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**Government
of South Australia**

DEPARTMENT OF HUMAN SERVICES

2021-22 Annual Report

DEPARTMENT OF HUMAN SERVICES

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To:

Hon Nat Cook MP
Minister for Human Services

Hon Katrine Hildyard MP
Minister for Women and the Prevention of Domestic and Family Violence

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, Public Sector Regulations 2010, *Carers Recognition Act 2005*, *Disability Inclusion Act 2018*, *Gaming Machines Act 1992*, *Julia Farr Services (Trusts) Act 2007*, *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:

Lois Boswell
Chief Executive

Date: 30 September 2022

Signature:



From the Chief Executive



I am pleased to present the annual report of the Department of Human Services (DHS) for the year ending 30 June 2022. This annual report provides a comprehensive summary of the performance and achievements of DHS, including the financial performance of the department, for the 2021-22 financial year.

I would like to take this opportunity to acknowledge and thank the non-government sector for the assistance they have provided to the department during another challenging year with the ongoing COVID-19 pandemic. In the past year, we have continued to respond to the pandemic through the administration of the State Based Paid Pandemic

Leave Payment and supported the roll out of vaccines to people with disability and the broader community. The department and key partners have also worked collaboratively to support the disability services sector through training and guidance on managing workforce issues and ensuring the safety and wellbeing of people with disability.

To safeguard our clients and staff, as well as those in non-government supported independent living, in the past year the department prioritised procurement and provision of rapid antigen test (RAT) kits. In partnership with the SA Housing Authority, we also distributed free RAT kits to our funded non-government organisations that provide direct frontline services to vulnerable cohorts for surveillance testing of staff.

In March 2021, the Safety and Wellbeing Taskforce was established to deliver a culturally responsive, human-centred strategy to improve outcomes for remote Aboriginal visitors to Adelaide. The multi-agency government response had representation of senior officials from across the State Government, along with the City of Adelaide, City of Port Adelaide Enfield and the National Indigenous Australian Agency. A range of strategies were developed by the Taskforce, including the establishment of Puti on Kurna Yerta (meaning 'Bush on Kurna Land'), a multi-agency, time limited integrated service hub supported by Aboriginal leaders in the Adelaide CBD.

Puti on Kurna Yerta operated in the southern Adelaide Park Lands from 25 October 2021 to 15 December 2021, engaging with remote visitors and connecting them with services to enable them to return to country or find safe respite or longer-term accommodation. Following the closure of Puti on Kurna Yerta, intensive multi-agency individualised case planning services are continuing, along with coordinated efforts to return people to country and the development of more culturally appropriate and assertive outreach services for the park lands.

In conjunction with the Department of the Premier and Cabinet, we have successfully implemented a model for the delivery of Aboriginal interpreting services to meet the needs of Aboriginal communities and government services. Commencing in December 2021, the Aboriginal Language Interpreting Service supports Aboriginal people experiencing community and/or cultural barriers when accessing services in South Australia. Operating as part of the DHS Interpreting and Translating Centre, the service offers Aboriginal language interpreting face-to-face in the Adelaide metropolitan area and Port Augusta, and by phone across South Australia.

To ensure that South Australia meets nationally agreed principles, the legislation for the South Australian Restrictive Practices Authorisation scheme commenced on 30 May 2022. Under the scheme, National Disability Insurance Scheme (NDIS) providers must obtain authorisation for the use of regulated restrictive practices when delivering supports for NDIS participants.

A Restrictive Practices Unit, led by the Senior Authorising Officer, was established within the department to authorise regulated restrictive practices, promote the reduction of restrictive practices within the disability sector, and provide education and training relating to the use of restrictive practices. The scheme reflects the 2019 nationally agreed draft principles for restrictive practice authorisation and supports South Australia's implementation of the 2014 *National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector*.

We have continued to lead the reform of the Child and Family Support System (CFSS) and reform DHS Disability Services to operate in line with the NDIS. In the past year, the department commenced procurement planning to recommission the current Family and Community Support Program - Family Support and Early Intervention, in line with the reform of the CFSS, and developed data collection infrastructure to enable a better understanding of the needs of families and service outcomes. In November 2021, DHS Disability Services successfully passed its first registration audit by the NDIS Quality and Safeguards Commission and is now registered to provide community nursing, transport and community participation.

In April 2022, I had the pleasure of launching our new *Innovate Reconciliation Action Plan: April 2022 - March 2024*. The Reconciliation Action Plan reflects our vision for reconciliation to be a core organisational value that guides our strategies, programs and services. It also demonstrates our commitment towards increasing Aboriginal and Torres Strait Islander employment across our department, co-designing a DHS Aboriginal and Torres Strait Islander Engagement Strategy, and developing and implementing an Anti-racism Policy for our department.

Other highlights of the past 12 months include:

- Providing support through the Interpreting and Translating Centre to Afghanistan arrivals who fled danger in Kabul to relocate to South Australia in August 2021.
- Commencing the construction of an expansion of the Kurlana Tapa Youth Justice Centre, which will better support the needs of young people in custody by establishing the necessary infrastructure to provide access to better amenities, facilities and programs.

- Launching the new Statewide Perpetrator Response to provide specialist support and referral to perpetrators of domestic and family violence, their friends and family, and frontline workers.
- Expanding the Transition to Home (T2H) program with the establishment of a Southern Adelaide T2H program at the Repatriation Health Precinct, to support an extra 30 discharge-ready hospital patients with disability requiring transition back to the community.
- Launching the *Minimising Gambling Harm in South Australia Investment Plan 2021-2026*, which guides government spending of the Gamblers Rehabilitation Fund, and the Here for the Game initiative that seeks to disrupt the growing normalisation of gambling in sport.
- Developing a Volunteering Strategy Action Plan 2021-2023 that sets out actions to be undertaken by key stakeholders to achieve priorities of the *Volunteering Strategy for South Australia 2021-2027*.
- Launching 'Pavely', a smartphone app designed to assist South Australians with accessibility needs and promote social inclusion.
- Commissioning an independent review into the operation and effectiveness of the South Australian *Disability Inclusion Act 2018*.

I am proud of the continued work the department has done in delivering a range of services and supports to those in our community who most need it. Our clients, customers, communities, partners and volunteers are at the centre of what we do - and I look forward to more opportunities to make a difference for South Australians.

Finally, I would like to thank all DHS staff, particularly our frontline service workers, for their continued commitment, professionalism and dedication to delivering services that improve the wellbeing and safety of South Australians.



Lois Boswell

Chief Executive

Department of Human Services

Contents

Overview: about the agency	8
Our strategic focus.....	8
Our organisational structure.....	10
Changes to the agency	11
Our Ministers.....	11
Our Executive team	12
Legislation administered by the agency	14
Other related agencies (within the Minister's area/s of responsibility).....	14
The agency's performance	15
Performance at a glance	15
Agency response to COVID-19.....	17
Agency contribution to whole of Government objectives.....	18
Agency specific objectives and performance	18
Corporate performance summary	37
Employment opportunity programs	39
Agency performance management and development systems.....	40
Work health, safety and return to work programs	40
Executive employment in the agency.....	43
Financial performance	44
Financial performance at a glance	44
Consultants disclosure	44
Contractors disclosure	46
Other financial information	49
Other information	49
Risk management	50
Risk and audit at a glance.....	50
Fraud detected in the agency.....	51
Strategies implemented to control and prevent fraud.....	51
Public interest disclosure	51
Reporting required under any other act or regulation	53
<i>Disability Inclusion Act 2018</i>	53
<i>Gaming Machines Act 1992</i>	55

<i>Julia Farr Services (Trusts) Act 2007</i>	56
<i>Youth Justice Administration Act 2016</i>	57
Reporting required under the <i>Carers Recognition Act 2005</i>	58
Public complaints	60
Number of public complaints reported	60
Additional Metrics.....	62
Service Improvements	62
Compliance Statement.....	63
Appendix: Audited financial statements 2021-22	64

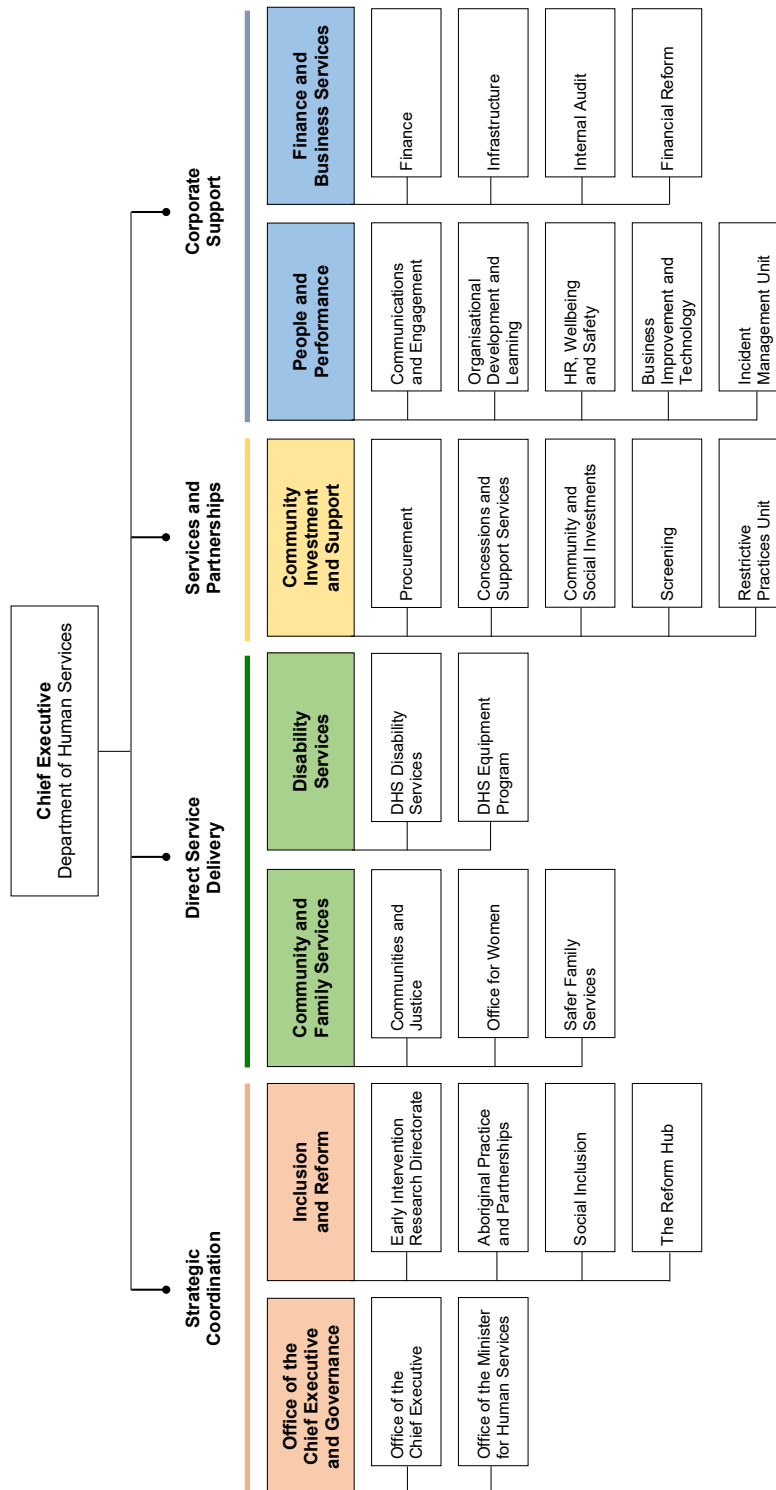
Overview: about the agency

Our strategic focus

Our Purpose	Making a difference so South Australia thrives
Our Vision	Fairness, opportunity and choice for all South Australians
Our Values	<ul style="list-style-type: none"> • Service • Professionalism • Trust • Respect • Collaboration and Engagement • Honesty and Integrity • Courage and Tenacity • Sustainability
Our functions, objectives and deliverables	<p>The Department of Human Services (DHS) delivers strategies, programs and services that improve the wellbeing and safety of South Australians. Our focus is on delivering the right services to people who most need them, and this aim shapes the way in which we plan, design and deliver everything we do.</p> <p>With people at the heart of what we do, the department's strategic priorities are:</p> <ul style="list-style-type: none"> • Increasing inclusion, independence and shared decision-making for all. • Supporting our communities when it matters most. • Delivering modern services for our communities. <p>DHS has lead responsibility on behalf of the South Australian Government in the areas of:</p> <ul style="list-style-type: none"> • concessions • disability • domestic and family violence • early intervention to support children's wellbeing • safety and wellbeing of children • screening services • youth justice.

	<p>DHS delivers a broad range of services and supports to South Australians across all of these areas. The department also leads the development of policy to ensure these services are appropriate, modern and effective in meeting the needs of our clients and customers.</p> <p>The department provides a wide range of grants to community organisations. It also has lead policy responsibility across a range of important social inclusion areas such as women, youth, LGBTIQA+, Aboriginal practices and partnerships and volunteers.</p> <p>The biggest key to our success is our people, our dedicated staff and volunteers.</p>
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Our organisational structure



The above organisational chart reflects the structure of the department as at 30 June 2022. The current chart is available at www.dhs.sa.gov.au/about-us.

Changes to the agency

During 2021-22 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes:

- The establishment of the Financial Reform directorate within Finance and Business Services, which is responsible for implementing strategies to successfully transition DHS Disability Services to the NDIS and identifying reform opportunities and delivering business improvements.
- The establishment of the Restrictive Practices Unit within Community Investment and Support, which is responsible for administering the South Australian Restrictive Practices Authorisation scheme that regulates restrictive practices in NDIS services in South Australia.

Our Ministers



Hon Nat Cook MP
Minister for Human Services

Minister Cook has responsibility for advancing the inclusion of people with disability, early intervention and support services for children and families, the administration of concessions and rebates, financial resilience programs, provision of statutory youth justice services, screening services, and lead policy responsibility in relation to youth, volunteers and carers.



Hon Katrine Hildyard MP
Minister for Women and the Prevention of Domestic and Family Violence

Minister Hildyard has lead responsibility across government and the community to implement strategies to prevent domestic, family and sexual violence. The Minister also oversees policy development to improve women's economic equality and participation in South Australia.

Our Executive team

DHS Executive Leadership Team as at 30 June 2022

Lois Boswell, Chief Executive

The Chief Executive is responsible for the day-to-day management of the department and the conduct of its employees. This includes responsibility for the overall leadership and strategic direction of the department, including its effective contribution to the achievement of whole-of-government objectives.

Ruth Ambler, Executive Director, Community Investment and Support

The Community Investment and Support division is responsible for the following functions to build stronger and more connected communities:

- Concessions and Support Services, which administers a range of concessions and rebates that provide assistance to low income South Australians, and is responsible for the operations of the DHS Interpreting and Translating Centre.
- Community and Social Investments, which delivers funding and programs that support the capacity and wellbeing of communities including Grants SA, Regional Partnerships, Problem Gambling, and Community Connections.
- DHS Screening Unit, which provides screening checks that help protect children and vulnerable adults.

The Restrictive Practices Unit also sits within Community Investment and Support, along with the department's procurement functions.

Nick Ashley, Chief Financial Officer, Finance and Business Services

The Finance and Business Services division is responsible for budgeting, financial analysis, monitoring and reporting, management accounting, monitoring financial compliance, accounting policy and strategic financial advice. The division is also responsible for the department's internal audit function and for providing a broad range of corporate support services including asset and building management, security services, fleet and transport management, mail services and records management.

During the past year the Financial Reform directorate was established within the division to support the commercialisation of DHS Disability Services to operate fully under the NDIS.

Sue-Ann Charlton, Executive Director, People and Performance

The People and Performance division provides a broad range of corporate support services to enable the department to deliver its services. The division is made up of:

- HR, Wellbeing and Safety, which has responsibility for our people and ensuring their safety and wellbeing are priorities and they are cared for in the most appropriate way.

- Organisational Development and Learning, which leads DHS in respect of our workforce strategy, training and development needs and improving the end-to-end employee experience.
- Communications and Engagement, which provides services and advice across a range of areas including media management, communications and promotions, digital communications and design, events, and sector and stakeholder engagement.
- Business Improvement and Technology, which provides information, systems and technology support across the department.
- Incident Management Unit, an independent function within the division, which is responsible for the efficient management of incidents involving DHS clients and staff members, including Critical Client Incidents.

Katherine Hawkins, Executive Director, Inclusion and Reform

Inclusion and Reform is the department's central reform unit, bringing together policy and reform expertise from different directorates and functions within DHS, including the Early Intervention Research Directorate (EIRD), Aboriginal Practice and Partnerships, Social Inclusion and the Reform Hub.

The division is responsible for delivering policy and program reform in partnership with other divisions across the department. This includes the design and implementation of the state's early intervention approach to children and families at risk of entering child protection. This division is also responsible for state oversight of Disability Access and Inclusion Plans as required under the *Disability Inclusion Act 2018*, and coordinating the department's response to Closing the Gap. It is also responsible for strategies to support young South Australians and the LGBTIQ+ community, and for leading the implementation of the Volunteering Strategy for South Australia.

Alex Reid, Executive Director, Community and Family Services

The Community and Family Services division is comprised of:

- Communities and Justice, which is responsible for strategies and funding to support vulnerable people and communities, including people with exceptional needs and targeted Aboriginal populations. The directorate is also responsible for the statutory supervision of young people in contact with the justice system, including the management of the Kurlana Tapa Youth Justice Centre.
- Safer Family Services, which is responsible for providing early intervention and targeted intensive support services to children and families at risk of entering the statutory child protection system.
- The Office for Women, which supports the full and equal participation of women in all aspects of life in South Australia and has a strong focus on addressing domestic, family and sexual violence. The Office for Women also provides statewide information and referral services through the Women's Information Service.

Joe Young, Executive Director, Disability Services

The Disability Services division is comprised of:

- DHS Disability Services, which provides supported independent living services to people with disability living in community-based group homes and the Northgate Aged Care Service.
- DHS Equipment Program, which funds and arranges equipment and home modifications for South Australians who are not eligible for these services through Commonwealth Government funding options.

Kelly Biggins, Office of the Chief Executive and Governance

The Office of the Chief Executive and Governance provides high quality and responsive support and advice to the Chief Executive and Ministerial Offices. It is responsible for a broad range of functions including corporate governance, Cabinet coordination and Parliamentary business, correspondence and briefings, strategic policy advice to the Chief Executive, Royal Commission responses, risk management and business continuity. The Director also has administrative reporting responsibility for staff in the Office of the Minister for Human Services and the Community Visitor's Scheme.

Legislation administered by the agency

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

Other related agencies (within the Minister's area/s of responsibility)

The Human Services portfolio currently provides operational funding to support the disability Community Visitor Scheme (CVS). The CVS is an independent statutory scheme that reports to the Minister for Human Services.

