of prior assessment is not available and for all other contracts, classification is based on the definition of an SA business provided in TI 18.

TI 18 defines a business as being South Australian where it operates in South Australia and more than 50% of the workforce delivering the contract resulting from the procurement on behalf of the business are South Australian residents.

The disclosure for expenditure with SA businesses reflects the total spent on contracts within the TI 18 definition and in some instances includes the cost of goods sourced from outside South Australia.

The disclosure includes funded services with not-for-profit organisations. These are procurements to provide goods and/or services on behalf of the department.

In many cases, the determination has been made on the basis of representations made by suppliers at a point in time which has not been subject to independent verification.

4.4. Grants and funded services

Grants and funded services by program	2025 \$'000	2024 \$'000
Homelessness Services	58 617	-
Family, Domestic and Sexual Violence Response	38 534	16 382
Child and Family Support Grants	28 919	29 859
Family and Community Development	12 753	9 864
Community Connections	12 449	11 935
Financial Hardship Programs	8 678	8 357
Aboriginal Community Benefit Grants	5 061	3 999
Other	5 844	4 298
Total grants and funded services	170 855	84 694

Grants and funded services paid are usually subject to terms and conditions set out in the contract, correspondence or by legislation. Funded services are paid to not-for-profit organisations to provide goods and/or services on behalf of the department.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

4.5. NDIS expenses

Total NDIS expenses for the year were \$880.724 million (2024: \$808.253 million). The department makes payments to the NDIA for the NDIS pursuant to the *National Disability Insurance Act 2013* and in accordance with the Bilateral Agreement between the Commonwealth of Australia and the State of South Australia. South Australia's financial contribution is adjusted for transitional provisions including in-kind services that South Australia continue to provide to NDIS participants and invoice wash-up adjustments.

4.6. Assets transferred for nil consideration

	2025 \$'000	2024 \$'000
Land	14 690	-
Total assets transferred for nil consideration	14 690	-

Under the Post Release Supported Accommodation Service initiative, land at Jonal Drive, Cavan was transferred to Department of Correctional Services on 20 November 2024.

4.7. Net gain / (loss) from disposal of assets

	2025 \$'000	2024 \$'000
<u>Assets held for sale</u>		
Proceeds from disposal	-	910
Less carrying amount of assets disposed	-	(931)
Net gain from disposal of asset held for sale	-	(21)
<u>Plant and equipment</u>		
Less carrying amount of assets disposed	(108)	(27)
Net gain/(loss) from disposal of plant and equipment	(108)	(27)
<u>Total disposal of assets</u>		
Total proceeds from disposal	-	910
Less total carrying amount of assets disposed	(108)	(958)
Net gain/(loss) from disposal of owned assets	(108)	(48)
Total net gain/(loss) from disposal of assets	(108)	(48)

4.8. Other expenses

	2025 \$'000	2024 \$'000
Donated assets	587	-
Interest expense on lease liabilities	203	80
Impairment loss	430	-
Impairment of receivables	(204)	393
Other	345	372
Total other expenses	1 361	845

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

4.8. Other expenses (continued)

Other

Audit fees include the fair value of resources received free of charge for audit services received from Audit SA of \$0.312 million (2024: \$0.312 million) for work performed under the *Public Finance and Audit Act 1987*. No other services were provided by Audit SA.

5. Assets

5.1. Financial assets

	2025 Carrying amount \$'000	2024 Carrying amount \$'000
Financial assets measured at amortised cost		
Cash and cash equivalents	224 218	218 709
Contractual receivables	10 204	17 006
Total financial assets	234 422	235 715

5.2. Cash and cash equivalents

	2025 \$'000	2024 \$'000
Deposits with the Treasurer (special deposit accounts)		
Operating Account	222 647	217 084
Other deposits	1 550	1 525
Total deposits with the Treasurer (special deposit accounts)	224 197	218 609
Advance accounts	21	100
Total cash and cash equivalents in the Statement of Financial Position	224 218	218 709
Total cash and cash equivalents in the Statement of Cash Flows	224 218	218 709

Deposits with the Treasurer

Special deposit accounts are established under section 8 of the *Public Finance and Audit Act 1987*. Special deposit accounts must be used in accordance with their approved purpose.

The department does not earn interest on its deposits with the Treasurer. Some of the department's appropriation is deposited into the Accrual Appropriation Excess Funds account. Although the department controls the money in the Accrual Appropriation Excess Funds account, its use must be approved by the Treasurer. The balance of the Accrual Appropriation Excess Fund account at 30 June is \$135.185 million (2024: \$135.185 million).

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

5.3. Receivables

	2025	2024
	\$'000	\$'000
<u>Current</u>		
<u>Contractual receivables</u>		
From SA government entities	2 946	1 113
From non-SA government entities	7 409	16 286
Less impairment loss on contractual receivables	(151)	(393)
Total contractual receivables	10 204	17 006
Recoveries for NDIS contributions	7 684	6 704
Accrued revenue	5 328	17 296
GST input tax recoverable	2 575	-
Prepayments	1 716	1 609
Overpaid salaries	599	618
Other receivables	146	265
Total current receivables	28 252	43 498
<u>Non-current</u>		
Other receivables - workers compensation	806	1 155
Total non-current receivables	806	1 155
Total receivables	29 058	44 653

Contractual receivables arise in the normal course of selling goods and services to other government agencies and to the public. Contractual receivables are normally settled within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement.

It is not anticipated that counter-parties will fail to discharge their obligations, other than those recognised in the impairment loss of receivable. The carrying amount of contractual receivables approximates net fair value due to being receivable on demand.

There is no concentration of credit risk. Refer to note 9.2 for information on risk management.

Receivables, prepayments and accrued revenues are non-interest bearing. Receivables are held with the objective of collecting the contractual cash flows and they are measured at amortised cost.

Impairment of contractual receivables

The department has adopted the simplified impairment approach under AASB 9 *Financial Instruments* and measured lifetime expected credit losses on all contractual receivables using an allowance matrix as a practical expedient to measure the impairment allowance.

Allowance for impairment loss on contractual receivables

	2025	2024
	\$'000	\$'000
Carrying amount at the beginning of the period	393	27
Increase/(decrease) in allowance recognised in profit or loss	(204)	379
Amounts written off	(38)	(13)
Carrying amount at the end of the period	151	393

Impairment losses relate to receivables arising from contracts with customers that are external to SA Government. Refer to note 9.2 for details regarding credit risk and the methodology for determining impairment.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

5.4. Inventories

Total current inventories as at 30 June 2025 is \$0.296 million (2024: \$0.253 million).

Inventories held for distribution at no or nominal consideration are measured at cost and adjusted when applicable for any loss of service potential. Inventories held for sale are measured at the lower of cost or their net realisable value.

Cost for all other inventory is measured on the basis of the first-in, first-out method. Net realisable value is determined using the estimated sales proceeds less costs incurred in marketing, selling and distribution to customers.

Cost of inventories

The cost recognised as an expense for raw materials and consumables is \$0.043 million.

5.5. Useful life and depreciation of non-financial assets

Depreciation expense

All non-current assets, with a limited useful life, are systematically depreciated over their useful lives in a manner that reflects the consumption of their service potential. Land and non-current assets held for sale are not depreciated.

