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**Government
of South Australia**

Department of Human Services

2025-26 Annual Report

Department of Human Services
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To:

The Hon Katrine Hildyard MP

Minister for Human Services

Minister for Seniors and Ageing Well

Minister for Women

The Hon Alice Rolls MP

Minister for Domestic, Family and Sexual Violence

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, Public Sector Regulations 2025, *Ageing and Adult Safeguarding Act 1995*, *Carers Recognition Act 2005*, *Climate Change and Greenhouse Emissions Reduction Act 2007*, *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 2026

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) for the year ended 30 June 2026. The report provides a comprehensive account of the department's achievements, performance and financial outcomes during the 2025-26 financial year.

A key focus for the department over the past year has been the Royal Commission into Domestic, Family and Sexual Violence, with its final report released on 19 August 2025. The report contains 136 recommendations to address existing service gaps and identify opportunities for improvement, strengthening South Australia's long-term capacity to prevent, reduce and respond to domestic, family and sexual violence.

The South Australian Government's response to the final report of the Royal Commission was released on 12 December 2025. It prioritises the immediate safety of survivors and lays the foundations needed to build reform sustainably over time, through an investment of \$674 million over ten years. During the first two years, the focus will be on stabilising and enhancing existing services while preparing for long-term system reform. This investment includes targeted funding for critical frontline services and service uplift for children and young people.

The Royal Commission's recommendation to establish a stewardship function to coordinate the implementation of these landmark reforms was immediately accepted by the Government. DHS was assigned the role of Government Steward, with this function undertaken by the Office of Domestic, Family and Sexual Violence, which became operational on 1 July 2026. In this role, the office leads the coordination of the Government's Royal Commission response and broader domestic, family and sexual violence system reform agenda. It also designs and implements critical system elements, including the establishment of a Lived Experience Advisory Network to provide advice and expertise to the Government's reform efforts.

The department commenced implementation of the Government's election commitments, with the Office for Ageing Well undertaking extensive work to expand access to the Seniors Card. Significant preparatory work was completed, including system enhancements, operational planning, stakeholder engagement and communication activities. The reforms remove work-hour restrictions, making all South Australians aged 60 years and over eligible for a Seniors Card regardless of employment status, while also extending access to Aboriginal South Australians aged 50 years and over.

These changes are expected to make approximately 80,000 additional South Australians eligible for the Seniors Card program, improving equitable access to discounts, concessions and cost-of-living support. System changes were completed to enable the expanded arrangements to commence on 1 July 2026.

We continued to lead the Safety and Wellbeing Taskforce, working with communities and partner agencies to support safe, culturally responsive services and improve outcomes for Aboriginal people from remote and regional communities across South Australia. Funding has been secured until 30 June 2027 to expand the outreach response for remote visitors in Adelaide, supporting the operations of the Remote Visitor Outreach Team and Remote Visitor Night Patrol. The department also continued to support the Ceduna Service Collaboration, which coordinates local service providers and frontline agencies through a proactive and culturally safe approach, and led the coordinated summer response across Adelaide, Port Augusta, Ceduna/Far West Coast, the APY Lands and Coober Pedy. Between 1 July 2025 and 30 June 2026, the Return to Country program supported 1,675 people to return to their home communities, helping to reduce vulnerability and reconnect them with family, community and support services.

In September 2025, the department launched the SA Autism Strategy Action Plan 2025-2029, a five-year roadmap to improve the lives of Autistic South Australians and their families and carers. The Action Plan provides a coordinated framework to guide autism inclusion policies across South Australian Government agencies, supporting meaningful change and promoting greater access to services, inclusion and participation in community life for Autistic people at all stages of life. The actions in the Action Plan are informed by extensive feedback from Autistic South Australians and the broader autism community through consultation undertaken to inform the draft State Autism Strategy, as well as ongoing input from members of the State Autism Strategy Advisory Committee with lived experience.

The Julia Farr Disability Inclusion Grants Program was established to fund innovative, community-based projects that improve inclusion, participation and accessibility for people with disability. Administered by DHS on behalf of the Minister for Human Services, as Trustee of the Home for Incurables (HFI) Trust, the program aligns with the State Disability Inclusion Plan and was a key recommendation of the HFI Trust Working Group. The Working Group was established following the sale of Highgate Park to consider the future focus of the Trust and the use of the sale proceeds. The inaugural grants round opened in October 2025, with 14 grants awarded in early 2026.

On 29 June 2026, the Screening Transformation Program launched the South Australian Screening System, marking a once-in-a-generation effort to modernise screening in South Australia. The new system will improve the experience of applicants and organisations by enabling more streamlined application, assessment and monitoring processes. It will also reduce the administrative burden on registered organisations by making it easier to manage and verify worker and volunteer screening clearances.

Other notable achievements during the past 12 months include:

- Commencing the Young Offender Program, a key initiative under the Young Offender Plan developed in close collaboration with key stakeholders. The program focuses on a small cohort of young people with complex needs and a history of repeat offending, with the aim of reducing reoffending and achieving improved outcomes for participants.

- Progressing the *Carers Recognition (Miscellaneous) Amendment Act 2025* through Parliament, informed by the state review of the *Carers Recognition Act 2005*, the Commonwealth House of Representatives inquiry into the recognition of unpaid carers, and the National Carers Strategy 2024-2034. The legislation commenced on 1 July 2026, extending its application across the public sector and introducing a broader definition of “carer” and a revised Carers Charter.
- Launching the Youth Justice Practice Framework to guide service delivery and practice across all DHS Youth Justice services. The Framework promotes a consistent, evidence-based practice approach to working with children and young people in contact with the youth justice system.
- Rolling out the Gender Impact Assessment tool to support South Australian public sector agencies to review policies, projects and services through a gendered lens. The tool aims to improve the quality of public sector decision-making and processes by identifying and mitigating any inequalities in outcomes.
- Continuing funding for the Student Volunteer Award pilot, which was established to increase the number of young volunteers and provide pathways to employment. This funding enabled a further seven metropolitan and regional schools to participate in the program, bringing the total number of participating schools to 13.
- Establishing a five-year collaborative partnership with the Paul Ramsay Foundation and the Fay Fuller Foundation to support investment in the Our Town initiative in Berri and Mid Murray. Our Town is a place-based mental health initiative that enables community-led preventative responses to mental health challenges in rural and regional South Australian communities.

I would like to welcome Multicultural Affairs and the Office for Autism to the department following machinery of government changes that took effect on 1 July 2026. Their addition strengthens our capacity to advance equity, diversity and inclusion, while aligning closely with our purpose of supporting diverse communities across South Australia.

Finally, I would like to thank all DHS staff, particularly our frontline service workers, for their ongoing dedication, professionalism and commitment throughout the year. Through their efforts, the department has continued to make a meaningful contribution to improving equity, wellbeing and quality of life for South Australians.



Sandy Pitcher

Chief Executive

Department of Human Services

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Overview: about the agency

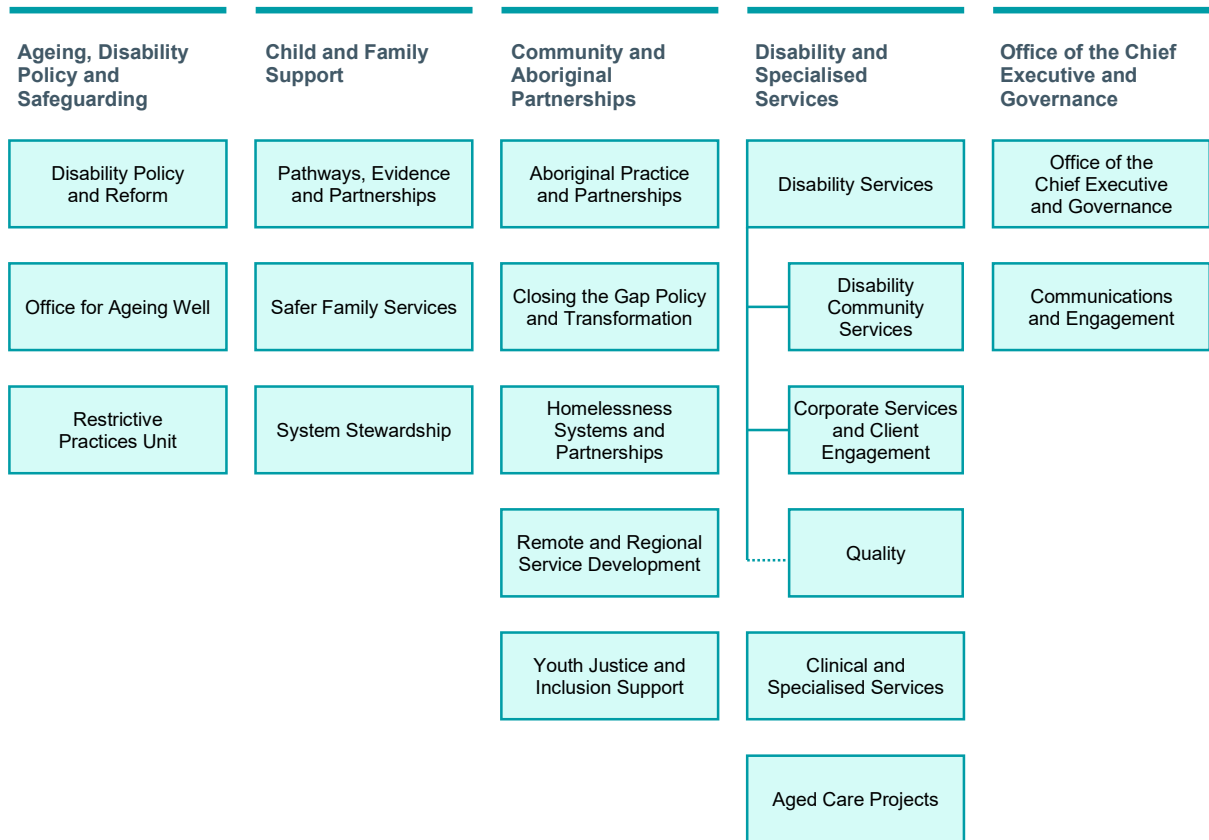
Our strategic focus

Our purpose	We partner with people, communities and organisations to empower and build the capability and capacity of South Australians, challenging systems to address disadvantage and exclusion.
Our vision	A future of equity, wellbeing and quality of life for all South Australians.
Our values	The department embraces the South Australian public sector values of: • Service • Professionalism • Trust • Respect • Collaboration and engagement • Honesty and integrity • Courage and tenacity • Sustainability.
Our functions, objectives and deliverables	The following priorities translate our purpose and vision into focused areas of action: • Safeguarding human rights and preventing harm • Improving outcomes of Aboriginal people • Leading, advocating and partnering for impact • Building capability and supporting communities • Delivering outcomes with accountability. 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 • domestic, family and sexual violence services • employment-related screening • family safety and support

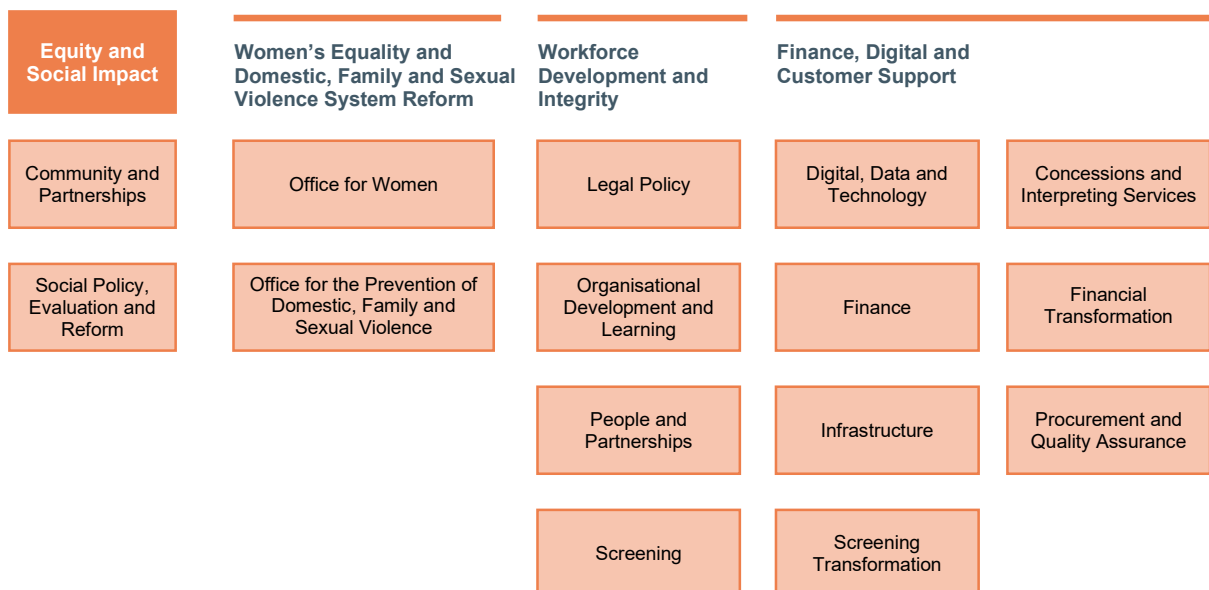
	• homelessness services • youth justice. We also lead important government reforms in: • disability inclusion • domestic, family and sexual violence • intensive family support services • supporting South Australians to age well • women’s equality. Our services span South Australia, from Kaurna Country 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.
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Our organisational structure

Chief Executive



Deputy Chief Executive



The organisational chart above reflects the structure of the department as at 30 June 2026. The current chart is available at www.dhs.sa.gov.au/about-us.

Changes to the agency

During 2025-26, there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- In August 2025, the Women's Equality and Domestic, Family and Sexual Violence System Reform division was established to strengthen coordination and lead system-wide reform in gender equality and the prevention of domestic, family and sexual violence. The division incorporates the Office for Women and the Office for the Prevention of Domestic, Family and Sexual Violence and is responsible for leading policy and engagement initiatives that improve outcomes for women, as well as coordinating cross-government responses and implementation planning arising from the Royal Commission into Domestic, Family and Sexual Violence.
- In November 2025, the Financial Transformation directorate was established within the Finance, Digital and Customer Support division. The temporary directorate is responsible for overseeing the successful implementation of the Oracle Financial Management System across DHS, providing planning, project management and change management support to the Finance team and the broader department, and partnering with Disability and Specialised Services to achieve its financial sustainability targets.

Our ministers



Hon Katrine Hildyard MP

Minister for Human Services

Minister for Seniors and Ageing Well

Minister for Women



Hon Alice Rolls MP

Minister for Domestic, Family and Sexual Violence

Our executive team

DHS Executive Leadership Team as at 30 June 2026

Sandy Pitcher, Chief Executive

Appointed in November 2022, the Chief Executive is responsible for the overall leadership, management and performance of the department, as well as the conduct and capability of its workforce. The Chief Executive is accountable to the department's Ministers for delivering election commitments assigned to the department and driving the achievement of both whole-of-government priorities and agency-specific outcomes.

Ruth Ambler, Deputy Chief Executive

The Deputy Chief Executive is responsible for the Equity and Social Impact division, which comprises:

- Community and Partnerships, which delivers funding and programs that support community capacity and wellbeing. These include Grants SA, the Financial Wellbeing Program, Affordable SA, the Community Connections Program, Community Transport SA, Carer Breaks and Young Carer Support Services, Gambling Help Services, Youth Support and Development, Services to Aboriginal Youth, Youth Night Buses, the Community and Neighbourhood Development Program, the Advocacy and Impact Program, the Bfriend program for young LGBTIQ+ people, the Whyalla Surviving to Thriving Program, and food security initiatives, including Foodbank SA and Social Supermarkets.
- Social Policy, Evaluation and Reform, which works across DHS, the community sector and government to leverage evidence and learning to support the delivery of the best possible services, programs and outcomes for South Australians, including, but not limited to, young people, carers, volunteers and LGBTIQ+ people.

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. The division comprises:

- Disability Policy and Reform, which is responsible for providing strategic leadership across the State Government to advance the state's disability inclusion and policy agenda. It is also responsible for ensuring that South Australia meets its obligations under the State Disability Inclusion Plan 2025-2029 and the SA Autism Strategy 2024-2029, and for coordinating the state's involvement in the National Disability Insurance Scheme (NDIS) reform program, the implementation of Australia's Disability Strategy 2021-2031, and the response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

- 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 delivers functions under the *Ageing and Adult Safeguarding Act 1995*, the *Retirement Villages Act 2016*, South Australia's Plan for Ageing Well 2026-2036, and a range of related strategic policies, projects, grants and initiatives, including the administration of the Seniors Card program.
- Restrictive Practices Unit, which is responsible for administering the South Australian Restrictive Practices Authorisation Scheme, which provides for the appropriate authorisation, monitoring and reporting of restrictive practices for NDIS participants in NDIS services.

Henry Pharo, Acting Executive Director, Child and Family Support

The Child and Family Support division delivers a range of services, policies and programs that help families remain safely together at home, within their communities and connected to culture. The division comprises:

- Pathways, Evidence and Partnerships, which is responsible for developing a learning system that takes an epidemiological approach to understanding population needs and complexities, and identifying what works best in prevention and early intervention programs to support families. Combined with effective service access pathways and a relational model of contract management, this is strengthening system responsiveness and the evidence base on how to best support families with the right service at the right time.
- Safer Family Services, which provides a range of early intervention, parenting capacity building and intensive family services under the Child and Family Support System (CFSS). Collectively, these programs and services aim to help children remain safe and well within their family, community and culture, reducing the need for out-of-home care.
- System Stewardship, which provides strategic oversight of the CFSS, driving long-term systemic change to better support children and young people. This is achieved through the integration of lived experience into service design, the development of system-wide cultural governance and quality practice guidance, the facilitation of sector communities of practice and co-design processes, and the maintenance of a trauma informed and responsive service system.

Alex Reid, Executive Director, Community and Aboriginal Partnerships

Community and Aboriginal Partnerships delivers support and services to children, young people and families, including individuals involved with the youth justice system and residents of remote Aboriginal communities. The division comprises:

- Aboriginal Practice and Partnerships, which delivers programs and services that aim to divert Aboriginal children and young people from offending behaviour towards positive social outcomes. It also works with key stakeholders to support the delivery of place-based initiatives and culturally led approaches.

- 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, with the aim of improving outcomes for Aboriginal peoples, their families and communities.
- Homelessness Systems and Partnerships, which is responsible for the strategic oversight and commissioning of specialist homelessness services that support individuals and families experiencing, or at risk of experiencing, homelessness. It is also responsible for the 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 that improve outcomes for Aboriginal people and communities in South Australia. These responses include assertive outreach in public areas and tenancies, Return to Country, connecting people with 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 who are in contact, or at risk of contact, with the justice system.

Kirsty Delguste, Executive Director, Disability and Specialised Services

Disability and Specialised Services delivers essential support to South Australians through high-quality NDIS services, aged care services and service responses for individuals with high and complex needs whose needs are not met through mainstream services. The division comprises:

- Disability Services, which 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 other funding packages, including the NDIS.
 - Corporate Services and Client Engagement, which provides strategic and technical support to Disability Services, including client intake, rostering, billing and claims management, and service agreement administration.
 - Quality, which is responsible for ensuring compliance with the NDIS Practice Standards, policies and procedures, monitoring service delivery, incident management, external reporting, feedback and complaints, supporting continuous improvement, conducting audits, and promoting client safety and rights.
- Clinical and Specialised Services, which includes:
 - Clinical Services, which provides specialised coordination, allied health, nursing and positive behaviour support to assist clients in navigating the NDIS and build independence.

- The Equipment Program, which enables access to assistive technology, home modifications and specialist equipment that improve independence, function, mobility and community living outcomes for eligible South Australians.
- The Exceptional Needs Unit, a statewide service that works with individuals and families who present with significant complexity and vulnerability, and for whom mainstream service options have been exhausted, are ineffective, or are unavailable.
- Transition to Home Program, which offers short-term accommodation and support for NDIS participants transitioning from hospital to their permanent home, ensuring continuity of care.
- Aged Care Projects, which manages Disability SA Northgate, a Commonwealth-funded aged care service established as a high-care residential facility specialising in supporting clients with intellectual disability.