The agency's performance

Performance at a glance

Achievements and outcomes during the 2021-22 financial year include:

- Accepting approximately 800 referrals for Intensive Family Services to support our most vulnerable families. \$11.9 million commissioned non-government organisations accepting an additional 550 referrals and Aboriginal Community Controlled Organisations another 200.
- Provision of Intensive Family Services to parents of 3,182 children to support families where there were significant safety concerns for their children.
- Initiated a \$1.75 million per annum (over six years) Resilient Families program to deliver a new model of service for families at imminent risk programs under a social impact bond.
- Continuing our work to establish our CFSS Pathways Service, a centralised triage line to provide a single point of entry into Child and Family Support System services. In 2021-22 there were 3,500 referrals to enable families to access home-based support and agency coordination. This helped to ensure the safety and wellbeing of children in at-risk families, and provide a diversionary pathway to the Child Abuse Report Line for families.
- Supporting 57 clients of the Transition to Home (T2H) program to discharge from hospital and successfully transition to live in the community in 2021-22, contributing to a reduction in the number of long-stay patients with disability that are discharge ready. DHS Disability Services expanded the T2H total bed capacity from 25 to 55.
- Allocating approximately \$171.4 million in household and public transport concessions to approximately 221,000 eligible South Australians.
- Distributing approximately \$2.16 million in support grants to 182 projects through Grants SA.
- Distributing \$18.9 million in community support through the Community Connections Program. Over 70% of participants made progress towards achieving their goals with program participants experiencing improvements in quality of life, independence, and reported levels of loneliness.
- Recommissioning the redesigned Youth Support and Development Program for up to nine years with a value of \$1.9 million per annum. New program outcomes support the establishment of pathways to participation in education, training, employment or volunteering for at risk young people.
- Allocating approximately \$1.33 million to a range of programs and initiatives to improve the wellbeing and life opportunities of South Australia's young people, particularly those experiencing disadvantage and marginalisation.
- Distributing approximately \$19.6 million through the Family and Community Development Fund to services which advance the welfare of children, youth and vulnerable South Australians.
- Receiving and finalising 205,560 screening applications, with 62% of applications (127,449) finalised by the Screening Unit in one calendar week or less.

- Completing 66,932 interpreting assignments and 1,078 translating assignments through the DHS Interpreting and Translating Centre.
- Allocating \$4.871 million to frontline response services in South Australia as Payment 1 of the National Partnership on Family, Domestic and Sexual Violence Responses 2021-23.
- Recording 27,370 contacts with clients of the Women's Information Service.
- Providing 9,634 equipment items (new and reissued) and 357 home modifications to eligible clients through the DHS Equipment Program.
- Lodgement of 4,336 child safe environments compliance statements with the department representing 27,384 organisations over the life of the program. 626 organisations lodged a new compliance statement, an increase of 21% over the previous financial year.
- Implementing a revised assessment approach across Youth Justice Services, including the introduction of the Child and Adolescent Intellectual Disability Screening Questionnaire (CAIDS-Q). This seven-item tool screens for possible intellectual disability and aims to support staff to identify children and young people who may require referral for further assessment.
- DHS Exceptional Needs Unit (ENU) expanding the Inclusion Support Program to include adult referrals, and in the Youth and Family team, increasing the focus on family assessment and coordination of supports, leading to more holistic and systemic outcomes for families. In 2021-22, ENU supported 438 individuals, a 52% increase from 2020-21

As at 30 June 2022:

- There were 468 clients receiving long-term supported independent living services through DHS Disability Services, excluding the Northgate Aged Care Service and T2H clients.
- The Northgate Aged Care Service, which was established as a high-care residential facility specialising in supporting clients with intellectual disability, held 30 Commonwealth Residential Aged Care places, of which 27 were occupied.
- There were 41 active clients in the T2H program, which supports NDIS participants that are in hospital, discharge ready and are at risk of being long-stay patients to transition back into the community.

In 2021-22, a total of 292 individual children and young people were admitted to the Kurlana Tapa Youth Justice Centre. During this period, Community Youth Justice also supported 426 young people on community mandates.

Agency response to COVID-19

The department played a key role in supporting the South Australian community during the COVID-19 pandemic through the administration of the **State Based Paid Pandemic Leave Payment**. The \$300 payment was available to eligible recipients who were required to self-isolate in accordance with SA Health guidelines while awaiting COVID-19 test results. During 2021-22, \$1.02 million was paid to 3,413 recipients, with the state-based scheme closing on 30 June 2022.

DHS also referred workers who were close contacts (or carers of close contacts) to the Commonwealth for the **Pandemic Leave Disaster Payment**. Under this scheme, workers required to undertake a COVID-19 test may be eligible for a payment of up to \$750 per seven-day quarantine period. 3,341 applicants were referred to the Commonwealth scheme in 2021-22.

The Commonwealth payment ceased on 30 June 2022, with people only eligible to receive one of the above payments at any time.

A range of other supports were provided including **food parcels** to insecure households required to isolate due to COVID-19. 1,294 food parcels were provided by DHS in partnership with SA Health and Foodbank SA. The department also established a sourcing, warehouse and distribution site to ensure vulnerable cohorts had access to **rapid antigen test (RAT) kits** and support the surveillance testing of staff. Over 120 non-government organisations were supported by DHS, with 284,610 RAT kits supplied during the financial year.

A temporary clinic was established at Highgate Park in March 2021, which supported the SA Health vaccination roll-out for workers in disability and aged care environments. In June 2021, the scope of the **Highgate Park Vaccination Clinic** was expanded to support the wider community in line with SA Health Vaccination Guidelines. Over 15,000 COVID-19 vaccinations were administered by the clinic before closing on 25 March 2022.

The **disability services sector** was supported through training and the provision of guidance on managing workforce issues to ensure the safety of people with disability. The department also held a training session for providers of Supported Residential Facilities to support COVID-19 workforce planning and ensure the safety of residents. DHS has developed interim guidance for the management of COVID-19 outbreaks to support both Supported Independent Living providers and Supported Residential Facilities.

The **Kurlana Tapa Youth Justice Centre** continued to be managed as a high-risk facility to better prevent outbreaks and transmission of COVID-19. There was no transmission of COVID-19 to children and young people within Kurlana Tapa during the 2021-22 financial year.

COVID-19 protocols have been implemented in Youth Justice and Disability Services. Personal protection equipment (PPE) and RAT protocols were in place for Youth Justice staff who conduct face-to-face supervision or home visits with children and young people on community-based mandates, and Disability Services support staff who provide care and support to people with disability in their homes.

Protocols have also been implemented in Kurlana Tapa through regular collaboration with the Communicable Disease Control Branch of SA Health.

Safer Family Services implemented COVID-19 protocols for staff, including on the use of PPE and social distancing when conducting home visits. Staff absences due to COVID-19 are being actively managed to ensure that children and families, particularly those with high and very high risk and safety concerns, continue to be supported.

The **Puti on Kurna Yerta COVID Isolation Hub** was established to support people who had been relocated to medi-hotels in Adelaide from remote communities, who would be better suited in a more culturally appropriate facility. Staffed by DHS, SA Health, Anangu and Kurna workers, the Isolation Hub operated from 25 January 2022 to 10 March 2022 in the West Park Lands. In the initial weeks of operation a total of 56 people registered, with 44 completing the ten-day quarantine and 26 people successfully returning to their home community.

Prior to the closure of the Isolation Hub, it was recognised that a significant number of people who had been in medi-hotels had not returned immediately to their home community and remained in Adelaide. The Isolation Hub was repurposed as a Return to Country site and program. This resulted in 197 people travelling back to their community. Approximately 70% of the people who returned had come to Adelaide for a COVID-19 related reason. Following the success of Return to Country from Adelaide, a small team of DHS and SA Health staff established and implemented a similar program in Port Augusta, in partnership with SA Pathology and cultural leaders. A total of 114 people were supported to return home from Port Augusta.

In February 2022, temporary regulations for **Working With Children Checks** were implemented to increase workforce availability during the COVID-19 pandemic. Applicants, other than those who have committed certain serious offences, were able to work under supervision while their check is being processed.

Agency contribution to whole of Government objectives

Agency's contribution

DHS administers a wide range of **concessions and rebates** to provide assistance to households on low or fixed incomes who are experiencing cost-of-living pressures. These include the:

- Cost of Living Concession
- Energy Concession
- Medical Heating and Cooling Concession
- Water and Sewerage Concession Scheme
- Residential Parks Concession
- Emergency Services Levy (fixed property) Remission
- Transport Concession Card

Agency's contribution

- Emergency Electricity Payment Scheme
- Funeral AssistanceSA
- GlassesSA
- Personal AlertSA.

The **South Australian Concessions Energy Discount Offer (SACEDO)** is an ongoing offer available to energy concession customers. Origin Energy was selected to deliver SACEDO following a procurement process in 2017. As of 1 January 2021, the discount increased to 21%. SACEDO is reviewed annually.

Foodbank SA is a non-profit organisation that supports families and individuals who are experiencing food insecurity. DHS provides funding to Foodbank to support its food distribution activities, the purchase of food as well as the operation of its Food Hubs in various locations across the state. Over the last three years, 2019-20 to 2021-22, the department will have provided over \$1.13 million to Foodbank.

DHS also funds a range of **financial assistance programs** that are delivered by non-government organisations, which assist South Australians to manage their cost of living expenses and those experiencing financial stress and crisis. These include the:

- Emergency Financial Assistance Program, which funds not-for profit organisations to deliver material assistance including food parcels, transport, chemist vouchers, help with accommodation, payment of bills, budgeting assistance and referral to other services to help address the underlying causes of the crisis.
- Statewide Financial Counselling Services Program, which funds not-for-profit organisations to employ financial counsellors in every State Government region to provide free and confidential financial counselling, including debt advocacy and budget management.
- Utilities Literacy Program (or ConnectED), which is delivered by Uniting Communities to reduce financial hardship associated with utilities-related cost of living pressures.
- Low Income Support Program, which seeks to increase individuals' and families' financial resilience, as well as prevent financial crises and consequences of financial crises.

The department leads the reform of the **Child and Family Support System**, which includes the delivery of Intensive Family Services to families at risk of escalation of child protection involvement. Services include home based support and agency coordination to ensure the safety and wellbeing of children in at risk families. The reforms include the development of data collection infrastructure to enable a better understanding of the needs of families and service outcomes. In 2021-22, over 3,500 referrals were received for Intensive Family Services.

Agency's contribution

In March 2021, the department commenced a recruitment drive to hire **trainee disability support workers** to work in Disability Services. By the end of the 2020-21 financial year, 39 trainee roles had been filled. As at 30 June 2022, this number had increased to 101, with 39 traineeships completed and 43 underway. The remaining 19 trainees have resigned.

Since November 2018, DHS has provided **free screening checks for all volunteers** to lower costs for organisations and attract people to volunteering. More than 135,000 volunteers have received free screening checks, saving volunteer and community organisations over \$8 million in fees.

Agency specific objectives and performance

Priority 1 - Increasing inclusion, independence and shared decision-making for all: Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.

Indicators	Performance
<p>Strategies are implemented to deliver priorities of the <i>Volunteering Strategy for South Australia 2021-2027</i>.</p>	<p>A Volunteering Strategy Action Plan 2021-2023 was developed that describes actions key stakeholders will undertake to achieve the Strategy's priorities. Key outcomes in 2021-22 were:</p> <ul style="list-style-type: none"> • Funding Northern Volunteering SA Inc and Southern Volunteering SA Inc to deliver the Youth into Volunteering Connector Pilot, that focused on connecting young people to volunteering opportunities and capacity building of organisations, to provide more inclusive models for engaging young people in volunteering roles. • Delivering a Young Changemakers Conference in October 2021 to over 90 young people from secondary schools in Northern Adelaide. This was a unique opportunity for young people to share ideas, build connections and gain the knowledge, skills, and confidence to drive positive future change for our communities through volunteering. • Developing a Youth Volunteering Portal, which provides information for young people, students, guardians, case managers, educators and volunteer-involving organisations looking to support people aged 25 or under into volunteering. • Contributing to the annual review of the <i>Guideline of the Commissioner for Public Sector Employment - Volunteers</i>, which assists in ensuring people acting as volunteers in public sector agencies are managed and otherwise treated in a fair and equitable manner.

Priority 1 - Increasing inclusion, independence and shared decision-making for all: Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.

Strategies in the *Strong Futures: SA Youth Action Plan 2020-2022* continue to be implemented.

A number of programs and initiatives aligned to the priorities of the Youth Action Plan received funding from the department in 2021-22 including:

- Youth Affairs Council of South Australia (YACSA) (\$425,143), for sector support and advocacy funding as the peak representative body for South Australian young people and the youth sector.
- Youth Support and Development Program (\$1.9 million), a revised service model to better support young people into pathways for social and economic participation.
- Port Augusta Social Vision Program (\$284,118), which includes two components, the Port Augusta Youth Centre and the Salvation Army Safe Transport Service, that support better outcomes for young people in Port Augusta.
- Service to Aboriginal Youth (STAY) (\$957,972), which focuses on early intervention, providing at-risk young people with access to the services and guidance needed to achieve their goals, strengthen their cultural and community connections, and build long-term resilience.
- Connection to Country Project (\$90,000), which is to be delivered by March 2023 and aims to promote and support the engagement of Kaurna young people in learning and sharing knowledge of their histories, cultural traditions, homelands and languages.
- LGBTIQA+ Youth Empowerment Project (\$50,000), which aims to build the capacity of young LGBTIQA+ South Australians to lead advocacy and peer support within their communities, and includes a Queer Youth Summit in late 2022.
- Young Carers Project (\$50,000), a project to be delivered by Carers SA by March 2023 that will pilot a targeted intervention in a small number of State Government schools to better identify and provide school-based supports to young carers and facilitate referral pathways. At least one school will be in a regional area.

Priority 1 - Increasing inclusion, independence and shared decision-making

for all: Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.

Women's Leadership and Economic Security Strategy is launched and actions implemented.

The *Women's Leadership and Economic Security Strategy 2021-2024* was launched in August 2021 following extensive consultation led by the Office for Women. The Strategy focusses on the three key areas of employment and entrepreneurship, leadership and recognition, and financial wellbeing.

Following the election, the new State Government has introduced several new initiatives to support key gender equality policy objectives for South Australia including:

- the establishment of a Gender Pay Gap Taskforce
- reinstating the Premier's Women's Directory
- the introduction of an Equality Bill to encourage the public/private sector to achieve equality and adjust procurement and grants processes to ensure funding supports equality.

A South Australian Blueprint on gender equality will be developed to highlight the key actions the South Australian Government is undertaking to promote gender equality in this state.

Review undertaken into the operation of the *Disability Inclusion Act 2018*.

In December 2021, Mr Richard Dennis AM PSM was appointed by the department to conduct a review into the operation and effectiveness of the *Disability Inclusion Act 2018*, as required under section 32 of the Act. The review included a statewide consultation process with the publication of a discussion paper on the YourSAy website. This process was open from 15 March 2022 to 10 May 2022.

During this time, Mr Dennis undertook significant consultation with peak organisations and individual stakeholders. A peak sector in-person forum was held on 21 April 2022 and a public forum on 2 May 2022. Mr Dennis also met with key representatives from DHS to discuss elements of the Act that relate to reporting and synergies with the national disability agenda, as well as other State Government agencies and local councils.

The final review report was provided to the Minister for Human Services and tabled in Parliament on 6 September 2022. Consultation will be undertaken on the report and the Disability Inclusion (Review Recommendations) Amendment Bill 2022, and its introduction to Parliament.

Priority 1 - Increasing inclusion, independence and shared decision-making for all: Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.

Review of Inclusive SA is undertaken to ensure it aligns with Australia's Disability Strategy.

Section 14 of the *Disability Inclusion Act 2018*, requires a review of the *State Disability Inclusion Plan 2019-2023* (Inclusive SA) to be undertaken at least once in each four year period. With the launch of *Australia's Disability Strategy 2021-2031* on 3 December 2021, the department commenced an interim review of Inclusive SA to better reflect the shifting priorities of the community and support the outcomes and deliverables of the state's Targeted Action Plans (TAPs).

The review examined the current actions within Inclusive SA to determine if they should be removed or replaced by more meaningful actions, or refined to better align to the national Strategy and TAPs. New actions were also considered to respond to identified gaps, specifically in health and wellbeing and safety, and rights and justice were considered for inclusion to better support the state's response to the national Strategy. All relevant State Government agencies were consulted and endorsed their actions for inclusion in the interim review in February 2022.

The interim review report was submitted to the Minister for Human Services for tabling in Parliament. A copy will be published on the Inclusive SA website thereafter. A more fulsome review of Inclusive SA will be conducted ahead of 2023 and take into consideration any recommendations made through the review of the *Disability Inclusion Act 2018*.

New safeguarding app is developed for people living with disabilities.

Pavely is a uniquely South Australian smartphone app that was officially launched by the Minister for Human Services on 24 May 2022. The app drives community inclusion and greater independence for people with accessibility needs, providing users with a directory of venues and facilities across the state. It provides users the opportunity to find, rate and review their experiences based on accessibility and overall inclusiveness.

The design and development of the app was undertaken in conjunction with people with lived experience who have informed the accessibility requirements and the scope of data and information to be included. The app is available to download for free from the Apple and Android store platforms.

Priority 1 - Increasing inclusion, independence and shared decision-making

for all: Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.

COVID-19 vaccines are rolled out to people with a disability and the broader community.

In March 2021, a temporary COVID-19 vaccination clinic was established at Highgate Park, to support the SA Health vaccination roll-out for workers in disability and aged care environments. The Highgate Park Vaccination Clinic was specifically for the people supported by the department in Adelaide metropolitan homes as well as Adelaide metropolitan staff who also wished to be vaccinated. In June 2021, the scope of the clinic was expanded to support the broader community in line with SA Health Vaccination Guidelines. The clinic provided priority to disability and aged care workers.

The Highgate Park Vaccination Clinic was designed specifically for people who are anxious about being vaccinated and for those who have a needle phobia, in a calm and caring environment. The clinic administered over 15,000 vaccinations before closing on 25 March 2022.

South Australian Government contributed to the development of Australia's Disability Strategy.

The department led the South Australian Government's input into *Australia's Disability Strategy 2021-2031*, which provides a new, single overarching framework for all levels of government to deliver on its collective responsibilities for people living with disability. Officially launched on 3 December 2021, the Strategy's vision is for an inclusive society that ensures people with disability can realise their potential, as equal members of the community.

DHS worked with the Commonwealth Government and other State Government agencies to ensure that South Australia could meaningfully contribute to the development of TAPs, which will help drive implementation and accountability for the new national Strategy. The South Australian Government's actions were developed in consultation with public sector agencies, and represent work that is already resourced and underway in South Australia through the implementation of Inclusive SA (South Australia's first State Disability Inclusion Plan) and State authority Disability Access and Inclusion Plans.

The department is responsible for monitoring and reporting on the actions proposed under the TAPs. Progress on actions is to be reported to the Commonwealth Government on an annual basis.