Useful life

Depreciation and amortisation are calculated on a straight-line basis over the estimated useful life as follows:

<i>Class of asset</i>	<i>Useful life (years)</i>
Buildings	1-34
Accommodation and leasehold improvements	2-25
Plant and equipment	3-15
Right-of-use buildings	lease term (1-8 years)
Computer software	3-5

Review of accounting estimates

Assets' residual values, useful lives and amortisation methods are reviewed and adjusted, if appropriate, on an annual basis. Changes in the expected life or the expected pattern of consumption of future economic benefits embodied in the asset are accounted for prospectively by changing the time period or method, as appropriate.

The department revalued its buildings as at 30 June 2025 which resulted in an increase in the fair value of the buildings. The impact of this on future depreciation expense is estimated to be \$1.326 million.

Depreciation and amortisation expenses are presented in the reconciliation tables in note 5.7 and note 5.11.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

5.6. Non-current asset classified held for sale

	2025	2024
	\$'000	\$'000
Land	1 250	-
Building	217	-
Total non-current assets classified as held for sale	1 467	-

A property at Cheltenham was listed on the market during 2024-25 and a property at Moonta is scheduled to be transferred to the South Australia Housing Trust in 2025-26. The fair value hierarchy for non-current assets classified as held for sale is land classified at level 2 and buildings, plant and equipment classified at level 3.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

5.7. Property, plant and equipment by asset class

Property, plant and equipment comprises owned and right-of-use (leased) tangible assets that do not meet the definition of investment property.

Reconciliation 2024-25

	Land \$'000	Buildings \$'000	Accommodation and leasehold improvements \$'000	Plant and equipment \$'000	ROU buildings \$'000	ROU vehicles \$'000	Total \$'000
Carrying amount at 1 July 2024	74 560	89 612	4 150	4 264	1 482	2 189	176 257
Prior period adjustment	-	(2 454)	-	-	-	-	(2 454)
Restated carrying amount at 1 July 2024	74 560	87 158	4 150	4 264	1 482	2 189	173 803
Additions	-	-	-	65	249	3 583	3 897
Disposals	-	-	-	(108)	-	-	(108)
Asset derecognised	-	-	-	-	-	(4 669)	(4 669)
Transfers (to)/from assets held for sale	(1 250)	(217)	-	-	-	-	(1 467)
Donated assets	-	-	-	(587)	-	-	(587)
Impairment assets	-	(429)	-	-	-	-	(429)
Revaluation increment/(decrement)	6 231	11 490	-	-	-	-	17 721
Transfers (to)/from works in progress	-	24 375	-	687	-	-	25 062
Assets transferred out at nil consideration	(14 690)	-	-	-	-	-	(14 690)
Subtotal:	64 851	122 377	4 150	4 321	1 731	1 103	198 533
Gains/(losses) for the period recognised in net result:							
Depreciation and amortisation for the year	-	(4 819)	(668)	(967)	(398)	(1 103)	(7 955)
Subtotal:	-	(4 819)	(668)	(967)	(398)	(1 103)	(7 955)
Carrying amount at the end of the period	64 851	117 558	3 482	3 354	1 333	-	190 578
Gross carrying amount							
Gross carrying amount	64 851	117 558	8 556	8 348	1 939	-	201 252
Accumulated depreciation/amortisation	-	-	(5 074)	(4 994)	(606)	-	(10 674)
Carrying amount at the end of the period	64 851	117 558	3 482	3 354	1 333	-	190 578

All property, plant and equipment owned by the department are classified in the level 3 fair value hierarchy except for land valued at \$54.145 million and buildings valued at \$3.263 million are classified in level 2, with total depreciation of \$0.367 million also classified in level 2. Capital works in progress are not classified. Refer to note 9.1 for more information about the fair value hierarchy and note 6.3 for details about the lease liability for right-of-use assets and liabilities.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

5.7. Property, plant and equipment by asset class (continued)

Reconciliation 2023-24

	Land \$'000	Buildings \$'000	Accommodation and leasehold improvements \$'000	Plant and equipment \$'000	ROU buildings \$'000	ROU vehicles \$'000	Total \$'000
Carrying amount at 1 July 2023	32 432	66 607	5 075	4 658	319	966	110 057
Prior period adjustment	-	-	(246)	-	-	-	(246)
Restated carrying amount at 1 July 2023	32 432	66 607	4 829	4 658	319	966	109 811
Additions	-	-	-	330	1 361	2 075	3 766
Disposals	-	-	-	(27)	-	-	(27)
Revaluation increment/(decrement)	41 433	25 936	-	-	-	-	67 369
Transfers (to)/from works in progress	-	-	-	308	-	-	308
Transfers (to)/from assets held for sale	695	27	-	-	-	-	722
Subtotal:	74 560	92 570	4 829	5 269	1 680	3 041	181 949
Gains/(losses) for the period recognised in net result:							
Depreciation and amortisation for the year	-	(2 958)	(679)	(1 005)	(198)	(852)	(5 692)
Subtotal:	-	(2 958)	(679)	(1 005)	(198)	(852)	(5 692)
Carrying amount at the end of the period	74 560	89 612	4 150	4 264	1 482	2 189	176 257
Gross carrying amount							
Gross carrying amount	74 560	89 612	8 630	10 275	1 798	3 142	188 017
Accumulated depreciation/amortisation	-	-	(4 480)	(6 011)	(316)	(953)	(11 760)
Carrying amount at the end of the period	74 560	89 612	4 150	4 264	1 482	2 189	176 257

All property, plant and equipment owned by the department are classified in the level 3 fair value hierarchy except for land valued at \$68.835 million and buildings valued at \$3.630 million are classified in level 2, with total depreciation of \$0.180 million also classified in level 2. Capital works in progress are not classified. Refer to note 9.1 for more information about the fair value hierarchy and note 6.3 for details about the lease liability for right-of-use assets and liabilities.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

5.8. Property, plant and equipment owned by the department

Property, plant and equipment owned by the department with a value equal to or in excess of \$10 000 is capitalised, otherwise it is expensed. Property, plant and equipment owned by the department is recorded at fair value. The department's approach to fair value is set out in note 9.1.

Impairment

Property, plant and equipment owned by the department is assessed for impairment on an annual basis. A building in Woodville was determined to have structural damage caused by a combination of termites and wood rot. At 30 June 2025, the asset was fully impaired.

5.9. Property, plant and equipment leased by the department

Right-of-use (ROU) assets for property, plant and equipment leased by the department as lessee are measured at cost.

Short-term leases of 12 months or less and low value leases, where the underlying asset value is less than \$15 000 are not recognised as ROU assets. The associated lease payments are recognised as an expense and are disclosed in note 4.2.