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

The Finance, Digital and Customer Support division is responsible for delivering a range of finance, digital, technology and customer support services and comprises:

- 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.
- Digital, Data and Technology, which is responsible for the provision of information management, systems, data and technology services to support the department and the services it delivers.
- Finance, which is responsible for providing strategic financial advice, budgeting, management accounting, financial monitoring and reporting, the execution of a range of financial authorisations, and ensuring compliance with departmental and Treasury policies and frameworks.
- Financial Transformation, which is responsible for managing the implementation of the new whole-of-government financial system in DHS and supporting the Disability Financial Sustainability Strategy.
- 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 in procuring goods and services and is responsible for the delivery of the Australian Service Excellence Standards to support organisations to improve their business practices and client services.
- Screening Transformation, which leads a major program of work to reform the Screening Unit's processes and systems and improve the delivery of screening checks for workers and volunteers across South Australia.

Kerry Beck, Executive Director, Women's Equality and Domestic, Family and Sexual Violence System Reform

Women's Equality and Domestic, Family and Sexual Violence System Reform comprises:

- Office for Women, which works across government and the community to improve women's participation in leadership and decision-making, and to advance 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, as well as executive support to the Premier's Council for Women.
- 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.

Sally Nicholas, Executive Director, Workforce Development and Integrity

The Workforce Development and Integrity division comprises:

- 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. It also drives organisational improvement through performance monitoring, capacity-building initiatives, and fostering a culture of ethical governance and continuous improvement.
- Organisational Development and Learning, which provides expertise and services in individual and organisational learning, development and recruitment to build leadership capability and support workforce strategies and initiatives.
- People and Partnerships, which partners with departmental leaders to provide efficient, solution-focused and innovative people services that support the delivery of responsive and effective services to improve the wellbeing and safety of South Australians.
- Screening, which conducts screening, 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.

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, the Chief Executive and the Deputy Chief Executive.

The Director is also responsible for:

- Communications and Engagement, which provides advice and services across a range of areas, including media management, internal and external communications, promotions, events, social media, and graphic and multimedia design.
- Administrative reporting responsibility for staff in the Office of the Minister for Human Services, Minister for Seniors and Ageing Well, Minister for Women and the Community Visitor Scheme.

Legislation administered by the agency

As at 30 June 2026, the department had administrative responsibility for the following Acts committed to its 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 2025-26 financial year include:

\$222 million	237,000	\$2.65 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
151	1,270,686	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
16,044	208,024	76.3%
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
64,774	231	4,551
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
430,000	83%	86%
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

559	480	293
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
328	186	461
Number of individual children and young people detained at the Kurlana Tapa Youth Justice Centre	Number of individual children and young people who identified as Aboriginal detained at the Kurlana Tapa Youth Justice Centre	Number of individual children and young people on community mandates supported by Community Youth Justice
12,185	410	853
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 2026, there were:

389	21
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
25	550
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 - Safeguarding human rights and preventing harm: We uphold the dignity, rights and safety of all South Australians by embedding prevention, early intervention, and accessible and culturally safe practice across our work.

Indicators	Performance
Lead the development of the Government's response to the Royal Commission into Domestic, Family and Sexual Violence	On 19 August 2025, the Royal Commission into Domestic, Family and Sexual Violence published its final report following more than 12 months of inquiry. The report contains 136 recommendations to address existing service gaps and identify opportunities for improvement, strengthening South Australia's long-term capacity to prevent, reduce and respond to domestic, family and sexual violence. The department's Office for the Prevention of Domestic, Family and Sexual Violence, in partnership with the Department of the Premier and Cabinet, led the coordination and development of the South Australian Government's response to the Royal Commission. This included collaborating with leaders and representatives across government agencies to formulate a whole-of-government response to the recommendations. DHS also undertook a range of lived experience, community, sector and business engagement activities while the full response was being developed. The Government's response to the final report of the Royal Commission was released on 12 December 2025, accepting 129 recommendations either in full, in part or in principle for further consideration. Four recommendations were noted and three were not accepted. As part of the Government's response, the Domestic Violence Crisis Line received an immediate funding uplift. The department, in partnership with Embolden, also established the Adult Lived Experience Advisory Network to provide advice and expertise to the South Australian Government in its reform efforts.

Implement the Family, Domestic and Sexual Violence Responses 2021-30 Federation Funding Agreement	During 2025-26, South Australia continued implementing the Family, Domestic and Sexual Violence Responses Schedule 2021-30 under the Federation Funding Agreement - Affordable Housing, Community Services and Other. Through this agreement, the Commonwealth and state governments jointly fund initiatives to strengthen family, domestic and sexual violence (FDSV) responses, including frontline service delivery, system reform, market-gap responses and supports for diverse communities, particularly First Nations peoples. South Australia will receive a total of \$94.9 million in Commonwealth funding over the term of the Schedule. Funding was delivered through three key investment streams: • 500 Workers Initiative - Funding for South Australia's allocation of 36.8 FTE frontline community workers to strengthen workforce capacity and service provision. South Australia fully implemented its FTE allocation with a total of 47 new workers (36.8 FTE) employed across South Australia. • Innovative Perpetrator Responses - Ongoing delivery of innovative perpetrator responses, including additional funding to expand and enhance interventions. • Frontline FDSV Services - Investment targeted at addressing gaps in the FDSV sector through the delivery of innovative service models, support for diverse individuals and communities, and evaluation activities to strengthen the evidence base. These activities support the implementation of the National Plan to End Violence against Women and Children 2022-2032 and contribute to a coordinated, nationally consistent response to FDSV.
Support the expansion and stability of service provision through the Northern and Southern Hubs	As part of the 2025-26 State Budget, the South Australian Government committed an additional \$2 million over two years to support the ongoing delivery, stability and expansion of services provided through the Northern and Southern Prevention and Recovery Hubs.

	The department executed the contract extensions and finalised the additional funding arrangements for both Hubs. Through this investment, the Northern Hub has expanded its workforce by recruiting an additional 1.8 FTE staff, including a Hub Coordinator and a Prevention and Early Intervention Community Outreach Worker. Similarly, the Southern Hub has increased service capacity through the employment of an additional 2.0 FTE staff, including DFSV Counsellors and a Senior Counsellor. These workforce enhancements have improved the Hubs' capacity to provide timely and accessible support, strengthen early intervention and outreach services, and enhance coordination with key service partners, including police, legal services and specialist domestic, family and sexual violence providers.
Progress work to upgrade the electronic security at the Kurlana Tapa Youth Justice Centre	The 2024-25 State Budget allocated \$5.4 million over two years to upgrade the electronic security infrastructure at the Kurlana Tapa Youth Justice Centre, supporting the ongoing safety and security of children and young people, staff and the broader community. Work commenced in 2024-25 and will continue through to 2026-27. Upgrades to the electronic security infrastructure in 2025-26 included: • procurement of two new Nuctech body scanners • upgrade of emergency exit lighting • upgrade of the Gallagher Security System interface and installation of automated hostile vehicle mitigation bollards • installation of upgraded bedroom intercom panels • replacement of biometric door readers • purchase and installation of a new x-ray baggage scanner. Works scheduled for 2026-27 include upgrading CCTV cameras, replacing or upgrading the Bosch Security Escort duress system, and implementing an external duress two-way radio solution.

Deliver a new sensory room at the Kurlana Tapa Youth Justice Centre	As part of the Kurlana Tapa Youth Justice Centre capital works program, a new 12-bed accommodation unit was delivered to strengthen the Centre's capacity to support children and young people with complex behavioural, developmental and disability-related needs. The purpose-built facility includes one of South Australia's first fully immersive sensory rooms within a justice environment. The room is equipped with a vibroacoustic beanbag, projector, speakers, integrated lighting, sensory controls and customisable content, creating a controlled sensory environment. A complementary non-immersive sensory room and sensory toolkits were also introduced, supported by staff training in sensory processing. These facilities provide dedicated spaces to help children and young people develop sensory regulation skills and support their wellbeing while in custody.
Progress the development of a new case management model in the youth justice system	DHS Youth Justice progressed the development of a new case management model to strengthen assessment and case planning for children and young people who come into contact with the youth justice system. This work was informed by a 2024-25 review conducted by the University of Adelaide, which identified opportunities to enhance assessment and case planning through more culturally safe, trauma-informed and evidence-based approaches. The review findings informed the development of a project plan for case management reform. Key actions undertaken in 2025-26 included trialling the Short-Term Assessment of Risk and Treatability - Adolescent Version (START-AV) assessment tool; analysing assessment and triage practices across jurisdictions; undertaking a workforce training needs analysis; delivering induction and restorative practice training for Community Youth Justice staff; and commencing development of a new case management model. The model will include a revised trauma-informed case plan template and case audit processes. Findings from the START-AV assessment tool trial will be used to inform future refinements and broader implementation options.

Deliver an enhanced support model at the Kurlana Tapa Youth Justice Centre	An Enhanced Support Model (ESM) has been developed by DHS Youth Justice to provide intensive, individualised support for children and young people with complex and/or disability-related needs through culturally centred, relational and therapeutic responses. The ESM is underpinned by trauma-informed practice principles and a Positive Behaviour Support approach and is designed to strengthen existing responses for children and young people at the Kurlana Tapa Youth Justice Centre. The ESM focuses on understanding, preventing and proactively responding to behaviours of concern and complex needs among children and young people at Kurlana Tapa. The aim is to reduce the intensity and frequency of incidents and improve wellbeing. The model will also continue to strengthen existing health service responses in partnership with relevant agencies. The ESM is co-delivered by operational staff and the Youth Justice Clinical Services (YJCS) team. YJCS provides specialist allied health assessments and therapeutic support to children and young people in custody.
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Priority 2 - Improving outcomes of Aboriginal people: We are accountable and culturally responsive to the needs of Aboriginal people and ensure our work does not cause harm.

Indicators	Performance
Progress South Australia's Closing the Gap commitments	The department has lead responsibility for two Closing the Gap (CTG) Socio-Economic Outcomes (SEO) and co-leads a third with the Department for Child Protection: • 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 DCP). • SEO 13: Aboriginal and Torres Strait Islander families and households are safe. Actions undertaken during the past year to support the achievement of the above SEOs include: • Investment in programs that help keep Aboriginal children and young people out of detention, including the Child Diversion Program, which diverts Aboriginal children aged 10 to 14 charged with minor offences from custody. The 2025-26 State Budget provided an additional \$3 million over four years to support the continuation of the program. • Establishment of the Young Aboriginal Families in the North (YAFIN) program to provide early intervention and intensive family support to at-risk first-time parents of Aboriginal children from pregnancy until a child's second birthday. Delivered in partnership with KWW, the program provides \$1.2 million per year in Intensive Family Services to families in Northern Adelaide. From 1 July 2026, YAFIN commenced accepting referrals from birthing hospitals and the child protection system, while families in the northern suburbs can also self-refer directly to the service.

	• Strengthening shared decision-making with Aboriginal organisations through homelessness commissioning arrangements that include Aboriginal Community Controlled Organisations (ACCOs) and Aboriginal Community Controlled Health Organisations (ACCHOs) in alliance governance across South Australia. In 2025-26, an independent review of the homelessness system, led by an Aboriginal consultancy, was commissioned to inform future service design and commissioning. The review included a focus on strengthening Aboriginal voice, cultural governance, and the role of the Aboriginal community-controlled sector. • Child and Family Support leading the co-design of an Aboriginal Cultural Governance Framework with community-controlled organisations, government and non-government partners, and people with lived experience. The Framework aims to embed cultural governance, strengthen accountability across the child and family support system, and support progress towards Closing the Gap, particularly Target 12. Implementation planning is underway. • Establishment of the Women and Families Safety Partnership Committee by the Office for Women in partnership with the South Australian Aboriginal Community Controlled Organisation Network. The Committee provides strategic advice and oversight of initiatives that support progress towards Closing the Gap Target 13. • Continued support for the Justice Reinvestment Port Adelaide program, delivered by Tiraapendi Wodli Ltd. This long-term Aboriginal community-led initiative addresses factors that contribute to involvement in the justice system. • Enhancing the cultural responsiveness of the DHS Screening Unit processes by introducing more accessible information, culturally appropriate engagement approaches, options for verbal submission, and strengthened cultural capability training for staff.
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	DHS's Community and Partnerships team is partnering with the Port Lincoln Aboriginal community to co-design a new social and emotional wellbeing initiative for Aboriginal people that aims to prevent and minimise gambling harm. The initiative is expected to establish a blueprint for future partnerships with Aboriginal peoples and communities, with a stronger focus on self-determination and shared decision-making to accelerate policy and place-based progress towards Closing the Gap targets.
Commence development of a Self-Referral Pathway for Aboriginal Families pilot project	During the past year, the department commenced development of the Self-Referral Pathway for Aboriginal Families pilot project to support earlier and more effective access to family preservation and support services. The pilot will establish a dedicated pathway for Aboriginal families to access support services at an earlier stage, helping to strengthen family preservation outcomes. Developed in response to Recommendation 9 of the Holding on to Our Future report, the initiative is being co-designed with Aboriginal communities to ensure it is culturally safe and responsive to family needs. DHS is establishing a working group, including community representatives, to oversee the planned community consultation. During 2025-26, project planning was undertaken and engagement with key stakeholders identified western metropolitan Adelaide as the preferred pilot site. Engagement with the peak body Wakwakurna Kanyini and broader community consultation will occur in 2026-27, ahead of implementation of the pilot service model.
Progress the development of a cultural governance framework for the Safety and Wellbeing Taskforce	In the past year, the department supported a series of workshops and consultations, including sessions delivered in language, to inform approaches to supporting remote visitors in Adelaide. A key theme emerging from this engagement was the need to strengthen cultural governance arrangements for the Safety and Wellbeing Taskforce.

	The development of a cultural governance framework is a key step in strengthening the Taskforce's cultural authority and ensuring Aboriginal voices, lived experience and regional perspectives guide its work. DHS has commenced development of the framework, including engaging a culturally authoritative provider to lead consultation with Aboriginal stakeholders and partners across priority regions. This will ensure future Taskforce decisions, priorities and initiatives are co-designed, culturally informed, and support shared leadership and decision-making.
Establish an Aboriginal Scholarship Program to increase the number of Aboriginal financial counsellors	The Aboriginal Scholarship Program was established to increase the number of Aboriginal financial counsellors in South Australia and improve access to culturally responsive financial counselling services. Delivered by UnitingCare Wesley Bowden and InComPro, the program provides internships and funds the education and placement costs of two Aboriginal participants to undertake qualifications and gain practical experience towards full accreditation with Financial Counselling Australia (FCA). The program has achieved an early milestone, with one participant completing her Diploma of Financial Counselling and progressing towards full FCA accreditation. The second participant continues to progress through her studies while gaining practical experience.
Deliver a financial mobile outreach service to support Anangu clients in the Adelaide and Port Adelaide areas	The department contracted MoneyMob Talkabout (MMT) to deliver a mobile financial outreach service for Anangu people in Adelaide and Port Adelaide. The service aims to help clients address financial challenges, improve financial literacy and financial wellbeing, and increase access to support services. The MMT team includes an experienced financial counsellor and a financial capability caseworker who provide outreach support to Anangu clients. They use an assertive outreach, trauma-informed, and culturally safe approach, meeting clients in their homes or at locations where they regularly gather. This helps ensure support is not only accessible but also respectful of cultural norms and lived experience.

Priority 3 - Leading, advocating and partnering for impact: We partner with purpose, steward systems with care, and influence progress towards more inclusive, equitable and innovative approaches across sectors and systems.

Indicators	Performance
Partner with the Commonwealth Government and local councils to deliver additional accessible infrastructure projects under the Accessible Australia initiative	The Accessible Australia initiative is a Commonwealth-supported program that builds on the earlier Changing Places initiative to deliver a broader range of accessible and inclusive community infrastructure across Australia. The initiative supports the development of Changing Places facilities, inclusive beaches, inclusive national parks, inclusive play spaces, and portable accessibility infrastructure to improve access, inclusion and participation for people with disability. Accessible Australia is delivered through a shared funding model involving the Commonwealth Government, the South Australian Government, and local government. Funding arrangements vary according to project type. During 2025-26, four Accessible Australia Tranche One projects for new fixed Changing Places facilities progressed in South Australia. These projects are located at the Summit Aquatic and Leisure Centre in Mount Barker, the Modbury Civic Centre in the City of Tea Tree Gully, the Loxton Public Amenity Upgrade within the District Council of Loxton Waikerie, and Belair National Park, where the project was delivered in partnership by the City of Mitcham and the Department for Environment and Water. Tranche Two funding allocations were also finalised during 2025-26. Five South Australian local government authorities were approved for funding: City of Onkaparinga, The Flinders Ranges Council, The Barossa Council, District Council of Grant, and the City of Port Adelaide Enfield. These projects include new fixed and portable Changing Places facilities, as well as inclusive beach equipment, and will commence in 2026-27.

Progress national disability reform with the Commonwealth Government and other state and territory jurisdictions	The department continues to work with the Commonwealth and state and territory governments to progress national disability reform by leading South Australia's involvement in the NDIS reform program, implementing Australia's Disability Strategy 2021-2031, and responding to the recommendations of the Disability Royal Commission. This has included: • Progression of significant NDIS reforms, including the New Framework Planning and active engagement with the Commonwealth on reforms that support positive outcomes for South Australians with disability. • Development of a Joint Action Plan for the reduction and elimination of restrictive practices in the NDIS. • Implementation of the National Disability Advocacy Framework and work plan. • Progression of work to identify nationally consistent approaches to Community Visitor Schemes and to develop a new Disability Support Quality and Safeguarding Framework. • Development and implementation of National Principles for regulating assistance animals to promote consistency and best practice across all states and territories. • Commencement of the first major evaluation of Australia's Disability Strategy 2021-2031. • Endorsement of a revised approach to monitoring and reporting on the implementation of Disability Royal Commission recommendations. This work was supported through disability co-governance arrangements and associated forums, including the Disability Senior Officials Group and the Disability Reform Ministerial Council.
Progress actions under the Targeted Action Plans of Australia's Disability Strategy 2021-2031	Australia's Disability Strategy 2021-2031 is the national framework agreed by all Australian governments to improve the inclusion and participation of people with disability. DHS is responsible for coordinating, monitoring and reporting on South Australia's actions under the Strategy.

	Progress is reported annually to the Commonwealth Government and published by the Department of Health, Disability and Ageing. The Strategy is supported by Targeted Action Plans, which focus government efforts on delivering practical outcomes in priority areas. A second set of Targeted Action Plans commenced in January 2025, focusing on Community Attitudes, Inclusive Homes and Communities, and Safety, Rights and Justice. South Australia contributed ten actions across these plans, all of which align with work already underway across government agencies and are scheduled for completion by 2027. During 2025-26, South Australia completed or progressed five of these actions, demonstrating its ongoing commitment to improving inclusion, accessibility and outcomes for people with disability under Australia's Disability Strategy.
Support initiatives to tackle gender segregation in the workforce, particularly in traditionally male-dominated industries	The department, through the Office for Women, engaged with key male-dominated industries to tackle gender segregation in the workforce and increase women's participation. In October 2025, a Construction Roundtable was held with leaders from the construction industry to discuss initiatives aimed at increasing the recruitment and retention of women in skilled and technical roles. To further support this work, a Women in Construction Lunch was held in January 2026, bringing together more than 50 representatives from across the sector, including businesses, peak bodies, unions and government. The event showcased best-practice initiatives from organisations working to increase the participation of women in the industry. A report on the event and proposed next steps was published on the Office for Women's website. Further engagement with male-dominated industries will occur in 2026. The Office for Women is also supporting the Department of State Development to implement initiatives focused on increasing women's participation under the Government's Construction Workforce Plan.