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

Indicators	Performance
Implementation of the new Community Connections Program continues to be progressed.	<p>Officially launched on 1 July 2021, the Community Connections Program supports socially isolated people who do not qualify for alternative services such as the NDIS, Mental Health and My Aged Care. The program, which replaced the existing Home and Community Care Program, provides up to 12 weeks of targeted support, by linking isolated adults with services to improve individual independence, quality of life and overall health outcomes.</p> <p>Community Connections providers commenced between May 2021 and April 2022 and include: a statewide network of non-government Regional Coordinating Partners and Community Partners; Care Partners; Community Passenger Networks; Carer Support Partners; Aboriginal Community Controlled Health Organisations; and Aboriginal Community Controlled Organisations. While some services have taken longer to commission and were not in place by July 2021, particularly Aboriginal services, participants were able to source services from other partners.</p> <p>The program is in a development phase until 30 June 2023. Over the past year, the program model was refined with guidance from the Program Advisory Group, including refinements to eligibility criteria, data collection, and a new referral management system. The department will evaluate the program effectiveness throughout 2022 and 2023 to build a strong evidence base on emerging client needs and demographics, and system effectiveness and alignment.</p>
Standard assessment of outcomes across government and non-government intensive family services are developed and implemented.	<p>The department has led the transition to standardised outcomes assessment across all Child and Family Support System (CFSS) services, with implementation beginning from October 2021. A temporary data collection solution was implemented to record and transmit data associated with outcomes measurement tools at CFSS Pathways Service.</p> <p>Permanent infrastructure to support data capture, secure transmission and analytical capability commenced development from April 2022.</p>

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

Indicators	Performance
Lower-intensity family support services are recommissioned.	<p>The department commenced procurement planning to recommission the current Family and Community Support Program - Family Support and Early Intervention, in line with the reform of CFSS. The new program, Strong Families, Strong Communities is a family preservation program that aims to intervene early to strengthen families and prevent entry or escalation into child protection services.</p> <p>The tender process for the program opened on 10 May and closed on 23 June 2022.</p> <p>DHS hosted a number of industry briefings to inform interested organisations of the Government's objectives and the role of this program in the CFSS reforms. The outcome of the recommissioning will be announced in 2022-23.</p>
High-risk families and their children are supported by working in partnership with key stakeholders to ensure local service coordination.	<p>The Safe Start Program (previously called Child and Family Assessment and Referral Networks (CFARNS)) provides direct services for families presenting during pregnancy or with infants in the first 1,000 days, working collaboratively with other intensive family services. The program provides interim case management support to families whilst negotiating with and supporting local agencies to provide ongoing support.</p> <p>Safe Start was initially delivered by DHS in Northern Adelaide, Southern Adelaide and the Limestone Coast, and by Relationships Australia SA (RASA) in Western Adelaide. From May 2022, DHS commenced a new service in the Whyalla/Port August region. At this time, RASA also commenced providing the program in the inner north Adelaide region.</p> <p>The program was expanded following a program evaluation and the emerging evidence from the outcomes data collected by EIRD.</p>

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

Indicators	Performance
<p>Service delivery under the National Partnership on COVID-19 Domestic and Family Violence Responses is finalised.</p>	<p>In 2019-20, the Commonwealth Government provided funding to each state and territory through the National Partnership on COVID-19 Domestic and Family Violence Responses to address the impact of the COVID-19 pandemic on domestic, family and sexual violence (DFSV). Through the agreement, South Australia received \$9.796 million over the 2019-20 and 2020-21 financial years to implement and expand service delivery.</p> <p>While the agreement has ceased, some of the funded initiatives were still operational this financial year and continued to be monitored by the Office for Women.</p> <p>These include:</p> <ul style="list-style-type: none"> • Safe and Secure Housing program to support women and children experiencing DFSV find mid to long term housing. • Safe and Well Kids program, which supports children and young people who are experiencing DFSV. • Specialist financial planning and counselling programs. • A response for Aboriginal women and children experiencing DFSV and sleeping rough in the park lands. • The KIND intervention program for young people who use violence towards their family members or partners.
<p>Commencement of a trial service model to provide an alternative location for police custody, for children and young people aged 10 to 13 years.</p>	<p>Commencing in December 2021, the Child Diversion Program is trialling a triage and support service for Aboriginal children aged 10 to 13 years who are at risk of being remanded into custody. The program provides family engagement and support services and a safe non-custodial community-based accommodation alternative for this cohort of children. These connect children and families to longer term interventions to better prevent the child's further entry into the youth justice or child protection systems.</p> <p>Aboriginal children are prioritised for this response due to the high rates of Aboriginal incarceration.</p>

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

Indicators	Performance
<p>Engagement and partnerships with Aboriginal communities and their organisations are strengthened to improve outcomes for Aboriginal young people in the youth justice system.</p>	<p>The department has continued to strengthen engagement and partnerships with Aboriginal communities, Elders and Aboriginal Community Controlled Organisations through a range of initiatives, with a particular focus on improving outcomes and reducing the over-representation of Aboriginal children and young people in the youth justice system, in alignment to Closing the Gap targets.</p> <p>To strengthen partnerships, DHS is working with Aboriginal Elders and leaders to identify mechanisms that will support cultural governance, co-design of programs and services, consultation and advice for Aboriginal children in case planning. This builds on the Communities and Justice Aboriginal Community-Controlled Organisations Forum held in April 2021.</p> <p>During 2021-22, the department worked to develop a range of initiatives including:</p> <ul style="list-style-type: none"> • the establishment of a Community Visiting Program, to connect Aboriginal children and young people with Aboriginal Elders and leaders and offer ongoing culturally appropriate support • culturally and trauma responsive training for Youth Justice staff in partnership with Aboriginal organisations • improving cultural programs and services in Kurlana Tapa • strengthening governance and shared decision-making in the use of community spaces to reconnect Aboriginal children and young people in community.

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

Indicators	Performance
Safety Hubs are extended into regional South Australia.	<p>The department has supported the establishment of ten Safety Hubs in regional South Australia to increase local access to support, information, referrals, appropriate responses and facilitated pathways for women and their children experiencing domestic, family and sexual violence. In the past year, the following four Safety Hubs have been delivered:</p> <ul style="list-style-type: none"> • Haven at Whyalla, opened on 27 September 2021 • Haven at Port Pirie, opened on 29 November 2021 • Haven at Goolwa, opened on 10 January 2022 • Port Lincoln Women's Wellbeing and Safety Centre, opened on 18 February 2022. <p>The Women's Information Service (WIS) has led the establishment of seven Safety Hubs under 'The Haven' model. These Havens are coordinated and managed by WIS staff and supported by volunteers who are recruited and trained to provide information and referrals to women experiencing domestic, family and sexual violence. The three remaining Safety Hubs were established and are operated by Centacare Catholic Family Services, Kornar Winmil Yunti and Yarredi Services Inc.</p>
Establishment of the Coordination and Assessment Team.	<p>A trial of a dedicated Coordination and Assessment Team (CAT) commenced in December 2021, and is being undertaken through to December 2022, to support discharge processes from hospital for NDIS participants with complex needs. This is a collaborative pilot between the department and Wellbeing SA to deliver state funded specialist support coordination and assessment services for people with disability.</p> <p>Delivered by DHS, the CAT consists of Specialist Support Coordinators and a multi-disciplinary team of allied health professionals. CAT works with NDIS participants, or prospective participants, awaiting a plan in hospital to: provide specialist support coordination; complete assessments required for NDIS plans and transitional accommodation; write support letters and recommendations to the NDIA; and provide assistance to source long-term housing.</p>

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

Indicators	Performance
Continued operation of the Transition to Home program.	<p>The Transition to Home (T2H) program was established in March 2020, to support people with disability to move into transitional accommodation when they no longer need acute care, but are waiting for home modifications or access to longer term accommodation and appropriate supports under the NDIS. The department is the service provider for this program, which was developed in partnership with Wellbeing SA, the NDIA and Local Hospital Networks.</p> <p>In the past year, the program was expanded with the establishment of a Southern Adelaide T2H program at the Repatriation Health Precinct in September 2021. Clients at this site can access the precinct's services and facilities, which provide additional supports for people with more complex needs. In November 2021, the T2H program at Hampstead was relocated to the former St Margaret's aged care service in Semaphore, which is a more suitable site to support people with disability transition back to the community.</p> <p>The department engaged an expert reviewer to evaluate the T2H program against relevant NDIS Practice Standards. The review will ensure its processes and staffing can ensure high quality care for people with disability. The final report was made publicly available on 9 August 2022, and identified barriers and issues to be addressed.</p>

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

Indicators	Performance
<p>New Statewide Perpetrator Response is finalised and launched.</p>	<p>No to Violence (NTV) a nationwide, non-government organisation with services based in South Australia, was engaged to deliver the new Statewide Perpetrator Response over three years. Commencing on 1 July 2021, this early intervention initiative focuses on enhancing the safety of women and their children by providing:</p> <ul style="list-style-type: none"> • support and referral pathways for perpetrators of domestic and family violence • advice to frontline workers and workforce development opportunities • improved connections and information sharing between services • information and support for relatives, friends and victims. <p>The service will better support frontline workers such as nurses, social workers and child protection workers to recognise and respond to clients and assist perpetrators themselves to address their abusive behaviour.</p>

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

Indicators	Performance
Aboriginal Language Interpreting Service is operationalised.	<p>The Aboriginal Language Interpreting Service (ALIS) commenced in December 2021, to support Aboriginal people experiencing communication and/or cultural barriers when accessing services in South Australia. ALIS offers Aboriginal language interpreting face-to-face in the Adelaide metropolitan area and Port Augusta, and by phone across South Australia.</p> <p>During 2021-22, ALIS completed 205 interpreting assignments. Approximately 58% of all work was delivered within the Courts Administration Authority and 22% within the SA Health Network. The remaining work was undertaken within DHS, Department for Education, Baptist Care SA, SA Housing Authority, Serco Remand, Uniting Communities, NSW Department of Education, Service Australia, the University of Adelaide, Ninti One Limited and Wirltu Yarlur.</p> <p>A total of ten interpreters were recruited offering interpreting in Pitjantjatjara, Yankunytjatjara, Eastern Arrernte, Western Arrernte, Pintubi/Luritja, Warlpiri, Alyawarre and Anmatyerre. The department continues to actively recruit Aboriginal language interpreters to meet demand for the service.</p>
Family Safety Portal launched and implemented across relevant agencies.	<p>Since July 2020, the department has worked to develop the digitisation of the Family Safety Framework (FSF) through the creation of the Family Safety Portal. This will allow the entire administration and case management process of the FSF to be conducted within one secure online environment and enhance the ability to collect data to inform policy decisions.</p> <p>From June 2022, the Family Safety Portal was functional for all agencies (government and non-government) to undertake Domestic Violence Risk Assessments and submit referrals for high-risk victims of domestic, family and sexual violence. Meeting and case management elements of the Portal were rolled out to the Western Metropolitan, Limestone Coast and Whyalla Family Safety meetings in June 2022. The remaining 14 regional meetings will be onboarded to the Family Safety Portal in a staged approach during 2022.</p>

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

Indicators	Performance
DHS Disability Services continues to be reformed to operate in line with the NDIS.	<p>DHS Disability Services is undertaking external audits required by the NDIS Quality and Safeguarding Commission, in preparation for full transition to the NDIS. In November 2021, the service successfully passed its first registration audit by the Commission, and is now registered to provide community nursing, transport and community participation.</p> <p>An additional audit and variation to our NDIS registration for Behaviour Support and Implementing Behaviour Support, including authorisation for the implementation of regulated restrictive practices, was completed in June.</p>
Provision of equipment and home modification services to South Australians who are ineligible for funding through Commonwealth programs.	<p>The DHS Equipment Program supports and funds South Australians who are otherwise ineligible for equipment and home modifications through Commonwealth Government funding options. Supports are provided to the following client cohorts:</p> <ul style="list-style-type: none"> • Advanced Palliative Equipment Response • Adults with Chronic Conditions • Wigs, Medical Grade Footwear and Orthoses • Community Connections Program • clients with a disability who are ineligible for the NDIS. <p>During 2021-22, the DHS Equipment Program:</p> <ul style="list-style-type: none"> • provided 9,643 equipment items (new and reissued) to clients • undertook 357 home modifications • completed 1,015 equipment repair and maintenance requests • facilitated 899 Allied Health services. <p>Home modification, equipment repair and maintenance requests, and Allied Health services are coordinated via the DHS Equipment Program and outsourced to private suppliers.</p>

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

Indicators	Performance
Commencement of South Australia's Restrictive Practices Authorisation scheme.	<p>Commencing on 30 May 2022, the <i>Disability Inclusion (Restrictive Practices - NDIS) Amendment Act 2021</i> amends the South Australian <i>Disability Inclusion Act 2018</i> to establish a legislative framework for the authorisation of restrictive practices. The Restrictive Practices Authorisation scheme regulates the authorisation of restrictive practices used by registered NDIS providers, providing support and services to NDIS participants.</p> <p>A new unit was established in the department, led by the Senior Authorising Officer, to authorise regulated restrictive practices.</p> <p>During the 2021-22 financial year, there were 49 Authorised Program Officers who met the selection criteria outlined in the Disability Inclusion (Restrictive Practices - NDIS) Regulations 2021, and were authorised by the Senior Authorising Officer to undertake the role.</p> <p>A total of 138 restrictive practices were authorised by the Senior Authorising Officer comprising:</p> <ul style="list-style-type: none"> • 117 authorisations of environmental, chemical and mechanical restrictive practices. These may be Level 1 or Level 2 restrictive practices depending on the circumstances. • 21 authorisations of seclusion and physical restrictive practices, which are categorised as Level 2 practices.

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

Indicators	Performance
Commencement of the construction phase of the Kurlana Tapa Consolidation Project.	<p>Sarah Constructions Pty Ltd was awarded the construction contract in March 2022, with site works commencing in April 2022. Phase one will see the establishment of high security fencing to create a secure construction zone, which will allow for construction to take place while the site remains fully operational.</p> <p>The capital works program will deliver:</p> <ul style="list-style-type: none"> • a new 12-bed accommodation unit with a centralised office space and design considerations to better support young people with complex needs • a new eight-bed police custody unit to ensure that children and young people awaiting court appearances will be accommodated separately from children and young people on periods of remand or sentenced detention • new classroom space to enable education requirements to be met • an extended visiting space to support children and young people having time with families and visitors. <p>The capital works program is expected to achieve practical completion by 30 June 2023, which will allow for the decommissioning and sale of the Jonal Drive campus.</p>

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

Indicators	Performance
Actions continue to be progressed to implement a therapeutic approach at the Kurlana Tapa Youth Justice Centre.	<p>The Enhanced Support Team Pilot commenced at the Kurlana Tapa Youth Justice Centre in August 2021. The pilot aims to provide intensive behaviour support planning and consultation to assist operational staff working with children and young people to proactively respond to behaviours of concern, and support increased emotional and behavioural stability.</p> <p>Clinical and custodial staff are developing a model of therapeutic care for children and young people with complex needs, incorporating staff practice development and education. The Youth Justice Assessment and Intervention Services is also supporting the delivery of trauma-informed practice training to all operational staff.</p> <p>The project to develop a Sensory and Environmental Framework (formerly Sensory Modulation Framework) has continued. The Framework is being developed in partnership with the University of South Australia to increase understanding of, and respond to, the sensory processing needs of children and young people in custody.</p>

Corporate performance summary

The following is a summary of key corporate initiatives in 2021-22:

- The DHS Diversity and Inclusion Survey was undertaken to seek feedback on how we are doing and what more we can do to be an inclusive workplace. Results from the November 2021 survey are being used to help steer the direction of the department's Diversity and Inclusion Action Plan 2020-2023 and inform policies and programs in 2022.
- In December 2021, DHS launched its new strategic plan and corporate branding. The DHS Strategic Plan 2022-24 has three ambitious priorities and 12 priority outcomes, in addition to value-based statements outlining the way in which the department will work to deliver against the Strategy.
- The DHS I Work for SA Action Plan 2022 was launched in December 2021, in response to the results of the I Work for SA - Your Voice Survey conducted by the Office of the Commissioner for Public Sector Employment (OCPSE) in early 2021. A series of focus groups were undertaken to assist in the development of the Action Plan, which addresses five main action areas to make the necessary improvements to ensure DHS is an even better place to work.

- The department commenced the process to work towards Rainbow Tick accreditation, which is a nationally recognised quality framework that will demonstrate that DHS is a safe, inclusive and affirming service provider and employer. Rainbow Tick accreditation will be progressed from January 2022 to June 2023.
- The new DHS *Innovate Reconciliation Action Plan: April 2022 - March 2024* was launched in April 2022, demonstrating the department's commitment to ensuring it takes action on reconciliation and social justice for Aboriginal staff, clients and the community. The DHS Reconciliation Committee is responsible for the implementation of the Reconciliation Action Plan on behalf of the Executive Leadership Team.
- The DHS Aboriginal Cultural Footprint is a continuous learning journey that allows the participant to build their own cultural capability, with the goal of building a workforce that is culturally safe and responsive when delivering services to the Aboriginal community. The Footprint was officially launched with the department's new Reconciliation Action Plan in April 2022. As at 30 June 2022, 1,076 staff had completed Aboriginal Cultural Awareness Training, 134 undertaken the South Australian History Trust - Impact Program, and 103 had completed the Aboriginal Cultural Appreciation Workshop.
- In April 2022, the Social Impact Framework and Assessment Tool was released. Developed by the department in partnership with the community sector, the Framework provides a blueprint for assessing and optimising our investment in the non-government sector.
- On 3 June 2022, the DHS Reconciliation Committee convened a panel discussion event to celebrate National Reconciliation Week. Over 300 staff attended (in person or via Zoom) with guest speakers exploring this year's theme of 'Be Brave. Make Change', followed by a panel discussion.
- Teamgage is an online system that builds employee engagement by allowing staff to provide regular workplace feedback. Seven new metrics were included in Teamgage to reflect the focus areas that the department is working on in the DHS I Work for SA Action Plan 2022 and key operational concerns for business units. The metrics comprise five core metrics for all teams across the department and two metrics chosen by divisions.
- The See Me For Me disability awareness campaign was launched to improve community understanding and attitudes about people with disability. The campaign, which ran from 30 June to 13 August 2022, was developed by the department in consultation with people living with disability and the disability advocacy organisation JFA Purple Orange.
- Wellbeing Rooms were established in the Riverside Centre, providing employees with access to private spaces to attend to wellbeing needs relating to disability, health care, breastfeeding/pumping, pregnancy, and cultural and religious purposes. The rooms were established in response to staff feedback through the DHS Diversity and Inclusion Survey. Similar spaces will be established at the department's other worksites.