The department has a limited number of leases:

- One lease with DIT for a residential property in Ceduna, with rent paid monthly. No contingent rental provisions exist within the lease agreement and there is no right of renewal at the end of the lease.
- One lease with TAFE SA for office accommodation at Whyalla campus with rent paid monthly. No contingent rental provisions exist within the lease agreement and there is an option to renew the lease at the end of its term.
- One lease with Townsend House Inc (Can:Do 4Kids) for office accommodation at Can:Do Group's Noarlunga facility with rent paid monthly. No contingent rental provisions exist within the lease agreement and there is no right of renewal at the end of its lease.
- One lease with Southern Adelaide Local Health Network Incorporated acting through Drug and Alcohol Services South Australia for office accommodation at Stepney. Rent will be invoiced on a quarterly basis and is payable in advance. No contingent rental provisions exist within the lease agreement and there is no right of renewal at the end of its lease.
- One lease with SAHT for property as part of the Community Lease Program. Rent is paid monthly in advance. No contingent rental provisions exist within the lease agreement and there is no right of renewal at the end of its lease.
- One lease with the Noarlunga Health Village for office accommodation as part of the Strong Start Program. Rent is paid monthly in advance. No contingent rental provisions exist within the lease agreement and there is no right of renewal at the end of its lease.

Effective 1 April 2025, motor vehicle lease contractual arrangements with SAFA Fleet are no longer accounted for under AASB 16 *Leases*. From 1 April 2025, SAFA Fleet motor vehicle lease payments were recorded directly in the Income Statement. All related right-of-use assets (ROU) and liabilities up to 31 March 2025 were derecognised in accordance with the changes.

The lease liabilities related to the ROU assets and the department's maturity analysis of its lease liabilities are disclosed in note 6.3. Expenses related to leases, including amortisation and interest expenses, are disclosed in note 5.7 and 4.8. Cash outflows related to leases are disclosed in note 7.2.

Impairment

Property, plant and equipment leased by the department has been assessed for impairment. There was no indication of impairment. No impairment loss or reversal of impairment loss was recognised.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

5.10. Capital works in progress

	2025	2024
	\$'000	\$'000
Property, plant and equipment in progress at cost	776	23 962
Total capital works in progress	776	23 962

The following table shows the movement of capital works in progress:

	2025	2024
	\$'000	\$'000
Carrying amount at the beginning of the period	23 962	16 311
Purchases	1 876	7 959
Transfers to completed works	(25 062)	(308)
Carrying amount at the end of the period	776	23 962

Capital works in progress is not classified in the fair value hierarchy. Refer to note 9.1 for more information.

5.11. Intangible assets

The department has intangible assets relating to both internally developed and externally acquired computer software. Intangible assets are initially measured at cost and are tested for indications of impairment at each reporting date. Following initial recognition, intangible assets are carried at cost less accumulated amortisation and any accumulated impairment losses.

The acquisition of internally developed software is capitalised only when the expenditure meets the definition and recognition criteria and when the amount of expenditure is greater than or equal to \$10 000.

All research and development costs that do not meet the capitalisation criteria outlined in AASB 138 *Intangible Assets* are expensed. There was no indication of impairment for intangible assets as at 30 June 2025.

The following table shows the movement of intangible assets:

	2025	2024
	\$'000	\$'000
Carrying amount at the beginning of the period	313	1 024
Amortisation	(313)	(711)
Carrying amount at the end of the period	-	313
Gross carrying amount		
Gross carrying amount	11 962	11 962
Accumulated amortisation	(11 962)	(11 649)
Carrying amount at the end of the period	-	313

Internally developed computer software has been fully depreciated.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

6. Liabilities

6.1. Financial liabilities

	2025	2024
	Carrying	Carrying
	amount	amount
	\$'000	\$'000
Financial liabilities measured at amortised cost		
Contractual payables	9 469	10 196
Lease liabilities	1 414	3 784
Total financial liabilities	10 883	13 980

6.2. Payables

	2025	2024
	\$'000	\$'000
<u>Current</u>		
Trade payables	9 469	10 196
Accrued expenses	8 282	8 390
Unearned revenue	1 270	-
GST Payables	-	2 684
Other	1 210	1 782
Total current payables	20 231	23 052
Total payables	20 231	23 052

Payables and accruals are recognised for all amounts owed and unpaid. Payables are normally settled within 15 days from the date the invoice is first received. All payables are non-interest bearing. The carrying amount of payables represents approximate net fair value due to their short-term nature.

6.3. Other financial liabilities

The department's financial liabilities are all lease liabilities of \$1.414 million (2024: \$3.784 million), refer to note 5.9. The department measures these at discounted future lease payments using either the interest rate implicit in the lease (where it is readily determined) or DTFs incremental borrowing rate. There were no defaults or breaches throughout the year.

The interest expense associated with these lease liabilities was \$0.2 million (2024: \$0.080 million). The department does not capitalise borrowing costs.

A maturity of lease liabilities based on undiscounted gross cash flows is reported in the table below:

	2025	2024
	\$'000	\$'000
Lease liabilities		
Within one year	311	1 389
Later than one year but not longer than five years	1 103	2 706
Later than five years	-	8
Total lease liabilities (undiscounted)	1 414	4 103

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

6.4. Employee related liabilities

	2025	2024
	\$'000	\$'000
<u>Current</u>		
Annual leave	27 085	26 574
Accrued salaries and wages	9 061	8 203
Long service leave	3 690	3 001
Skills and experience retention leave	1 298	1 239
Employment on-costs	6 874	6 345
Total current employee related liabilities	48 008	45 362
<u>Non-current</u>		
Long service leave	33 209	31 918
Employment on-costs	3 485	3 275
Total non-current employee related liabilities	36 694	35 193
Total employee related liabilities	84 702	80 555

Employee related liabilities are accrued as a result of services provided up to the reporting date that remain unpaid. Apart from long service leave liability, employee related liabilities are measured at nominal amounts.

Salary and wages, annual leave, skills and experience retention leave and sick leave

The liability for salary and wages is measured as the amount unpaid at remuneration rates current at reporting date.

The annual leave liability and the skills and experience retention leave liability is expected to be payable within 12 months and is measured at the undiscounted amount expected to be paid.

No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees is estimated to be less than the annual entitlement for sick leave.

Long service leave

The liability for long service leave is measured as the present value of expected future payments to be made in respect of services provided by employees up to the end of the reporting period using the projected unit credit method.

AASB 119 *Employee Benefits* contains the calculation methodology for long service leave liability.

The expected timing and amount of long service leave payments is determined through whole-of-government actuarial calculations, which are based on actuarial assumptions on expected future salary and wages levels, experience of employee departures and periods of service. These assumptions are based on employee data over SA Government entities.

The discount rate used in measuring the liability is reflective of the yield on long-term Commonwealth Government bonds at the discount rate in the measurement of the long service leave liability. The yield on long-term Commonwealth Government bonds has remained at 4.25% in 2025 (2024:4.25%).

The bond yield is used as the rate to discount future long service leave cash flows.

The net financial effect of the changes to actuarial assumptions in the current financial year is immaterial. The impact on future periods is impracticable to estimate as the long service leave liability is calculated using a number of demographical and financial assumptions – including the long-term discount rate.

The actuarial assessment performed by DTF left the salary inflation rate the same at 3.5% (2024: 3.5%) for the long service leave liability. As a result, there is no net financial effect resulting from changes in the salary inflation rate.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

6.4. Employee related liabilities (continued)

The current portion of employee related liabilities reflects the amount for which the department does not have right to defer settlement for at least 12 months after reporting date. For long service leave, the amount relates to leave approved before year end that will be taken within 12 months, expected amount of leave to be approved and taken by eligible employees within 12 months, and expected amount of leave to be paid on termination to eligible employees within 12 months.