Progress supported residential facilities reform	During 2025-26, the department continued work on reform of the <i>Supported Residential Facilities Act 1992</i>. The changes aim to modernise the legislation, align it with contemporary schemes and frameworks, including the NDIS, clarify operational provisions, and strengthen tenancy protections and safeguarding measures for residents. The department consulted with people with lived experience, including stakeholder bodies such as the Disability Minister’s Advisory Council and the DHS Disability Engagement Group, to seek advice on reform proposals and best-practice approaches for engaging residents on future legislative changes.
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Priority 4 - Building capability and supporting communities: We partner with communities to co-design and deliver services, programs and policy that are culturally informed, inclusive, and empowering, supporting local strengths and fostering long-term resilience.

Indicators	Performance
Continue to support the Port Augusta and Davenport Community Alliance Group in the implementation and delivery of the Port Augusta and Davenport Community Safety and Wellbeing Plan	During 2025-26, DHS continued to support the implementation of the Port Augusta and Davenport Community Safety and Wellbeing Plan through the ongoing work of the Port Augusta and Davenport Community Alliance, which met ten times and endorsed five new initiatives while extending funding for three existing programs. The Alliance oversaw the delivery and expansion of community-led initiatives aimed at improving safety, wellbeing, and community outcomes for residents and visitors. Key achievements during the year included: - the commencement of a regionally tailored Operation Flinders adventure therapy program - the opening of the Education and Wellbeing Hub in Term 1 2026 for young people at risk of disengaging from education - support for the procurement of four Aboriginal organisations to deliver therapeutic services for young people engaged in Mangrove Court proceedings. DHS also supported monitoring and evaluation activities by engaging Clear Horizon to develop an Understanding, Measurement, Evaluation and Learning (UMEL) framework to track outcomes, measure impact, and inform continuous improvement.
Support the delivery of Mangrove Court through the Port Augusta and Davenport Community Alliance Group	The Port Augusta and Davenport Community Alliance Group endorsed Mangrove Court as an approved measure under the Port Augusta and Davenport Community Safety and Wellbeing Plan. Officially launched in February 2026, Mangrove Court is a specialist Aboriginal therapeutic court designed to address the underlying causes of youth offending and reduce future involvement with the justice system.

	The initiative was developed in partnership with the local community and brings together culturally informed therapeutic supports, youth coaching, Aboriginal Court Elders and Respected Persons, and youth justice services to promote positive long-term outcomes for young people and their families. DHS supported the establishment and delivery of Mangrove Court by procuring four Aboriginal organisations to provide evidence-based therapeutic interventions for participants and continues to oversee these services through ongoing contract management.
Launch the new state ageing plan	South Australia's Plan for Ageing Well 2026-2036 was launched in February 2026, setting the state's strategic direction for supporting people to age well over the next decade. The Plan was informed by extensive consultation and co-design activities involving almost 3,200 South Australians, including people from diverse and underrepresented communities. The Plan reflects the priorities identified by older South Australians and focuses on four key areas: being safe and well, having peace of mind, feeling valued and visible, and participating in society. It also addresses important issues such as housing, social connection, and economic participation. The Office for Ageing Well will lead implementation through two five-year action plans, developed in partnership with government, community organisations, and older people. Progress will be monitored through an evaluation framework designed to measure outcomes and support continuous improvement.
Launch a new State Disability Inclusion Plan	South Australia's second State Disability Inclusion Plan 2025-2029 was launched in August 2025 following the completion of the inaugural State Disability Inclusion Plan. Developed in partnership with people with disability, their families, carers, and representative organisations, the Plan meets the requirements of the <i>Disability Inclusion Act 2018</i> and reaffirms the Government's commitment to improving inclusion, accessibility, and participation for people with disability across all areas of community life.

	The Plan was shaped through a co-design approach and extensive public consultation undertaken between 17 April and 26 May 2025. Engagement activities included targeted consultation with the seven priority groups identified under the <i>Disability Inclusion Act 2018</i>, as well as contributions from the Disability Minister's Advisory Council, local government stakeholders, and disability representative organisations. The new State Disability Inclusion Plan provides a four-year strategic framework for driving measurable improvements in inclusion and accessibility. Organised around the five key domains of Inclusive Environments and Communities; Education and Employment; Personal and Community Support; Health and Wellbeing; and Safety, Rights and Justice, the Plan establishes an outcomes framework and a coordinated approach to improving outcomes for people with disability through the implementation of state authorities' Disability Access and Inclusion Plans.
Integrate the new Community Transport SA program within the Community Connections system	The Community Transport SA (CTSA) program is a DHS-funded initiative that provides essential transport assistance to South Australians under 65 years of age who experience transport disadvantage and are not eligible for support through the NDIS or My Aged Care. Delivered by local government and non-government organisations across regional South Australia and outer metropolitan Adelaide, the program helps people overcome transport barriers that can contribute to social isolation, reduced independence, and poorer wellbeing outcomes. A significant enhancement in the new model is the formal integration of CTSA into the DHS Community Connections system. This integration recognises that transport is often a key enabler of social participation and community inclusion. By embedding CTSA within a broader community wellbeing framework, transport providers are better positioned to work with local services to identify and respond to the needs of people experiencing social isolation and loneliness.

	The integration has been supported through the introduction of system-level outcomes and expectations in provider contracts, alongside DHS-led change management, guidance and regional collaboration activities. This approach encourages stronger partnerships between transport providers, community organisations, and other local supports, creating a more coordinated and responsive service system that helps people access both transport and the broader supports they need to remain connected to their communities.
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Priority 5 - Delivering outcomes with accountability: We are committed to measuring what matters. We embed evidence, lived experience, and reflective practice to drive continuous improvement, learning, and transparency. We use purposeful information-sharing, and research, to guide our decisions, staying agile and adaptive to emerging challenges and opportunities.

Indicators	Performance
Continue to reform DHS Disability and Specialised Services	To improve sustainability, increase efficiency and transition to an operating model aligned with contemporary NDIS practices and cost structures, Disability and Specialised Services (DASS) is implementing a three-year Sustainability Plan that will run until the end of 2027-28. The Plan focuses on: • operational design • workforce capability • infrastructure efficiency • service and funding model alignment. During 2025-26, DASS continued to strengthen its operational model while improving quality, service delivery and organisational capability. Key achievements included enhancing governance reporting and systems integration capabilities, and progressing initiatives to improve corporate portfolio management and operational effectiveness. In addition, DASS engaged with clients, family representatives and staff to define a shared vision, purpose and values.
Complete an independent review of South Australia's homelessness system	An independent Homelessness System Review commenced in August 2025 to assess whether the system is accessible, coordinated, outcome-focused, and culturally safe, and whether current arrangements are delivering the best outcomes for South Australians. The review included a focus on young people, Aboriginal communities, people experiencing rough sleeping, place-based responses, and women and children experiencing domestic and family violence. The review was undertaken by Better Start in partnership with Jindawayni Consulting, ensuring strong analytical capability and Aboriginal-led input.

	The final review report was delivered in mid-2026 and made recommendations to strengthen future commissioning arrangements, system stewardship, and service integration. The findings will inform the recommissioning of Specialist Homelessness Services beyond 2027 and support the ongoing reform of South Australia's homelessness sector, ensuring services remain agile, effective, culturally responsive, and focused on achieving improved outcomes for South Australians.
Implement the Homelessness Outcomes Framework	The Homelessness Outcomes Framework was launched in July 2025 to establish a shared vision for a future in which homelessness is prevented or resolved. The Framework is integrated with the broader DHS Outcomes Framework and is intended to measure and support delivery of the Closing the Gap Priority Reforms across the homelessness system. The Framework supports a common understanding of people's experiences when they are at risk of, or experiencing, homelessness, how services and supports contribute to meaningful change, and how the system can work more effectively across the human services landscape. During 2025-26, the department progressed implementation of the Framework across the South Australian homelessness system by establishing a system-wide model of client and system outcomes, developing baseline measurement and reporting, engaging the sector through workshops on needs, measures and design, and creating learning resources informed by the Framework's system-level theory of change.
Complete a review of South Australia's extreme weather response	The Extreme Weather Response is a DHS-led statewide coordination function that safeguards the health and wellbeing of people sleeping rough by increasing support during extreme weather events. Delivered in partnership with funded Specialist Homelessness Services, local partners, and other response agencies, the response may include assertive outreach, extended operating hours, transport, material aid, and access to overnight accommodation or shelter in some circumstances.

	During 2025-26, the department completed a review of the Extreme Weather Response in collaboration with key stakeholders to ensure related policies and procedures remain fit for purpose and that the response continues to meet community needs and expectations. The review examined how the function can best support people sleeping rough during extreme weather events. The review findings were co-designed with the homelessness sector and people with lived experience and will be implemented in 2026-27.
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Corporate performance summary

The following is a summary of key corporate outcomes in 2025-26:

- On 15 December 2025, the department launched its new Strategic Plan, establishing a clear long-term direction that aligns programs and frontline services around shared priorities, outcomes and the needs of the people and communities it serves. The Plan provides a framework for business planning across the department, ensuring individual, team and organisational efforts are aligned with strategic objectives and support the effective delivery of services and resources. The Closing the Gap Priority Reforms have been embedded in the Strategic Plan, ensuring partnerships with Aboriginal communities, shared decision-making, culturally responsive service delivery and accountability for outcomes are reflected in the department's strategic priorities, planning processes and commitment to achieving Closing the Gap targets.
- In November 2025, the department launched its Aboriginal Workforce Strategy 2026-2031, reaffirming its commitment to fostering a culturally safe, inclusive and diverse workplace. The Strategy outlines DHS's approach to strengthening support for Aboriginal staff, clients and communities, while enhancing its position as an employer of choice for Aboriginal people.
- The department was re-accredited as a White Ribbon Workplace through to the end of 2029, recognising its ongoing commitment to gender equality, safety and respect in the workplace. Accreditation followed a comprehensive assessment of workplace systems, policies and processes against the White Ribbon Australia accreditation standards.
- Funding Central was implemented on time and within budget, representing a significant milestone in the department's digital transformation and modernising the management of funding agreements. The system now supports payments to non-government organisations across almost 600 funding arrangements and provides approximately 100 contract managers with streamlined tools to manage contracts and monitor performance more effectively.

- The department relaunched its Job Shadowing Program in November 2025, creating new opportunities for staff to gain insights into roles and functions across the department. The program enables participants to learn directly from colleagues, broaden their understanding of the organisation and explore potential career pathways while building capability and supporting professional development.
- The department released the DHS Disability Access and Inclusion Plan (DAIP) 2026-2030 in February 2026, setting out a four-year roadmap to strengthen the accessibility and inclusiveness of its services and supports. The Plan aligns with the priority areas of the State Disability Inclusion Plan 2025-2029 and establishes clear actions and measurable outcomes to drive accountability and continuous improvement. Developed through extensive consultation with people with disability, families, carers, advocacy organisations and sector partners, the DAIP reflects a shared commitment to improving accessibility and advancing inclusion across the department's programs and services. As an appendix to the DAIP, DHS also released its Autism Strategy Action Plan 2025-2029, which outlines department-specific actions that align with the broader SA Autism Strategy Action Plan 2025-2029.
- In January 2026, Safer Family Services (SFS) became the first South Australian Government service to achieve Rainbow Tick accreditation. This milestone recognises SFS' commitment to delivering inclusive, high-quality services for LGBTIQ+ clients and fostering an inclusive workplace culture.
- In June 2026, the department launched the DHS Innovate Reconciliation Action Plan (RAP) 2026-2028, marking an important milestone in its reconciliation journey. The RAP sets out clear actions and expectations to embed reconciliation into everyday work and strengthen the department's commitment to Aboriginal and Torres Strait Islander peoples and communities.
- The Australian Service Excellence Standards (ASES), the department's flagship quality assurance framework, achieved international accreditation from the ISQua External Evaluation Association (ISQuaEEA) through to 2029. The accreditation recognised ASES's strong planning, evaluation and continuous improvement processes, reinforcing the department's commitment to quality, safety and service excellence.
- The department was named Employer of the Year at the 2026 South Australian Pride Awards. This achievement reflects the collective efforts of staff to foster a workplace where everyone feels respected, valued and empowered to bring their whole selves to work.
- The Interpreting and Translating Centre (ITC) celebrated its 50th anniversary of service to South Australia's diverse communities. Established in 1975 as Australia's first state government interpreting agency, the ITC continues to provide essential interpreting and translating services across a wide range of settings, including healthcare, justice, policing and business.

Employment opportunity programs

Program name	Performance
Aboriginal Workforce Employment Initiatives	Aboriginal employees were supported and funded to undertake leadership development programs: - One employee completed the Manager Essentials Program, delivered by the Office of the Commissioner for Public Sector Employment (OCPSE). - Four Aboriginal employees participated in the DHS Mentoring Program, with two participating as mentors and two as mentees. During 2025-26, no Aboriginal employees participated in the Aboriginal Leadership Program, as it is currently under review by OCPSE.
DHS Graduate Program	During 2025-26, 17 graduates were recruited, comprising four AHP1 Graduate Practitioners and 13 ASO3 Graduate Officers.
Job Shadowing Program	The Job Shadowing Program provides participants with opportunities to connect with, observe and learn from colleagues in other teams through on-the-job shadowing. In 2025-26, 18 job shadowing arrangements were established.
Mentoring Program	The department's Mentoring Program facilitates effective mentoring partnerships that support employees' career development. In 2025-26, 43 mentor-mentee partnerships were established.
Social Work Study and Placement Support	The department continued to support employees undertaking tertiary studies in social work, with six staff members receiving assistance in the form of leave, financial reimbursement and/or paid university placements. In addition, 15 social work student placements were completed in 2025-26.
South Australian Leadership Academy Programs	The South Australian Leadership Academy (SALA), delivered by the OCPSE, provides programs that help public sector employees build capability and prepare for future leadership roles. In 2025-26, 64 employees participated in SALA programs.

Agency performance management and development systems

Performance management and development system	Performance
The department's Performance Development Framework provides a clear and 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 are required to participate in two formal Performance Development Review conversations each year. These conversations 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 who had at least one Performance Development Review conversation in the last 12 months increased from 79.8 per cent in 2024-25 to 81.9 per cent in 2025-26. As at 30 June 2026, 73 per cent of Performance Development Reviews were current, 12.4 per cent had not been recorded, and 14.6 per cent were exempt due to either long-term leave, new staff with less than 90 days service, or the intermittent nature of the employee's role. Conversation completion rates were 72.7 per cent between July and December 2025 and 73 per cent between January and June 2026. This is an increase from the previous year's rates of 71 per cent and 70 per cent respectively.

Work health, safety and return to work programs

Program name	Performance
Audit and Verification System Audit and Improvement Program	As part of the Office of the Commissioner for Public Sector Employment's Audit and Verification System (AVS) program, DHS participated in an external review of its Safety Management System (SMS). The review acknowledged the department's mature and effective approach to safety management, supported by established governance, risk management and monitoring arrangements. The review also identified opportunities to further strengthen consistency across risk management, consultation, assurance and reporting. The department will implement a structured improvement program to build on these findings and further enhance the maturity of its SMS.

Program name	Performance
Disability and Specialised Services Wellbeing and Safety Partnership	A collaborative program of work was established with Disability and Specialised Services to strengthen wellbeing and safety outcomes across the division. This included the development of a 12-month communication and engagement plan to increase awareness of wellbeing, safety, and psychosocial health initiatives, foster a culture in which workers are encouraged to speak up about safety, and strengthen workforce engagement.
Electrical Safety Improvement Program	In response to several electrical safety incidents, the department strengthened electrical safety arrangements across its operational workplaces. The program enhanced electrical safety risk management, safe systems of work, worker education and awareness, and local governance arrangements. This work improved compliance, strengthened risk controls and reinforced the department's commitment to continuous improvement and organisational learning.
Health and Wellbeing Programs	A range of health and wellbeing initiatives were delivered to support worker safety, physical and mental health, financial wellbeing and organisational resilience. Key programs included: • Corporate Partnerships: Partnerships with Westpac/Bank SA, Medibank, Bupa and HCF, providing employees with access to financial wellbeing programs, health insurance benefits, health education and wellbeing resources. • Employee Assistance Program: Confidential counselling and support services available to employees and their immediate family members. • Fitness Passport: Discounted access to fitness and recreation facilities for employees and their families to promote physical wellbeing. • Influenza Vaccination Program: Fully funded annual influenza vaccinations to support infection control and workforce health. • Work Health and Safety (WHS) Communications and Awareness Campaigns: Regular communications and targeted campaigns promoting wellbeing, psychological health, psychosocial risk prevention and a positive speak-up-for-safety culture across the department.

Program name	Performance
Psychological Health and Critical Incident Support	DHS implemented a Traumatic Incident and Suicide Response and Recovery Procedure and a Suicide Postvention Protocol to strengthen support for workers and workplaces affected by critical and traumatic incidents. These initiatives provide a consistent framework for responding to such incidents, supporting affected workers and teams, facilitating access to support services and reinforcing the department's commitment to psychological health and wellbeing.
Safety Management System (SMS) Maturation	The department continued to review and enhance its SMS to ensure alignment with legislative requirements, contemporary WHS practices and organisational needs. This work included updating WHS policies, procedures and supporting documentation to strengthen organisational capability and support continuous improvement. The ongoing maturity of the SMS also enhanced the department's preparedness for internal and external assurance activities, including the AVS review.
Wellbeing, Safety and Injury Management Data Dashboard	A Wellbeing, Safety and Injury Management (WS&IM) Data Dashboard was developed to strengthen organisational oversight of WS&IM performance. The dashboard provides timely access to key information and trend data, supporting evidence-based decision-making, enhanced organisational assurance, improved governance and the early identification of emerging risks across the department.
WHS Learning and Capability Development	A review of the department's online WHS training programs was undertaken to ensure content remained contemporary, engaging and aligned with legislative requirements. The review focused on strengthening workers' understanding of WHS roles and responsibilities, the department's risk management framework and processes, and the principles of psychologically safe workplaces. This work supported workforce capability development and helped foster a positive safety culture.

Workplace injury claims	2025-26	2024-25	% change (+ / -)
Total new workplace injury claims	129	140	-7.86%
Fatalities	0	0	N/A
Seriously injured workers*	1	0	N/A
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1,000 FTE)	25.0	43.4	-42.40%

* 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	2025-26	2024-25	% change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	8	5	+60.00%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	2	12	-83.33%

Return to work costs**	2025-26	2024-25	% change (+ / -)
Total gross workers compensation expenditure (\$m)	9.93	10.81	-8.14%
Income support payments - gross (\$m)	4.04	4.73	-14.59%

** 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	8
SAES1	30

The number of executives is based on the number as at 30 June 2026.

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 are attached to this report.

Statement of Comprehensive Income	2025-26 Budget \$000s	2025-26 Actual \$000s	Variation* \$000s	2024-25 Actual \$000s
Total income	596,597	684,680	88,083	1,480,352
Total expenses	596,917	741,050	144,133	1,516,905
Net result	(320)	(56,370)	(56,050)	(36,553)
Changes in property, plant and equipment asset revaluation surplus	-	29,393	29,393	17,721
Total comprehensive result	(320)	(26,977)	(26,657)	(18,832)

* Variation between the 2025-26 Budget and 2025-26 Actual

The 2025-26 Actual total comprehensive result was a deficit of \$26.98 million, which was mainly due to the department returning surplus cash back to the Department of Treasury and Finance (DTF) as per the Cash Alignment Policy. This was partially offset by an increase in the asset revaluation surplus as a result of the department undertaking a desktop revaluation as at 30 June 2026.

Statement of Financial Position	2025-26 Budget \$000s	2025-26 Actual \$000s	Variation* \$000s	2024-25 Actual \$000s
Current assets	292,994	198,849	(94,145)	254,233
Non-current assets	171,145	219,363	48,218	192,160
Total assets	464,139	418,212	(45,927)	446,393
Current liabilities	86,036	81,558	(4,478)	82,541
Non-current liabilities	100,677	86,976	(13,701)	87,197
Total liabilities	186,713	168,534	(18,179)	169,738
Net assets	277,426	249,678	(27,748)	276,655
Equity	277,426	249,678	(27,748)	276,655

* Variation between the 2025-26 Budget and 2025-26 Actual

The decrease in net assets between the 2025-26 Budget and 2025-26 Actual is mainly due to the department returning surplus cash back to DTF as per the Cash Alignment Policy. This was partially offset by an increase in land and buildings asset values due to the department undertaking a desktop revaluation as at 30 June 2026.