Employment opportunity programs

Program name	Performance
Aboriginal Traineeship Program	As at 30 June 2022, one Aboriginal trainee had been recruited as part of the department's target for the 2022 calendar year. Plans are underway to recruit another 13 Aboriginal trainees across DHS, with ten of the 14 trainees to be in frontline areas and four in corporate roles.
Aboriginal Workforce Employment Initiatives	The department continues to pursue the workforce initiatives under its <i>DHS Aboriginal Workforce Strategy 2021-2023</i> . In the past 12 months, 57 new Aboriginal staff members were employed in the department.
CareerTrackers Internship Program	DHS partnered with CareerTrackers to provide recurring paid internship opportunities for two Aboriginal university students during their semester breaks. The primary goal of the program is to support students in transitioning from intern to full-time employment upon completion of their degree.
Disability Support Officers	DHS Disability Services is continuing to recruit Disability Services Officers to ensure it can build strong and secure teams around clients. During the 2021-22 financial year, the department employed 283 new disability support workers.
Skilling SA Public Sector Project	25 new employees were recruited to DHS under this initiative, which is being led by OCPSE. Three were under 30 years of age.
Stanton Institute	In addition to the new employees recruited through the Skilling SA initiative, the DHS Stanton Institute trained a further 100 new recruits in the Certificate III in Individual Support to commence work in Disability Services.
Trainee Disability Support Workers	In March 2021, the department commenced a recruitment drive to hire trainee disability support workers to work in Disability Services. As at 30 June 2022, 101 trainee roles had been filled, with 39 traineeships completed and 43 underway. The remaining 19 trainees have resigned.

Agency performance management and development systems

Performance management and development system	Performance
<p>The department's employee Performance Development Framework provides a clear, structured approach to workforce development by supporting managers and employees to establish and maintain effective Performance Development Plans (PDPs).</p> <p>PDPs are to be formally discussed at least twice per year in annual and mid-cycle Performance Development Reviews. Reporting the completion of Performance Development Reviews on HR21 is mandatory to meet the department's reporting requirements.</p>	<p>The percentage of employees with a Performance Development Review in the last 12 months has slightly decreased from 73.9% in 2020-21 to 71.7% in 2021-22.</p> <p>As at 30 June 2022, 51.6% of Performance Development Reviews were current, having been reviewed within the last six months.</p> <p>Of the remaining reviews:</p> <ul style="list-style-type: none"> • 20.2% had expired being over six months • 15.4% had expired being over 12 months • 8.8% were not recorded for staff with at least 90 days of service • 4.0% were not recorded for new staff with less than 90 days of service.

Work health, safety and return to work programs

Program name	Performance
Risk Management	<p>DHS maintains a responsive safety management system to reduce the likelihood of serious harm or injuries to its workforce. The <i>Building Safety Excellence in the Public Sector</i> (BSEPS) strategy includes a target under Performance Measure 3 to reduce the overall number of new workplace injury claims for the South Australian public sector. The target is a 30% or more reduction in new claims by 2021-22 (from base year of 2011-12).</p> <p>This target was achieved by the department with 172 new claims in 2021-22, a 53% reduction from a baseline of 365 claims.</p>

Program name	Performance
Safety Management System	<p>The Safety Management System (SMS) is a set of policies, procedures and plans that strengthen our ability to improve wellbeing and safety. The key documents under the SMS are the:</p> <ul style="list-style-type: none"> • Wellbeing and Safety Policy • Wellbeing and Safety Strategy 2019-2023 • DHS Mentally Healthy Workplaces Strategy, Your Mental Health Matters • Safety Management System Implementation Guide. <p>In 2020-21, the department's SMS was refined to ensure it considers the altered risk profile of our department and provides clear line of site to the BSEPS, <i>Australian Work Health and Safety Strategy 2012-2022</i>, and reflects internal policy, objectives and risks.</p> <p>The DHS SMS Internal Audit Plan provides the basis for a structured, planned and risk-based approach to independent assurance and compliance assessment activities in relation to the SMS for the period July 2021 to December 2023.</p>
Gov SAfety	<p>In May 2022, the department successfully transitioned to Gov SAfety, the State Government's new work health and safety incident reporting system.</p> <p>Staff use Gov SAfety to report the following as they occur:</p> <ul style="list-style-type: none"> • workplace hazards • workplace incidents, with or without injury • client incidents • feedback - complaints, compliments and suggestions.
Mental Health First Aid Skilled Workplace	<p>DHS has maintained its 'Gold' standard accreditation from Mental Health First Aid Australia as a Mental Health First Aid (MHFA) Skilled Workplace. First received in 2019-20, the accreditation recognises the department's investment in developing mental health first aid skills in our people. The department continues to demonstrate a strong commitment to embedding the MHFA program into our culture through senior leadership support, relevant policies and continuous improvement.</p>

Program name	Performance
Influenza Vaccination Program	All staff are encouraged to participate in the DHS Influenza Vaccination Program, which is part of the department's health and wellbeing initiative and contributes to infection control strategies and the prevention of seasonal pandemic influenza. The voluntary program promotes a healthy workplace by preventing the flu spreading to other staff and clients, reduces influenza-related absenteeism, and increases productivity and engagement.
COVID-19 Wellbeing	The department's Employee Assistance Program (EAP) provider has been engaged to undertake wellbeing checks on staff impacted by COVID-19. Staff who test positive will receive a wellbeing phone call from the EAP provider to check how they are feeling and determine if they require any follow up support.

Workplace injury claims	2021-22	2020-21	% Change (+ / -)
Total new workplace injury claims	172	197	-12.7%
Fatalities	0	0	N/A
Seriously injured workers*	0	1	-100%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1,000 FTE)	41.4	44.7	-7.4%

*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

Work health and safety regulations	2021-22	2020-21	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	8	3	+166.7%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	2	3	-33.3%

Return to work costs**	2021-22	2020-21	% Change (+ / -)
Total gross workers compensation expenditure	\$10.68m	\$8.90m	+20.0%
Income support payments - gross	\$5.08m	\$4.43m	+14.7%

***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	6
SAES1	22

The number of executives is based on the number as at 30 June 2022.

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

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

Financial performance

Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2021-22 are attached to this report.

Statement of Comprehensive Income	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation* \$000s	2020-21 Actual \$000s
Total Income	1,095,987	1,159,433	63,446	1,087,481
Total Expenses	1,096,952	1,142,404	(45,452)	1,087,142
Net Result	(965)	17,029	17,994	339
Changes in property, plant and equipment asset revaluation surplus	-	-	-	(9,510)
Total Comprehensive Result	(965)	17,029	17,994	(9,171)

* Variation between 2021-22 Budget and 2021-22 Actual

The 2021-22 Actual Total Comprehensive Result is a surplus of \$17.029 million, which is an improvement of \$17.994 million on the 2021-22 Budget. The improvement was largely due to the receipt of Commonwealth funding that will be spent over two financial years and additional funding provided for the consolidation of youth custodial services.

Statement of Financial Position	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation* \$000s	2020-21 Actual \$000s
Current assets	262,453	252,746	(9,707)	226,517
Non-current assets	132,200	120,801	(11,399)	123,368
Total assets	394,653	373,547	(21,106)	349,885
Current liabilities	92,237	68,718	23,519	67,600
Non-current liabilities	88,832	79,903	8,929	74,388
Total liabilities	181,069	148,621	32,448	141,988
Net assets	213,584	224,926	11,342	207,897
Equity	213,584	224,926	11,342	207,897

* Variation between 2021-22 Budget and 2021-22 Actual

The increase in Net assets between the 2021-22 Budget and 2021-22 Actual is mainly due to:

- decreases in current liabilities reflecting lower payables and employee benefits provisions
- decreases in non-current liabilities, reflecting revaluation of employee provisions; partially offset by
- reductions in current assets, reflecting lower than anticipated cash held
- reductions in non-current assets, reflecting sale of properties and asset revaluations that occurred after the establishment of the 2021-22 Budget.

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 2021-22 financial year.

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

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	N/A	Nil

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

Consultancies	Purpose	\$ Actual payment
Certifii HCS Pty Ltd	Certification audit of Disability Services against NDIS Practice Standards	10,800
Christine Dennis	Review of the Transition to Home (T2H) program	15,500
Dana Shen Consultancy	Develop a Safer Family Services Aboriginal Cultural Practice Framework	37,273
Flinders University	Re-design of Financial Wellbeing and Resilience programs	14,965

Consultancies	Purpose	\$ Actual payment
KPMG	Policy advice on government owned Specialist Disability Accommodation housing	14,967
KPMG	Review of regulation of Supported Residential Facilities	51,197
Richard Dennis	Review the South Australian <i>Disability Inclusion Act 2018</i>	38,400
Workforce Planning Australia Pty Ltd	Undertake a Child and Family Support System workforce audit and develop a sector wide Workforce Plan	80,000
	Total	263,102

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

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

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the 2021-22 financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	172,160

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

Contractors	Purpose	\$ Actual payment
Adrian Harry	Provision of occupational therapy services	13,047
Australian Integrated Security Pty Ltd	Server replacement and maintenance at Kurlana Tapa Youth Justice Centre	127,390
BAJMAA Pty Ltd	Relocation of office furniture	32,189
Boundary Solutions Pty Ltd	Office fit-out at level 9 Riverside Centre (installation of auto door etc.)	18,590
Central Queensland University	Design and implementation of an online survey relating to sports betting	74,522
Community Data Solutions	Community Business Intelligence system setup, training and initial support	15,260
Creative Systems Pty Ltd	Supply and installation of office equipment and furniture	20,162
CTG Security Matrix Pty Ltd	Implementation of electronic security system at Kurlana Tapa Youth Justice Centre	17,800
Dana Shen Consultancy	Trauma Responsive System Framework Roadshow	38,527
Elizabeth Close	Mural Art - Stephen Goldsmith Education Centre Artist fees	10,000
Far West Community Partnerships Ltd	Lead coordinator for the Ceduna Reform	46,910
Healthcare Australia Pty Ltd	Provision of occupational therapy services	54,557
Ignite Services Pty Ltd	Boiler repairs and system upgrade for Kurlana Tapa Youth Justice Centre	51,190
Info Access Group Pty Ltd	Provide Easy Read accessibility services to various projects including the discussion paper for the review of the <i>Disability Inclusion Act 2018</i>	11,200

Contractors	Purpose	\$ Actual payment
Julia Farr Association Inc	Facilitate a series of focus groups with the disability community to seek advice about features and functionality relating to the development of a safeguarding app	21,665
Lambert's Innovative Services Pty Ltd	Restrictive Practices System testing services	14,370
Linking Futures Pty Ltd	Guide the development of the Community Connections Program model for Aboriginal Organisation Partners, to ensure it is culturally safe, accessible and meets the needs for Aboriginal peoples	64,866
Minda Incorporated	Delivery of Disability Dynamics module - dysphagia, communication and mealtime support	23,657
Morton Health Pty Ltd	Provide training for Dynamics Advanced Manual Tasks	48,346
Mossop Group Pty Ltd	Alterations to office spaces at Riverside Centre, including Mail Room relocation and level 4 fit-out	32,406
Parenting Research Centre Inc	Evaluation of Intensive Family Support pilot programs and Aboriginal Family Support project	136,306
Peter Fuller & Associates Pty Ltd	Review and audit of the activity and effectiveness of key digital and social platforms currently used by DHS	15,600
Relationships Australia Health Ltd	Western Child and Family Support Network coordinator	34,555
Riverbourne Pty Ltd	Delivery of the Human Resource Management System Project	64,681
SFDC Australia Pty Ltd	Development of a prototype on Salesforce platform	66,000
South Australian Native Title Services Ltd	Kaurna Yerta Cultural Consultancy and Support Project	102,600

Contractors	Purpose	\$ Actual payment
Synergy IQ Pty Ltd	Supporting the Screening Unit service reform and change management	11,586
T & T Electrical Services P/L	Supply and installation of new network outlets	13,839
The Moonshine Lab Pty Ltd	Development of an iOS and Android compatible application to provide geolocation accessibility information as part of the Go2Gov Program	147,000
The University of Adelaide	Monitoring and Evaluation Framework to track progress and outcomes under the <i>Minimising Gambling Harm in South Australia Investment Plan 2021-2026</i>	14,871
Ventia Australia Pty Ltd	Preventative maintenance and asset lifecycle management	47,609
	Total	1,391,301

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

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

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

Other financial information

Pursuant to section 73BA of the *Gaming Machines Act 1992*, the Minister for Human Services is required to report on the application of the Gamblers Rehabilitation Fund during the preceding financial year. This information is provided on page 55.

Other information

Nil to report

Risk management

Risk and audit at a glance

The **DHS Risk Management and Audit Committee (RMAC)** provides independent assurance and assistance to the Chief Executive (and the Executive Leadership Team) on DHS's risk, control and compliance framework, and its financial statement responsibilities.

The Committee assists the Chief Executive in the identification of risks, determining priorities for action, developing and implementing strategies for effective risk management and in ensuring accountabilities are met. The Committee also oversees the focus and work undertaken by Internal Audit.

RMAC members are appointed by the Chief Executive with the current Committee comprising three members external to the department and two internal members.

The membership as at 30 June 2022 was:

- Carolyn Mitchell - Chair (external member)
- Jo King (external member)
- Elizabeth Moran (external member)
- Sue-Ann Charlton (internal member)
- Alex Reid (internal member)

The Committee met five times during the 2021-22 financial year.

The objective of **Internal Audit** is to undertake audit activities that:

- provide reasonable assurance over the adequacy and effectiveness of controls and processes in place to manage departmental risks
- identify opportunities to strengthen control weaknesses and contribute to the delivery of the department's strategic objectives and services.

Internal Audit also considers the risk of fraud and maladministration in the course of their work. This includes assessment of current control environments to ensure effective protection against fraud and maladministration as a standard objective of most of their reviews.

The **Incident Management Unit (IMU)** is the primary investigative body within DHS. It is responsible for undertaking all investigations relating to potential fraud, misconduct or maladministration. This ensures consistency and efficiency in the department's response to incidents and potential fraud and has strengthened controls and investigatory capacity.

The IMU is also responsible for care concern investigations, Critical Client Incidents, Independent Commissioner Against Corruption referrals, and requests for information under the National Redress Scheme in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. While investigations are primarily undertaken by the IMU, they may be assigned to Internal Audit where appropriate.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Incidents related to discrepancies in clients' funds	5
Incidents related to missing property	2
False or misleading documentation	2
Misuse of government resources	12

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

Strategies implemented to control and prevent fraud

The department has a zero tolerance to fraud and maladministration with all incidents of discrepancies in client records, funds and/or property to be recorded on the internal DHS recording system.

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

During 2021-22, the department's Executive Leadership Team established five high-level strategic decision-making sub-committees to support its functions. The Assurance Committee is accountable to the Executive Leadership Team for ensuring DHS meets all of its governance requirements and measures performance against deliverables.

The responsibilities of the Assurance Committee include:

- overseeing corporate governance and ensuring effective internal controls, including receiving reports from across all divisions and approving the annual internal audit workplan
- effectively monitoring, managing, and reporting on risks, internal audit findings and breaches to ensure compliance.

The Assurance Committee also has an overarching oversight role in ensuring the department is implementing and actioning RMAC recommendations.

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

Public interest disclosure

	2021-22
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* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
<i>Disability Inclusion Act 2018</i>	<p>Part 6A - Restrictive practices</p> <p>23ZE - Minister to provide annual report on operation of Part to Parliament</p> <p>(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 -</p> <ul style="list-style-type: none"> (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. <p>(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.</p> <p>(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)).</p>

Commencing on 30 May 2022, the *Disability Inclusion (Restrictive Practices - NDIS) Amendment Act 2021* amends the South Australian *Disability Inclusion Act 2018* to establish a legislative framework for the Restrictive Practices Authorisation scheme.

Restrictive practices are interventions that have the effect of limiting the rights and freedom of movement of a person who displays behaviours of concern. While the goal of the intervention is to protect that person or others from harm, in some circumstances it can represent a serious human rights infringement.

A new unit was established in the department, led by the Senior Authorising Officer, to authorise regulated restrictive practices. The amendments to the *Disability Inclusion Act 2018*, establish a tiered authorisation system for the use of restrictive practices. Authorised Program Officers in NDIS services and the Senior Authorising Officer can authorise Level 1 restrictive practices. Level 2 restrictive practices, and combinations of Level 1 and Level 2 practices, carry increased risk and are authorised by the Senior Authorising Officer.

During the 2021-22 financial year there were 49 Authorised Program Officers who met the selection criteria outlined in the Disability Inclusion (Restrictive Practices - NDIS) Regulations 2021, and were authorised by the Senior Authorising Officer to undertake the role.

The Senior Authorising Officer authorised 138 restrictive practices comprising:

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

Transitional arrangements were negotiated with the NDIS Quality and Safeguards Commission to reduce administrative burdens for NDIS providers reporting unauthorised restrictive practice. These arrangements will end on 30 September 2022.

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 department administers the Gamblers Rehabilitation Fund (GRF) through the Office for Problem Gambling to provide funding for programs and services that aim to minimise or address the harm caused by gambling. This includes funding for gambling help services across South Australia, including services targeting cohorts at risk of experiencing gambling harm, and online and telephone gambling help services. During 2021-22, approximately \$5.73 million was allocated through the GRF to 12 Gambling Help Services in each State Government region and 16 targeted services.

In August 2020, following changes to the *Gaming Machines Act 1992*, the scope of the GRF was expanded to allow for investment in early intervention and prevention activities, public education and information programs, and gambling research. In response, the department undertook a comprehensive consultation process with key stakeholders in the South Australian gambling environment, which resulted in the release of the *Minimising Gambling Harm in South Australia Investment Plan 2021-2026* in November 2021.

The Investment Plan describes clear goals for future investment, prioritises strategic areas of focus, and identifies evidence-based, practice informed opportunities to minimise gambling harm. Six key strategic projects have been identified as necessary to achieving the goal of the Investment Plan, which are being progressed in a phased approach over the life of the plan.

The University of Adelaide has been engaged to develop a Monitoring and Evaluation Framework to track progress and outcomes achieved under the Investment Plan. The Framework will also identify those areas of investment which have the greatest impact on preventing and minimising gambling harm in South Australia.

The first phase of the Here for the Game initiative was also launched in November 2021, which has involved the Office for Problem Gambling partnering with the Adelaide United Football Club to release a communications campaign that seeks to disrupt the normalisation of betting in sport and encourages fans to be 'here for the game'. Initial evaluation has shown overwhelming support and positive sentiment towards the campaign from Adelaide United fans and traction within the broader South Australian community.

Act or Regulation	Requirement
<i>Julia Farr Services (Trusts) Act 2007</i>	<p>9 - Annual report</p> <p>(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:</p> <ul style="list-style-type: none"> (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 - <ul style="list-style-type: none"> (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. <p>(2) A report under subsection (1) should be prepared in a manner that does not identify a particular person.</p>

As at 30 March 2022, there were no residents living at the Fullarton campus, now known as Highgate Park.

In April 2020 the last resident moved from Highgate Park into aged care, in line with a commitment to relocate people with disability out of institutions.