Employment on-costs liabilities

Employment on-costs liabilities include payroll tax, Fringe Benefits Tax, Pay As You Go Withholding, ReturnToWorkSA levies and superannuation contributions. They are settled when the respective employee benefits that they relate to are discharged. These on-costs liabilities primarily relate to the balance of leave owing to employees. The estimated proportion of long service leave to be taken as leave, rather than to be paid on termination, affects whether certain on-costs liabilities recognised as a consequence of long service leave liabilities.

The department contributes to several State Government and externally managed superannuation schemes. These contributions are treated as an expense when they occur. There is no liability for payments to beneficiaries as they have been assumed by the respective superannuation schemes. The only liability outstanding at reporting date relates to any contributions due but not yet paid to respective superannuation funds.

As a result of an actuarial assessment performed by DTF, the proportion of long service leave taken as leave has remained the same at 44% in 2024 and 2025. The average factor for the calculation of employer superannuation on-costs has changed from the 2024 rate 11.5% to 12% in 2025. These rates are used in the employment on-cost calculation. The net financial effect of the changes in the current financial year is an increase in the employment on-cost and employee benefits expense of \$0.534 million. The impact on future periods is impracticable to estimate.

6.5. Provisions

	2025	2024
	\$'000	\$'000
<u>Current</u>		
Workers compensation	11 668	10 471
Insurance	1 226	346
Total current provisions	12 894	10 817
<u>Non-current</u>		
Workers compensation	46 694	40 624
Total non-current provisions	46 694	40 624
Total provisions	59 588	51 441

Reconciliation of workers compensation

	2025	2024
	\$'000	\$'000
Carrying amount at the beginning of the period	51 095	60 529
Increase/(Decrease) to provision due to revision of estimates	16 225	1 211
Reduction due to payments	(8 958)	(10 645)
Carrying amount at the end of the period	58 362	51 095

The department is an exempt employer under the *Return to Work Act 2014*. Under a scheme arrangement, the department is responsible for the management of workers rehabilitation and compensation and is directly responsible for meeting the cost of workers' compensation claims and the implementation and funding of preventive programs.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

6.5. Provisions (continued)

Accordingly, a liability has been reported to reflect unsettled workers compensation claims (statutory and additional compensation schemes). The workers compensation provision is based on an actuarial assessment of the outstanding liability as at 30 June 2025 provided by a consulting actuary engaged through the Office of the Commissioner of Public Sector Employment.

The additional compensation scheme provides continuing benefits to workers who have suffered eligible work-related injuries and whose entitlements have ceased under the statutory workers compensation scheme. Eligible injuries are nonserious injuries sustained in circumstances which involved, or appeared to involve, the commission of a criminal offence, or which arose from a dangerous situation.

There is a significant degree of uncertainty associated with estimating future claim and expense payments and also around the timing of future payments due to the variety of factors involved. The liability is impacted by agency claim experience relative to other agencies, average claim sizes and other economic and actuarial assumptions. The department is responsible for the payment of workers compensation claims.

Reconciliation of insurance provision

The following table shows the movement of insurance during 2024-25:

	Public liability \$'000	Property \$'000	Total \$'000
Carrying amount at the beginning of the period	326	20	346
Increase to provision due to new claims	740	-	740
Net revision of estimates	142	(2)	140
Carrying amount at the end of the period	1 208	18	1 226

The following table shows the movement of insurance during 2023-24:

	Public liability \$'000	Property \$'000	Total \$'000
Carrying amount at the beginning of the period	71	42	113
Increase to provision due to new claims	220	-	220
Reduction due to payments	-	(20)	(20)
Net revision of estimates	35	(2)	33
Carrying amount at the end of the period	326	20	346

6.6. Other non-financial liabilities

	2025 \$'000	2024 \$'000
Current		
Accommodation incentive	654	654
Unclaimed monies	84	84
Other liabilities	341	357
Total current other non-financial liabilities	1 079	1 095
Non-current		
Accommodation incentive	2 724	3 379
Total non-current other non-financial liabilities	2 724	3 379
Total other non-financial liabilities	3 803	4 474

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

6.6. Other non-financial liabilities (continued)

Accommodation incentive liabilities relate to arrangements with DIT for office accommodation. These arrangements do not comprise leases and the accommodation incentives do not comprise financial liabilities. DIT has provided incentives for fit out free of charge to the department. The benefit of these incentives are spread over the accommodation term so that each year reported accommodation expenses reflect the economic substance of the office accommodation arrangements and related benefits provided.

7. Other disclosures

7.1. Equity

The asset revaluation surplus is used to record increments and decrements in the fair value of property, plant and equipment to the extent that they offset one another.

7.2. Cash flow

Reconciliation of net result to cash flows from operating activities

	2025	2024
	\$'000	\$'000
<u>Reconciliation of net cash provided by operating activities to net result</u>		
Net cash provided by/(used in) operating activities	8 019	51 329
<u>Add / (less) non-cash items</u>		
Depreciation and amortisation expense of non-current assets	(8 268)	(6 403)
Accommodation incentive amortisation	655	626
Assets transferred out at nil consideration	(14 690)	-
Impairment of non-current assets	(430)	-
Gain/loss on sale or disposal of non-current assets	(108)	(48)
Capital accruals	1 057	2 103
Donated assets	(587)	-
<u>Movement in assets and liabilities</u>		
Increase/(decrease) in receivables	(15 595)	(49 488)
Increase/(decrease) in inventories	43	57
(Increase)/decrease in provisions	(8 147)	9 201
(Increase)/decrease in payables	3 859	(4 048)
(Increase)/decrease in employee related liabilities	(2 356)	(4 238)
(Increase)/decrease in other liabilities	(5)	5
Net result	(36 553)	(904)

Total cash outflows for leases were \$0.847 million (2024: \$1.309 million)

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

8. Outlook

8.1. Unrecognised contractual commitments

Commitments include operating, capital and outsourcing arrangements arising from contractual sources. They are disclosed at their nominal value and inclusive of non-recoverable GST.

Contractual commitments

	2025	2024
	\$'000	\$'000
Within one year	7 369	7 492
Later than one year but not longer than five years	23 600	25 185
Later than five years	2 657	9 140
Total expenditure commitments	33 626	41 817

The department's expenditure commitments primarily consist of MOAA with DIT for accommodation.

Grant commitments

	2025	2024
	\$'000	\$'000
Within one year	153 934	70 945
Later than one year but not longer than five years	112 651	26 009
Total grant commitments	266 585	96 954

Grant commitments consists of fixed amounts specified in the grant contract.

8.2. Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position, but are disclosed by way of a note and, if quantifiable, are measured at nominal value.

The terms of offer for a proposed new South Australian Allied Health Professionals, Assistants and Psychologists Enterprise Agreement 2025 were presented on 13 June 2025, contingent on an agreement being reached and approved by the South Australian Employment Tribunal (SAET). In accordance with the terms of the new Enterprise Agreement, eligible staff are entitled to, amongst other items, salary increases backdated to the first full pay period after 1 May 2025. The financial impact of the backpay cannot be reliably measured at this stage.

8.3. Impact of standards not yet effective

The department has assessed the impact of the new and amended Australian Accounting Standards and Interpretations not yet effective and does not expect these to have a material impact on the department's statements.

