



**Government  
of South Australia**

# **DEPARTMENT OF HUMAN SERVICES**

## **2019-20 Annual Report**

### **DEPARTMENT OF HUMAN SERVICES**

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To:

Hon Michelle Lensink MLC  
Minister for Human Services

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, Public Sector Regulations 2010, *Public Finance and Audit Act 1987*, *Carers Recognition Act 2005*, *Julia Farr Services (Trusts) Act 2007*, *Water Industry Act 2012*, and the *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 2020

Signature



## From the Chief Executive



In accordance with the *Public Sector Act 2009*, I am pleased to present the annual report for the South Australian Department of Human Services (DHS) for the year ended 30 June 2020.

In the past 12 months DHS has continued reform and service improvements across the department in line with government priorities. These include reforms to disability services and strategies to promote disability inclusion, delivering on commitments to address domestic and family violence, progressing a new child and family support system, grants reform, strategies and reforms in youth justice services, and improvements to screening and concessions.

Since December 2019, a primary focus has been the emergency relief and recovery effort in response to the devastating 2019-20 bushfire season and, since February 2020, responding to the COVID-19 health emergency to support the wellbeing of vulnerable people.

On 23 December 2019, the State Emergency Relief Fund (SERF) was activated when the Governor of South Australia formally declared the Cudlee Creek fire a proclaimed situation in accordance with the *Emergency Management Act 2004*. In early January 2020, the Governor extended this proclamation to include the Kangaroo Island fires. DHS is responsible for the administration of SERF.

Through SERF, the SA Bushfire Appeal provided a mechanism to receive donations through a public appeal and disburse to those who suffered injury, loss or damage as a result of the fires. As of 30 June 2020, approximately \$8.9 million in donations had been received with almost \$6 million distributed to applicants through approximately 1,700 gift payments. Through the State Recovery Office (SRO), DHS also played a key role in supporting recovery in communities following the fires. From 4 May 2020, SRO commenced reporting into the Department of the Premier and Cabinet. SRO has been an important part of DHS for many years and I would like to thank them for their outstanding work.

DHS has played a key role in supporting the community and the community sector during the COVID-19 pandemic. The department has been responsible for the administration and delivery of several government stimulus measures. These include the once-off boost payment of \$500 and bringing forward of the 2020-21 Cost of Living Concession for households who receive Centrelink JobSeeker Payments, and the \$500 payment under the International Student Support Package for eligible international students. DHS is also responsible for the delivery of the Residential Rental Grants Scheme which provides payments of up to \$1,000 to landlords who provide rent reductions to tenants whose income has been significantly affected by COVID-19. Applications for the Scheme opened in late June 2020.

In response to the COVID-19 pandemic, the department also:

- provided additional funding of \$1.6 million to support the food security and emergency relief sector

- allocated \$2.4 million to initiatives as part of the Commonwealth Government's \$150 million additional funding commitment to address an expected increase in domestic violence
- implemented a special Grants SA 2020-21 COVID-19 Support Grant initiative, which enabled community organisations to apply for grants of up to \$10,000 so they can continue to deliver programs during the health emergency
- worked with the not-for-profit sector to provide intelligence to the State Emergency Centre and share plans and public health information to frontline workers across the state
- took steps to support the continuation of vital services to vulnerable people across our state.

In 2019-20, a number of key strategies were released to deliver on government reform agendas, following extensive consultation with key stakeholders and the community. These include:

- *Co-Design Findings and Next Steps: Child and Family Support System (June - October 2019)* which outlines the findings from the initial co-design process for South Australia's new Child and Family Support System
- South Australia's first State Disability Inclusion Plan 2019-2023 (*Inclusive SA*), which underpins a whole-of-government effort to improve access and inclusion for South Australians living with disability
- *Strong Futures: SA Youth Action Plan (2020-2022,)* which is guiding practical, coordinated strategies to improve outcomes for young South Australians
- *Young People Connected, Communities Protected: South Australia's Youth Justice State Plan 2020-2023* which sets reform and improvement priorities for youth justice. This includes a strong focus on addressing the over-representation of Aboriginal children and young people.

In June, it was announced that our valued colleague Jacky Costanzo had been recognised in the 2020 Queen's Birthday honours. Jacky received the Public Service Medal for her outstanding service to the communities of the APY Lands and in Ceduna.

Finally, I wish to take this opportunity to thank all DHS staff for their dedicated and committed work during the COVID-19 pandemic, particularly frontline support staff who continued to provide critical ongoing services to South Australians.