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

Act or Regulation	Requirement
<i>Youth Justice Administration Act 2016</i>	<p>9 - Chief Executive's annual report</p> <p>(1) The Chief Executive must, not later than 30 September in each year, submit to the Minister a report on -</p> <ul style="list-style-type: none"> (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. <p>(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.</p>

Over the past year, the department has continued to implement a range of strategies and improvements to support the objects and provisions of the *Youth Justice Administration Act 2016*. These align with actions under *Young People Connected, Communities Protected: South Australia's Youth Justice State Plan 2020-2023* and include:

- The commencement of the Enhanced Support Team Pilot at the Kurlana Tapa Youth Justice Centre in August 2021, to assist operational staff working with children and young people to proactively respond to behaviours of concern and support increased emotional and behavioural stability.
- The commencement of the Child Diversion Program in December 2021, which is trialling a triage and support service for Aboriginal children aged 10 to 13 years who are at risk of being remanded into custody.
- Sarah Constructions Pty Ltd commencing site works in April 2022 to deliver a \$21.75 million capital works program to improve and permanently consolidate youth custodial services at the Goldsborough Road campus of Kurlana Tapa. The capital works program is expected to achieve practical completion by 30 June 2023 and will deliver:
 - a new 12-bed accommodation unit with a centralised office space and design considerations to better support young people with complex needs
 - a new eight-bed police custody unit to ensure that children and young people awaiting court appearances will be accommodated separately from children and young people on periods of remand or sentenced detention
 - new classroom space to enable education requirements to be met
 - an extended visiting space to support children and young people having time with families and visitors.

- Implementing a revised assessment approach across Youth Justice Services, including the introduction of the Child and Adolescent Intellectual Disability Screening Questionnaire (CAIDS-Q). This seven-item tool screens for possible intellectual disability and aims to support staff to identify children and young people who may require referral for further assessment.
- The delivery in June 2022 of REFRAME training, an evidence-based staff training program aimed at upskilling frontline staff who are engaging with young people with Foetal Alcohol Spectrum Disorder and other neuro-divergences. The majority of participants in the training were from Kurlana Tapa.
- No partially-clothed searches of children and young people being undertaken.
- The department continuing to facilitate and welcome the Training Centre Visitor's independent visits, inspections, and oversight of Kurlana Tapa to promote the best interests and rights of children and young people.

During 2021-22, Kurlana Tapa continued to be managed as a high-risk facility to better prevent outbreaks and transmission of COVID-19. There was no transmission of COVID-19 to children and young people within Kurlana Tapa during the financial year.

Reporting required under the *Carers Recognition Act 2005*

Under Section 6 of the *Carers Recognition Act 2005*, the department is required to ensure all officers, staff or agents are aware and understand the principles of the Carers Charter, and promote consultation with carers or their representatives in policy or program development and strategic or operational planning.

During 2021-22, staff gained an awareness of the principles of the Carers Charter during induction and training. Flexible work and carers leave arrangements were also available across the department, including paid leave entitlements for employees with primary care responsibilities for a person with disability. This leave is in addition to family carers leave and special leave with pay.

Unpaid family or friend carers remained a priority cohort within the Community Connections Program, developed following the cessation of the South Australian Home and Community Care program on 30 April 2021. South Australia's peak carer body, Carers SA, is the carer representative on the Community Connections Program Advisory Group to inform the implementation of the program.

Under the Community Connections Program, the department has continued to fund and engage with four carer support organisations, including Carers SA, to meet the needs of South Australian carers following national reforms, in particular the NDIS, My Aged Care and the national Carer Gateway. In 2021-22, DHS also funded Carers SA to undertake a pilot project that aims to improve the identification and support of young carers in schools.

During the year, the department's Disability Engagement Group (DEG) was reviewed and refreshed to prioritise membership of people with lived experience of disability, including those caring for a family member with disability. Through the DEG, the department regularly engages with people with disability and carers to inform the implementation of Inclusive SA, South Australia's first State Disability Inclusion Plan.

In May 2022, the Minister for Human Services announced a new Minister's Disability Advisory Group, which will provide a direct voice to the State Government for people with disability and carers. The department will provide executive support to the Advisory Group once established.

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	25
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	6
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	3
Communication	Communication quality	Inadequate, delayed or absent communication with customer	20
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	1
Service delivery	Systems/ technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	4
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	8
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	15
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	1

Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	1
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	2
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	1
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	1
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	3
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	3
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	19
		Total	113

Source: My SAFETY and Gov SAfety systems

Note: Complaints data relies on complaint categories being entered into the client feedback system. This data was only recorded for 113 out of 207 complaints received for the reporting period.

Additional Metrics	Total
Number of positive feedback comments ¹	84
Number of negative feedback comments ²	207
Total number of feedback comments	291
% complaints resolved within policy timeframes	67%

¹ Total number of recorded compliments and suggestions

² Total number of recorded complaints

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

Service Improvements

The following summarises actions by the department to improve its management of complaints, and service improvements resulting from complaints or client feedback in 2021-22:

- In February 2022, the Health and Community Services Complaints Commissioner (HCSCC) released a public summary report into an investigation into the provision of health services by the Transition to Home (T2H) program. The investigation was undertaken following a complaint received by the HCSCC about the care of a T2H client. The department has undertaken to implement the recommendations.
- The Community Connections Program team developed an FAQ sheet for RDNS staff to provide to clients to ensure they receive accurate information. This was developed in response to feedback from a participant in the Adults with Chronic Conditions program who was unsure if her services would continue. She was also unaware that a longer-term service may be available under the new Community Connections Program if she was assessed as suitable.
- Concessions and Support Services developed and implemented an appeal process for declined Companion Card applications. The process was created in response to a request from a customer who was declined for a Companion Card on multiple occasions for the same reason. The process provides the declined customer with the opportunity to submit new information and have their application reassessed by a panel that is independent from the original decision.

- In response to public complaints and feedback regarding supply issues in the South Australian disability housing sector, DHS entered into a bilateral project agreement in February 2022 to support the delivery of Specialist Disability Accommodation (SDA) for NDIS participants in South Australia. The project will deliver an increase in the supply of customised SDA arrangements for a cohort of NDIS participants with very high needs who have limited or no accommodation options available to them due to their exceptional needs and circumstances.
- Throughout 2021-22, DHS Disability Services has been working towards full registration with the NDIS Quality and Safeguards Commission, including registration to provide services under the NDIS. The Commission is responsible for safeguarding NDIS participants and monitoring service providers. As such, NDIS registration contributes to improvements in DHS Disability Services' complaints management policy and processes.
- The Screening Unit has updated the email message sent to applicants notifying them that they are permitted to work with children. Following enquiries from applicants about the outcome of their Working With Children Check, the Screening Unit identified that the term 'not prohibited' was confusing for some applicants who believed it meant that they were not permitted to work with children. The email to applicants was updated with the term 'not prohibited' replaced with 'cleared'. The Screening Unit no longer receives these types of enquiries from applicants.

Compliance Statement

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

Appendix: Audited financial statements 2021-22



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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 2022.

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 2022, 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 2022
- a Statement of Financial Position as at 30 June 2022
- a Statement of Changes in Equity for the year ended 30 June 2022
- a Statement of Cash Flows for the year ended 30 June 2022
- notes, comprising material accounting policies and other explanatory information
- a Statement of Administered Comprehensive Income for the year ended 30 June 2022
- a Statement of Administered Financial Position as at 30 June 2022
- a Statement of Administered Cash Flows for the year ended 30 June 2022
- a Schedule of Income and Expenses attributable to administered items for the year ended 30 June 2022
- notes, comprising material accounting policies 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 2022.

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 Richardson
Auditor-General

21 September 2022

Department of Human Services

Financial Statements For the year ended 30 June 2022

Department of Human Services
Certification of Financial Statements
for the year ended 30 June 2022

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.



Lois Boswell
Chief Executive

16 September 2022



Nick Ashley
Chief Financial Officer

16 September 2022

Department of Human Services
Statement of Comprehensive Income
for the year ended 30 June 2022

		2022	2021
	Note	\$'000	\$'000
<u>Income</u>			
Appropriation	2.1	940 789	908 105
Fees and charges	2.2	7 778	8 238
Commonwealth-sourced grants and funding	2.3	111 220	106 620
SA Government grants, subsidies and transfers	2.4	48 093	28 091
Sales of goods and services	2.5	37 470	23 625
Resources received free of charge	2.6	5 530	5 175
Net gain from disposal of assets	4.5	1 546	-
Other income	2.7	7 007	7 627
Total income		1 159 433	1 087 481
<u>Expenses</u>			
Employee benefits expenses	3.3	284 954	250 466
Supplies and services	4.1	89 808	86 380
Depreciation and amortisation	4.2	7 197	10 626
Grants and subsidies	4.3	75 924	79 713
NDIS expenses	4.4	683 847	656 207
Net loss from disposal of assets	4.5	-	3 358
Other expenses	4.6	674	392
Total expenses		1 142 404	1 087 142
Net result		17 029	339
<u>Other comprehensive income</u>			
Items that will not be reclassified to net result:			
Changes in property, plant and equipment asset revaluation surplus		-	(9 510)
Total other comprehensive income		-	(9 510)
Total comprehensive result		17 029	(9 171)

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 2022

	Note	2022 \$'000	2021 \$'000
<u>Current assets</u>			
Cash and cash equivalents	6.1	166 432	151 310
Receivables	6.2	85 992	72 217
Non-current assets held for sale	5.6	-	2 724
Inventories	5.7	322	266
Total current assets		252 746	226 517
<u>Non-current assets</u>			
Receivables	6.2	1 076	765
Property, plant and equipment	5.1	114 903	118 801
Capital works in progress	5.4	3 424	910
Intangible assets	5.5	1 398	2 892
Total non-current assets		120 801	123 368
Total assets		373 547	349 885
<u>Current liabilities</u>			
Payables	7.1	21 808	21 759
Financial liabilities	7.2	285	537
Employee benefits	3.4	35 985	36 199
Provisions	7.3	9 498	7 781
Other current liabilities	7.4	1 142	1 324
Total current liabilities		68 718	67 600
<u>Non-current liabilities</u>			
Payables	7.1	3 093	3 479
Financial liabilities	7.2	337	303
Employee benefits	3.4	32 153	37 005
Provisions	7.3	39 415	28 086
Other non-current liabilities	7.4	4 905	5 515
Total non-current liabilities		79 903	74 388
Total liabilities		148 621	141 988
Net assets		224 926	207 897
<u>Equity</u>			
Contributed capital		74 325	74 325
Retained earnings		131 895	114 866
Asset revaluation surplus		18 706	18 706
Total equity		224 926	207 897

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 2022

	Contributed capital \$'000	Asset revaluation surplus \$'000	Retained earnings \$'000	Total equity \$'000
Balance at 1 July 2020	74 325	28 216	139 814	242 355
Net result for 2020-21	-	-	339	339
Gain/(loss) on revaluation of property, plant and equipment	-	(9 510)	-	(9 510)
Total comprehensive result for 2020-21	-	(9 510)	339	(9 171)
Net liabilities transferred out from an administrative restructure	-	-	713	713
Crown land transferred as distribution by owners	-	-	(26 000)	(26 000)
Balance at 30 June 2021	74 325	18 706	114 866	207 897
Net result for 2021-22	-	-	17 029	17 029
Total comprehensive result for 2021-22	-	-	17 029	17 029
Balance at 30 June 2022	74 325	18 706	131 895	224 926

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 2022

	Note	2022 \$'000	2021 \$'000
Cash flows from operating activities			
<u>Cash inflows</u>			
Appropriation		940 789	908 105
Fees and charges		7 008	3 705
Receipts from Commonwealth-sourced grants		111 220	106 620
SA Government grants subsidies and transfers		48 093	28 091
Sales of goods and services		29 841	23 625
GST recovered from the ATO		16 966	19 376
Other receipts		6 941	6 280
Cash generated from operations		1 160 858	1 095 802
<u>Cash outflows</u>			
Employee benefits payments		(277 355)	(256 311)
Payments for supplies and services		(94 653)	(96 422)
Payments of grants and subsidies		(88 200)	(78 833)
Payments for NDIS contributions		(684 955)	(657 217)
Other payments		(312)	(300)
Interest paid		(5)	(26)
Cash used in operations		(1 145 480)	(1 089 109)
Net cash provided by/(used in) operating activities	8.2	15 378	6 693
Cash flows from investing activities			
<u>Cash inflows</u>			
Proceeds from sale of assets		3 528	1 364
Cash generated from investing activities		3 528	1 364
<u>Cash outflows</u>			
Purchase of property, plant and equipment and intangible assets		(3 194)	(1 562)
Cash used in investing activities		(3 194)	(1 562)
Net cash provided by/(used in) investing activities		334	(198)
Cash flows from financing activities			
<u>Cash outflows</u>			
Repayment of leases		(590)	(1 109)
Cash used in financing activities		(590)	(1 109)
Net cash provided by/(used in) financing activities		(590)	(1 109)
Net increase/(decrease) in cash and cash equivalents		15 122	5 386
Cash and cash equivalents at the beginning of the period		151 310	145 924
Cash and cash equivalents at the end of the period	6.1	166 432	151 310

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 2022

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 accordance 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.

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

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

Significant accounting policies are set out throughout the notes.

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

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

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

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

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

The department has early adopted AASB 2021-2 *Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definition of Accounting Estimates* which clarifies the requirements for disclosure of material accounting policy information and clarifies the distinction between accounting policies and accounting estimates. There has been no impact on the department's financial statements.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

1.2. Objectives and Programs

Objectives

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

Program 1: Communities

This program commissions, funds and delivers community and family services that improve the lives of individuals and families across South Australia. The program fosters inclusion, participation, safety and resilience across the South Australian community.

The program includes concessions and rebates which increase financial resilience; investing in the community through grants and funding; intensive family services to keep children safe in their families and communities and connected to culture; interpreting and translating services; and employment-related screening services. It also includes grant programs and strategies to support young South Australians and increase volunteering.

Program 2: Status of Women

The Status of Women program supports the full and equal participation of women in the social, political and economic life of the state. Priorities include addressing domestic, family and sexual violence; equality for women in every aspect of life; and women's employment and leadership. The program provides policy advice and across-government leadership, executive support to the Premier's Council for Women and funding for key initiatives with a focus on domestic and family violence. This program also provides statewide information and referral services through the Women's Information Service (WIS).

Program 3: Youth Justice

The Youth Justice program is responsible for the statutory supervision of young people in contact with the justice system.

Youth Justice aims to promote community safety, address offending behaviours and connect young people in the youth justice system and their families with rehabilitative and therapeutic supports, and programs and services to improve outcomes.

Program 4: Disability

The Disability program includes strategies to advance the inclusion of people with a disability, including working with the National Disability Insurance Agency (NDIA), the National Disability Insurance Scheme (NDIS) Quality and Safeguarding Commission, the Commonwealth Government and the non-government sector. It also includes the provision of state disability services, including supported community accommodation.

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 2022

1.2. Objectives and Programs (continued)

Income and Expenses by program

	Communities		Status of Women		Youth Justice		Disability		General / Not Attributable		Total	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
<u>Income</u>												
Appropriation	-	-	-	-	-	-	-	-	940 789	908 105	940 789	908 105
Fees and charges	693	573	22	14	285	242	6 778	7 409	-	-	7 778	8 238
Commonwealth-sourced grants and funding	1 021	2 228	9 550	7 045	-	51	100 649	97 296	-	-	111 220	106 620
SA Government grants, subsidies and transfers	37 425	21 716	259	832	-	-	2 048	2 100	8 361	3 443	48 093	28 091
Sales of goods and services	21 280	22 033	-	-	-	3	16 190	1 589	-	-	37 470	23 625
Resources received free of charge	1 404	1 231	52	35	637	603	3 437	3 306	-	-	5 530	5 175
Net gain from disposal of assets	412	-	14	-	177	-	943	-	-	-	1 546	-
Other income	3 129	3 428	218	26	431	502	3 229	3 671	-	-	7 007	7 627
Total income	65 364	51 209	10 115	7 952	1 530	1 401	133 274	115 371	949 150	911 548	1 159 433	1 087 481
<u>Expenses</u>												
Employee benefits expenses	69 852	62 611	2 285	2 143	35 003	31 660	177 814	154 052	-	-	284 954	250 466
Supplies and services	31 023	27 384	749	1 184	8 673	8 212	49 363	49 600	-	-	89 808	86 380
Depreciation and amortisation	2 300	3 109	14	12	2 881	3 731	2 002	3 774	-	-	7 197	10 626
Grants and subsidies	67 514	72 654	7 037	6 085	814	606	559	368	-	-	75 924	79 713
NDIS expenses	-	-	-	-	-	-	683 847	656 207	-	-	683 847	656 207
Net loss from disposal of assets	-	-	-	-	-	-	-	3 358	-	-	-	3 358
Other expenses	152	89	5	2	69	42	448	259	-	-	674	392
Total expenses	170 841	165 847	10 090	9 426	47 440	44 251	914 033	867 618	-	-	1 142 404	1 087 142
Net result	(105 477)	(114 638)	25	(1 474)	(45 910)	(42 850)	(780 759)	(752 247)	949 150	911 548	17 029	339

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

1.3. Impact of COVID-19 pandemic on the department

Although the COVID-19 pandemic impacted on areas of the department's service delivery and internal processes, it did not have a material impact on its financial statements. Where possible, impacts are identified under the relevant disclosure notes.

1.4. Budget performance

The budget performance table compares the department's outcomes against budget information presented to Parliament (2021-22 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.

	Original budget 2022 \$'000	Actual 2022 \$'000	Variance \$'000
Statement of Comprehensive Income			
<u>Income</u>			
Appropriation	940 430	940 789	359
Fees and charges	8 390	7 778	(612)
Commonwealth-sourced grants and funding	99 172	111 220	12 048
SA Government grants, subsidies and transfers	23 247	48 093	24 846
Sales of goods and services	20 148	37 470	17 322
Resources received free of charge	-	5 530	5 530
Net gain from disposal of assets	-	1 546	1 546
Other income	4 601	7 007	2 406
Total income	1 095 988	1 159 433	63 445
<u>Expenses</u>			
Employee benefits expenses	269 409	284 954	15 545
Supplies and services	59 688	89 808	30 120
Depreciation and amortisation	9 608	7 197	(2 411)
Grants and subsidies	72 792	75 924	3 132
NDIS expenses	683 974	683 847	(127)
Other expenses	1 482	674	(808)
Total expenses	1 096 953	1 142 404	45 451
Net result	(965)	17 029	17 994
Total comprehensive result	(965)	17 029	17 994

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

1.4. Budget performance (continued)

	Note	Original budget 2022 \$'000	Actual 2022 \$'000	Variance \$'000
Investing expenditure summary				
Total new and existing projects		3 861	2 826	(1 035)
Total annual programs and leases		1 649	826	(823)
Total investing expenditure		5 510	3 652	(1 858)

Explanations are provided for variances where the variance exceeds the greater of 10% of the original budgeted amount and 5% of original budgeted total expenses. There are no variances in 2021-22 that exceed both thresholds.