8.4. Events after the reporting period

On 6 July 2025, allied health workers supported the terms for a new South Australian Allied Health Professionals, Assistants and Psychologists Enterprise Agreement 2025. The Enterprise Agreement was approved by the SAET on 11 August 2025. Refer to note 8.2.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

9. Measurement and risk

9.1. Fair value

AASB 13 *Fair Value Measurement* defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants, in the principal or most advantageous market, at the measurement date.

Initial recognition

Non-current tangible assets owned by the department are initially recorded at cost or at the value of any liabilities assumed, plus any incidental cost involved with the acquisition.

Where assets are acquired at no value, or minimal value, they are recorded at fair value in the Statement of Financial Position. However, if the assets are acquired at no or nominal value as part of a restructure of administrative arrangements, then the assets are recognised at book value (i.e. the amount recorded by the transferor public authority immediately prior to the restructure).

Revaluation

Property, plant and equipment owned by the department are subsequently measured at fair value after allowing for accumulated depreciation.

The revaluation process is reviewed by the department each year.

Non-current tangible assets are valued at fair value and revaluation of non-current assets, or a group of assets, is only performed when the fair value at the time of acquisition is greater than \$1.5 million and estimated useful life is greater than three years.

A full site revaluation is undertaken on a regular cycle every six years. If at any time management considers that the carrying amount of an asset materially differs from its fair value, then the asset class will be revalued regardless of when the last valuation took place.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amounts of the assets and the net amounts are restated to the revalued amounts of the asset.

Fair value hierarchy

The department classifies fair value measurement using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements, based on the data and assumptions used in the most recent revaluation:

- Level 1 – traded in active markets and is based on unadjusted quoted prices in active markets for identical assets or liabilities that the entity can access at measurement date.
- Level 2 – not traded in an active market and are derived from inputs (inputs other than quoted prices included within level 1) that are observable for the asset, either directly or indirectly.
- Level 3 – not traded in an active market and are derived from unobservable inputs.

The department's policy is to recognise transfers into and out of fair value hierarchy levels as at the end of the reporting period.

During 2025 and 2024, the department had no valuations categorised into level 1; there were no transfers of assets between level hierarchy levels.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

9.1. Fair value (continued)

Land and buildings

In June 2025, the department undertook an internal assessment of land and buildings using the indices methodology developed by DTF. Land and building indices for the financial year were provided by the Office of the Valuer-General.

The results of the valuation were considered to have a material impact on the department's assets and were processed accordingly.

The indices adopted were based on the local government area for the land and buildings. The majority of assets were valued using indices under the market approach, with the cost approach used for specialised buildings.

Plant and equipment

All items of plant and equipment had a fair value at the time of acquisition less than \$1.5 million or had an estimated useful life of less than three years. Plant and equipment have not been revalued in accordance with APS 116.D. The carrying values of these items are deemed to approximate fair value.

9.2. Financial instruments

Financial risk management

Departmental risk management policies are in accordance with the *Risk Management Guide* issued by the Premier and Treasurer and the principles established in the *Australian Standard Risk Management Principles and Guidelines*.

The department's exposure to financial risk (liquidity risk, credit risk and market risk) is low due to the nature of the financial instruments held.

Liquidity risk

The department is funded principally from appropriation by the SA Government. The department works with DTF to determine the cash flows associated with its Government approved program of work and to ensure funding is provided through SA Government budgetary processes to meet the expected cash flows.

Refer to note 7.1 and 7.2 for further information.

Credit risk

The department has policies and procedures in place to ensure that transactions occur with customers with appropriate credit history. The department has minimal concentration of credit risk.

No collateral is held as security and no credit enhancements relate to financial assets held by the department.

Impairment of financial assets

Loss allowances for contractual receivables are measured at an amount equal to lifetime expected credit loss (ECL) using the simplified approach in AASB 9. The department uses an allowance matrix to measure the expected credit loss of contractual receivables from non-government debtors which comprise a large number of small balances.

To measure the expected credit losses, contractual receivables are grouped based on shared risks characteristics and the days past due. When estimating expected credit loss, the department considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis, based on the department's historical experience and informed credit assessment, including forward-looking information.

The maximum period considered when estimating expected credit losses is the maximum contractual period over which the department is exposed to credit risk.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2025

9.2. Financial instruments (continued)

The expected credit loss of government debtors is considered to be nil based on the external credit ratings and nature of the counterparties.

Loss rates are calculated based on the probability of a receivable progressing through stages to write off based on the common risk characteristics of the transaction and debtor.

The following table provides information about the credit risk exposure and expected credit loss for non-government debtors.

	Debtor gross carrying amount \$'000	Loss %	Lifetime expected losses \$'000
2025			
Current (not past due)	2 571	0.00%	-
1 - 30 days past due	509	1.22%	6
31 - 60 days past due	184	1.82%	3
61 - 90 days past due	80	2.15%	2
More than 90 days past due	4 065	3.43%	140
Total	7 409		151

Loss rates are based on actual history of credit loss. Impairment losses are presented as net impairment losses within net result, subsequent recoveries of amounts previously written off are credited against the same line item.

Receivables are written off when there is no reasonable expectation of recovery. Indicators that there is no reasonable expectation of recovery include the failure of a debtor to enter into a payment plan with the department and a failure to make contractual payments for a period of greater than 180 days past due.

Impairment losses on the department's receivables arising from the department's contracts with customers were \$38,000 in 2025(2024: \$13,000).

Cash and debt instruments

The department considers that its cash and cash equivalents have low credit risk based on the external credit ratings of the counterparties and therefore the expected credit loss is nil.

All of the department's debt instruments at amortised cost are considered to have low credit risk and the consideration of expected credit loss was limited to 12 months expected losses. The expected credit loss is nil.

Market risk

The department does not undertake any hedging in relation to interest or foreign currency risk and manages its risk as per the government's risk management strategy articulated in TI 23 *Management of Foreign Currency Exposures*.

There have been no changes in risk exposure since the last reporting period.

Categorisation of financial instruments

Details of the material accounting policy information and methods adopted including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised with respect to each class of financial asset, financial liability and equity instrument are disclosed in the respective financial asset / financial liability note.

The carrying value less impairment provisions of receivables and payables is a reasonable approximation of their fair values due to the short-term nature of these balances (refer to note 5.3 and 6.2).

Classification of financial instruments

The department measures all financial instruments at amortised cost. All financial assets and liabilities carrying amounts equal their fair value as at 30 June 2025 and are expected to be settled within one year excluding lease liabilities. Maturity analysis for lease liabilities is presented in note 6.3.

Department of Human Services

**Administered Financial Statements
for the year ended 30 June 2025**

Department of Human Services
Statement of Administered Comprehensive Income
for the year ended 30 June 2025

		2025	2024
	Note	\$'000	\$'000
<u>Administered income</u>			
Appropriation	A2.1	292 312	334 574
Grants and subsidies	A2.2	272 658	67 282
Intra-government transfers		49	135
Fees and charges		160	415
Interest		2 703	933
Client Trust receipts	A5.2	7 708	8 335
Net gain from disposal of assets	A2.3	-	17 355
Other income		758	837
Total administered income		576 348	429 866
<u>Administered expenses</u>			
Employee related expenses		415	396
Supplies and services		2 586	3 174
Grants and funded services	A3.1	511 864	401 767
Client Trust payments	A5.2	8 592	9 527
Donations		-	49
Total administered expenses		523 457	414 913
Net result		52 891	14 953
Total comprehensive result		52 891	14 953

The accompanying notes form part of these financial statements.