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	9,160

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

Consultancies	Purpose	\$ Actual payment
Bee Squared Consultants Pty Ltd	Reduce the backlog, enhance caseload management, and establish sustainable service level improvements within the Screening Unit.	37,000
G88 Consulting	Provide direct support to management and staff at Northgate Aged Care Service to ensure compliance with the requirements of the Aged Care Quality and Safety Commission.	732,450
JBG Consulting Pty Ltd	Undertake an independent review to identify and assess the effectiveness of controls in place to safeguard young people within the Youth Justice service at the Kurlana Tapa Youth Justice Centre.	72,000
Jindawayni Consulting Pty Ltd	Conduct an independent Homelessness System Review.	77,265

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 better support service delivery under the NDIS.	12,000
Kimberley Wanganeen Consultancy Pty Ltd	Develop an Aboriginal Cultural Governance Framework that establishes how the Child and Family Support System will be accountable to Aboriginal children, families, organisations and the broader community it supports.	49,850
	Total	980,565

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](#) published at the end of each calendar year for the 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	275,932

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

Contractors	Purpose	\$ Actual payment
Alcohol and Drug Foundation Inc	Develop and implement the Here for the Game Pilot Program	302,509
Arcadia Social Research Pty Ltd	Monitoring and Evaluation Report of the Minimising Gambling Harm in South Australia Investment Plan	15,515
ARTD Consultants	Evaluation for Safe and Well Kids Program	149,959
ARTD Consultants	Evaluation for Safe and Secure Housing Program	164,671
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	47,526
Awol Services	Provide caretaking arrangements at Mimili Maku Accommodation	15,432
Bammana Pty Ltd	Provide Remote Visitor Night Patrol services	386,010
Central Queensland University	Conduct survey on South Australian adults' attitudes, beliefs and behaviours related to sports betting	82,520
Central Queensland University	Delivery of the Strategic Research Agenda report	10,805
Clear Horizon Consulting Pty Ltd	Conduct a Final Impact Review of SA's Plan for Ageing Well and the Statewide Conversations project	20,000
Clear Horizon Consulting Pty Ltd	Provide program evaluation of the Northern and Southern Hubs	34,499
Clear Horizon Consulting Pty Ltd	Develop plans and toolkits for the Port Augusta Community Wellbeing and Safety Plan	99,994

Contractors	Purpose	\$ Actual payment
Cloudwerx Pty Ltd	Conduct planning and discovery work for the Screening Systems Transformation project	5,029,406
Dana Shen Consultancy	Develop a holistic model of care relating to gambling for Aboriginal people in Port Lincoln	43,132
Diverse Information Solutions	Develop records disposal schedules for the Screening Unit, Concessions and Interpreting Services, and Safer Family Services	30,250
DPS Consultants	Deliver a practical, implementation-ready recruitment framework	36,000
DWS Advanced Business Solutions	Provide ongoing support from a developer skilled in Microsoft Azure, .NET, and SQL Server for system design and development	382,220
Fields Group Pty Ltd	Provide security guard services	510,200
Foot Harmony	Provide podiatry services to clients residing at Northgate Aged Care Service	13,499
Fordham and More Advisory	Facilitate monthly Alliance meetings promoting effective governance, inclusive engagement, and collaborative community investment decisions	29,650
Gravitate Consulting	Deliver RAISE education programs including Respectful Club Environments and Gender Equality Action programs to sporting clubs in South Australia	62,500
Griffith University	Evaluation of the KIND Mentor Program	12,000
Healthcare Australia Pty Ltd	Provision of occupational therapy and dietetics services	131,595

Contractors	Purpose	\$ Actual payment
Healthy Dreaming Pty Ltd	Deliver place-based supports in Port Augusta to reduce youth offending among Young Offender Program participants	69,828
Hendercare Foundation	Provide police call-outs support services	17,086
Hudson Howell	Delivery of the Strategic Research Agenda report	21,120
Iwiri Aboriginal Corporation	Support the implementation and delivery of an Aboriginal Emergency Outreach and Case Management service	14,626
John Dunnery	Provide advice and assistance in conducting a project assurance review of the Screening Systems Transformation project	15,050
KPMG Chartered Accountants	Support the delivery of the Government's response to the Royal Commission into Domestic, Family and Sexual Violence	76,624
Kulintja Kutju Ltd	Develop the Outline Business Case - Short-term Responses to Support Remote Aboriginal Visitors in Adelaide	45,000
Megan Bellew	Facilitate Diversionary Activity Music Program	11,833
Neurophysio Disability	Provide Neurological Physiotherapy Home Visit services	17,033
On The Flip Side Events	Facilitate and supply resources for the DHS event to launch Youth Week	10,009
PEG Consulting Trust	Redraft Working with Children Check Guidelines for the Screening Unit	24,682
Pleasant Sense Therapy	Provision of occupational therapy services	28,574

Contractors	Purpose	\$ Actual payment
Policy Performance Pty Ltd	Develop a Monitoring and Evaluation Framework for the Youth Action Plan 2025-2028	37,200
Portable Australia Pty Ltd	Evaluate the Safety Hubs to gain an understanding of their impact at a regional level and to support and guide the expansion of the program	28,500
Redvers Consulting	Develop the Outline Business Case - Short-term Responses to Support Remote Aboriginal Visitors to Adelaide	35,454
Sauce Consulting Pty Ltd	Provide configuration and setup services for customer relationship management within the Community Visitor Scheme	17,665
Scott Rathman	Engage young people in Port Augusta and Davenport in designing and establishing a community mural	22,100
Sketch Group	Deliver Child and Family Support System Visualisation and Illustration Package project	26,500
Strategic Solutions Co	Evaluation of the implementation of the Financial Wellbeing Program	64,300
Swinburne University of Technology	Facilitate Australasian Youth Justice Conference	45,000
TCM Total Commercial	Provide maintenance and additional cabinetry services for Kurlana Tapa Youth Justice Centre	17,464
Total		8,255,540

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

The [SA Tenders and Contracts website](#) displays details of [Government of South Australia-awarded contracts](#) for goods, services and works and [across government contracts](#).

Contracts entered into with SA businesses and non-SA businesses

The following reflects contracts entered into during the financial year as reported to the Department of Treasury and Finance pursuant to Treasurer's Instructions 18 - *Procurement*. The information is unaudited.

Contracts entered into	2025-26 Number of contracts	2025-26 Contract value (\$)
With South Australian businesses	104	194,549,849
With non-South Australian businesses	17	22,586,996
Total	121	217,136,845

Note: 'South Australian business' has the same meaning as in Treasurer's Instructions 18 - *Procurement*.

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 66 and 67.

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 Chief Financial Officer on DHS' risk, control, compliance, and financial reporting frameworks. It supports the department in identifying, preventing, and responding to risks, and in meeting its legislative and policy obligations.

As stipulated in its terms of reference, the scope and objectives of RMAC are to:

- Provide independent advice on risk and control matters across DHS.
- Promote a proactive approach to risk appetite and tolerance.
- Encourage strategic conversations around emerging risks and threats.
- Review annual financial statements and ensure fair presentation.
- Monitor internal audit planning, execution, and reporting.
- Evaluate the effectiveness of internal controls and risk management systems.
- Review strategic and operational risk registers as requested and/or required.
- Oversee fraud and corruption control measures.
- Advise on governance and compliance matters.
- Support the Chief Executive in fulfilling governance responsibilities.

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 2025-26.

The **Incident Management Unit (IMU)** is the department's primary investigative body, responsible for the triage, assessment, and investigation of incidents involving alleged fraud, misconduct, maladministration, care concerns and Critical Client Incidents. The IMU provides a centralised and consistent approach to incident management, coordinates information sharing with external oversight and law enforcement agencies, including South Australia Police (SAPOL) and the Independent Commission Against Corruption (ICAC), and manages related referrals, reporting, and statutory information requests.

Internal Audit and Risk provides independent and objective assurance to the Chief Executive, Executive Directors and RMAC on the effectiveness of governance, risk management, and internal control systems. This includes identifying, monitoring and reporting departmental risks, while supporting the prevention of fraud and maladministration, investigations, and continuous improvement in operational performance and service delivery.

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 the 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
Conflict of interest	4
False or misleading documentation	5
Financial irregularities	1
Theft	1
Misconduct involving suspected dishonest conduct or improper financial advantage	2

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

Strategies implemented to control and prevent fraud

The DHS Fraud and Corruption Control Framework supports the South Australian Public Sector Fraud and Corruption Control Policy and reinforces the department's commitment to preventing, detecting and responding to fraud and corruption. The Framework outlines the department's approach to fraud and corruption control, including relevant legislation, standards, roles and responsibilities, and reporting requirements.

The department has developed divisional and directorate-level fraud and corruption control environments to provide executives with a structured view of where fraud and corruption vulnerabilities arise across DHS operations and how they are mitigated through existing controls. These environments provide executives with a clearer line of sight to exposure, mitigation activities and assurance priorities. IMU triage and investigation activities complement this work by identifying recurring fraud-related themes, control gaps and governance issues arising from reported matters. Together, these arrangements support proportionate oversight, audit readiness, targeted control improvements and periodic review as systems, services and delivery models evolve.

DHS also maintains oversight through its risk management and assurance arrangements, including monitoring of internal audit findings, governance risks, and the implementation of control improvements through relevant executive and leadership channels.

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

Public interest disclosure

	2025-26
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> .	0

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*, which was repealed by the *Public Interest Disclosure Act 2018* on 1 July 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.

The Office for Ageing Well leads South Australia's efforts to support people to age well, safeguard the rights of older people and adults at risk of abuse, and promote participation, inclusion and wellbeing across the community. Through its diverse programs and services, the office delivers policy development, program delivery, regulatory oversight, stakeholder engagement and advocacy initiatives that contribute to improved outcomes for South Australians.

During 2025-26, this work was undertaken through four key business areas: the Adult Safeguarding Unit; Policy and Projects Team; Seniors Card, Business Services and Engagement; and the Retirement Villages Unit. Together, these teams worked collaboratively to strengthen protections for older people and adults at risk of abuse, support age-friendly communities, deliver benefits to Seniors Card members, engage stakeholders, and implement key government priorities that enable South Australians to live safely, independently and with dignity.

Adult Safeguarding Unit

The Adult Safeguarding Unit is a dedicated statewide service established under the *Ageing and Adult Safeguarding Act 1995* to respond to concerns about adults who may be vulnerable to abuse. During 2025-26, the unit continued to play a key role in protecting and promoting the rights of adults who may be vulnerable to abuse by providing information, education, advice and support to individuals, families and service providers, while assessing reports of suspected abuse and coordinating safeguarding responses tailored to each adult's needs, wishes and circumstances.

The unit received 4,551 contacts in 2025-26, of which 1,128 (24.79 per cent) progressed to formal reports requiring assessment and safeguarding action. The remaining contacts were provided with tailored information, education and advice. Most contacts related to concerns about older people aged 65 years and over, or adults living with disability. Service providers were the largest source of referrals, followed by family members.

The most commonly reported forms of abuse were psychological or emotional abuse, financial abuse, and neglect, with adult children most frequently identified as the alleged perpetrators.

Comprehensive assessments were undertaken by the unit to determine appropriate safeguarding responses, with concerns often resolved through information gathering, collaboration and early intervention without the need for a formal investigation. During 2025-26, 945 reports were finalised following assessment and 77 investigations were completed. Safeguarding outcomes included advocacy, safety planning, coordinated multi-agency responses, referrals to support services and applications to the South Australian Civil and Administrative Tribunal (SACAT) for guardianship or administration, where required. In 34 cases, action was authorised without the adult's consent, primarily because impaired decision-making capacity prevented the adult from providing informed consent.

Policy and Projects Team

The Policy and Projects Team leads strategic policy development, partnerships, grants and research activities that support South Australians to age well and remain active, connected and valued in their communities. During 2025-26, the team played a central role in advancing the Government's ageing well agenda through the development of long-term policy directions, investment in community initiatives, strategic collaboration with key stakeholders and support for evidence-based research.

A significant achievement during the year was the launch of *South Australia's Plan for Ageing Well 2026-2036* in February 2026. The Plan provides a ten-year framework to guide South Australia's response to an ageing population and was developed in consultation with older South Australians. It identifies four key priorities: Be safe and well; Have peace of mind; Feel valued and visible; and Participate in society. Work also commenced on the first five-year Action Plan, which is being developed in collaboration with government, business, and community partners to drive implementation of these priorities.

The team continued to foster strategic partnerships that support ageing well and safeguard the rights of older South Australians. Recurrent funding was provided to the Council on the Ageing SA (COTA SA) through the Ageing Well Peak Body Program. Funding was also provided to support the Public Sector @ Every Age project, which promotes age-friendly workplaces across the public sector.

Through the Ageing Well Community and Research Grants Program, the Office for Ageing Well awarded \$733,018 in community, local government, and research grants during 2025-26. Funding supported 40 Grants for Seniors projects, four Positive Ageing Fellowship Grants, five Age Friendly SA Grants and several Impact Research Grants delivered by leading South Australian universities and community partners. These investments strengthened opportunities for older South Australians to participate in community life, enhanced age-friendly environments and services, and contributed to the evidence base informing future ageing well policy and practice across the state.

Seniors Card, Business Services and Engagement

Seniors Card Program

The Seniors Card program supports the social and economic participation of older South Australians by helping them stay connected to their communities while reducing cost-of-living pressures. With approximately 430,000 members, the program contributes to making South Australia an affordable and age-friendly place to live through concessions, information services, community engagement and business partnerships.

A key benefit of the program is the provision of significant transport cost relief. Seniors Card members receive free travel on Adelaide Metro services all day, every day, as well as a 50 per cent concession on selected regional public transport services. These benefits help older South Australians maintain their independence and access essential services, social activities and community connections.

During 2025-26, the program undertook extensive preparation for upcoming eligibility reforms expected to make an additional 80,000 South Australians eligible for membership. This included system enhancements, operational planning, stakeholder engagement and communication activities to support the successful implementation of the changes and ensure the continued delivery of high-quality services.

The program also strengthened its value and reach through the continued growth of WeekendPlus and its business partnership network. Distributed fortnightly to more than 126,000 subscribers, WeekendPlus has become a trusted public service communication channel, delivering government information, public safety messages, emergency updates, health information and community news. At the same time, the number of participating businesses providing discounts and benefits to members increased to more than 700 partners, expanding cost-of-living savings and benefits for older South Australians across the state.

Community Engagement and Awareness

In 2025-26, the Office for Ageing Well delivered education sessions and participated in events across South Australia to engage older people, carers, service providers and diverse communities. These activities promoted positive ageing, social inclusion, and awareness of programs and services that support older South Australians to live well and remain connected.

A key focus of this work was raising awareness of adult safeguarding and preventing elder abuse, including providing information on recognising abuse, understanding rights and accessing support. Through its education and outreach activities, the Office for Ageing Well helped strengthen community understanding of safeguarding vulnerable adults and supporting their wellbeing.

Retirement Villages Unit

The Retirement Villages Unit administers the *Retirement Villages Act 2016* on behalf of the Minister for Seniors and Ageing Well, providing advice and guidance to residents, prospective residents and operators on their rights and responsibilities under the Act. The unit also monitors and enforces compliance across the sector and provides policy and operational advice to support the effective regulation of retirement villages in South Australia.

During 2025-26, the unit responded to 558 enquiries and cases, delivered 17 information sessions across South Australia, finalised regulations to support the implementation of legislative reforms, and launched a new online Retirement Villages Register for public access.

As at 30 June 2026, there were 508 registered retirement villages in South Australia, comprising 19,278 residences and accommodating an estimated 26,989 residents. The sector remained predominantly focused on independent living, with only a small number of villages providing serviced apartment accommodation. During the year, one new village was registered, and five villages were voluntarily terminated following ministerial approval.

A major focus during the year was the implementation of the *Retirement Villages (Miscellaneous) Amendment Act 2024*, which commenced on 2 February 2026. The reforms strengthened consumer protections, improved transparency for residents and prospective residents, and enhanced regulatory oversight. The Retirement Villages Unit undertook extensive implementation activities and delivered information sessions to help residents and operators understand the new requirements. Compliance activities continued to focus on education and early intervention, with no prosecutions commenced during the reporting period.

The Retirement Village Residents Advocacy Program, delivered by the Aged Rights Advocacy Service, continued to provide information, advice and advocacy support to residents. During 2025-26, the service managed 305 cases, up from 275 in the previous year, and provided support in ten SACAT matters. The program plays an important role in helping residents understand and exercise their rights and navigate issues arising within retirement villages.

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

The Adult Safeguarding Unit was established under the *Ageing and Adult Safeguarding Act 1995* (the Act) to:

- Provide confidential information, education and advice to people concerned about themselves or another person who may be vulnerable to abuse.
- Respond to reports of suspected or actual abuse of adults.
- Provide support to safeguard the rights of adults experiencing abuse, tailored to their needs, wishes and circumstances.
- Raise community awareness about the service and strategies to safeguard the rights of adults who may be at risk of abuse.

During 2025-26, the unit maintained a strong focus on promoting and safeguarding the rights of adults who may be experiencing abuse. This was achieved by working collaboratively with adults and their existing support networks to implement safeguarding actions tailored to their needs, wishes and circumstances.

To respond to increasing service demand, which has risen annually since the unit's 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 with adults, service providers and community members to build their capacity to implement safeguarding responses. In more complex cases, it delivers a higher level of support to address gaps in safeguarding arrangements and manage associated risks.

Responding to Reports of Abuse or Mistreatment

The Adult Safeguarding Unit must assess all reports of abuse it receives. During the assessment process, it obtains relevant information about the situation to determine whether further action is required. In most situations, the adult's consent is required before any further action can be taken.

The unit operates a dedicated phone line through which members of the public can seek confidential information, education and advice, or to report suspected abuse of adults. Reports can also be submitted via the unit's online contact form or email address. Reporting abuse to the unit is voluntary.

Of the 4,551 contacts received in 2025-26:

- 24.79 per cent (1,128 contacts) resulted in a report to the unit, where a comprehensive assessment and relevant safeguarding actions were undertaken.
- 75.21 per cent (3,423 contacts) resulted in tailored safeguarding information and advice being provided to the caller.
- 55.88 per cent of all contacts (2,543) related to concerns of abuse of adults over 65.
- 27.18 per cent of all contacts (1,237 contacts) related to adults living with disability.
- 3.67 per cent of all contacts (167 contacts) concerned adults with other vulnerabilities.
- 13.27 per cent of all contacts (604 contacts) provided insufficient information to determine a category.

Over half of all contacts (62.4 per cent) were made by service providers, with immediate family members accounting for the second largest proportion (16.5 per cent). The most commonly reported types of abuse were psychological/emotional abuse (33.9 per cent), financial abuse or exploitation (28.7 per cent), and neglect (16.8 per cent).

Adult sons and daughters were most frequently identified as the person of concern responsible for the abuse (44.5 per cent), followed by a husband/wife/partner (17.6 per cent) and a father/mother/both parents (12.8 per cent). In some cases (15.2 per cent), the caller was unable to identify a specific person of concern responsible for the abuse.

During 2025-26, the unit closed:

- 945 reports following assessment, with no further action required.
- 77 reports following completion of an investigation.

In most cases, reports were closed following assessment, having determined the adult's situation was being appropriately managed and safeguarded by other parties. In other cases, the unit provided advice and support to the adult or relevant parties to strengthen safeguarding arrangements and reduce risks, enabling the case to be closed. Other reasons for closure following assessment included the unit not identifying any abuse or the adult denying abuse concerns.

In many cases, progression to investigation was not required due to the comprehensive work undertaken during the assessment phase. Information gathering during assessment is an interactive process that typically involves detailed discussions with the adult or other relevant parties to understand the situation. Through this process, solutions were identified and safeguarding actions implemented either by the adult, with support from the unit, or by others involved in the adult's life. To mitigate risk and achieve the best possible outcomes, the unit often takes a non-linear approach, implementing safeguarding actions concurrently during the assessment process.