1.5. Significant transactions with government related entities

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

- Note 2.4 SA Government grants, subsidies and transfers
- Note 4.1 Accommodation provided by the Department for Infrastructure and Transport.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

2. Income

2.1. Appropriation

	2022	2021
	\$'000	\$'000
Appropriation from Consolidated Account pursuant to the <i>Appropriation Act</i>	940 430	907 939
Appropriation from Governor's Appropriation Fund	359	166
Total appropriation	940 789	908 105

Appropriation is recognised upon receipt.

Appropriation pursuant to the *Appropriation Act* (the Act) consists of \$940.430 million (\$907.939 million) used for operational funding, inclusive of \$5.510 million (\$8.797 million) for capital projects.

2.2. Fees and charges

	2022	2021
	\$'000	\$'000
Client fees	5 223	6 016
Business services	1 141	1 134
Rent	1 136	886
Other fees and charges	278	202
Total fees and charges	7 778	8 238

Revenue from fees and charges are recognised as income on receipt, except for Business Services. Business services are provided to the SA Housing Authority as per the Memorandum of Administrative Arrangements (MOAA), which revenue is recognised when services are provided.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

2.3. Commonwealth-sourced grants and funding

	2022	2021
	\$'000	\$'000
DisabilityCare Australia Fund	77 883	75 249
Disability Support for Older Australians / Continuity of Support Program	21 064	19 597
Residential Aged Care	1 757	2 390
Commonwealth Home Support Programme	326	1 621
Family, Domestic and Sexual Violence Response	9 562	-
COVID-19 Domestic Violence Support	-	7 042
Other	628	721
Total Commonwealth-sourced grants and funding	111 220	106 620

Commonwealth-sourced grants and funding are recognised as income on receipt.

Income from the DisabilityCare Australia Fund, COVID-19 Domestic Violence Support and Family, Domestic and Sexual Violence Response is provided under national partnership agreements between the Commonwealth of Australia and the States and Territories. For accounting purposes, the performance obligations under the funding agreements lie with the State and not the department.

The Continuity of Support Program and Disability Support for Older Australians is funded under an agreement between the Commonwealth and the department. Performance obligations under the agreement are not sufficiently specific.

2.4. SA Government grants, subsidies and transfers

	2022	2021
	\$'000	\$'000
National Education Reform Agreement	29 951	9 857
DTF Contingency Fund - Other	7 083	1 276
Community Development Fund	3 000	3 000
APY Lands Youth Programs and Family Services	2 361	2 327
DTF Contingency Fund - TVSP reimbursement	1 278	2 167
COVID-19 Support Fund	1 136	6 203
Other grants from SA Government agencies	3 284	3 261
Total SA Government grants, subsidies and transfers	48 093	28 091

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

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

2.5. Sales of goods and services

	2022	2021
	\$'000	\$'000
Provision of disability support services	16 191	654
Screening check fees	14 643	15 331
Interpreter and translator services	6 636	6 694
Domiciliary Equipment Services - minor equipment and home modifications	-	946
Total sales of goods and services	37 470	23 625

The department recognises revenue from the following major sources:

Provision of disability support services

Care is provided in group homes and facilities to provide assistance with daily personal care and community activities. 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 80% of requests are paid upon request and approximately 20% paid by account. Refunds may occasionally occur within a few days of the initial request, often due to a request relating to a current existing screening check.

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

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.

Domiciliary Equipment Services (DES) - minor equipment and home modifications

DES ceased during 2020-21. DES provided minor equipment, equipment hire services and home modification services in South Australia.

Set fee schedules existed for items of minor equipment and equipment items used in home modification services. This was used as a base to calculate an order. Revenue was recognised when the equipment was delivered or installed.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

2.6. Resources received free of charge

	2022	2021
	\$'000	\$'000
Shared Services SA	4 077	3 756
Department of the Premier and Cabinet	1 453	1 419
Total resources received free of charge	5 530	5 175

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.

The department receives Financial Accounting, Taxation, Payroll, Accounts Payable and Accounts Receivable services from Shared Services SA and ICT services from the Department of Premier and Cabinet (DPC) free of charge following Cabinet's approval to cease intra-government charging.

2.7. Other income

	2022	2021
	\$'000	\$'000
Recoveries *	6 712	6 122
DES hire charges	-	591
DES NDIS hire charges	-	44
Other	295	870
Total other income	7 007	7 627

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

3. Board, committees and employees

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

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

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

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

3.1. Key management personnel

Key management personnel of the department include the Minister, the Chief Executive Officer and 7 executive positions.

The compensation disclosed in this note excludes salaries and other benefits the Minister for Human Services receives. The Minister's 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 for disclosures of the Minister's remuneration paid and recovered from the Consolidated Account.

	2022	2021
Compensation	\$'000	\$'000
Salaries and other short term employee benefits	2 352	2 489
Post-employment benefits	234	239
Total compensation	2 586	2 728

Transactions with key management personnel and other related parties

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

3.2. Board and committee members

Members during the 2021-22 financial year were:

Risk Management and Audit Committee

C Mitchell	Chair	Appointed	5/06/2020		
E Moran	Member	Appointed	20/05/2020		
J King	Member	Appointed	17/12/2018	Reappointed	10/12/2021
A Hayes*	Member	Appointed	7/10/2020	Resigned	30/09/2021
S Charlton*	Member	Appointed	18/05/2021		
A Reid*	Member	Appointed	14/10/2021		

Premier's Council for Women

F Dorman	Chair	Appointed	1/07/2021		
M Hagias	Deputy Chair	Reappointed	1/07/2019		
N Saunders *	Member	Reappointed	1/02/2020		
S Mapuvire	Member	Appointed	1/07/2019		
J Danvers	Member	Appointed	1/07/2019	Resigned	30/09/2021
M Veitch	Member	Appointed	1/07/2020		
K Baker Jamieson	Member	Appointed	1/07/2021		
K Briggs	Member	Appointed	1/07/2021		
I Marshall	Member	Appointed	1/07/2021		
K Mundy	Member	Appointed	1/07/2021		
A Meyer	Member	Appointed	1/10/2021		
M Smith	Member	Appointed	1/07/2021		

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

3.2. Board and committee members (continued)

State Emergency Relief Fund Committee

V Faggotter	Chair	Reappointed	1/04/2019	Resigned	31/03/2022
B Grear *	Member	Reappointed	8/12/2019		
M Griffiths*	Member	Appointed	15/11/2019		
J Brayley*	Member	Appointed	13/01/2020		
R Green*	Member	Appointed	1/03/2021		
N Ashley*	Member	Appointed	1/03/2021		

Grants SA Assessment Panel

B Nolan	Member	Appointed	1/11/2021
C Duncan	Member	Appointed	1/11/2021
C Bell	Member	Appointed	1/11/2021
E Frankel	Member	Appointed	1/11/2021
H de Anstiss	Member	Appointed	1/11/2021
I Bosio	Member	Appointed	1/11/2021
J Russo	Member	Appointed	1/11/2021
K House	Member	Appointed	1/11/2021
L Albrecht	Member	Appointed	1/11/2021
N Vassos	Member	Appointed	1/11/2021
P Gale	Member	Appointed	1/11/2021
R Cunningham	Member	Appointed	1/11/2021
S Ryan	Member	Appointed	1/11/2021
T Biddlecombe	Member	Appointed	1/11/2021
H Nguyen	Member	Appointed	1/11/2021
J Stone	Member	Appointed	1/11/2021
D Webb	Member	Appointed	1/11/2021

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

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:

	2022	2021
\$0 - \$19 999	47	53
\$20 000 - \$39 999	-	1
Total number of members	47	54

The total remuneration received or receivable by members was \$0.037 million (\$0.059 million). Where a board or committee member has, during the year, been appointed, resigned, retired or term ceased, this has been disclosed, as illustrated above.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

3.3. Employee benefits expenses

	2022	2021
	\$'000	\$'000
Salaries and wages	202 708	184 834
Workers compensation	24 120	11 064
Employee on-cost - superannuation	22 633	20 661
Annual leave	20 672	19 213
Employee on-cost - other	12 130	11 352
Targeted voluntary separation packages	1 871	2 382
Long service leave *	(1 051)	(1 010)
Skills and experience retention leave	831	776
Eligible termination payments	180	241
Board and committee fees	23	143
Other employee related expenses	837	810
Total employee benefits expenses	284 954	250 466

*Due to the changes on the discount rate for long service leave liability measurement, this has resulted the decrease in the long service leave revaluation. Refer to note 3.4.

Employment on-costs - superannuation

The superannuation employment on-cost charge represents the department's contributions to superannuation plans in respect of current services of current employees. The Department of Treasury and Finance (DTF) centrally recognises the superannuation liability in the whole-of-government financial statements.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

3.3. Employee benefits expenses (continued)

Remuneration of employees

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

	2022	2021
	No.	No.
\$154 001 to \$157 714*	N/A	2
\$157 715 to \$177 000	12	10
\$177 001 to \$197 000	5	5
\$197 001 to \$217 000	8	6
\$217 001 to \$237 000	4	4
\$237 001 to \$257 000	1	-
\$257 001 to \$277 000	4	3
\$277 001 to \$297 000	-	2
\$297 001 to \$317 000	-	2
\$337 001 to \$357 000	1	1
\$457 001 to \$477 000	1	1
Total	36	36

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

Total remuneration received by these employees for the year was \$7.625 million (\$7.862 million). Remuneration of employees reflects all costs of employment including salaries and wages, payments in lieu of leave, superannuation contributions, salary sacrifice benefits and any related fringe benefits tax paid.

*This band has been included for the purposes of reporting comparative figures based on the executive base level remuneration rate for 2020-21.

Targeted voluntary separation packages

The number of employees who received a TVSP during the reporting period was 28 (30). This included separation resulting from the Public Sector Workforce Rejuvenation Scheme.

	2022	2021
	\$'000	\$'000
Amounts paid to separated employees:		
Targeted voluntary separation packages	1 702	2 382
Leave paid to separated employees	673	1 085
Recovery from DTF	(1 278)	(2 167)
Net cost to the department	1 097	1 300

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

3.4. Employee benefits liability

	2022	2021
	\$'000	\$'000
<u>Current</u>		
Annual leave	25 009	23 271
Accrued salaries and wages	7 335	9 010
Long service leave	2 420	2 785
Skills and experience retention leave	1 221	1 133
Total current employee benefits	35 985	36 199
<u>Non-current</u>		
Long service leave	32 153	37 005
Total non-current employee benefits	32 153	37 005
Total employee benefits	68 138	73 204

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 actuarial assessment performed by DTF has provided a basis for the measurement of long service leave and is 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.

AASB 119 *Employee Benefits* requires the use 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 1.25% in 2021 to 3.5% in 2022.

The actuarial assessment performed by DTF left the salary inflation rate at 2.5% in 2022 for long service leave liability.

This increase in the bond yield, which is used as the rate to discount future long service leave cash flows, results in a decrease in the reported long service leave liability.

The net financial effect of the changes to actuarial assumptions in the current financial year is a decrease in the long service leave liability and expense of \$5.703 million. The impact on future periods is impracticable to estimate as the long service leave liability is calculated using a number of assumptions, a key assumption being long-term discount rate.

The long service leave split between current and non-current is based on the department's analysis of leave taken which uses historical leave taken to determine an estimate for amounts to be paid within the next 12 months.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

4. Expenses

4.1. Supplies and services

	2022	2021
	\$'000	\$'000
Contractors and agency staff	16 431	17 263
Accommodation	15 333	17 300
Information technology and communication charges	12 501	12 426
Brokerage care services	8 835	5 510
Business services	6 751	6 337
Client related expenses	5 941	5 284
Drugs and medical supplies	3 947	870
Crimtrac history check fees	3 702	4 017
Motor vehicles	2 696	2 387
Minor equipment	2 443	1 780
Printing stationery postage and periodicals	1 229	1 186
Insurance	882	796
Seminars courses and training	748	1 111
Travel and accommodation	558	538
Repairs and maintenance	526	1 198
Short term leases	461	490
Consultants	263	529
Program partnering contributions	224	1 735
Low-value leases	53	24
Other	6 284	5 599
Total supplies and services	89 808	86 380

Accommodation

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

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

4.2. Depreciation and amortisation

	2022	2021
	\$'000	\$'000
Buildings	2 998	4 804
Computer software	1 703	2 102
Plant and equipment	1 097	1 892
Accommodation and leasehold improvements	810	781
Right-of-use vehicles	553	753
Right-of-use buildings	36	294
Total depreciation and amortisation	7 197	10 626

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	1-10
Plant and equipment	1-15
Right-of-use property, plant and equipment	lease term (1-5 years)
Computer software	1-5

Review of accounting estimates

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

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

4.3. Grants and subsidies

Grants and subsidies by program	2022	2021
	\$'000	\$'000
Community Connections	21 652	18 567
Child and Family Support Grants	19 867	17 933
Family and Community Development	14 283	13 201
Financial Hardship Programs	4 908	8 884
COVID-19 Domestic Violence Support	4 062	3 331
Aboriginal Community Benefit Grants	2 650	2 531
Youth Portfolio	1 295	1 533
Disability Grants	1 008	2 713
Adults With Chronic Conditions*	-	5 578
Information, Linkages and Capacity Building	-	59
Other	6 199	5 383
Total grants and subsidies	75 924	79 713

*Adults with Chronic Conditions ceased as an individual grants program from 30 June 2021 and now forms part of Community Connections.

The grants given are usually subject to terms and conditions set out in the contract, correspondence or by legislation.

4.4. NDIS expenses

Total NDIS expenses for the year were \$683.847 million (\$656.207 million). The department makes payments to the NDIA for the NDIS pursuant to the *National Disability Insurance Act 2013* and in accordance with the Bilateral Agreement between the Commonwealth of Australia and the State of South Australia. South Australia's financial contribution is adjusted for transitional provisions including in-kind services that South Australia continue to provide to NDIS participants and invoice wash-up adjustments

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

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

	2022	2021
	\$'000	\$'000
<u>Land and buildings</u>		
Proceeds from disposal	3 500	280
Less carrying amount of assets disposed	(1 950)	(399)
Net loss from disposal of land and buildings	1 550	(119)
<u>Plant and equipment</u>		
Proceeds from disposal	28	4
Less carrying amount of assets disposed	(32)	(4 314)
Net loss from disposal of plant and equipment	(4)	(4 310)
<u>Intangible assets</u>		
Proceeds from disposal	-	1 071
Net gain from disposal of intangible assets	-	1 071
<u>Total disposal of assets</u>		
Total proceeds from disposal	3 528	1 355
Less total carrying amount of assets disposed	(1 982)	(4 713)
Net gain/(loss) from disposal of assets	1 546	(3 358)

Gains or losses from disposal are recognised at the date control is passed from the department and determined after deducting the carrying amount of the asset from the proceeds at that time.

4.6. Other expenses

	2022	2021
	\$'000	\$'000
Impairment of receivables	259	-
Interest expense on lease liabilities	5	26
Other	410	366
Total other expenses	674	392

Other

Audit fees paid/payable to the Auditor-General's Department of \$0.307 million (\$0.300 million) related to work performed under the *Public Finance and Audit Act 1987*. No other services were provided by the Auditor-General's Department.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

5. Non-financial assets

5.1. Property, plant and equipment

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

Reconciliation 2021-2022

	Land \$'000	Buildings \$'000	Accommodation and leasehold improvements \$'000	Other plant and equipment \$'000	ROU buildings \$'000	ROU vehicles \$'000	Total \$'000
Carrying amount at 1 July 2021	33 127	72 508	6 643	5 688	67	768	118 801
Additions	-	-	-	25	108	338	471
Disposals	-	-	-	(32)	(67)	(7)	(106)
Transfers (to)/from works in progress	-	-	160	297	-	-	457
Transfers (to)/from assets held for sale	490	210	-	74	-	-	774
Subtotal:	33 617	72 718	6 803	6 052	108	1 099	120 397
Gains/(losses) for the period recognised in net result:							
Depreciation and amortisation for the year	-	(2 998)	(810)	(1 097)	(36)	(553)	(5 494)
Subtotal:	-	(2 998)	(810)	(1 097)	(36)	(553)	(5 494)
Carrying amount at the end of the period	33 617	69 720	5 993	4 955	72	546	114 903
Gross carrying amount							
Gross carrying amount	33 617	72 718	18 358	10 295	108	1 118	136 214
Accumulated depreciation/amortisation	-	(2 998)	(12 365)	(5 340)	(36)	(572)	(21 311)
Carrying amount at the end of the period	33 617	69 720	5 993	4 955	72	546	114 903

All property, plant and equipment owned by the Department are classified in the level 3 fair value hierarchy except for land valued at \$33.617 million, buildings at \$4.644 million and its depreciation for the year of \$0.346 million are classified in level 2. Refer to note 10.1 for more information about the fair value hierarchy and note 7.2 for details about the lease liability for right-of-use assets.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

5.1 Property, plant and equipment (continued)

Reconciliation 2020-21

	Land	Buildings	Accommodation and leasehold improvements	Other plant and equipment	ROU buildings	ROU vehicles	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July 2020	55 550	93 422	1 349	9 944	885	1 104	162 254
Additions	-	-	6 100	86	-	439	6 625
Disposals	(325)	(48)	(25)	(397)	(534)	(8)	(1 337)
Assets classified as held for sale	(2 290)	(360)	-	(74)	-	-	(2 724)
Donated assets	-	-	-	(3 927)	-	-	(3 927)
Revaluation increment / (decrement)	6 192	(15 702)	-	-	-	-	(9 510)
Transfers (to)/from works in progress	-	-	-	1 969	-	-	1 969
Transfers out through administrative restructures	(26 000)	-	-	-	-	-	(26 000)
Other movements	-	-	-	(21)	10	(14)	(25)
Subtotal:	33 127	77 312	7 424	7 580	361	1 521	127 325
Gains/(losses) for the period recognised in net result:							
Depreciation and amortisation for the year	-	(4 804)	(781)	(1 892)	(294)	(753)	(8 524)
Subtotal:	-	(4 804)	(781)	(1 892)	(294)	(753)	(8 524)
Carrying amount at the end of the period	33 127	72 508	6 643	5 688	67	768	118 801
Gross carrying amount							
Gross carrying amount	33 127	72 508	18 635	11 022	191	1 734	137 217
Accumulated depreciation/amortisation	-	-	(11 992)	(5 334)	(124)	(966)	(18 416)
Carrying amount at the end of the period	33 127	72 508	6 643	5 688	67	768	118 801

All property, plant and equipment owned by the Department were classified in the level 3 fair value hierarchy except for land valued at \$33.127 million and buildings valued at \$4.780 million which were classified in level 2. In 2020-21, \$10.672 million of buildings were transferred from level 2 to level 3. In addition, throughout 2020-21 there was \$2.687 million of depreciation and \$9.254 million of revaluation decrements for level 2 buildings. Refer to note 10.1 for more information about the fair value hierarchy and note 7.2 for details about the lease liability for right-of-use assets.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

5.2. Property, plant and equipment owned by the department

Property, plant and equipment owned by the department with a value equal to or in excess of \$10 000 is capitalised, otherwise it is expensed. Property, plant and equipment owned by the department is recorded at fair value. The department's approach to fair value is set out in note 10.1.