Department of Human Services
Statement of Administered Financial Position
as at 30 June 2025

	Note	2025 \$'000	2024 \$'000
<u>Administered current assets</u>			
Cash and cash equivalents	A4.2	159 278	112 839
Receivables		221	111
Total current assets		159 499	112 950
Total assets		159 499	112 950
<u>Administered current liabilities</u>			
Payables		42 431	48 773
Total current liabilities		42 431	48 773
Total liabilities		42 431	48 773
Net assets		117 068	64 177
<u>Administered equity</u>			
Retained earnings		117 068	64 177
Total equity		117 068	64 177

The accompanying notes form part of these financial statements.

Department of Human Services
Statement of Administered Cash Flows
for the year ended 30 June 2025

	Note	2025 \$'000	2024 \$'000
<u>Cash flows from operating activities</u>			
<u>Cash inflows</u>			
Appropriation		292 312	334 574
Grants and funding		272 707	67 417
Fees and charges		159	428
Interest		2 594	908
Client Trust receipts		7 708	8 335
GST received on sale of property, plant and equipment		-	4 205
Other receipts		758	837
<u>Cash outflows</u>			
Employee related payments		(414)	(409)
Supplies and services		(4 067)	(6 727)
Concessions		(480 987)	(361 491)
Grants and funded services		(31 534)	(31 370)
Client Trust payments		(8 592)	(9 527)
Donations paid		-	(49)
Other payments		-	(5)
GST paid to the ATO		(4 205)	-
Net cash from/(used in) operating activities	A5.1	46 439	7 126
<u>Cash flows from investing activities</u>			
Proceeds from the sale of property, plant and equipment		-	42 052
Cash generated from investing activities		-	42 052
Net cash from/(used in) investing activities		-	42 052
Net increase / (decrease) in cash and cash equivalents		46 439	49 178
Cash and cash equivalents at the beginning of the period		112 839	63 661
Cash and cash equivalents at the end of the period	A4.2	159 278	112 839

The accompanying notes form part of these financial statements.

Department of Human Services
Schedule of Income and Expense attributable to Administered Items
for the year ended 30 June 2025

Administered income and expense by program	Client Trust Accounts		Charitable Social Welfare Fund		Community Service Obligations		Concessions	
	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
<u>Administered income</u>								
Appropriation	-	-	55	29	21 083	19 548	266 959	309 930
Grants and subsidies	-	-	4 000	4 000	-	-	261 230	55 868
Intra-government transfers	-	-	2	25	-	-	-	-
Fees and charges	-	-	97	28	-	-	-	-
Interest	579	598	-	-	-	-	-	-
Client Trust receipts	7 708	8 335	-	-	-	-	-	-
Other income	-	-	-	115	-	-	-	-
Total administered income	8 287	8 933	4 154	4 197	21 083	19 548	528 189	365 798
<u>Administered expenses</u>								
Supplies and services	-	-	200	220	-	-	(2)	2
Grants and funded services	-	-	3 870	3 160	19 547	18 899	478 690	369 060
Client Trust payments	8 592	9 527	-	-	-	-	-	-
Total administered expenses	8 592	9 527	4 070	3 380	19 547	18 899	478 688	369 062
Net result	(305)	(594)	84	817	1 536	649	49 501	(3 264)

Department of Human Services
Schedule of Income and Expense attributable to Administered Items
for the year ended 30 June 2025

Administered income and expense by program	Disability Services Donations and Bequests		Gambler's Rehabilitation Fund		Health and Aged Care Services Donations and Bequests		Home for Incurables Trust	
	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
<u>Administered income</u>								
Appropriation	-	-	879	750	-	-	-	-
Grants and subsidies	-	-	7 428	7 414	-	-	-	-
Intra-government transfers	-	-	47	110	-	-	-	-
Fees and charges	-	-	-	-	-	-	-	271
Interest	7	7	162	148	22	21	1 927	152
Net gain from disposal of assets	-	-	-	-	-	-	-	17 355
Other income	-	-	755	715	-	-	-	-
Total administered income	7	7	9 271	9 137	22	21	1 927	17 778
<u>Administered expenses</u>								
Supplies and services	-	-	2 325	2 368	-	-	63	584
Grants and funded services	-	-	7 114	6 876	-	-	-	-
Donations	-	1	-	-	-	8	-	-
Total administered expenses	-	1	9 439	9 244	-	8	63	584
Net result	7	6	(168)	(107)	22	13	1 864	17 194

Department of Human Services
Schedule of Income and Expense attributable to Administered Items
for the year ended 30 June 2025

Administered income and expense by program	Minister's salary		Personal Alert SA		State Emergency Relief Fund		Supported Residential Facilities Indemnity Fund		Total	
	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
<u>Administered income</u>										
Appropriation	415	396	2 921	3 921	-	-	-	-	292 312	334 574
Grants and subsidies	-	-	-	-	-	-	-	-	272 658	67 282
Intra-government transfers	-	-	-	-	-	-	-	-	49	135
Fees and charges	-	-	63	116	-	-	-	-	160	415
Interest	-	-	-	-	4	5	2	2	2 703	933
Client Trust receipts	-	-	-	-	-	-	-	-	7 708	8 335
Net gain from disposal of assets	-	-	-	-	-	-	-	-	-	17 355
Other income	-	-	-	-	3	7	-	-	758	837
Total administered income	415	396	2 984	4 037	7	12	2	2	576 348	429 866
<u>Administered expenses</u>										
Employee related expenses	415	396	-	-	-	-	-	-	415	396
Supplies and services	-	-	-	-	-	-	-	-	2 586	3 174
Grants and funded services	-	-	2 643	3 772	-	-	-	-	511 864	401 767
Client Trust payments	-	-	-	-	-	-	-	-	8 592	9 527
Donations	-	-	-	-	-	40	-	-	-	49
Total administered expenses	415	396	2 643	3 772	-	40	-	-	523 457	414 913
Net result	-	-	341	265	7	(28)	2	2	52 891	14 953

The above statement should be read in conjunction with the accompanying notes.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A1. About the Department of Human Services

A1.1. Basis of preparation and accounting policies

The basis of preparation for the administered financial statements is the same as the basis outlined in note 1.1 of the department's financial statements. The department applies the same accounting policies to the administered financial statements as set out in the notes to the department's financial statements.

A1.2. Objectives/activities of the department's administered items

The department's administered items are structured to contribute to the twelve main activities. These are:

- Client Trust Accounts
- Charitable and Social Welfare Fund
- Community Service Obligations
- Concessions
- Disability Services Donations and Bequests
- Gambler's Rehabilitation Fund
- Health and Aged Care Services Donations and Bequests
- Home for Incurables Trust
- Minister's Salary
- Personal Alert SA
- State Emergency Relief Fund
- Supported Residential Facilities Indemnity Fund

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A1.3. Budget performance

The budget performance table compares the department's outcomes against budget information presented to Parliament (2024-25 Budget Paper 4). The budget amounts have not been adjusted to reflect revised budgets or administrative restructures. The budget process is not subject to audit.