Where investigations were undertaken, the unit identified and implemented targeted safeguarding actions, in collaboration with other parties. Examples of safeguarding actions arising from investigations include applications to SACAT for the appointment of an administrator or guardian, advocacy, coordination of multi-agency responses, safety planning, and increasing access to funded support services such as the NDIS and My Aged Care.

A range of organisations across South Australia provide services, supports and interventions to help prevent abuse and restore people's right to safety, respect and self-determination. Referrals to these organisations are a critical component of the work undertaken by the Adult Safeguarding Unit to safeguard adults. During 2025-26, the unit made numerous referrals to a broad range of agencies during and following the assessment of reports.

As a general principle, the unit does not take action in response to a report of abuse without the consent of the adult to whom the report relates. In 2025-26, it was approved to take action without consent on 34 occasions under section 24 of the Act. In most cases, this occurred because the adult had impaired decision-making capacity in relation to providing consent for the unit to undertake safeguarding actions on their behalf.

Community Education and Awareness

During 2025-26, the Adult Safeguarding Unit delivered 42 education sessions and participated in a range of community events. The education sessions were targeted at health and community service providers and focused on raising awareness of abuse prevention strategies, building community capacity to respond to abuse and mistreatment, and increasing understanding of the unit's role in safeguarding the rights of adults, including how to access its services. Community events were attended by a diverse range of stakeholders and community groups, including older people, people with disability, Aboriginal and Torres Strait Islander peoples, and people from culturally and linguistically diverse backgrounds.

Four Embedding Safeguarding into Everyday Practice workshops were delivered across regional and outer metropolitan South Australia. These data-informed workshops were designed to strengthen the capacity of NDIS and aged care service providers to safeguard the rights of adults.

The unit also engaged with stakeholders to strengthen new and existing partnerships. These engagements focused on developing and enhancing collaborative arrangements to support a coordinated approach to safeguarding the rights of adults across South Australia.

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 these interventions 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 in the disability sector, and providing education and training on 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 3,541 restrictive practices comprising:

- 3,157 authorisations of environmental, chemical and mechanical restrictive practices, which may be Level 1 or Level 2 practices depending on the circumstances.
- 384 authorisations of seclusion and physical restrictive practices, which are categorised as Level 2.

During 2025-26, 23 Authorised Program Officers met the selection criteria outlined in the Disability Inclusion (Restrictive Practices - NDIS) Regulations 2021 and were authorised by the Senior Authorising Officer to perform the role. As at 30 June 2026, there were 121 Authorised Program Officers in total.

The Restrictive Practices Unit forms part of the Ageing, Disability Policy and Safeguarding division, alongside the Office for Ageing Well and Disability Policy and Reform, enabling a coordinated and integrated approach to safeguarding across the department.

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 and 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, and online and telephone gambling help services.

Administered by Gambling Harm Support SA (GHS SA), the GRF provided more than \$6.5 million in funding to gambling help services across South Australia during 2025-26.

The successful 'Spot the Harm. Stop the Harm.' gambling harm awareness campaign continued during 2025-26, with an evaluation indicating it was effective, with 61 per cent of people who saw the campaign taking a step in the right direction. That is, they self-reported one or more positive attitudinal or behavioural changes.

Of those who saw the campaign, 37 per cent reported increased confidence in avoiding harmful gambling behaviours, while 35 per cent said the campaign had increased their awareness of the wide-ranging impacts of gambling. In terms of behavioural change, one in seven respondents reported reducing their gambling after seeing the campaign. Encouragingly, the campaign also had a strong impact on those spending \$100 or more a month on gambling, with 38 per cent reporting that they had reduced their gambling and 23 per cent visiting the GHS SA website.

The Here for the Game initiative also continued during 2025-26, with professional South Australian sporting clubs, including the Adelaide Crows, continuing to challenge the normalisation of gambling in sport. In early 2026, the Here for the Game Community Program reached a significant milestone, with 150 amateur-level South Australian sporting clubs having joined the program to create safer gambling environments.

Gambling Harm Action Week in October 2025 featured the theme 'Supporting those close to you'. During the week, GHS SA released a range of resources designed to support loved ones as allies in prevention and care, a key project identified in the Investment Plan. The resources included practical tips for starting conversations, supporting children, understanding why people gamble, and finding help. The resources were shared online and distributed to over 450 pubs, clubs and services in South Australia.

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 2026, there were no residents living at the Fullarton campus, also known as Highgate Park, which has since closed.

The last resident moved from Highgate Park into aged care in April 2020.

No former residents returned to Highgate Park during the preceding 12 months.

Act or Regulation	Requirement
<i>Retirement Villages Act 2016</i>	11 - Annual report (1) The Registrar must, on or before 31 October in every year, forward to the Minister a report on their 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. The Act 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 via the new online public Retirement Villages Register.

Retirement Villages Unit

The Office for Ageing Well's Retirement Villages Unit administers the Act on behalf of the Minister for Seniors and Ageing Well. The unit provides advice and guidance to residents, prospective residents and operators about rights, obligations and liabilities under the Act, undertakes legislative compliance and enforcement activities, manages the publicly available Retirement Villages Register, and advises the Minister on the operation of the Act.

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. During 2025-26, the unit:

- Responded to 558 cases relating to retirement village issues.
- Finalised the regulations to support the *Retirement Villages (Miscellaneous) Amendment Act 2024*, which commenced on 2 February 2026.
- Undertook extensive implementation activities to support commencement of the Amendment Act, including developing regulatory guidance documents and online content, updating compliance frameworks, and providing advice to internal and external stakeholders.
- Delivered 17 information sessions to residents and operators regarding the Amendment Act.
- Delivered presentations to a range of interested groups and organisations.
- Developed the new online Retirement Villages Register.

The majority of queries in 2025-26 related to the formation and operation of resident committees and their rules and procedures. Requests for advice and assistance relating to exit entitlements and fees remained steady in comparison to the previous year, as did queries about terms of contracts. How villages should respond to behavioural concerns continued to be a consistent theme. Steady contact continued from prospective retirement village residents seeking information from the Retirement Villages Unit.

Size of the Sector

As of 30 June 2026, 508 retirement villages were registered across South Australia, comprising 19,278 residences. The number of people living in retirement villages is estimated at approximately 26,989.

Most retirement villages only offer independent living units. A small section of the sector (32 villages) provides serviced apartment accommodation, which caters to residents requiring additional assistance or support, such as the provision of meals, cleaning, laundry and extra services.

During 2025-26, one new village was registered, and five villages were voluntarily terminated. Under the Act, all retirement village schemes must be registered within 28 days of the first resident taking up occupation.

A retirement village may only be voluntarily terminated with ministerial approval. The five villages terminated were:

- One village in Christie Downs with seven units to be used for affordable rental housing.
- One village in Elizabeth East, with the site of six units to be used for affordable rental housing.
- One village in Klemzig, where 31 units were demolished in 2011. The site was planned for redevelopment but is now intended to be sold.
- One village in Murray Bridge, where two units had been vacant for over ten years and were co-located with a residential aged care facility. The units have been demolished as part of the redevelopment of the aged care facility.
- One village in Mount Gambier, where two serviced apartments co-located with a residential aged care facility have been integrated into the aged care facility.

Exemptions from operation under the Act

The following exemptions remain active under either the previous *Retirement Villages Act 1987* or current Act:

- Four under section 18: With client consent, no need to hold premium in Trust (*Retirement Villages Act 1987*).
- 14 under section 26(1): Ingoing contribution does not have to be held in Trust, maximum deposit \$10,000 (current Act).
- 13 under sections 22(1)(c), 33(6), 34(8), 38, 39, 40(4), Schedule 2 - Part 4, clause 11(1): Can have consolidated meetings and financial reports for resident funded and independent living resident groups (current Act).

- 118 various exemptions to allow consolidated meetings and financial reports (*Retirement Villages Act 1987* and current Act). These 118 exemptions consist of combinations of sections 22(1)(c), 33(1)(b), 33(2), 33(6), 33(7)(a), 34(8), 38(1), 39(1), 40(1) and 40(4).
- 19 under section 31(3)(a): Operator exempt from assuming responsibility for depreciation (current Act).
- Four 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 2025-26.

Compliance activities during the past 12 months included providing advice in response to enquiries and assessing complaints. A random audit of disclosure documentation from regional areas was completed in November 2025.

Retirement Villages (Miscellaneous) Amendment Act 2024

The *Retirement Villages (Miscellaneous) Amendment Act 2024* and supporting regulations commenced on 2 February 2026. The Amendment Act gives effect to the recommendations of an independent review of the Act 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 enhances the powers and functions of the Registrar.

Code of Conduct training will be developed and administered by the Office for Ageing Well and must commence by 5 December 2026. All retirement village operators and staff will be required to complete mandatory training on the codes of conduct before commencing work in a village and every three years thereafter. This requirement applies to all new operators and staff.

The Retirement Villages Unit conducted targeted information sessions to retirement village residents and retirement village operators across the state to help residents and operators understand their rights and responsibilities under the new laws. An operator information session held in the Adelaide CBD was attended by 150 representatives of retirement village operators. Five resident information sessions were held in the Adelaide CBD, Holden Hill, Aberfoyle Park, West Lakes and Mount Barker, with 353 people in attendance in total.

Four operator information sessions and four resident information sessions were held in regional South Australia in the Barossa Valley, Fleurieu Peninsula, Limestone Coast and Murray Bridge. Three combined operator and resident information sessions were held in the Riverland, Port Lincoln and the Yorke Peninsula, with 386 people in attendance in total.

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 2025-26, the program had 305 retirement village cases, up from 275 in 2024-25, of which:

- 155 (51 per cent) were information cases and 150 (49 per cent) were advocacy cases.
- 227 (74 per cent) were via phone, 71 (23 per cent) were via email, five (two per cent) were via face-to-face/events, and two (one per cent) were recorded as other (for example, letters).
- 75.1 per cent of calls were from the Adelaide metropolitan area, 18.4 per cent were from rural and remote locations, while 6.6 per cent remained anonymous or were from interstate enquiring about relatives in South Australia.

Most communication occurred directly with retirement village residents, representing 77.7 per cent of all records. Family members, supporters and carers made up the next largest group at 13.4 per cent, while all other contact types, including legal representatives, were at 8.9 per cent combined.

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

In 2025-26, there was a continued focus on providing in-depth support to retirement village residents. The average time spent addressing issues per advocacy case was 381 minutes, down from 433 minutes in 2024-25. The average time spent on information calls was 53 minutes, a slight increase from 50 minutes in 2024-25.

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.

The Youth Justice and Inclusion Support directorate continued to deliver services and initiatives in accordance with the requirements of the *Youth Justice Administration Act 2016*. Reducing the overrepresentation of Aboriginal children and young people in the youth justice system remains a priority, alongside implementing key practice reforms that reflect a commitment to delivering contemporary, evidence-informed and effective services.

Launched in 2025-26, the Youth Justice Practice Framework outlines the purpose, principles and theoretical foundations that guide service delivery across all Youth Justice settings. The Framework establishes a consistent approach across community-based services and the Kurlana Tapa Youth Justice Centre (Kurlana Tapa), with a strong emphasis on trauma-informed and culturally safe practice.

A new case management model is being developed to strengthen assessment and case planning, with a focus on trauma-informed practice, in line with the Youth Justice Practice Framework. Actions undertaken during 2025-26 included a trial of a new assessment tool, the Short-Term Assessment of Risk and Treatability: Adolescent Version (START-AV), and enhanced staff training.

Trauma-informed practice is a key focus at Kurlana Tapa, where an Enhanced Support Model is being introduced to provide intensive, individualised care for young people with complex needs through culturally centred, relational and therapeutic responses.

DHS is the lead South Australian agency responsible for Socio-Economic Outcome 11 under the National Agreement on Closing the Gap, which aims 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. The department remains committed to improving outcomes and service responses for Aboriginal children and young people.

The Aboriginal Youth Pathways to Employment (RAW) Program continued to be delivered in partnership with Community Youth Justice. The program provides culturally safe training and employment opportunities for Aboriginal children and young people, supporting them to develop skills and secure paid employment in the building, civil and construction industry.

DHS commenced delivery of the Young Offender Program (YOP) in 2025-26. A key initiative under the Young Offender Plan, the YOP was developed in collaboration with key stakeholders. The program provides multi-agency support to a small cohort of young people to reduce reoffending and achieve better outcomes.

Participants receive individualised, clinically and culturally informed responses, with a particular focus on Aboriginal family-led decision making, case formulation, access to relevant schemes such as the NDIS, and interventions delivered within the young person's local community. While the YOP is not an Aboriginal-specific program, a key focus is reducing the overrepresentation of Aboriginal children and young people in the justice system.

Actions undertaken in 2025-26 to observe and promote the Aboriginal and Torres Strait Islander Youth Justice Principle contained in the Youth Justice Administration Regulations 2016:

Objective	Actions 2025-26
<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>	Staff across custodial and community services use a range of assessment and case management tools to gather information about a child or young person's nation group, language, family and community connections, and cultural background. This information guides the planning and delivery of culturally appropriate support, including referrals to Aboriginal organisations and other culturally responsive services, where appropriate. Family scoping further assists in understanding family circumstances, cultural values, and expectations. Where a child or young person's cultural background cannot be clearly established, advice is sought from individuals with recognised cultural knowledge and authority.
<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>	Under section 34 of the <i>Youth Justice Administration Act 2016</i>, children and young people in custody may be granted temporary leave in specific circumstances, including to attend funerals and other significant cultural events. During 2025-26, 12 Aboriginal children and young people were granted temporary leave, with support provided by the Aboriginal Cultural Support Team. Aboriginal children and young people at Kurlana Tapa are also supported to maintain cultural connections and fulfil cultural obligations while in custody. This includes facilitating family visits and, where practicable, access to live-streamed cultural events. Opportunities are also provided to participate in cultural programs, activities and peer mentoring initiatives that encourage the sharing of cultural knowledge, experiences, and traditions.

Objective	Actions 2025-26
<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 work with Senior Aboriginal Cultural Advisors to facilitate the involvement of young people and their families, ensuring their voices guide case planning. They also prioritise connecting Aboriginal children and young people with culturally specific services and Aboriginal Community Controlled Organisations to support their cultural needs. Senior Aboriginal Cultural Advisors provide advice and input into care plans and support engagement with appropriate external services for Aboriginal children and young people at 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>	Where appropriate, decisions affecting Aboriginal children and young people are informed by Aboriginal Family-Led Decision Making. This approach includes building staff capability to engage respectfully with families, recognising and supporting Aboriginal parenting practices, and applying a strengths-based model that values families' knowledge, expertise and capacity to make decisions about their own lives. Case Managers work collaboratively with family members, community representatives, cultural leaders and Aboriginal Cultural Advisors to promote and maintain Aboriginal children and young people's connections to family, community and culture throughout their involvement with Youth Justice.

Objective	Actions 2025-26
<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>	Aboriginal children and young people have access to a range of cultural programs and activities while at Kurlana Tapa, including Yarning Circles, Cultural Catch-Ups, and activities during Reconciliation Week and NAIDOC Week. In 2025-26, the following were delivered: • Nineteen Yarning Circles for girls and 85 for boys. These programs were co-facilitated with external services, including Child and Adolescent Mental Health Service (CAMHS) Forensic Services, Exceptional Needs Unit (ENU) and Metropolitan Aboriginal Youth and Family Services (MAYFS). • An average of nine Cultural Catch-Ups per week, facilitated by the Aboriginal Cultural Support Team. Activities included internal visits with family and peers, lunchtime activities, mentoring opportunities and support during sorry business. • Five cultural activities during NAIDOC Week.
<i>The assessment of appropriate accommodation in a training centre will consider the individual cultural identity of Aboriginal and Torres Strait Islander youths.</i>	Accommodation Managers at Kurlana Tapa work closely with Senior Aboriginal Cultural Advisors and Aboriginal staff throughout the accommodation placement process to ensure cultural factors are considered.
<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 provided free of charge and is available to children and young people, as well as their families. ALIS interpreters speak a range of Aboriginal languages, including Alyawarr, Anmatyerr, Arrernte (all dialects), Pitjantjatjara, Warlpiri and Yankunytjatjara. Interpreters can provide assistance either face-to-face or by phone and may be requested by a court, Youth Justice staff, or a young person.

Objective	Actions 2025-26
<i>The particular health, education and wellbeing needs of Aboriginal and Torres Strait Islander youths are considered and, where practicable, met.</i>	SA Health and CAMHS provide specialised health services to Aboriginal children and young people at Kurlana Tapa through culturally specific clinics and support services. 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. The 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. Case Managers work with Aboriginal children and young people in the community to identify and assess their needs, particularly their health, education and wellbeing goals, to inform case planning and referral decisions. Case Managers maintain close working relationships with key agencies, including SA Health, the Department for Education and the NDIS, to support Aboriginal children and young people to access the services they need.
<i>Officers of the department actively participate in cultural training and demonstrate culturally respectful engagement.</i>	DHS provides mandatory cultural awareness training to all new staff. This is complemented by specialist training for staff working at Kurlana Tapa and in Community Youth Justice. Staff Yarning Circles are regularly facilitated to provide a culturally safe space for reflection, learning and professional development for Case Management staff. These Yarning Circles foster open discussion, reflective practice and knowledge sharing, contributing to increased staff confidence and capability in working with Aboriginal children and young people and their families.

Objective	Actions 2025-26
<i>The department actively recruits and supports the retention of Aboriginal and Torres Strait Islander staff.</i>	The DHS Aboriginal Workforce Strategy was launched in 2026 to guide actions that support employment opportunities, retention, cultural safety, professional development, and career progression for Aboriginal staff. Aboriginal staff are supported throughout the recruitment and onboarding process by the Aboriginal Cultural Support Team at Kurlana Tapa, which works in partnership with the training and recruitment team.

Reporting required under the *Carers Recognition Act 2005*

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

The following summarises actions undertaken by the department to support compliance with the Act during 2025-26:

- The department undertook public consultation on proposed amendments to the Act. Feedback from carers and peak bodies informed the development of the Carers Recognition (Miscellaneous) Amendment Bill 2025, which was passed by the South Australian Parliament in late 2025.
- To assist public sector staff to understand their obligations under the amended Act, the department developed and published resources, including a factsheet, compliance guidelines and reporting guidance. These resources were informed by consultation with Carers SA, Grandcarers SA, the Disability Minister's Advisory Council and the department's Disability Engagement Group. The resources contribute to the delivery of Action 44 of the department's Disability Access and Inclusion Plan 2026-2030, which aims to provide guidance to state government agencies to better understand and implement the Act and Carers Charter.
- The department commenced an evaluation of the Young Carer Support Service (YCSS) in September 2025. YCSS staff contributed through a reference group that informed the evaluation design, reviewed key outputs and supported data collection. Feedback was gathered from young carers who had participated in the service, as well as from their representatives, through online surveys and focus groups. Young carers involved in lived experience and advisory groups, including the Youth Minister's Advisory Council and the Young Carer Action Crew, were also consulted through an online survey.

- The department launched its Disability Access and Inclusion Plan 2026-2030 in February 2026. Informed by consultation with, and feedback from, people with disability, families, carers and advocacy organisations, the Plan outlines three actions relating to carers (Actions 17, 40 and 44).
- On 28 and 29 May 2026, department representatives participated in the Department for Education's *Stronger Connections* Wellbeing Leaders Conference alongside carer support providers to promote awareness of the department's YCSS and explore opportunities for collaboration.
- The department launched the SA Autism Strategy Action Plan 2025-2029, developed in consultation with the State Autism Strategy Advisory Committee, comprising Autistic people and parents and carers of Autistic people. The Action Plan includes actions to support carers of Autistic people.
- To support implementation of Action 2.13 of the department's Diversity, Equity and Inclusion (DEI) Strategy 2025-2027, information about the SA Carers Charter was made available on the department's intranet.
- The department's 2025 DEI Survey included questions to better understand the experiences of employees who are carers.
- The department added links to the Carer-Inclusive Workplace Initiative eLearning modules to its intranet and promoted them to staff.
- To increase the recognition of, and amplify the voice of carers, carers continued to be represented on the Disability, LGBTIQ+ and Youth Minister's Advisory Councils.
- An audit of the department's wellbeing rooms was undertaken to ensure they are fit for purpose, including for use by carers.