Impairment

There was no indication of impairment for property, plant and equipment as at 30 June 2022.

5.3. 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 4.1.

The department has a limited number of leases:

- 94 motor vehicle leases with the South Australian Government Financing Authority (SAFA). Motor vehicle leases are non-cancellable, with rental payments monthly in arrears. Motor vehicle lease terms can range from 3 years (60,000km) up to 5 years (100,000km). No contingent rental provisions exist within the lease agreements and no options exist to renew the leases at the end of their term.
- One lease was with the Marla & Districts Progress Association Inc and ceased 31 July 2021. The lease was for office accommodation.
- One lease is with the Noarlunga Health Village. This was for office accommodation and counselling services of the Strong Start Program. With rental payments paid six monthly. 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 7.2. Expenses related to leases, including depreciation and interest expenses, are disclosed in note 4.2 and 4.6. Cash outflows related to leases are disclosed in note 8.2.

Impairment

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

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

5.4. Capital works in progress

	2022	2021
	\$'000	\$'000
Property, plant and equipment and intangible assets in progress at cost	3 424	910
Total capital works in progress	3 424	910

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

	2022	2021
	\$'000	\$'000
Carrying amount at the beginning of the period	910	3 223
Purchases	3 180	1 649
Transfers to completed works	(666)	(4 102)
WIP adjustments	-	140
Carrying amount at the end of the period	3 424	910

Capital works in progress is not classified in the fair value hierarchy. Refer to note 10.1 for more information.

5.5. Intangible assets

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

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

All research and development costs that do not meet the capitalisation criteria outlined in AASB 138 *Intangible Assets* are expensed. There was no indication of impairment for intangible assets as at 30 June 2022.

The following table shows the movement of intangible assets:

	2022	2021
	\$'000	\$'000
Carrying amount at the beginning of the period	2 892	2 861
Transfers (to)/from works in progress	209	2 133
Amortisation	(1 703)	(2 102)
Carrying amount at the end of the period	1 398	2 892
Gross carrying amount		
Gross carrying amount	14 974	15 256
Accumulated amortisation	(13 576)	(12 364)
Carrying amount at the end of the period	1 398	2 892

Internally developed computer software has a carrying amount of \$2.015 million which it has been fully depreciated. The above carrying amount at the end of the period relates to intangibles for externally acquired computer software.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

5.6. Non-current asset held for sale

	2022	2021
	\$'000	\$'000
Land	-	2 290
Building	-	360
Plant and equipment	-	74
Total non-current assets classified as held for sale	-	2 724

The following table shows the movement of non-current assets:

	2022	2021
	\$'000	\$'000
Carrying amount at the beginning of the period	2 724	-
Disposals	(1 950)	-
Transfers (to)/from property, plant and equipment	(774)	2 724
Carrying amount at the end of the period	-	2 724

In 2020-21, the fair value hierarchy for land and building held for sale were valued at \$2.650 million and classified as level 2. Plant and equipment remained in the level 3 classification.

5.7. Inventories

Total current inventories as at 30 June 2022 is \$ 0.322 million (\$0.266 million).

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

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

Cost of inventories

The cost recognised as an expense for raw materials and consumables is \$0.904 million.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

6. Financial assets

6.1. Cash and cash equivalents

	2022	2021
	\$'000	\$'000
Deposits with the Treasurer (special deposit accounts)		
Operating Account	164 396	149 617
Other deposits	1 936	1 593
Total deposits with the Treasurer (special deposit accounts)	166 332	151 210
 Advance accounts	 95	 95
Cash on hand	5	5
Total cash and cash equivalents	166 432	151 310

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 reported below 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 \$133.910 million (\$115.765 million).

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

6.2. Receivables

	2022	2021
	\$'000	\$'000
<u>Current</u>		
<u>Trade receivables</u>		
From SA government entities	7 534	1 398
From non-SA government entities	3 014	2 183
Less impairment loss on receivables	(252)	(4)
Total trade receivables	10 296	3 577
 Recoveries for NDIS contributions	 63 992	 62 884
Accrued revenue	7 437	2 592
GST input tax recoverable	1 874	897
Prepayments	1 828	1 726
Overpaid salaries	439	458
Other receivables	126	83
Total current receivables	85 992	72 217
 <u>Non-current</u>		
Other receivables - workers compensation	1 076	765
Total non-current receivables	1 076	765
 Total receivables	 87 068	 72 982

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

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

There is no concentration of credit risk. Refer to note 10.2 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 receivables

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

Allowance for impairment loss on receivables

	2022	2021
	\$'000	\$'000
Carrying amount at the beginning of the period	4	67
Increase/(decrease) in allowance recognised in profit or loss	259	(58)
Amounts written off	(11)	(5)
Carrying amount at the end of the period	252	4

Impairment losses relate to receivables arising from contracts with customers that are external to SA Government. Refer to note 10.2 for details regarding credit risk and the methodology for determining impairment.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

7. Liabilities

7.1. Payables

	2022	2021
	\$'000	\$'000
<u>Current</u>		
Trade payables	11 899	11 948
Employment on-costs	5 470	5 429
Accrued expenses	3 140	3 216
Other	1 299	1 166
Total current payables	21 808	21 759
<u>Non-current</u>		
Employment on-costs	3 093	3 479
Total non-current payables	3 093	3 479
Total payables	24 901	25 238

Payables and accruals are raised for all amounts owed and unpaid. Payables are normally settled within 30 days from the date the invoice is first received. Employee on-costs are settled within the respective employee benefits that they relate to are discharged. All payables are non-interest bearing. The carrying amount of payables represents approximate net fair value due to their short-term nature.

Employment on-costs

Employment on-costs include payroll tax, ReturnToWorkSA levies and superannuation contributions and are settled when the respective employee benefits that they relate to is discharged.

The department makes contributions 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 employee's superannuation funds.

As a result of an actuarial assessment performed by DTF, the proportion of long service leave taken as leave has remained at the rate of 42%. The average factor for the calculation of employer superannuation on-costs has changed from the 2021 rate 10.1% to 10.6%. These rates are used in the employment on-cost calculation. The net financial effect of the changes in the current financial year is an increase in the employment on-cost of \$0.214 million.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

7.2. Financial liabilities

The department's financial liabilities are all lease liabilities. Refer to note 5.3 for the types of leases disclosed. The department measures lease liabilities \$0.622 million (\$0.840 million) 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 \$5 000 (\$26 000). The department does not capitalise borrowing costs.

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

	2022	2021
	\$'000	\$'000
Lease liabilities		
Within one year	358	507
Later than one year but not longer than five years	388	369
Total lease liabilities (undiscounted)	746	876

7.3. Provisions

	2022	2021
	\$'000	\$'000
<u>Current</u>		
Workers compensation	9 428	7 751
Insurance	70	30
Total current provisions	9 498	7 781
<u>Non-current</u>		
Workers compensation	39 415	28 006
Insurance	-	80
Total non-current provisions	39 415	28 086
Total provisions	48 913	35 867

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

7.3. Provisions (continued)

Reconciliation of workers compensation

	2022	2021
	\$'000	\$'000
Carrying amount at the beginning of the period	35 757	33 266
Increase to provision due to revision of estimates	23 993	11 065
Reduction due to payments	(10 907)	(8 574)
Carrying amount at the end of the period	48 843	35 757

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

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 2022 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.

In addition to these uncertainties, the additional compensation scheme is impacted by the limited claims history and the evolving nature of the interpretation of, and evidence required to meeting, eligibility criteria. Given these uncertainties, the actual cost of additional compensation claims may differ materially from the estimate.

Measurement of the provision for worker's compensation as at 30 June 2022 includes the impacts of the decision of the Full Court of the Supreme Court of South Australia in *Return to Work Corporation of South Australia vs Summerfield* (Summerfield decision). The Summerfield decision increased the liabilities of the *Return to Work Scheme* (the Scheme) and the provision for workers compensation across government, as it allows claimants to combine the Whole Person Impairment (WPI) of injuries with a common cause to reach Seriously Injured Worker (SIW) status.

Legislation to reform the *Return to Work Act 2014* was proclaimed in July 2022, with the reforms expected to reduce the overall liability of the Scheme. The impacts of these reforms on the provision for workers compensation across government will be considered when measuring the provision as at 30 June 2023.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

7.3. Provisions (continued)

Reconciliation of insurance provision

The following table shows the movement of insurance during 2021-22:

	Public liability \$'000	Property \$'000	Total \$'000
Carrying amount at the beginning of the period	90	20	110
Net revision of estimates	(40)	-	(40)
Carrying amount at the end of the period	50	20	70

The following table shows the movement of insurance during 2020-21:

	Public liability \$'000	Property \$'000	Total \$'000
Carrying amount at the beginning of the period	100	20	120
Increase to provision due to new claims	1	2	3
Reduction due to payments	-	(10)	(10)
Net revision of estimates	(11)	8	(3)
Carrying amount at the end of the period	90	20	110

7.4. Other liabilities

	2022 \$'000	2021 \$'000
Current		
Accommodation incentive	683	757
Unclaimed monies	119	185
Unearned revenue	-	82
Other liabilities	340	300
Total current other liabilities	1 142	1 324
Non-current		
Accommodation incentive	4 905	5 515
Total non-current other liabilities	4 905	5 515
Total other liabilities	6 047	6 839

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 for 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.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

8. Other disclosures

8.1. 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.

8.2. Cash flow

Reconciliation of net result to cash flows from operating activities

	2022	2021
	\$'000	\$'000
<u>Reconciliation of cash and cash equivalents at the end of the reporting period</u>		
Cash and cash equivalents disclosed in the Statement of Financial Position	166 432	151 310
Balance as per the Statement of Cash Flows	166 432	151 310
<u>Reconciliation of net cash provided by operating activities to net result</u>		
Net cash provided by/(used in) operating activities	15 378	6 693
<u>Add / (less) non-cash Items</u>		
Depreciation and amortisation expense of non-current assets	(7 197)	(10 626)
Accommodation incentive amortisation	684	696
Gain/loss on sale or disposal of non-current assets	1 546	(3 358)
Capital accruals	11	-
<u>Movement in assets and liabilities</u>		
Increase/(decrease) in receivables	14 086	8
Increase/(decrease) in inventories	56	25
(Increase)/decrease in provisions	(13 046)	(2 481)
(Increase)/decrease in payables	337	1 124
(Increase)/decrease in employee benefits	5 066	8 323
(Increase)/decrease in other liabilities	108	(65)
Net result	17 029	339

Total cash outflows for leases was \$1.088 million (2021: \$1.634 million)

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

9. Outlook

9.1. Unrecognised contractual commitments

Commitments include operating, capital and outsourcing arrangements arising from contractual or statutory sources and are disclosed at their nominal value.

Capital commitments

	2022	2021
	\$'000	\$'000
Within one year	17 423	1 432
Later than one year but not longer than five years	-	375
Total capital commitments	17 423	1 807

The department's capital commitments are for the Kurlana Tapa Youth Justice Consolidation project, the Restrictive Practices information system and minor capital works to various properties.

Expenditure commitments

	2022	2021
	\$'000	\$'000
Within one year	7 580	7 230
Later than one year but not longer than five years	23 725	20 659
Later than five years	20 385	22 220
Total expenditure commitments	51 690	50 109

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

Grant commitments

	2022	2021
	\$'000	\$'000
Within one year	70 205	82 942
Later than one year but not longer than five years	16 648	86 853
Total grant commitments	86 853	169 795

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

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

9.2 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 2022.

9.3 COVID-19 pandemic outlook for the department

At this stage, with the current levels of COVID-19 in the South Australian community, the department does not expect its financial position to be materially impacted in 2022-23 due to the COVID-19 pandemic.

9.4 Impact of standards not yet effective

The department continues to assess the impact of the new and amended Australian Accounting Standards and Interpretations not yet implemented.

Amending Standard AASB 2020-3 *Amendments to Australian Accounting Standards – Annual Improvements 2018-2020* and Other Amendments will apply from 1 July 2022. Although applicable to the department, these amending standards are not expected to have an impact on the department's general purpose financial statements

Amending Standard AASB 2020-1 *Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-Current* will apply from 1 July 2023. The department continues to assess liabilities for long service leave and whether or not the department has a substantive right to defer settlement. Where applicable, these liabilities will be classified as current.

9.5 Events after the reporting period

There are no events between 30 June 2022 and the date the financial statements are authorised for issue where the events relate to a condition which arose after 30 June 2022 and which may have a material impact on the results of subsequent years.

10 Measurement and risk

10.1 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).

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

10.1 Fair value (continued)

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 2022 and 2021, the department had no valuations categorised into level 1; there were no transfers of assets between level 1 and 2 fair value hierarchy levels and there were no changes in valuation technique.

Land and buildings

The department's land and buildings were subject to a full site revaluation as at 30 June 2021.

An independent valuation of land and buildings owned by the department was performed in April 2021 by a Certified Practising Valuer, Mr Martin Burns from Liquid Pacific Holdings Pty Ltd.

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

The majority of assets were valued using the direct comparison of sales approach. The valuation was based on recent market transactions for similar land in the area and includes adjustment for factors specific to the land such as size and location. For land classified as restricted in use, adjustments were applied to reflect the restriction. Where market inputs were not readily observable, the cost approach to valuation was adopted with current replacement cost. The current replacement cost considered the need for ongoing provision of government services, specialised nature and restricted use of the assets, their size, condition and location.

The valuation used estimates about construction materials that would be required to replace the buildings, information about current construction costs were derived from building costs guides/internal records such as recent tender documents, construction invoices etc. and the estimated useful life due to age and condition of the building.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

10.1 Fair value (continued)

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.

10.2 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 2.1 and 7.1 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 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 receivables from non-government debtors which comprise a large number of small balances.

To measure the expected credit losses, receivables are grouped based on 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, where practicable 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.

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.

Department of Human Services
Notes to and forming part of the financial statements
for the year ended 30 June 2022

10.2. Financial instruments (continued)

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

	Debtor gross carrying amount \$'000	Expected credit loss rate %	Expected losses \$'000
Current (not past due)	1 146	0%	-
1 - 30 days past due	237	7.49%	18
31 - 60 days past due	356	10.82%	38
61 - 90 days past due	338	13.85%	47
More than 90 days past due	937	15.93%	149
Total	3 014		252

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.

Receivables with a contractual amount of \$0.011 million written off during the year are still subject to enforcement activity.

Cash and debt instruments

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

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

Market risk

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

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

Categorisation of financial instruments

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

The carrying value less impairment provisions of receivables and payables is a reasonable approximation of their fair values due to the short-term nature of these balances (refer to note 7.1 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 2022 and are expected to be settled within one year excluding lease liabilities. Maturity analysis for lease liabilities is presented in note 7.2.

Department of Human Services

Administered Financial Statements For the year ended 30 June 2022

Department of Human Services
Statement of Administered Comprehensive Income
for the year ended 30 June 2022

	Note	2022 \$'000	2021 \$'000
<u>Administered income</u>			
Appropriation	A2.1	190 544	183 074
SA Government grants, subsidies and transfers		11 382	12 837
Fees and charges		613	507
Interest		21	28
Client Trust receipts	A6.2	9 189	10 479
Donations		8	122
Other income		735	520
Total administered income		212 492	207 567
<u>Administered expenses</u>			
Employee benefits expenses		371	374
Supplies and services		1 807	1 708
Depreciation and amortisation	A4.1	2 171	2 694
Grants and subsidies	A3.1	212 239	206 562
Client Trust payments	A6.2	8 818	10 117
Donations and charity		13	3 283
Cash alignment transfers to Consolidated Account		-	9 351
Total administered expenses		225 419	234 089
Net result		(12 927)	(26 522)
<u>Other comprehensive income</u>			
Changes in property, plant and equipment asset revaluation surplus		-	6 894
Total other comprehensive income		-	6 894
Total comprehensive result		(12 927)	(19 628)

The accompanying notes form part of these financial statements.

Department of Human Services
Statement of Administered Financial Position
for the year ended 30 June 2022

	Note	2022 \$'000	2021 \$'000
<u>Administered current assets</u>			
Cash and cash equivalents	A5.1	50 952	63 120
Receivables		95	30
Total current assets		51 047	63 150
<u>Administered non-current assets</u>			
Property, plant and equipment	A4.1	22 994	25 165
Investment property	A4.2	3 150	3 150
Total non-current assets		26 144	28 315
Total assets		77 191	91 465
<u>Administered current liabilities</u>			
Payables		26 784	28 131
Total current liabilities		26 784	28 131
Total liabilities		26 784	28 131
Net assets		50 407	63 334
<u>Administered equity</u>			
Retained earnings		12 958	25 885
Asset revaluation surplus		37 449	37 449
Total equity		50 407	63 334

The accompanying notes form part of these financial statements.

Department of Human Services
Statement of Administered Cash Flows
for the year ended 30 June 2022

	Note	2022 \$'000	2021 \$'000
<u>Cash flows from operating activities</u>			
<u>Cash inflows</u>			
Appropriation		190 544	183 074
SA Government grants subsidies and transfers		11 382	12 837
Fees and charges		557	520
Interest		12	27
Client Trust receipts		9 189	10 479
Donations		8	122
Other income		735	507
Cash generated from operations		212 427	207 566
<u>Cash outflows</u>			
Employee benefits payments		(359)	(374)
Payments for supplies and services		(1 926)	(1 867)
Concessions		(182 907)	(152 403)
Grants and subsidies		(30 572)	(33 833)
Client Trust payments		(8 818)	(10 108)
Donations and charity		(13)	(3 283)
Cash alignment transfers to Consolidated Account		-	(9 351)
Cash used in operations		(224 595)	(211 219)
Net cash provided by / (used in) operations	A6.1	(12 168)	(3 653)
Net increase / (decrease) in cash and cash equivalents		(12 168)	(3 653)
Cash and cash equivalents at the beginning of the period		63 120	66 773
Cash and cash equivalents at the end of the period	A5.1	50 952	63 120

The accompanying notes form part of these financial statements.