		Original budget 2025 \$'000	Actual 2025 \$'000	Variance \$'000
Statement of Administered Comprehensive Income				
<u>Administered Income</u>				
Appropriation	a	236 038	292 312	56 274
Grants and subsidies	b	23 188	272 658	249 470
Intra-government transfers		11 485	49	(11 436)
Fees and charges		-	160	160
Interest		402	2 703	2 301
Client Trust receipts		11 772	7 708	(4 064)
Other income		410	758	348
Total administered income		283 295	576 348	293 053
<u>Administered Expenses</u>				
Employee related expenses		404	415	11
Supplies and services		3 012	2 586	(426)
Grants and funded services	c	268 091	511 864	243 773
Client Trust payments		11 968	8 592	(3 376)
Total administered expenses		283 475	523 457	239 982
Net result		(180)	52 891	53 071
Total comprehensive result		(180)	52 891	53 071

Explanations are provided for variances where the variance exceeds the greater of 10% of the original budgeted amount and 5% of original budgeted total expenses. These variances are explained below:

- Additional appropriation was provided during 2024-25 to ensure there was sufficient working capital to meet payment under the Energy Bill Relief Fund.
- Primarily reflects the extension of the Federation Funding Agreement for national Energy Bill Relief Fund.
- Relates to higher payments due to the extension of the national Energy Bill Relief Fund.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A2. Income

A2.1. Appropriation

	2025	2024
	\$'000	\$'000
Appropriation from Consolidated Account pursuant to the <i>Appropriation Act</i>	235 899	304 081
Appropriation from Governor's Appropriation Fund	56 413	30 493
Total appropriation	292 312	334 574

Appropriation is recognised upon receipt.

A2.2 Grants and subsidies

	2025	2024
	\$'000	\$'000
Commonwealth-sourced grants		
Energy Bill Relief Fund	261 230	55 868
Total Commonwealth-sourced grants	261 230	55 868
SA Government grants and subsidies		
Gambler's Rehabilitation Fund	7 428	7 414
Charitable and Social Welfare Fund	4 000	4 000
Total SA Government grants and subsidies	11 428	11 414
Total grants and subsidies	272 658	67 282

A2.3 Net gain from disposal of assets

	2025	2024
	\$'000	\$'000
Assets held for sale		
Proceeds from disposal	-	42 052
Less carrying amount of assets disposed	-	(24 697)
Net gain from disposal of assets held for sale	-	17 355
Net gain from disposal of assets	-	17 355

A3. Expenses

A3.1. Grants and funded services

	2025	2024
	\$'000	\$'000
Concessions (refer to note A3.2)	478 690	369 060
Community Service Obligations	19 547	18 899
Gamblers Rehabilitation	7 114	6 876
Charitable Social Welfare Fund	3 870	3 160
Personal Alert SA	2 643	3 772
Total grants and funded services	511 864	401 767

Grants and subsidies paid are usually subject to terms and conditions set out in the contract, correspondence or by legislation. Funded services are paid to not-for-profit organisations to provide goods and/or services on behalf of the department.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A3.2. Concessions

	2025	2024
	\$'000	\$'000
Energy Bill Relief Fund	257 359	130 430
Water and sewerage rates	70 384	59 851
Energy	62 904	55 134
Cost of Living	57 615	94 800
Transport	27 369	26 506
Other	3 059	2 339
Total concessions	478 690	369 060

Energy Bill Relief Fund

The Energy Bill Relief Fund provides electricity bill rebates to households and eligible small business electricity customers to ease the cost-of-living pressures. The Fund is provided by the Australian Government and administered by State and Territory governments. Payments commenced on 1 July 2023 and continued through 2024-25.

Cost of Living

In response to the rising cost of living, the government made an additional Cost-of-Living Concession (COLC) payment in 2023-24.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A3.3. Expenditure – SA Business and Non-SA Business

The following table includes all expenditure in relation to contracts above \$55,000 (GST inclusive) resulting from a procurement as defined in Treasurer's Instructions 18 – *Procurement* (TI 18). Arrangements between public authorities and arrangements with other governments are not included.

Expenditure is inclusive of non-recoverable GST.

	2025 \$'000	Proportion SA and non- SA businesses
Total expenditure with South Australian businesses	6 598	94%
Total expenditure with non-South Australian businesses	446	6%
Total expenditure	7 044	100%

Classification of SA business or non-SA business is generally based on circumstances as at the time of entering into a contract. For contracts entered into before 20 February 2023, where sufficient evidence of an assessment made under previous procurement requirements is known to the department, this was used to determine classification. For contracts where such evidence of prior assessment is not available and for all other contracts, classification is based on the definition of an SA business provided in TI 18.

TI 18 defines a business as being South Australian where it operates in South Australia and more than 50% of the workforce delivering the contract resulting from the procurement on behalf of the business are South Australian residents.

The disclosure for expenditure with SA businesses reflects the total spent on contracts within the TI 18 definition and in some instances includes the cost of goods sourced from outside South Australia.

The disclosure includes funded services with not-for-profit organisations. These are procurements to provide goods and/or services on behalf of the department.

In many cases, the determination has been made on the basis of representations made by suppliers at a point in time which has not been subject to independent verification.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A4. Assets

A4.1. Financial assets

	2025	2024
	\$'000	\$'000
Financial assets measured at amortised cost		
Cash and cash equivalents	159 278	112 839
Total financial assets	159 278	112 839

A4.2. Cash and cash equivalents

	2025	2024
	\$'000	\$'000
Special deposit account with the Treasurer	98 456	49 293
Deposit account with SAFA	59 879	62 569
Other deposits	943	977
Total deposits with the Treasurer (special deposit accounts)	159 278	112 839
Total cash and cash equivalents in the Statement of Financial Position	159 278	112 839
Total cash and cash equivalents in the Statement of Cash Flows	159 278	112 839

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A5. Other disclosures

A5.1. Cash flow

	2025	2024
	\$'000	\$'000
<u>Reconciliation of net cash provided by / (used in) operating activities to net result</u>		
Net cash provided by/(used in) operating activities	46 439	7 126
<u>Add / (less) non-cash items</u>		
Gain/loss on sale or disposal of non-current assets	-	17 355
<u>Movement in assets and liabilities</u>		
Increase/(decrease) in receivables	110	12
(Increase)/decrease in payables	6 342	(9 540)
Net result	52 891	14 953

A5.2. Client Trust accounts

The department acts as trustee of Client Trust accounts, including clients of the former Intellectual Disability Services Council Incorporated (IDSC) and the former Julia Farr Services (JFS). These amounts cannot be used by the department to achieve its own objectives, and accordingly are not included in the controlled financial statements. Client Trust receipts include interest revenue of \$0.579 million (2024: \$0.597 million).

	2025	2024
	\$'000	\$'000
Opening balance at the beginning of the period	14 992	15 586
Add receipts	8 287	8 933
Less expenses	(8 592)	(9 527)
Closing balance at the end of the period	14 687	14 992

A5.3. Disability Services donations and bequests

The department receives and administers donations and bequests held by Disability Services. Both donations and bequests must be used to benefit the community and public and cannot be used by the department to achieve its own objectives.