Reporting required under the *Climate Change and Greenhouse Emissions Reduction Act 2007*

Section 20A of the *Climate Change and Greenhouse Emissions Reduction Act 2007* requires all South Australian public sector agencies to report on the manner in which the agency is addressing matters relating to climate-related risks and the reduction of greenhouse gas emissions.

During 2025-26, the department strengthened its approach to implementing Premier and Cabinet Circular PC007 *Climate Ready Government*. Activities undertaken include:

- Commencement of a program to progressively replace fleet vehicles powered by internal combustion engines with electric vehicles, supporting the reduction of greenhouse gas emissions from departmental operations.
- Establishment of an executive-level governance structure to oversee the implementation of Climate Ready Government initiatives and monitor progress against departmental climate-related priorities.

- Completion of an initial review and assessment of climate-related risks and opportunities that may affect the department's operations, assets, services and stakeholders, providing a foundation for future planning and risk mitigation.
- Provision of climate change training and awareness resources to all staff to build organisational capability and support informed decision-making on climate-related risks and opportunities.

These activities will continue to be expanded through the development of a Carbon Management Plan in 2026-27, alongside ongoing efforts to reduce greenhouse gas emissions.

Public complaints

Number of public complaints reported

Divisions are required to record all customer complaints in the approved complaints management system relevant to their business unit (for example, Gov SAfety or Lumary) and ensure they are appropriately categorised.

Complaint Theme	Category	Sub-categories	Number of Complaints 2025-26
Facilities	Centre Based Facilities	Access	5
		Quality	6
Facilities	Unit Based Facilities	Room Based Activities	14
		Tuck Shop	0
		Unit Supplies	10
Interpersonal Relationships	Advocacy	Advocacy	4
Interpersonal Relationships	Domestic Visitors	Access to Phone Calls	1
		Access to Visitors	1
Interpersonal Relationships*	Domestic Visitors	Conduct	0
Interpersonal Relationships*	Interpersonal Relationships	External	4
		Staff	5
Interpersonal Relationships	Kurlana Tapa Staff	Availability	4
Interpersonal Relationships	Other Resident	Other Resident	23
Interpersonal Relationships	Professional Visitors	Access to Phone Calls	0
		Access to Visitors	1
		Privacy	1
Interpersonal Relationships*	Professional Visitors	Conduct	0

Complaint Theme	Category	Sub-categories	Number of Complaints 2025-26
Procedure/ Process	Behaviour Support Framework	Consequences	1
		Inequity	1
		Phases	11
		Protective Actions	0
		Rewards and Incentives	0
		Routines (lockdown)	0
		Routines (other)	0
Procedure/ Process	Charter of Rights	Charter of Rights	2
Procedure/ Process	Communication	Quality	16
		Timeliness/Responsiveness	3
Procedure/ Process*	Communication	Listening	3
Professional Behaviour	Staff	Attitude	113
		Competency	15
		Conduct	93
		Knowledge	3
Service Delivery*	Client Finance	Missing Asset	3
		Service Charges	1
Service Delivery	Education	Access to Education	5
		Quality of Education	3
		Variety and Relevance of Courses Provided	0
Service Delivery*	Equipment	Availability	0
		Quality	5
		Sustainability	4

Complaint Theme	Category	Sub-categories	Number of Complaints 2025-26
Service Delivery	Food	Dietary Requirements (Medical and/or Cultural)	3
		Quality	14
		Quantity	1
		Specific Meals	14
		Variety	5
Service Delivery	Health and Wellbeing	Access to Medical Services	5
		Access to Mental Health Services	1
		Access to Physical Health Services	2
		Disability Related Concerns	21
		Gender Related Concerns	0
Service Delivery*	Health and Wellbeing	Care Concerns	36
Service Delivery	Programs / Activities	Access to Programs and Activities	26
		Appropriate Cultural Programs	3
		Variety and Relevance of Programs Provided	5
Service Delivery*	Programs / Activities	House Based Activities	1
Service Delivery*	Workforce	Availability	6
Total			504

Source: Gov SAfety and Lumary

* Complaint themes, categories and sub-categories are only applicable to complaints recorded in Lumary. For all other records, themes, categories and sub-categories are recorded in both Gov SAfety and Lumary.

Additional metrics

Number of positive feedback comments ¹	195
Number of negative feedback comments ²	504
Total number of feedback comments	699
% complaints resolved within policy timeframes	67.1%

Source: Gov SAfety and Lumary

¹ Total number of compliments and suggestions recorded

² Total number of complaints recorded

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

Service improvements

The following summarises the department's actions in 2025-26 to strengthen complaints management, including service improvements arising from complaints and client feedback:

- Following a complaint from a client who was unaware of an email requiring a response as part of continuous monitoring, the **Screening Unit** revised its process to ensure clients are contacted by telephone when such emails are issued. This additional notification supports timely responses.
- The **Screening Unit** previously issued Working with Children Check renewal reminder emails six months before a check's expiry to encourage early renewal applications. Following feedback from clients that the reminders were being sent too early and could result in unnecessary application costs, the process was reviewed and updated as part of the transition to the new screening system. Renewal reminder notifications now commence three months before expiry, providing applicants with more appropriate notice while reducing the likelihood of unnecessary applications.
- Feedback from children and young people at the **Kurlana Tapa Youth Justice Centre** led to the revitalisation of the Youth Advisory Committee, a key forum through which children and young people can share ideas and contribute to decisions about centre routines, programs, activities and their living environment. Key features of the revitalised Committee include:
 - Introducing a flexible, weekly, unit-based meeting model that improves accessibility and engagement and provides greater opportunities for all children and young people to participate.
 - Providing regular opportunities for children and young people to share their views and raise issues that are important to them.

- Acknowledging feedback and agreeing on appropriate actions and outcomes.
- Demonstrating how feedback informs decision-making and service improvements.
- Recognising and encouraging positive participation to build confidence and strengthen engagement.
- The **Office for Ageing Well** established a complaints management process to provide a clear and consistent approach to handling complaints across all business units. This supports the timely and consistent management of complaints, improving efficiency, accountability and service quality.
- The Office for Ageing Well also reviewed and updated its internal review procedure for individuals aggrieved by certain decisions of the Adult Safeguarding Unit. The procedure enables eligible decisions to be reviewed by the Chief Executive or delegate in accordance with the relevant legislation.
- The **Disability and Specialised Services Collaborative Client Forum** provides clients with an opportunity to share their views on social events, community inclusion, and choice and decision-making, as well as provide feedback on service delivery and opportunities for improvement. During 2025-26, feedback from Forum participants contributed to a range of service improvements, including:
 - Enhancements to client profile information to better support staff understanding of individual support and communication preferences.
 - Improved accessibility of client meetings and online engagement opportunities.
 - Broader service improvement and co-design initiatives across Disability Services, informed by client feedback.
- An internal review of **the Exceptional Needs Unit Information and Advice Service** was undertaken following stakeholder and staff feedback that identified inconsistencies in the advice provided and delays in response times under the previous rotating duty system. The review identified opportunities to improve consistency, accountability and efficiency, resulting in the establishment of a dedicated Information and Advice Officer role in December 2025, supported by clear internal escalation pathways, where required.
- Following concerns raised by a member of the public regarding the service environment and operational practices of a **DHS-funded community centre**, the department engaged with the service provider to address the issues. As a result, the centre has taken steps to strengthen engagement with the local Aboriginal community, promote its programs, and reaffirm its commitment to providing a culturally safe, inclusive and respectful environment. The centre has also relocated its feedback and complaints box to a more discreet location to better support participant confidentiality.

Compliance statement

The Department of Human Services is compliant with Premier and Cabinet Circular 039 (PC039) Complaint Management in the South Australian Public Sector	Yes
The Department of Human Services has communicated the content of PC039 and the agency's related complaints policies and procedures to employees	Yes

Appendix: Audited financial statements 2025-26

INDEPENDENT AUDITOR'S REPORT



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**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 2026.

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 2026, its financial performance and its 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 2026
- a Statement of Financial Position as at 30 June 2026
- a Statement of Changes in Equity for the year ended 30 June 2026
- a Statement of Cash Flows for the year ended 30 June 2026
- notes, comprising material accounting policy information and other explanatory information
- a Statement of Administered Comprehensive Income for the year ended 30 June 2026
- a Statement of Administered Financial Position as at 30 June 2026
- a Statement of Administered Cash Flows for the year ended 30 June 2026
- a Schedule of Income and Expenses attributable to Administered Items for the year ended 30 June 2026
- notes, comprising material accounting policy information 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 the 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 2026.

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 2026

Department of Human Services

**Financial Statements
For the year ended 30 June 2026**

Department of Human Services
Certification of Financial Statements
for the year ended 30 June 2026

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.



Sandra Pitcher
Chief Executive

15 September 2026



Nick Ashley
Chief Financial Officer

15 September 2026

Department of Human Services
Statement of Comprehensive Income
for the year ended 30 June 2026

		2026	2025
	Note	\$'000	\$'000
<u>Income</u>			
Appropriation	3.1	352 792	1 203 409
Fees and charges	3.2	7 331	7 439
Grants and subsidies	3.3	81 460	70 731
Intra-government transfers	3.4	61 226	30 271
Sales of goods and services	3.5	164 175	158 540
Resources received free of charge	3.6	7 166	6 883
Net gain from disposal of assets	4.6	435	-
Other income	3.7	10 095	3 079
Total income		684 680	1 480 352
<u>Expenses</u>			
Employee related expenses	4.1	384 758	330 302
Supplies and services	4.2	114 124	112 064
Grants and funded services	4.3	175 777	169 388
NDIS expenses	4.4	-	880 724
Assets transferred for nil consideration	4.5	-	14 690
Net loss from disposal of assets	4.6	-	108
Depreciation and amortisation	5.7, 5.11	8 265	8 268
Cash alignment transfers	4.7	57 721	-
Other expenses	4.8	405	1 361
Total expenses		741 050	1 516 905
Net result		(56 370)	(36 553)
<u>Other comprehensive income</u>			
Items that will not be reclassified to net result			
Changes in property, plant and equipment asset revaluation surplus		29 393	17 721
Total other comprehensive income		29 393	17 721
Total comprehensive result		(26 977)	(18 832)

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 2026

	Note	2026 \$'000	2025 \$'000
<u>Current assets</u>			
Cash and cash equivalents	5.2,7.2	179 311	224 218
Receivables	5.3	19 201	28 252
Inventories	5.4	337	296
Non-current assets held for sale	5.6	-	1 467
Total current assets		198 849	254 233
<u>Non-current assets</u>			
Receivables	5.3	757	806
Property, plant and equipment	5.7	218 206	190 578
Capital works in progress	5.10	400	776
Total non-current assets		219 363	192 160
Total assets		418 212	446 393
<u>Current liabilities</u>			
Payables	6.2	10 221	20 231
Other financial liabilities	6.3	290	329
Employee related liabilities	6.4	56 089	48 008
Provisions	6.5	13 900	12 894
Other non-financial liabilities	6.6	1 058	1 079
Total current liabilities		81 558	82 541
<u>Non-current liabilities</u>			
Other financial liabilities	6.3	795	1 085
Employee related liabilities	6.4	39 775	36 694
Provisions	6.5	44 336	46 694
Other non-financial liabilities	6.6	2 070	2 724
Total non-current liabilities		86 976	87 197
Total liabilities		168 534	169 738
Net assets		249 678	276 655
<u>Equity</u>			
Contributed capital		74 325	74 325
Retained earnings		51 188	109 523
Asset revaluation surplus		124 165	92 807
Total equity		249 678	276 655

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 2026

	Note	Contributed capital \$'000	Asset revaluation surplus \$'000	Retained earnings \$'000	Total equity \$'000
Balance at 1 July 2024		74 325	86 075	136 878	297 278
Net result for 2024-25		-	-	(36 553)	(36 553)
Gain/(loss) on revaluation of property, plant and equipment		-	17 721	-	17 721
Total comprehensive result for 2024-25		-	17 721	(36 553)	(18 832)
Net liabilities transferred in from an administrative restructure		-	-	(1 791)	(1 791)
Transfer between equity components		-	(10 989)	10 989	-
Balance at 30 June 2025		74 325	92 807	109 523	276 655
Prior period adjustments for revaluation reserve		-	3 161	(3 161)	-
Adjusted balance at 1 July 2025		74 325	95 968	106 362	276 655
Net result for 2025-26		-	-	(56 370)	(56 370)
Gain on revaluation of land and buildings		-	29 393	-	29 393
Total comprehensive result for 2025-26		-	29 393	(56 370)	(26 977)
Transfer between equity components		-	(1 196)	1 196	-
Balance at 30 June 2026		74 325	124 165	51 188	249 678

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 2026

	Note	2026 \$'000	2025 \$'000
<u>Cash flows from operating activities</u>			
<u>Cash inflows</u>			
Appropriation		352 792	1 203 409
Fees and charges		7 395	9 394
Grants and subsidies		80 950	66 272
Intra-government transfers		61 226	34 730
Sales of goods and services		167 548	178 115
NDIS contributions		7 684	
GST recovered		33 525	31 139
Other receipts		4 189	3 076
<u>Cash outflows</u>			
Employee related payments		(375 099)	(320 787)
Supplies and services		(129 782)	(118 548)
Grants and funded services		(198 387)	(190 939)
NDIS contributions		-	(881 704)
Cash alignment transfers		(57 721)	-
Other		(490)	(879)
GST paid to the ATO		-	(5 259)
Net cash from/(used in) operating activities	7.2	(46 170)	8 019
<u>Cash flows from investing activities</u>			
<u>Cash inflows</u>			
Proceeds from sale of assets		2 300	-
<u>Cash outflows</u>			
Purchase of property, plant and equipment and intangible assets		(392)	(1 068)
Net cash from/(used in) investing activities		1 908	(1 068)
<u>Cash flows from financing activities</u>			
<u>Cash outflows</u>			
Repayment of principal portion of lease liabilities		(645)	(1 442)
Net cash from/(used in) financing activities		(645)	(1 442)
Net increase/(decrease) in cash and cash equivalents		(44 907)	5 509
Cash and cash equivalents at the beginning of the period		224 218	218 709
Cash and cash equivalents at the end of the period	5.2, 7.2	179 311	224 218

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 2026

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.

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. The historical costs convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured.

All amounts in the financial statements and accompanying notes have been rounded to the nearest thousand dollars (\$'000).

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 costs 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.

Assets are to be sold, consumed or realised as part of the normal 12-month operating cycle have been classified as current assets. Liabilities that are due to be settled within 12 months after the end of the reporting period or for which the department has no right to defer the settlement of at least 12 months after the end of the reporting period are classified as current liabilities. All other assets and liabilities are classified as non-current.

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. However, 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 2026

1.2. Objectives and Programs

Objectives

The objective of the department is to ensure accountability for public sector resources through providing financial policy, professional development and financial advice to government. The department provides the following programs:

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 placed-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 supports the outcomes for people with disability both in the broader community, as well as those who receive services directly from the department. This includes national disability reform as well as the development and delivery of the State Disability Inclusion plan and associated disability access and inclusive plans, the State Autism Strategy, and delivery of South Australia's actions under Australia's Disability Strategy 2021-2031 targeted actions. The department also delivers disability and aged care services, manages the program and auspices the Community Visitor Scheme delivered through the Office of the Public Advocate.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

1.2. Objectives and Programs (continued)

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 2026

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	
	2026	2025	2026	2025	2026	2025
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<u>Income</u>						
Appropriation	-	-	-	-	-	-
Fees and charges	45	23	1 760	1 353	357	246
Grants and subsidies	11 467	11 660	47 703	36 413	750	294
Intra-government transfers	-	-	-	-	-	-
Sales of goods and services	-	-	28 584	25 212	-	-
Resources received free of charge	98	74	2 266	2 359	777	767
Net gain from disposal of assets	-	-	-	-	435	-
Other income	92	22	8 684	2 014	279	251
Total income	11 702	11 779	88 997	67 351	2 598	1 558
<u>Expenses</u>						
Employee related expenses	6 725	4 293	111 589	100 099	46 421	40 040
Supplies and services	1 768	1 493	55 554	52 850	13 219	9 447
Grants and funded services	43 212	38 534	71 616	69 507	1 063	1 683
NDIS expenses	-	-	-	-	-	-
Assets transferred for nil consideration	-	-	-	-	-	14 690
Net loss from disposal of assets	-	-	-	32	-	10
Depreciation and amortisation	87	137	2 194	2 051	4 414	3 556
Cash alignment transfers	-	-	-	-	-	-
Other expenses	3	10	133	301	48	677
Total expenses	51 795	44 467	241 086	224 840	65 165	70 103
Net result	(40 093)	(32 688)	(152 089)	(157 489)	(62 567)	(68 545)

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

1.2. Objectives and Programs (continued)

	Disability		Homelessness		General / Not Attributable		Total	
	2026	2025	2026	2025	2026	2025	2026	2025
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<u>Income</u>								
Appropriation	-	-	-	-	352 792	1 203 409	352 792	1 203 409
Fees and charges	5 153	5 806	16	11	-	-	7 331	7 439
Grants and subsidies	21 385	22 325	155	39	-	-	81 460	70 731
Intra-government transfers	-	-	-	-	61 226	30 271	61 226	30 271
Sales of goods and services	135 591	133 328	-	-	-	-	164 175	158 540
Resources received free of charge	3 991	3 649	34	34	-	-	7 166	6 883
Net gain from disposal of assets	-	-	-	-	-	-	435	-
Other income	881	786	159	6	-	-	10 095	3 079
Total income	167 001	165 894	364	90	414 018	1 233 680	684 680	1 480 352
<u>Expenses</u>								
Employee related expenses	217 786	184 211	2 237	1 659	-	-	384 758	330 302
Supplies and services	42 796	47 855	787	419	-	-	114 124	112 064
Grants and funded services	904	1 119	58 982	58 545	-	-	175 777	169 388
NDIS expenses	-	880 724	-	-	-	-	-	880 724
Assets transferred for nil consideration	-	-	-	-	-	-	-	14 690
Net loss from disposal of assets	-	66	-	-	-	-	-	108
Depreciation and amortisation	1 548	2 507	22	17	-	-	8 265	8 268
Cash alignment transfers	-	-	-	-	57 721	-	57 721	-
Other expenses	220	370	1	3	-	-	405	1 361
Total expenses	263 254	1 116 852	62 029	60 643	57 721	-	741 050	1 516 905
Net result	(96 253)	(950 958)	(61 665)	(60 553)	356 297	1 233 680	(56 370)	(36 553)

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

1.3. Budget performance

The budget performance table compares the department's outcomes against budget information presented to Parliament (2025-26 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 2026 \$'000	Actual 2026 \$'000	Variance \$'000
<u>Income</u>				
Appropriation		352 792	352 792	-
Fees and charges		15 051	7 331	(7 720)
Grants and subsidies	a	34 378	81 460	47 082
Intra-government transfers	b	27 332	61 226	33 894
Sales of goods and services		166 258	164 175	(2 083)
Resources received free of charge		-	7 166	7 166
Net gain from disposal of assets		-	435	435
Other income		786	10 095	9 309
Total income		596 597	684 680	88 083
<u>Expenses</u>				
Employee related expenses	c	313 447	384 758	71 311
Supplies and services		89 515	114 124	24 609
Grants and funded services		166 046	175 777	9 731
Depreciation and amortisation		8 426	8 265	(161)
Cash alignment transfers	d	9 383	57 721	48 338
Borrowing costs		50	-	(50)
Other expenses		10 050	405	(9 645)
Total expenses		596 917	741 050	144 133
Net result		(320)	(56 370)	(56 050)
<u>Other comprehensive income</u>				
Items that will not be reclassified to net result				
Changes in property, plant and equipment asset revaluation surplus		-	29 393	29 393
Total other comprehensive income		-	29 393	29 393
Total comprehensive result		(320)	(26 977)	(26 657)

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:

- Variance is mainly due to mapping differences between SA Government grants and subsidies (\$44m) and the Original budget. In the Original budget, these are reported as intra-government transfers. In addition, approximately \$9m was received for Screening Transformation project and \$3m for APY Youth programs that were not in the Original budget.
- Funds were received from DTF Contingency Fund for backpay relating to various Enterprise Agreements which were finalised during the year.
- Backpay to employees due to various Enterprise Agreements being finalised during the year.
- As per the Cash Alignment Policy, excess cash was transferred back to DTF after 30 June 2025.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

1.3. Budget performance (continued)

	Original budget 2026 \$'000	Actual 2026 \$'000	Variance \$'000
Investing expenditure summary			
Total new and existing projects	3 004	920	(2 084)
Total annual programs and leases	936	1 741	805
Total investing expenditure	3 940	2 661	(1 279)

1.4. 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

2.1. Key management personnel

Key management personnel of the department include the Minister, the Chief Executive and 10 executive positions. Total compensation for key management personnel was \$3.7 million in 2025-26 and \$3 million in 2024-25.