Department of Human Services
Schedule of Income & Expense attributable to Administered Items

Administered income and expense by program	Gambler's Rehabilitation		Charitable Social Welfare		Home for Incurables Trust		Disability Services Donations and Bequests	
	Fund		Fund					
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
<u>Administered income</u>								
Appropriation	637	590	50	-	-	-	-	-
SA Government grants subsidies and transfers	7 382	7 375	4 000	4 000	-	-	-	-
Fees and charges	1	19	151	43	242	253	-	-
Interest	-	1	-	-	4	4	-	-
Client Trust receipts	-	-	-	-	-	-	-	-
Donations	-	-	-	-	-	-	-	-
Other income	420	403	315	115	-	-	-	-
Total administered income	8 440	8 388	4 516	4 158	246	257	-	-
<u>Administered expenses</u>								
Employee benefits expenses	-	-	-	-	-	-	-	-
Supplies and services	1 278	1 085	164	168	363	250	-	-
Depreciation and amortisation	-	-	-	-	2 171	2 694	-	-
Grants and subsidies	6 447	6 399	3 180	3 655	-	-	-	-
Client Trust payments	-	-	-	-	-	-	-	-
Donations and charity	-	-	-	-	-	-	-	4
Cash alignment transfers	-	-	-	-	-	-	-	-
Total administered expenses	7 725	7 484	3 344	3 823	2 534	2 944	-	4
Net result	715	904	1 172	335	(2 288)	(2 687)	-	(4)

Department of Human Services
Schedule of Income & Expense attributable to Administered Items

Administered income and expense by program	Supported Residential Facilities Indemnity Fund		Client Trust Accounts		Minister's salary		Health and Aged Care Services Donations and Bequests	
	2022	2021	2022	2021	2022	2021	2022	2021
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<u>Administered income</u>								
Appropriation	-	-	-	-	371	374	-	-
SA Government grants subsidies and transfers	-	-	-	-	-	-	-	-
Fees and charges	-	-	-	-	-	-	-	-
Interest	-	-	17	22	-	-	-	-
Client Trust receipts	-	-	9 189	10 479	-	-	-	-
Donations	-	-	-	-	-	-	-	-
Other income	-	2	-	-	-	-	-	-
Total administered income	-	2	9 206	10 501	371	374	-	-
<u>Administered expenses</u>								
Employee benefits expenses	-	-	-	-	371	374	-	-
Supplies and services	-	-	-	-	-	-	-	-
Depreciation and amortisation	-	-	-	-	-	-	-	-
Grants and subsidies	-	-	-	-	-	-	-	-
Client Trust payments	-	-	8 818	10 117	-	-	-	-
Donations and charity	-	-	-	-	-	-	9	11
Cash alignment transfers	-	-	-	-	-	-	-	-
Total administered expenses	-	-	8 818	10 117	371	374	9	11
Net result	-	2	388	384	-	-	(9)	(11)

Department of Human Services
Schedule of Income & Expense attributable to Administered Items

Administered income and expense by program	Concessions		Community Service Obligations		State Emergency Relief Fund		Personal Alert SA	
	2022	2021	2022	2021	2022	2021	2022	2021
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<u>Administered income</u>								
Appropriation	168 073	161 061	18 281	17 674	-	-	3 132	3 375
SA Government grants subsidies and transfers	-	1 315	-	-	-	-	-	-
Fees and charges	-	-	-	-	-	-	219	189
Interest	-	-	-	-	-	1	-	-
Client Trust receipts	-	-	-	-	-	-	-	-
Donations	-	-	-	-	8	122	-	-
Other income	-	-	-	-	-	-	-	-
Total administered income	168 073	162 376	18 281	17 674	8	123	3 351	3 564
<u>Administered expenses</u>								
Employee benefits expenses	-	-	-	-	-	-	-	-
Supplies and services	2	11	-	-	-	-	-	-
Depreciation and amortisation	-	-	-	-	-	-	-	-
Grants and subsidies	181 641	172 507	17 673	20 319	-	-	3 298	3 553
Client Trust payments	-	-	-	-	-	-	-	-
Donations and charity	-	-	-	-	4	3 268	-	-
Cash alignment transfers	-	9 351	-	-	-	-	-	-
Total administered expenses	181 643	181 869	17 673	20 319	4	3 268	3 298	3 553
Net result	(13 570)	(19 493)	608	(2 645)	4	(3 145)	53	11

Department of Human Services
Schedule of Income & Expense attributable to Administered Items

Administered income and expense by program	Consumer Advocacy and Research Fund		Total	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
<u>Administered income</u>				
Appropriation	-	-	190 544	183 074
SA Government grants subsidies and transfers	-	147	11 382	12 837
Fees and charges	-	3	613	507
Interest	-	-	21	28
Client Trust receipts	-	-	9 189	10 479
Donations	-	-	8	122
Other income	-	-	735	520
Total administered income	-	150	212 492	207 567
<u>Administered expenses</u>				
Employee benefits expenses	-	-	371	374
Supplies and services	-	194	1 807	1 708
Depreciation and amortisation	-	-	2 171	2 694
Grants and subsidies	-	129	212 239	206 562
Client Trust payments	-	-	8 818	10 117
Donations and charity	-	-	13	3 283
Cash alignment transfers to Consolidated Account	-	-	-	9 351
Total administered expenses	-	323	225 419	234 089
Net result	-	(173)	(12 927)	(26 522)

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

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A1. About the Department of Human Services

A1.1. Basis of preparation

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

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

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

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

A1.3. Impact of COVID-19 pandemic on the department

The COVID-19 pandemic impacted on some activities administered by the department. In particular in 2021-22, the department was required to administer payments for the COVID Pandemic Payment Scheme. Refer to note A3.2 Concessions for these payments.

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A1.4. Budget performance

The budget performance table compares the department's outcomes against budget information presented to Parliament (2021-22 Budget Paper 4). The budget amounts have not been adjusted to reflect revised budgets or administrative restructures. The budget process is not subject to audit.

	Note	Original budget 2022 \$'000	Actual 2022 \$'000	Variance \$'000
Statement of Administered Comprehensive Income				
<u>Administered Income</u>				
Appropriation		189 677	190 544	867
SA Government grants subsidies and transfers		11 437	11 382	(55)
Fees and charges		-	613	613
Interest		295	21	(274)
Client Trust receipts		10 930	9 189	(1 741)
Donations		-	8	8
Other income		422	735	313
Total administered income		212 761	212 492	(269)
<u>Administered Expenses</u>				
Employee benefits expenses		379	371	(8)
Supplies and services		1 748	1 807	59
Depreciation and amortisation		2 695	2 171	(524)
Grants and subsidies expenses		200 103	212 239	12 136
Client Trust payments		11 130	8 818	(2 312)
Donations and charity		-	13	13
Total administered expenses		216 055	225 419	9 364
Net result		(3 294)	(12 927)	(9 633)
Total comprehensive result		(3 294)	(12 927)	(9 633)

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

A2. Income

A2.1. Appropriation

	2022 \$'000	2021 \$'000
Revenues from appropriation		
Appropriations from Consolidated Account pursuant to the Appropriation Act	189 672	183 074
Appropriation from Governor's Appropriation Fund	872	-
Total revenues from appropriation	190 544	183 074

Appropriation is recognised upon receipt.

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A3. Expenses

A3.1. Grants and subsidies

	2022	2021
	\$'000	\$'000
Concessions	181 641	172 507
Community Service Obligations *	17 673	20 319
Gamblers Rehabilitation	6 447	6 399
Charitable Social Welfare Fund	3 180	3 655
Personal Alert SA	3 298	3 553
Consumer Advocacy and Research Fund	-	129
Total grants and subsidies	212 239	206 562

* Community Service Obligations are paid to help South Australian community organisations (e.g. charities). Under the *Water Industry Act 2012* and *Sewerage Act 1929*, Community Service Obligations are paid for water and sewerage concessions.

** Administrative responsibility for the Consumer Advocacy & Research Fund was transferred to the Department of Environment and Water, effective from 1 January 2021.

A3.2. Concessions

	2022	2021
	\$'000	\$'000
Water and sewerage rates	51 910	55 440
Energy	51 988	44 569
Cost of Living *	37 089	37 737
Transport	24 577	29 200
COVID Pandemic Payment Scheme	14 127	570
International Student Support Package *	-	2 766
Emergency electricity payments	184	216
Other	1 766	2 009
Total concessions	181 641	172 507

* As part of the State Government's response to COVID-19, \$3.715 million was paid in 2020-21 as part of the Cost of Living Concession (COLC) for a one-off boost to individuals who were unemployed or lost their jobs as a result of COVID-19. No payments were made in 2021-22.

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A4. Non-financial assets

A4.1. Property, plant and equipment owned by the department

The following tables show the movement of land, buildings and improvements and plant and equipment:

2021-22

	Land \$'000	Buildings and improvements \$'000	Plant and equipment \$'000	Total \$'000
Carrying amount at the beginning of the period	15 950	7 600	1 615	25 165
Gains/(losses) for the period recognised in net result:				
Depreciation and amortisation	-	(1 900)	(271)	(2 171)
Carrying amount at the end of the period	15 950	5 700	1 344	22 994

Gross carrying amount

Gross carrying amount	15 950	7 600	2 873	26 423
Accumulated depreciation/amortisation	-	(1 900)	(1 529)	(3 429)
Carrying amount at the end of the period	15 950	5 700	1 344	22 994

2020-21

	Land \$'000	Buildings and improvements \$'000	Plant and equipment \$'000	Total \$'000
Carrying amount at the beginning of the period	11 250	9 579	1 886	22 715
Revaluation increment / (decrement)	4 700	444	-	5 144
Subtotal:	15 950	10 023	1 886	27 859

Gains/(losses) for the period recognised in net result:

Depreciation and amortisation	-	(2 423)	(271)	(2 694)
Carrying amount at the end of the period	15 950	7 600	1 615	25 165

Gross carrying amount

Gross carrying amount	15 950	7 600	2 873	26 423
Accumulated depreciation/amortisation	-	-	(1 258)	(1 258)
Carrying amount at the end of the period	15 950	7 600	1 615	25 165

The department holds Carpark as part of assets for Buildings and improvements, and it has been fully depreciated and there is no movement for this asset in 2021-22.

All property, plant and equipment are classified in the level 3 fair value hierarchy except for land valued at \$15.950 million (2020-21: \$15.950 million) which was classified as level 2. In 2020-21 buildings valued at \$7.600 million transferred from level 2 to level 3. There were no transfers in 2021-22.

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A4.2. Investment property

The investment property is held to earn rental income and/or for capital appreciation. The investment property is initially recognised at cost. Costs incurred subsequent to initial acquisition are capitalised when it is probable that future economic benefits in excess of the originally assessed performance of the asset will flow to the department.

Subsequent to initial recognition at cost, the investment property is revalued to fair value with changes in the fair value recognised in the revaluation reserve under equity in the period that they arise. An independent full site valuation of the investment property was performed at 30 June 2021. The results of the valuation were processed. The investment property is not depreciated however is tested for impairment. Investment for land is classified as level 2 of the fair value hierarchy.

Rental income from the leasing of the investment property is recognised in the Statement of Comprehensive Income as part of fees and charges, on a straight line basis over the lease term.

The following table shows the movement of investment property:

Reconciliation 2021-22

	Investment land \$'000	Investment building \$'000	Total \$'000
Carrying amount at the beginning of the period	3 150	-	3 150
Carrying amount at the end of the period	3 150	-	3 150

Reconciliation 2020-21

	Investment land \$'000	Investment building \$'000	Total \$'000
Carrying amount at the beginning of the period	800	600	1 400
Revaluation increment / (decrement)	2 350	(600)	1 750
Carrying amount at the end of the period	3 150	-	3 150

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A5. Financial assets

A5.1. Cash and cash equivalents

	2022	2021
	\$'000	\$'000
Special deposit account with the Treasurer	33 698	46 148
Deposit account with SAFA	15 953	16 042
Other deposits	1 301	930
Total cash and cash equivalents	50 952	63 120

A6. Other disclosures

A6.1. Cash flow reconciliation

	2022	2021
	\$'000	\$'000
<u>Reconciliation of cash and cash equivalents at the end of the reporting period</u>		
Cash and cash equivalents disclosed in the Statement of Financial Position	50 952	63 120
Balance as per the Statement of Cash Flows	50 952	63 120

Reconciliation of net cash provided by / (used in) operating activities to net result

Net cash provided by/(used in) operating activities	(12 168)	(3 653)
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Add / (less) non-cash items

Depreciation and amortisation	(2 171)	(2 694)
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Movement in assets and liabilities

Increase/(decrease) in receivables	65	(80)
(Increase)/decrease in payables	1 347	(20 095)
Net result	(12 927)	(26 522)

A6.2. 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 \$0.017 million (2021: \$0.021 million).

	2022	2021
	\$'000	\$'000
Opening balance at the beginning of the period	14 078	13 694
Add receipts	9 206	10 501
Less expenses	(8 818)	(10 117)
Closing balance at the end of the period	14 466	14 078

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A6.3. 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.

	2022	2021
	\$'000	\$'000
Opening balance at the beginning of the period	172	176
Less expenses	-	(4)
Closing balance at the end of the period	172	172

A6.4. 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.

	2022	2021
	\$'000	\$'000
Opening balance at the beginning of the period	527	538
Less expenses	(9)	(11)
Closing balance at the end of the period	518	527

A6.5. Consumer Advocacy and Research Fund

The Consumer Advocacy and Research Fund (the Fund) was established under the *Water Industry Act 2012* part 10, section 87. The Fund commenced on 1 July 2012 and supports research or advocacy that promotes the interests of consumers with a disability, on a low income or located in a regional area of the state.

Administrative responsibility of the Fund was transferred to the Department of Environment and Water, effective from 1 January 2021. The amount transferred is included in expenses below (2021: \$0.194 million).

	2022	2021
	\$'000	\$'000
Opening balance at the beginning of the period	-	173
Add receipts	-	150
Less expenses	-	(323)
Closing balance at the end of the period	-	-

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A6.6. 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.

	2022	2021
	\$'000	\$'000
Opening balance at the beginning of the period	102	3 247
Add receipts	8	123
Less expenses	(4)	(3 268)
Closing balance at the end of the period	106	102

There were no appeals during 2021-22. As at 30 June 2021, the total disbursed to SA Bushfire Appeal victims was \$9.060 million with the remainder transferred to the fund's general account for future appeals.

A6.7. 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.

	2022	2021
	\$'000	\$'000
Opening balance at the beginning of the period	52	50
Add receipts	-	2
Closing balance at the end of the period	52	52

A7. Outlook

A7.1. Contingent assets and liabilities

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

A7.2. COVID-19 pandemic outlook for the department

The financial assistance provided to individuals impacted by COVID-19 by the South Australian Government ceased in 2021-22. The department does not expect its financial position to be materially impacted in 2022-23 due to the COVID-19 pandemic.

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A8. Measurement and risk

A8.1. Fair value

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

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

The department had no valuations categorised into level 1.

There have been no transfers of assets between level 1 and 2 fair value hierarchy levels in 2022 or 2021. The department's policy is to recognise transfers into and out of fair value hierarchy levels as at the end of the reporting period. All property, plant and equipment are classified in the level 3 fair value except for land classified in level 2. Investment property is classified as level 2. There have been no transfer occurred in 2021-22. Refer to note A4.1 and A4.2 for asset movements.

Valuation techniques and inputs

There were no changes in valuation techniques during 2021-22.

A9. 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 and forming part of the Administered financial statements
For the year ended 30 June 2022

A9. 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 2022	2022 \$'000	2021 \$'000
<u>Income</u>		
Fees and charges	242	253
Interest	4	4
Total income	246	257
<u>Expenses</u>		
Supplies and services	363	250
Depreciation and amortisation	2 171	2 694
Total expenses	2 534	2 944
Net result	(2 288)	(2 687)
<u>Other comprehensive income</u>		
Changes in property, plant and equipment asset revaluation surplus	-	6 894
Total other comprehensive income	-	6 894
Total comprehensive result	(2 288)	4 207

Schedule of Financial Position for the year ended 30 June 2022	2022 \$'000	2021 \$'000
<u>Current assets</u>		
Special deposits with the Treasurer	11	38
Deposits with SAFA	2 798	2 894
Receivables	6	-
Total current assets	2 815	2 932
<u>Non-current assets</u>		
Property, plant and equipment	22 994	25 165
Investment property	3 150	3 150
Total non-current assets	26 144	28 315
Total assets	28 959	31 247
Net assets	28 959	31 247

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A9. Home for Incurables Trust (continued)

Schedule of Changes in Equity for the year ended 30 June 2022	Asset revaluation surplus \$'000	Retained earnings \$'000	Total equity \$'000
Balance at 30 June 2020	30 555	(3 515)	27 040
Net result for 2020-21	-	(2 687)	(2 687)
Net gain/(loss) on revaluation of property, plant and equipment	6 894	-	6 894
Total comprehensive result for 2020-21	6 894	(2 687)	4 207
Balance at 30 June 2021	37 449	(6 202)	31 247
Net result for 2021-22	-	(2 288)	(2 288)
Total comprehensive result for 2021-22	-	(2 288)	(2 288)
Balance at 30 June 2022	37 449	(8 490)	28 959

Schedule of Administered Cash Flows for the year ended 30 June 2022	2022 \$'000	2021 \$'000
<u>Cash flows from operating activities</u>		
<u>Cash inflows</u>		
Interest	4	4
Rental revenue	236	262
<u>Cash generated from operations</u>	240	266
<u>Cash outflows</u>		
Supplies and services	(363)	(259)
<u>Cash used in operations</u>	(363)	(259)
Net cash provided by / (used in) operating activities	(123)	7
Net increase / (decrease) in cash and cash equivalents	(123)	7
Cash and cash equivalents at the beginning of the reporting period	2 932	2 925
Cash and cash equivalents at the end of the reporting period	2 809	2 932

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A.9 Home for Incurables Trust (continued)

Accounting policies

Cash and cash equivalents

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

Property, plant and equipment	2022	2021
	\$'000	\$'000
<u>Land and buildings</u>		
Land at fair value	15 950	15 950
Buildings and improvements at fair value	7 600	7 600
Accumulated depreciation - buildings and improvements	(1 900)	-
Carpark at fair value	12	12
Accumulated depreciation - carpark	(12)	(12)
Total land and buildings	21 650	23 550
<u>Property, plant and equipment</u>		
Other plant and equipment at cost (deemed fair value)	2 873	2 873
Accumulated depreciation - other plant and equipment at cost	(1 529)	(1 258)
Total plant and equipment	1 344	1 615
Total property, plant and equipment	22 994	25 165

The following table shows the movement of land, buildings and improvements and plant and equipment:

Reconciliation 2021-22

	Land	Buildings and improvements	Plant and equipment	Total
	\$'000	\$'000	\$'000	\$'000
Carrying amount at the beginning of the period	15 950	7 600	1 615	25 165
Depreciation and amortisation	-	(1 900)	(271)	(2 171)
Carrying amount at the end of the period	15 950	5 700	1 344	22 994

Reconciliation 2020-21

	Land	Buildings and improvements	Plant and equipment	Total
	\$'000	\$'000	\$'000	\$'000
Carrying amount at the beginning of the period	11 250	9 579	1 886	22 715
Depreciation and amortisation	-	(2 423)	(271)	(2 694)
Revaluation increment / (decrement)	4 700	444	-	5 144
Carrying amount at the end of the period	15 950	7 600	1 615	25 165

Department of Human Services
Notes to and forming part of the Administered financial statements
For the year ended 30 June 2022

A.9 Home for Incurables Trust (continued)

The following table shows the movement of investment property during 2021-22:

	2022 \$'000	2021 \$'000
<u>Investment building</u>		
Carrying amount at the beginning of the period	-	600
Revaluation decrement	-	(600)
Fair value at the end of the period	-	-
 <u>Investment land</u>		
Carrying amount at the beginning of the period	3 150	800
Revaluation increment	-	2 350
Fair value at the end of the period	3 150	3 150
 Total investment property at the end of the period	3 150	3 150