	2025	2024
	\$'000	\$'000
Opening balance at the beginning of the period	174	168
Add receipts	7	7
Less expenses	-	(1)
Closing balance at the end of the period	181	174

A5.4. Health and Aged Care Services donations and bequests

Donations and bequests must be used to benefit the community and public and cannot be used by the department to achieve its own objectives.

	2025	2024
	\$'000	\$'000
Opening balance at the beginning of the period	530	517
Add receipts	22	21
Less expenses	-	(8)
Closing balance at the end of the period	552	530

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A5.5. State Emergency Relief Fund

The State Emergency Relief Fund (the Fund) is established as part of the *Emergency Management Act 2004*. The Fund's main purpose is to provide financial support for the relief of persons who suffer injury, loss or damage as a result of a declared emergency within South Australia.

	2025 \$'000	2024 \$'000
Opening balance at the beginning of the period	88	116
Add receipts	7	12
Less expenses	-	(40)
Closing balance at the end of the period	95	88

In February 2023, the Fund was activated to administer the receipt and distribution of monies donated by the community to assist people affected by the SA River Murray Floods. Donations closed in December 2023 and \$40 000 was distributed in 2023-24 to four councils affected by the floods. There were no active appeals during 2024-25.

A5.6. Supported Residential Facilities Indemnity Fund

This note has been prepared to meet the requirements of section 56 (11) of the *Supported Residential Facilities Act 1992* in reporting upon the operations of the Supported Residential Facilities Indemnity Fund.

	2025 \$'000	2024 \$'000
Opening balance at the beginning of the period	55	53
Add receipts	2	2
Closing balance at the end of the period	57	55

A6. Outlook

A6.1. Contingent assets and liabilities

The department has investigated and there are no contingent assets or liabilities that impact the department's administered items.

A7. Measurement and risk

A7.1. Fair value

The fair value of non-financial assets must be estimated for recognition and measurement or for disclosure purposes. The department categorises non-financial assets measured at fair value into hierarchy based on the level of inputs used in measurement.

Fair value measurements recognised in the Statement of Financial Position are categorised into three levels.

The department had no valuations categorised into level 1.

The department's policy is to recognise transfers into and out of fair value hierarchy levels as at the end of the reporting period. There were no transfers between hierarchy levels in 2023-24 or 2024-25. All property, plant and equipment, including non-current assets classified as held for sale, are classified at the level 3 except for land classified in level 2. Investment property is classified as level 2.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A7.1. Fair value (continued)

Valuation techniques and inputs

There were no changes in valuation techniques during 2024-25.

A8. Home for Incurables Trust

As part of wide-ranging reforms relating to the delivery of disability services by the department, effective 1 July 2007, JFS was dissolved and all assets and liabilities vested in or held by JFS were transferred or assigned or vested with the Minister for Human Services. Certain assets held by the former JFS are subject to the terms and conditions of the Home for Incurables Trust. The original Trust was established in June 1879 and was varied by the Supreme Court on 7 November 1997.

The former Board of JFS was trustee of the Home for Incurables Trust and on dissolution, the Board of JFS resolved to resign as trustee of the Home for Incurables Trust. The Minister for Human Services is the trustee for the Home for Incurables Trust.

The role of the Trust is " ... *to apply property vested in it for the purpose of providing for persons whose ability to live independently is temporarily or permanently impaired or in jeopardy as a consequence of an acquired brain injury or degenerative neurological condition or a physical condition resulting in disability including but not limiting the foregoing in any way whatsoever, the following services and facilities;*

(a) by providing for them, in a variety of residential, centre and community-based settings

(i) accommodation

(ii) nursing, medical, allied health and attendant care service

(iii) personal and community support services

(iv) technical and personal support aids

(v) rehabilitation, respite and recreational services

(vi) out-patient and day care services

(vii) measures and services to enhance their quality of life

(b) by providing facilities for education research with respect to such persons

(c) by providing any services and facilities ancillary or in relation to the foregoing or by providing additional services and facilities that may be appropriate from time to time."

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A8. Home for Incurables Trust (continued)

The following income, expenses, assets and liabilities of the Home for Incurables Trust have been included in the administered items financial statements but are separately disclosed in the following schedules in accordance with the governance requirements of the Trust.

Schedule of Income and Expenses for the year ended 30 June 2025	2025 \$'000	2024 \$'000
<u>Income</u>		
Fees and charges	-	271
Interest	1 927	152
Net gain from disposal of assets	-	17 355
Total income	1 927	17 778
<u>Expenses</u>		
Supplies and services	63	584
Total expenses	63	584
Net result	1 864	17 194
Total comprehensive result	1 864	17 194

Schedule of Financial Position as at 30 June 2025	2025 \$'000	2024 \$'000
<u>Current assets</u>		
Special deposits with the Treasurer	27	64
Deposits with SAFA	46 179	48 605
Receivables	146	30
Total current assets	46 352	48 699
Total assets	46 352	48 699
<u>Current liabilities</u>		
Payables	-	4 211
Total current liabilities	-	4 211
Total liabilities	-	4 211
Net assets	46 352	44 488

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A8. Home for Incurables Trust (continued)

Schedule of Changes in Equity for the year ended 30 June 2025	Asset revaluation surplus \$'000	Retained earnings \$'000	Total equity \$'000
Balance at 30 June 2023	37 449	(10 155)	27 294
Net result for 2023-24	-	17 194	17 194
Total comprehensive result for 2023-24	-	17 194	17 194
Transfer between equity components	(37 449)	37 449	-
Balance at 30 June 2024	-	44 488	44 488
Net result for 2024-25	-	1 864	1 864
Total comprehensive result for 2024-25	-	1 864	1 864
Transfer between equity components	-	-	-
Balance at 30 June 2025	-	46 352	46 352

Schedule of Administered Cash Flows for the year ended 30 June 2025	2025 \$'000	2024 \$'000
Cash flows from operating activities		
<u>Cash inflows</u>		
Interest	1 811	152
Fees and charges	-	250
GST received on sale of property, plant and equipment	-	4 205
Cash generated from operations	1 811	4 607
<u>Cash outflows</u>		
Supplies and services	(69)	(598)
GST paid on sale of property, plant and equipment	(4 205)	-
Cash used in operations	(4 274)	(598)
Net cash provided by / (used in) operating activities	(2 463)	4 009
Cash flows from investing activities		
<u>Cash inflows</u>		
Proceeds from sale of assets	-	42 052
Cash generated from investing activities	-	42 052
Net cash provided by / (used in) investing activities	-	42 052
Net increase / (decrease) in cash and cash equivalents	(2 463)	46 061
Cash and cash equivalents at the beginning of the reporting period	48 669	2 608
Cash and cash equivalents at the end of the reporting period	46 206	48 669

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2025

A8. Home for Incurables Trust (continued)

Accounting policies

Cash and cash equivalents

Cash and cash equivalents are reported in the Schedule of Assets and Liabilities - Home for Incurables Trust. This includes cash on hand, deposits held at call and other short-term, highly liquid investments with maturities of three months or less that are readily convertible to cash and which are subject to insignificant risk of changes in value. Cash is measured at nominal value.