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.

	2026 \$'000	2025 \$'000
Compensation		
Salaries and other short term employee related expenses	3 332	2 679
Post-employment benefits	403	308
Total compensation	3 735	2 987

Transactions with key management personnel and other related parties

Apart from the remuneration for key management personnel, the department did not have any material transactions with key management personnel, their close family members and/or their controlled or jointly controlled entities in 2024-25 and 2025-26.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

2.2. Board and committee members

Members during the 2025-26 financial year were:

Risk Management and Audit Committee

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

Premier's Council for Women

F Dorman	Chair	Reappointed
K Dee	Member	Appointed
K Jamieson	Member	Reappointed
S Mapuvire	Member	Expired
K Mundy	Member	Reappointed
N Saunders*	Member (Ex Officio)	Reappointed
E Van Der Linden	Member	Appointed
K Wanganeen	Member	Resigned
H Willcox	Member	Appointed

Grants SA Assessment Panel

L Albrecht	Member	
C Bell	Member	
T Biddlecombe	Member	
I Bosio	Member	
K Chia	Member	Appointed
C Duncan	Member	
P Gale	Member	
Z LeBlond	Member	Appointed
A Musarra*	Member	Appointed
B Nolan	Member	
T Philavong	Member	Appointed
A Robinson	Member	Appointed
J Russo	Member	
S Ryan	Member	
L Solonsch	Member	Appointed
F Vaughan	Member	Appointed
D Webb	Member	

State Emergency Relief Fund Committee

R Ambler*	Chair	Expired
N Ashley*	Member	
K Barr*	Member	Reappointed
M Bradley*	Member	
T Forde*	Member	Expired
M Griffiths*	Member	Reappointed
S Paul*	Member	Reappointed
R Thamm*	Member	Appointed

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

2.2. Board and committee members (continued)

Disability Minister's Advisory Council

A Francis	Chair
S Anna-Faria	Member
B Caldwell	Member
K Chia	Member
T Colquhoun	Member
S Crowley	Member
V Heather	Member
A Holden	Member
B Lambert	Member
R Nankivell	Member
B Owen	Member
P Saunders	Member
S Secomb	Member
G Taylor	Member

LGBTIQA+ Minister's Advisory Council

Varo*	Chair	
J Anderson	Member	
M Barnes	Member	
S Bates	Member	
K Bird	Member	
D Ford	Member	Appointed
K Gbla	Member	
L Hackworth	Member	
R Hatwell	Member	
G Kellis	Member	Resigned
K Lawler*	Member	
T Masson*	Member	
J Scott	Member	Resigned
H Skene	Member	
L Solonsch	Member	
L Tong	Member	Resigned

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

2.2. Board and committee members (continued)

Youth Minister's Advisory Council

Z Leblond	Chair
S Ali	Member
J Bingham	Member
L Boundey	Member
E Gill	Member
S Green	Member
T Hoey	Member
A Hughes	Member
T Manivel	Member
A Musarra*	Member
H Staunton	Member
J Tefler	Member
J Tresidder	Member
R Vijayan	Member

* 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 2026

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:

	2026	2025
\$0	22	60
\$1 - \$19 999	56	54
Total number of members	78	114

The total remuneration received or receivable by members was \$0.071 million (2025: \$0.057 million). Remunerations of members includes all costs paid/payables to board members, such as sitting fees, superannuation contributions, salary sacrifice benefits and related fringe benefits tax.

3. Income

3.1. Appropriation

	2026	2025
	\$'000	\$'000
Appropriation from Consolidated Account pursuant to the <i>Appropriation Act</i>	352 792	1 203 409
Total appropriation	352 792	1 203 409

Appropriation is recognised upon receipt.

Appropriation pursuant to the *Appropriation Act* (the Act) consists of \$352.792 million (2025: \$1,203.409 million) used for operational funding, inclusive of \$3.940 million (2025: \$5.022 million) for capital projects.

The significant decrease in Appropriation from 2024-25 is due to NDIS funds being recognised as an Administered item from 1 July 2025. Transactions and balances relating to administered items are presented in the administered financial statement separately.

Department of Human Services
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for the year ended 30 June 2026

3.2. Fees and charges

	2026	2025
	\$'000	\$'000
Client fees	4 509	4 640
Business services	1 500	1 472
Rent	953	984
Other fees and charges	369	343
Total fees and charges	7 331	7 439

Client fees relate 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

	2026	2025
	\$'000	\$'000
Commonwealth-sourced grants		
Disability Support for Older Australians	16 038	15 874
Family, Domestic and Sexual Violence Response	9 659	9 852
Safety and Wellbeing Programme	6 000	1 200
Residential Aged Care	3 392	3 371
Living Safe Together Intervention Program Expansion	-	748
Other	2 507	3 105
Total Commonwealth-sourced grants	37 596	34 150
SA Government grants and subsidies		
National Education Reform Agreement	22 300	21 760
Screening Transformation Program	8 990	2 636
Community Development Fund	3 400	3 400
APY Lands Youth Programs and Family Services	3 371	2 662
Funding Central System Replacement	-	1 823
National Support and Intervention Program	1 841	-
Other grants from SA Government agencies	3 962	4 300
Total SA Government grants and subsidies	43 864	36 581
Total grants and subsidies	81 460	70 731

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
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for the year ended 30 June 2026

3.4. Intra-government transfers

	2026	2025
	\$'000	\$'000
Transfer received from other SA Government entities		
DTF Contingency Fund - Other	61 226	30 271
Total intra-government transfers	61 226	30 271

Intra-government transfers are recognised as income on receipt.

The department received additional transfers from the DTF Contingency Fund during 2025-26 to fund employee backpay as a result of various Enterprise Agreements being finalised.

3.5. Sales of goods and services

	2026	2025
	\$'000	\$'000
Provision of disability support services	135 592	133 327
Screening check fees	20 446	17 809
Interpreter and translator services	8 137	7 404
Total sales of goods and services	164 175	158 540

The department recognises revenue from the following major sources:

Provision of disability support services

Care is provided in group homes and facilities to 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 85% of requests are paid upon request and approximately 15% of 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 an 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
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3.6. Resources received free of charge

	2026	2025
	\$'000	\$'000
Shared Services SA (SSSA)	4 998	4 720
Department of Treasury and Finance (DTF)	1 897	1 851
Audit Office of South Australia (Audit SA)	271	312
Total resources received free of charge	7 166	6 883

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 \$4.926 million (2025: \$4.720 million). In addition, DTF provides ICT services valued at \$1.849 million (2025: \$1.804 million) and media monitoring services valued at \$0.048 million (2025: \$0.047 million). During 2025-26, the department also received audit services free of charge from Audit SA valued at \$0.271 million (2025: \$0.312 million).

3.7. Other income

	2026	2025
	\$'000	\$'000
Recoveries	4 248	2 574
Assets received for nil consideration	5 761	-
Other	86	505
Total other income	10 095	3 079

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

Assets received for nil consideration relate to the Amata Family Wellbeing Centre which was transferred from SA Health.

Department of Human Services
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for the year ended 30 June 2026

4. Expenses

4.1. Employee related expenses

	2026	2025
	\$'000	\$'000
Salaries and wages	282 556	236 790
Superannuation	36 998	29 968
Annual leave	28 887	23 714
Payroll Tax	17 627	14 656
Workers compensation	8 155	16 787
Long service leave	7 966	5 650
Skills and experience retention leave	1 211	971
Targeted voluntary separation packages	396	555
Eligible termination payments	227	540
Board and committee fees	83	58
Other employee related expenses	652	613
Total employee related expenses	384 758	330 302

The superannuation expense represents 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:

	2026	2025
	No.	No.
\$171,001 to \$177,000*	n/a	3
\$177,001 to \$197,000	87	16
\$197,001 to \$217,000	18	10
\$217,001 to \$237,000	22	7
\$237,001 to \$257,000	9	5
\$257,001 to \$277,000	6	3
\$277,001 to \$297,000	3	1
\$297,001 to \$317,000	1	1
\$317,001 to \$337,000	-	3
\$337,001 to \$357,000	4	-
\$357,001 to \$377,000	-	2
\$377,001 to \$397,000	1	-
\$457,001 to \$477,000	-	1
\$517,001 to \$537,000	-	1
\$557,001 to \$577,000	1	-
Total	152	53

* This band has been included for the purposes of reporting comparative figures on the executive base level remuneration rate for 2024-25.

The table includes all employees whose normal remuneration was equal to or greater than the base executive remuneration level during the year. 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 have left the department.

Department of Human Services
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4.1. Employee related expenses (continued)

Total remuneration received by these employees for the year was \$32.157 million (2025: \$12.478 million). During 2025-26 various Enterprise Agreements were finalised which resulted in significant employee backpay. This increased the number of employees receiving remuneration within the disclosure bands.

Targeted voluntary separation packages (TVSPs)

The number of employees who received a TVSP during the reporting period was 4 (2025: 6).

	2026	2025
	\$'000	\$'000
Amounts paid to separated employees:		
Targeted voluntary separation packages	396	555
Leave paid to separated employees	181	138
Net cost to the department	577	693

4.2. Supplies and services

	2026	2025
	\$'000	\$'000
Contractors and agency staff	23 268	21 273
Accommodation	16 638	15 629
Information technology and communication charges	16 669	16 888
Brokerage care services	10 864	13 697
Business services	7 004	7 242
Client related expenses	6 884	6 890
Crimtrac history check fees	4 820	4 996
Motor vehicles	4 356	3 800
Minor equipment	3 515	3 484
Printing, stationery, postage and periodicals	1 884	1 581
Insurance	1 709	1 903
Travel and accommodation	1 707	1 332
Repairs and maintenance	1 566	1 440
Seminars courses and training	1 417	1 723
Consultants	990	369
Community contracts	1 127	538
Drugs and medical supplies	244	233
Low-value leases	159	115
Short term leases	125	111
Other	9 178	8 820
Total supplies and services	114 124	112 064

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
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4.3. Grants and funded services

	2026	2025
	\$'000	\$'000
Funded services - not-for-profit entity	163 219	152 763
Funded services - Local Government	2 944	2 927
Grant - not-for-profit entity	5 815	10 785
Grant - Local Government	891	1 151
Intra-Government fund transfer	1 943	1 511
Other	965	251
Total grants and funded services	175 777	169 388

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.

4.4. NDIS expenses

From 1 July 2025, NDIS payments are recognised as an Administered item. Transactions and balances relating to administered items are presented in the administered financial statements separately. Total NDIS expenses for 2024-2025 was \$880.724 million.

4.5. Assets transferred for nil consideration

	2026	2025
	\$'000	\$'000
Land	-	14 690
Total assets transferred for nil consideration	-	14 690

Jonah Drive, Cavan was transferred to Department of Correctional Services in 2024-25.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

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

	2026	2025
	\$'000	\$'000
<u>Land and buildings</u>		
Proceeds from disposal	2 300	-
Less carrying amount of assets disposed	(1 474)	-
Net gain/(loss) from disposal of land and buildings	826	-
<u>Plant and equipment</u>		
Proceeds from disposal	-	-
Less carrying amount of assets disposed	(391)	(108)
Net gain/(loss) from disposal of plant and equipment	(391)	(108)
<u>Total disposal of assets</u>		
Total proceeds from disposal	2 300	-
Less total carrying amount of assets disposed	(1 865)	(108)
Net gain/(loss) from disposal of owned assets	435	(108)
Total net gain/(loss) from disposal of assets	435	(108)

4.7. Cash alignment transfers

	2026	2025
	\$'000	\$'000
Return of surplus cash pursuant to cash alignment policy	57 721	-
Total cash alignment transfers	57 721	-

4.8. Other expenses

	2026	2025
	\$'000	\$'000
Donated assets	-	587
Interest expense on lease liabilities	55	203
Impairment loss	-	430
Impairment of receivables	33	(204)
Other	317	345
Total other expenses	405	1 361

Other

Audit fees include the fair value of resources received free of charge for audit services received from Audit SA of \$0.271 million (2025: \$0.312 million) for work performed under the *Public Finance and Audit Act 1987*. No other services were provided by Audit SA.

Department of Human Services
Notes to and forming part of the financial statements
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5. Assets

5.1. Financial assets

	2026	2025
	Carrying	Carrying
	amount	amount
	\$'000	\$'000
Financial assets measured at amortised cost		
Cash and cash equivalents	179 311	224 218
Contractual receivables	9 172	10 204
Total financial assets	188 483	234 422

5.2. Cash and cash equivalents

	2026	2025
	\$'000	\$'000
Deposits with the Treasurer (special deposit accounts)		
Operating Account	177 773	222 647
Other deposits	1 517	1 550
Total deposits with the Treasurer (special deposit accounts)	179 290	224 197
Advance accounts	21	21
Total cash and cash equivalents in the Statement of Financial Position	179 311	224 218
Total cash and cash equivalents in the Statement of Cash Flows	179 311	224 218

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 (2025: \$135.185 million).

Department of Human Services
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5.3. Receivables

	2026	2025
	\$'000	\$'000
<u>Current</u>		
<u>Contractual receivables</u>		
From SA government entities	1 763	2 946
From non-SA government entities	7 509	7 409
Less impairment loss on contractual receivables	(100)	(151)
Total contractual receivables	9 172	10 204
Recoveries for NDIS contributions	-	7 684
Accrued revenue	4 475	5 328
GST input tax recoverable	2 725	2 575
Prepayments	2 109	1 716
Overpaid salaries	571	599
Other receivables	149	146
Total current receivables	19 201	28 252
<u>Non-current</u>		
Other receivables - workers compensation	757	806
Total non-current receivables	757	806
Total receivables	19 958	29 058

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 counterparties will fail to discharge their obligations, other than those recognised in the impairment loss of receivable. The carrying number 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

	2026	2025
	\$'000	\$'000
Carrying amount at the beginning of the period	151	393
Increase/(decrease) in allowance recognised in profit or loss	33	(204)
Amounts written off	(84)	(38)
Carrying amount at the end of the period	100	151

Impairment losses to receivables arising from contracts with customers that are external to SA Government were recognised in relation to contract asset during the year. Refer to note 9.2 for details regarding credit risk and the methodology for determining impairment.

Department of Human Services
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5.4. Inventories

Total current inventories as at 30 June 2026 is \$0.337 million (2025: \$0.296 million).

Inventories held for distribution at no or nominal consideration are measured at cost and adjusted when applicable for any loss of service potential.

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 \$0.041 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	1-50
Accommodation and leasehold improvements	2-17
Plant and equipment	5-15
Right-of-use buildings	lease term (1-8 years)
Computer software	3-10

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 2026 which resulted in an increase in the fair value of the buildings. The impact of this on future depreciation expense is estimated to be \$1.311 million.

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

5.6. Non-current asset classified held for sale

	2026	2025
	\$'000	\$'000
Land	-	1 250
Building	-	217
Total non-current assets classified as held for sale	-	1 467

Department of Human Services
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5.7. Property, plant and equipment by asset class

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

Reconciliation 2025-26

	Land	Buildings	Accommodation and leasehold improvements	Plant and equipment	ROU buildings	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July 2025	64 851	117 558	3 482	3 354	1 333	190 578
Additions	-	-	-	360	-	360
Disposals	(1 250)	(217)	-	(26)	-	(1 493)
Asset derecognised	-	(8)	-	(364)	-	(372)
Assets classified as held for sale	1 250	217	-	-	-	1 467
Donated assets	-	5 761	-	-	-	5 761
Revaluation increment/(decrement)	11 391	18 002	-	-	-	29 393
Transfers (to)/from works in progress	-	119	-	661	-	780
Other movements	-	-	-	-	(3)	(3)
Subtotal:	76 242	141 432	3 482	3 985	1 330	226 471
Gains/(losses) for the period recognised in net result:						
Depreciation and amortisation for the year	-	(6 340)	(667)	(911)	(347)	(8 265)
Subtotal:	-	(6 340)	(667)	(911)	(347)	(8 265)
Carrying amount at the end of the period	76 242	135 092	2 815	3 074	983	218 206
Gross carrying amount						
Gross carrying amount	76 242	135 092	8 545	8 124	1 654	229 657
Accumulated depreciation/amortisation	-	-	(5 730)	(5 050)	(671)	(11 451)
Carrying amount at the end of the period	76 242	135 092	2 815	3 074	983	218 206

All property, plant and equipment owned by the department are classified in the level 3 fair value hierarchy except for land valued at \$70.054 million and buildings valued at \$4.189 million are classified in level 2, with total depreciation of \$0.405 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
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5.7. Property, plant and equipment by asset class (continued)

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 - write off	-	-	-	(108)	-	-	(108)
Asset derecognised	-	-	-	-	-	(4 669)	(4 669)
Assets classified as 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.

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5.8. Property, plant and equipment owned by the department

Pursuant to APS 116.A, the department received approval from DTF to increase the asset materiality threshold for property, plant and equipment from \$10 000 to \$15 000, effective 1 December 2025. Accordingly, property, plant and equipment owned by the department with a value equal to or in excess of \$15 000 is capitalised, otherwise it is expensed.

As of 30 November 2025, there were 76 assets with a net value of approximately \$350 000 which had an original purchase price below \$15 000. In addition, there were two assets capitalised after 1 December 2025, with a total purchase price of \$28 000. These assets were subsequently expensed.

Owned property, plant and equipment is measured at fair value. Upon revaluation, any accumulated depreciation is eliminated against the gross carrying amounts of the assets and the net amounts are restated to the revalued amounts of the asset.

Impairment

Property, plant and equipment owned by the department is assessed for impairment on an annual basis. At 30 June 2025, a building in Woodville was determined to have structural damage caused by a combination of termites and wood rot. At 30 June 2026, the asset was still 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 Southern Adelaide Local Health Network Incorporated acting through Drug and Alcohol Services South Australia for office accommodation at Stepney. Rent is 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.

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.

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5.10. Capital works in progress

	2026	2025
	\$'000	\$'000
Property, plant and equipment in progress at cost	400	776
Total capital works in progress	400	776

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

	2026	2025
	\$'000	\$'000
Carrying amount at the beginning of the period	776	23 962
Purchases	404	1 876
Transfers to completed works	(780)	(25 062)
Carrying amount at the end of the period	400	776

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 \$15 000.

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 2026.

The following table shows the movement of intangible assets:

	2026	2025
	\$'000	\$'000
Carrying amount at the beginning of the period	-	313
Amortisation	-	(313)
Carrying amount at the end of the period	-	-
Gross carrying amount		
Gross carrying amount	11 962	11 962
Accumulated amortisation	(11 962)	(11 962)
Carrying amount at the end of the period	-	-

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 2026

6. Liabilities

6.1. Financial liabilities

	2026	2025
	Carrying	Carrying
	amount	amount
	\$'000	\$'000
Financial liabilities measured at amortised cost		
Contractual payables	8 039	17 751
Lease liabilities	1 085	1 414
Total financial liabilities	9 124	19 165

6.2. Payables

	2026	2025
	\$'000	\$'000
<u>Current</u>		
Contractual payables	8 039	17 751
Unearned revenue	760	1 270
Other	1 422	1 210
Total current payables	10 221	20 231
Total payables	10 221	20 231

Payables and accruals are recognised for all amounts owed and unpaid. All payables are non-interest bearing. The carrying amount of payables represents approximate net fair value due to their short-term nature.

Contractual payables

Contractual payables are liabilities that arises from contracts. They include trade payables and accrued expenses. Accrued expenses are expenses incurred but not yet invoiced or paid. The balances are transferred to trade payables when invoices are received.

Contractual payables are normally settled within 15 days from the date the invoice is first received.

6.3. Other financial liabilities

The department's financial liabilities are all lease liabilities of \$1.085 million (2025: \$1.414 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 \$0.05 million (2025: \$0.2 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:

	2026	2025
	\$'000	\$'000
Lease liabilities		
Within one year	290	329
Later than one year but not longer than five years	795	1 085
Total lease liabilities (undiscounted)	1 085	1 414

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

6.4. Employee related liabilities

	2026	2025
	\$'000	\$'000
<u>Current</u>		
Annual leave	31 174	27 085
Accrued salaries and wages	11 403	9 061
Long service leave	4 000	3 690
Skills and experience retention leave	1 460	1 298
Employment on-costs	8 052	6 874
Total current employee related liabilities	56 089	48 008
<u>Non-current</u>		
Long service leave	35 997	33 209
Employment on-costs	3 778	3 485
Total non-current employee related liabilities	39 775	36 694
Total employee related liabilities	95 864	84 702

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 increased from 4.25% to 4.75% in 2026.

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% 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 2026

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 2025 and 2026. The average factor for the calculation of employer superannuation on-costs has remained the same at 12% in 2025 and 2026. These rates are used in the employment on-cost calculation. The net financial effect of the changes on employment on-cost and employee benefit expense are immaterial. The impact on future periods is impracticable to estimate.

6.5. Provisions

	2026	2025
	\$'000	\$'000
<u>Current</u>		
Workers compensation	12 264	11 668
Insurance	1 636	1 226
Total current provisions	13 900	12 894
<u>Non-current</u>		
Workers compensation	44 336	46 694
Total non-current provisions	44 336	46 694
Total provisions	58 236	59 588

Reconciliation of workers compensation

	2026	2025
	\$'000	\$'000
Carrying amount at the beginning of the period	58 362	51 095
Increase/(Decrease) to provision due to revision of estimates	8 156	16 225
Reduction due to payments	(9 918)	(8 958)
Carrying amount at the end of the period	56 600	58 362

The department is an self-insured 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 2026

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 2026 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 2025-26:

	Public liability \$'000	Property \$'000	Total \$'000
Carrying amount at the beginning of the period	1 208	18	1 226
Increase to provision due to new claims	330	-	330
Net revision of estimates	70	10	80
Carrying amount at the end of the period	1 608	28	1 636

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

6.6. Other non-financial liabilities

	2026 \$'000	2025 \$'000
Current		
Accommodation incentive	654	654
Unclaimed monies	89	84
Other liabilities	315	341
Total current other non-financial liabilities	1 058	1 079
Non-current		
Accommodation incentive	2 070	2 724
Total non-current other non-financial liabilities	2 070	2 724
Total other non-financial liabilities	3 128	3 803

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

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

	2026	2025
	\$'000	\$'000
<u>Reconciliation of net cash provided by operating activities to net result</u>		
Net cash provided by/(used in) operating activities	(46 170)	8 019
<u>Add / (less) non-cash items</u>		
Depreciation and amortisation expense of non-current assets	(8 265)	(8 268)
Accommodation incentive amortisation	654	655
Assets transferred in/(out) at nil consideration	5 761	(14 690)
Impairment of non-current assets	-	(430)
Gain/loss on sale or disposal of non-current assets	435	(108)
Capital accruals	-	1 057
Donated assets	-	(587)
<u>Movement in assets and liabilities</u>		
Increase/(decrease) in receivables	(9 100)	(15 595)
Increase/(decrease) in inventories	41	43
(Increase)/decrease in provisions	1 352	(8 147)
(Increase)/decrease in payables	10 010	3 859
(Increase)/decrease in employee related liabilities	(11 162)	(2 356)
(Increase)/decrease in other liabilities	74	(5)
Net result	<u>(56 370)</u>	<u>(36 553)</u>

Total cash outflows for leases were \$0.654 million (2025: \$0.847 million)

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

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

	2026	2025
	\$'000	\$'000
Within one year	7 051	7 369
Later than one year but not longer than five years	21 377	23 600
Later than five years	-	2 657
Total expenditure commitments	28 428	33 626

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

Grant commitments

	2026	2025
	\$'000	\$'000
Within one year	165 905	153 934
Later than one year but not longer than five years	146 496	112 651
Total grant commitments	312 401	266 585

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 department has investigated and there are no contingent assets or liabilities that impact the department as at 30 June 2026.

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

From 1 July 2026, as part of the Machinery of Government changes, Multicultural Affairs and Office for Autism transferred to the department from the Department of the Premier and Cabinet.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2026

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 2026 and 2025, 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 2026

9.1. Fair value (continued)

Land and buildings

In June 2026, 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 2026

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
2026			
Current (not past due)	2 895	0.0%	-
1 - 30 days past due	384	0.4%	2
31 – 60 days past due	197	0.9%	2
61 – 90 days past due	417	1.2%	5
More than 90 days past due	3 616	2.5%	91
Loss allowance	7 509		100

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 \$84,000 in 2026 (2025: \$38,000).

Cash 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.

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 2026 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 2026**

Department of Human Services
Statement of Administered Comprehensive Income
for the year ended 30 June 2026

		2026	2025
	Note	\$'000	\$'000
<u>Administered income</u>			
Appropriation	A2.1	1 167 486	292 312
Grants and subsidies	A2.2	143 099	272 658
Intra-government transfers		-	49
Fees and charges		212	160
Interest		2 517	2 703
Client Trust receipts	A5.2	7 611	7 708
Other income		860	758
Total administered income		1 321 785	576 348
<u>Administered expenses</u>			
Employee related expenses		427	415
Supplies and services		2 117	2 586
Grants and funded services	A3.1	388 077	511 864
Client Trust payments	A5.2	8 170	8 592
NDIS payments	A3.3	916 099	-
Total administered expenses		1 314 890	523 457
Net result		6 895	52 891
Total comprehensive result		6 895	52 891

The accompanying notes form part of these financial statements.

Department of Human Services
Statement of Administered Financial Position
as at 30 June 2026

	Note	2026 \$'000	2025 \$'000
<u>Administered current assets</u>			
Cash and cash equivalents	A4.2	143 968	159 278
Receivables		8 747	221
Total current assets		152 715	159 499
Total assets		152 715	159 499
<u>Administered current liabilities</u>			
Payables		28 749	42 431
Total current liabilities		28 749	42 431
Total liabilities		28 749	42 431
Net assets		123 966	117 068
<u>Administered equity</u>			
Retained earnings		123 966	117 068
Total equity		123 966	117 068

The accompanying notes form part of these financial statements.

Department of Human Services
Statement of Administered Cash Flows
for the year ended 30 June 2026

	Note	2026 \$'000	2025 \$'000
<u>Cash flows from operating activities</u>			
<u>Cash inflows</u>			
Appropriation		1 167 486	292 312
Grants and funding		143 099	272 707
Fees and charges		211	159
Interest		2 475	2 594
Client Trust receipts		7 611	7 708
Other receipts		860	758
<u>Cash outflows</u>			
Employee related payments		(422)	(414)
Supplies and services		(2 114)	(4 067)
Concessions		(375 519)	(480 987)
Grants and funded services		(34 735)	(31 534)
Client Trust payments		(8 170)	(8 592)
NDIS payments		(916 092)	-
GST paid to the ATO		-	(4 205)
Net cash from/(used in) operating activities	A5.1	(15 310)	46 439
Net increase / (decrease) in cash and cash equivalents		(15 310)	46 439
Cash and cash equivalents at the beginning of the period		159 278	112 839
Cash and cash equivalents at the end of the period	A4.2	143 968	159 278

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 2026

Administered income and expense by program	Client Trust Accounts		Charitable Social Welfare Fund		Community Service Obligations		Concessions	
	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000
<u>Administered income</u>								
Appropriation	-	-	59	55	22 514	21 083	224 480	266 959
Grants and subsidies	-	-	4 000	4 000	-	-	131 656	261 230
Intra-government transfers	-	-	-	2	-	-	-	-
Fees and charges	-	-	35	97	-	-	-	-
Interest	520	579	-	-	-	-	-	-
Client Trust receipts	7 611	7 708	-	-	-	-	-	-
Total administered income	8 131	8 287	4 094	4 154	22 514	21 083	356 136	528 189
<u>Administered expenses</u>								
Supplies and services	-	-	220	200	-	-	5	(2)
Grants and funded services	-	-	3 726	3 870	21 083	19 547	353 623	478 690
Client Trust payments	8 170	8 592	-	-	-	-	-	-
Total administered expenses	8 170	8 592	3 946	4 070	21 083	19 547	353 628	478 688
Net result	(39)	(305)	148	84	1 431	1 536	2 508	49 501

Department of Human Services
Schedule of Income and Expense attributable to Administered Items
for the year ended 30 June 2026

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	
	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000
<u>Administered income</u>								
Appropriation	-	-	940	879	-	-	-	-
Grants and subsidies	-	-	7 443	7 428	-	-	-	-
Intra-government transfers	-	-	-	47	-	-	-	-
Fees and charges	-	-	156	-	-	-	-	-
Interest	8	7	154	162	23	22	1 806	1 927
Other income	15	-	843	755	-	-	-	-
Total administered income	23	7	9 536	9 271	23	22	1 806	1 927
<u>Administered expenses</u>								
Supplies and services	-	-	1 820	2 325	-	-	72	63
Grants and funded services	-	-	6 934	7 114	-	-	349	-
Total administered expenses	-	-	8 754	9 439	-	-	421	63
Net result	23	7	782	(168)	23	22	1 385	1 864

Department of Human Services
Schedule of Income and Expense attributable to Administered Items
for the year ended 30 June 2026

Administered income and expense by program	Minister's salary		NDIS payments		Personal Alert AssistanceSA		State Emergency Relief Fund		Supported Residential Facilities Indemnity Fund		Total	
	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000	2026 \$'000	2025 \$'000
<u>Administered income</u>												
Appropriation	427	415	916 122	-	2 944	2 921	-	-	-	-	1 167 486	292 312
Grants and subsidies	-	-	-	-	-	-	-	-	-	-	143 099	272 658
Intra-government transfers	-	-	-	-	-	-	-	-	-	-	-	49
Fees and charges	-	-	-	-	21	63	-	-	-	-	212	160
Interest	-	-	-	-	-	-	4	4	2	2	2 517	2 703
Client Trust receipts	-	-	-	-	-	-	-	-	-	-	7 611	7 708
Other income	-	-	-	-	-	-	2	3	-	-	860	758
Total administered income	427	415	916 122	-	2 965	2 984	6	7	2	2	1 321 785	576 348
<u>Administered expenses</u>												
Employee related expenses	427	415	-	-	-	-	-	-	-	-	427	415
Supplies and services	-	-	-	-	-	-	-	-	-	-	2 117	2 586
Grants and funded services	-	-	-	-	2 362	2 643	-	-	-	-	388 077	511 864
Client Trust payments	-	-	-	-	-	-	-	-	-	-	8 170	8 592
NDIS payments	-	-	916 099	-	-	-	-	-	-	-	916 099	-
Total administered expenses	427	415	916 099	-	2 362	2 643	-	-	-	-	1 314 890	523 457
Net result	-	-	23	-	603	341	6	7	2	2	6 895	52 891

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 2026

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 structured items to contribute to the thirteen main activities. These are:

- Charitable and Social Welfare Fund
- Client Trust Accounts
- 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 and allowances pursuant to the Parliamentary Remuneration Act 1990
- National Disability Insurance Scheme (NDIS) payments
- Personal Alert AssistanceSA
- State Emergency Relief Fund
- Supported Residential Facilities Indemnity Fund

Department of Human Services
Notes to Administered Items Financial Statements
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A1.3. Budget performance

The budget performance table compares the department's outcomes against budget information presented to Parliament (2025-26 Budget Paper 4). The budget amounts are not adjusted to reflect revised budgets or administrative restructures. The budget process is not subject to audit.

		2025-26 Budget \$'000	2025-26 Actual \$'000	Variance \$'000
Statement of Administered Comprehensive Income	Note			
<u>Administered Income</u>				
Appropriation		1 167 480	1 167 486	6
Grants and subsidies		135 000	143 099	8 099
Intra-government transfers		11 442	-	(11 442)
Fees and charges		-	212	212
Interest		402	2 517	2 115
Client Trust receipts		12 066	7 611	(4 455)
Other income		415	860	445
Total administered income		1 326 805	1 321 785	(5 020)
<u>Administered Expenses</u>				
Employee related expenses		421	427	6
Supplies and services		2 268	2 117	(151)
Grants and funded services		395 526	388 077	(7 449)
Client Trust payments		12 262	8 170	(4 092)
Other expenses		916 122	916 099	(23)
Total administered expenses		1 326 599	1 314 890	(11 709)
Net result		206	6 895	6 689
Total comprehensive result		206	6 895	6 689

Explanations are provided for variances where the variance exceeds the greater of 10% of the original budgeted amount and 5% of original total expenses. There are no variances in 2025-26 that exceeds both thresholds.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2026

A2. Income

A2.1. Appropriation

	2026	2025
	\$'000	\$'000
Appropriation from Consolidated Account pursuant to the <i>Appropriation Act</i>	1 167 486	235 899
Appropriation from Governor's Appropriation Fund	-	56 413
Total appropriation	1 167 486	292 312

Appropriation is recognised upon receipt.

The significant increase in Appropriation from 2024-25 is due to NDIS funds being recognised as an Administered item from 1 July 2025. This was previously included in the department's financial statements.

A2.2 Grants and subsidies

	2026	2025
	\$'000	\$'000
Commonwealth-sourced grants		
Energy Bill Relief Fund	131 656	261 230
Total Commonwealth-sourced grants	131 656	261 230
SA Government grants and subsidies		
Gambler's Rehabilitation Fund	7 443	7 428
Charitable and Social Welfare Fund	4 000	4 000
Total SA Government grants and subsidies	11 443	11 428
Total grants and subsidies	143 099	272 658

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2026

A3. Expenses

A3.1. Grants and funded services

	2026	2025
	\$'000	\$'000
Concessions (refer to note A3.2)	353 623	478 690
Community Service Obligations	21 083	19 547
Gamblers Rehabilitation	6 934	7 114
Charitable Social Welfare Fund	3 726	3 870
Personal Alert SA	2 362	2 643
Home for Incurables Trust	349	-
Total grants and funded services	388 077	511 864

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.

A3.2. Concessions

	2026	2025
	\$'000	\$'000
Energy Bill Relief Fund	130 253	257 359
Water and sewerage rates	78 222	70 384
Energy	53 244	62 904
Cost of Living	59 020	57 615
Transport	29 543	27 369
Other	3 341	3 059
Total concessions	353 623	478 690

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 continued through 2024-25 and ended on 31 December 2025.

A3.3. NDIS payments

	2026	2025
	\$'000	\$'000
National Disability Insurance Scheme (NDIS) payments	916 099	-
Total NDIS payments	916 099	-

From 1 July 2025, NDIS payments are recognised as an Administered item. These were previously included in the department's financial statements.

Payments are made to the National Disability Insurance Agency (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.

Department of Human Services
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for the year ended 30 June 2026

A4. Assets

A4.1. Financial assets

	2026	2025
	\$'000	\$'000
Financial assets measured at amortised cost		
Cash and cash equivalents	143 968	159 278
Total financial assets	143 968	159 278

A4.2. Cash and cash equivalents

	2026	2025
	\$'000	\$'000
Special deposit account with the Treasurer	81 911	98 456
Deposit account with SAFA	60 923	59 879
Other deposits	1 134	943
Total deposits with the Treasurer (special deposit accounts)	143 968	159 278
Total cash and cash equivalents in the Statement of Financial Position	143 968	159 278
Total cash and cash equivalents in the Statement of Cash Flows	143 968	159 278

Department of Human Services
Notes to Administered Items Financial Statements
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A5. Other disclosures

A5.1. Cash flow

	2026	2025
	\$'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	(15 310)	46 439
<u>Movement in assets and liabilities</u>		
Increase/(decrease) in receivables	8 523	110
(Increase)/decrease in payables	13 682	6 342
Net result	6 895	52 891

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 \$0.520 million (2025: \$0.579 million).

	2026	2025
	\$'000	\$'000
Opening balance at the beginning of the period	14 687	14 992
Add receipts	8 131	8 287
Less expenses	(8 170)	(8 592)
Closing balance at the end of the period	14 648	14 687

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.

	2026	2025
	\$'000	\$'000
Opening balance at the beginning of the period	181	174
Add receipts	23	7
Closing balance at the end of the period	204	181

Department of Human Services
Notes to Administered Items Financial Statements
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A5. Other disclosures (continued)

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.

	2026	2025
	\$'000	\$'000
Opening balance at the beginning of the period	552	530
Add receipts	23	22
Closing balance at the end of the period	<u>575</u>	<u>552</u>

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.

	2026	2025
	\$'000	\$'000
Opening balance at the beginning of the period	95	88
Add receipts	6	7
Closing balance at the end of the period	<u>101</u>	<u>95</u>

There were no active appeals during 2024-25 and 2025-26.

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.

	2026	2025
	\$'000	\$'000
Opening balance at the beginning of the period	57	55
Add receipts	2	2
Closing balance at the end of the period	<u>59</u>	<u>57</u>

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.

Department of Human Services
Notes to Administered Items Financial Statements
for the year ended 30 June 2026

A7. 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
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A7. 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 2026	2026 \$'000	2025 \$'000
<u>Income</u>		
Interest	1 806	1 927
Total income	1 806	1 927
<u>Expenses</u>		
Supplies and services	72	63
Grants, subsidies and client payments	349	-
Total expenses	421	63
Net result	1 385	1 864
Total comprehensive result	1 385	1 864

Schedule of Financial Position as at 30 June 2026	2026 \$'000	2025 \$'000
<u>Current assets</u>		
Special deposits with the Treasurer	113	27
Deposits with SAFA	47 458	46 179
Receivables	170	146
Total current assets	47 741	46 352
<u>Current liabilities</u>		
Payables	4	-
Total current liabilities	4	-
Total liabilities	4	-
Net assets	47 737	46 352

Department of Human Services
Notes to Administered Items Financial Statements
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A7. Home for Incurables Trust (continued)

Schedule of Changes in Equity for the year ended 30 June 2026	Retained earnings \$'000	Total equity \$'000
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
Balance at 30 June 2025	46 352	46 352
Net result for 2025-26	1 385	1 385
Total comprehensive result for 2025-26	1 385	1 385
Balance at 30 June 2026	47 737	47 737

Schedule of Administered Cash Flows for the year ended 30 June 2026	2026 \$'000	2025 \$'000
<u>Cash flows from operating activities</u>		
<u>Cash inflows</u>		
Interest	1 781	1 811
Cash generated from operations	1 781	1 811
<u>Cash outflows</u>		
Supplies and services	(68)	(69)
Intra government transfer	(348)	-
GST paid on sale of property, plant and equipment	-	(4 205)
Cash used in operations	(416)	(4 274)
Net cash provided by / (used in) operating activities	1 365	(2 463)
Net increase / (decrease) in cash and cash equivalents	1 365	(2 463)
Cash and cash equivalents at the beginning of the reporting period	46 206	48 669
Cash and cash equivalents at the end of the reporting period	47 571	46 206

Department of Human Services
Notes to Administered Items Financial Statements
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A7. Home for Incurables Trust (continued)

Accounting policies

Cash and cash equivalents

Cash and cash equivalents consists of Special deposits with the Treasurer and Deposits with SAFA. These are reported in the Schedule of Financial Position - Home for Incurables Trust. Cash is measured at nominal value.