Lois Boswell

**Chief Executive**

Department of Human Services

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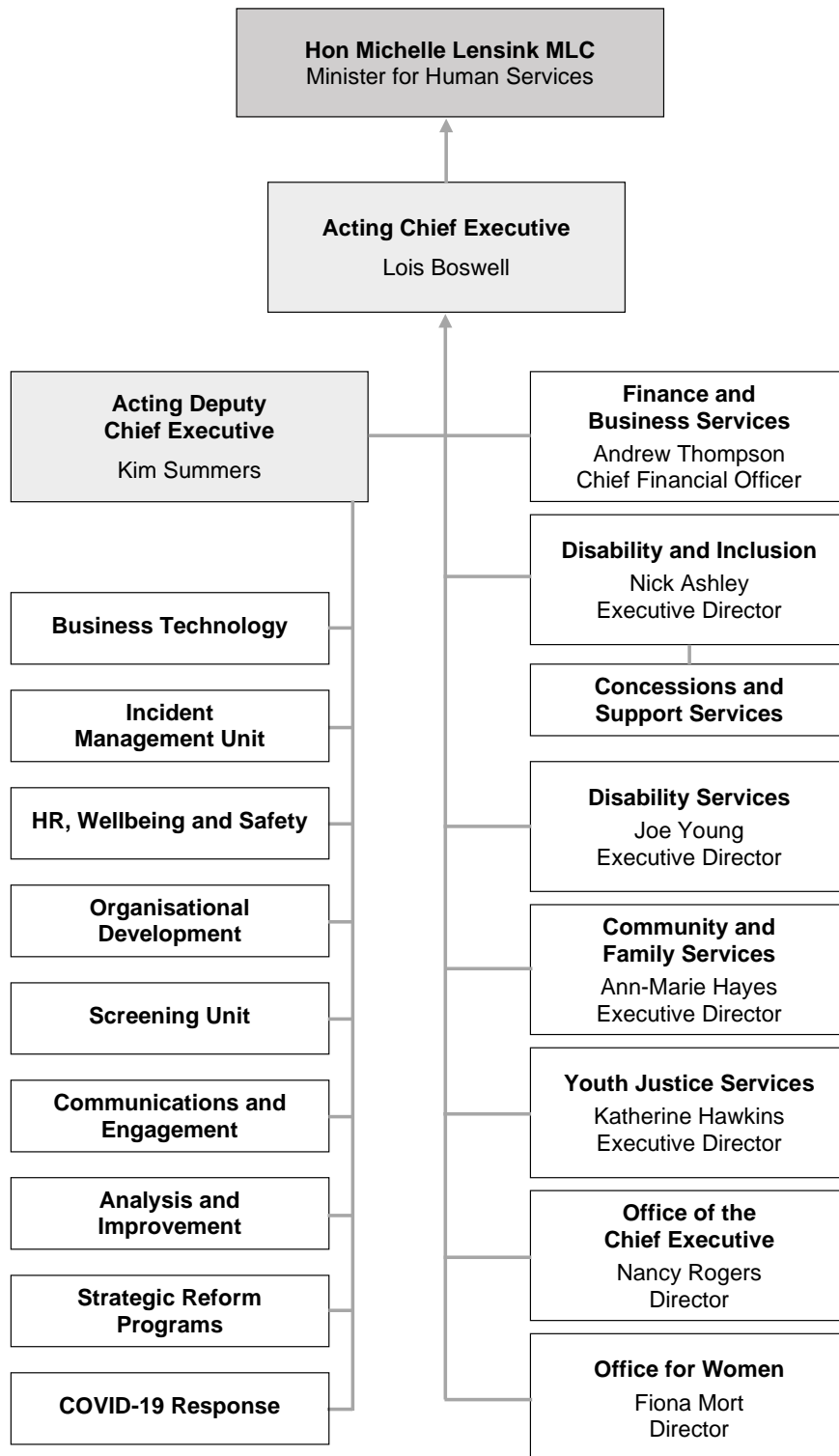
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## Overview: about the agency

### Our strategic focus

<b>Our Purpose</b>	The Department of Human Services delivers strategies, programs and services that improve the wellbeing and safety of South Australians.
<b>Our Vision</b>	Fairness, opportunity and choice for all South Australians.
<b>Our Values</b>	<ul style="list-style-type: none"> <li>• Service</li> <li>• Professionalism</li> <li>• Trust</li> <li>• Respect</li> <li>• Collaboration and Engagement</li> <li>• Honesty and Integrity</li> <li>• Courage and Tenacity</li> <li>• Sustainability</li> </ul>
<b>Our functions, objectives and deliverables</b>	<p>The department's strategic goals are:</p> <ul style="list-style-type: none"> <li>• Better services and programs that make a lasting difference for individuals, families and communities</li> <li>• A customer-focused organisation that puts people first</li> <li>• Accountable, efficient, open and collaborative government</li> <li>• A motivated, skilled, safe and inclusive workforce.</li> </ul> <p>The department:</p> <ul style="list-style-type: none"> <li>• Commissions human services across the not-for-profit sector</li> <li>• Invests in the community through grants and funding</li> <li>• Provides core services in areas including:             <ul style="list-style-type: none"> <li>– youth justice</li> <li>– disability accommodation</li> <li>– concessions and rebates</li> <li>– employment-related screening</li> <li>– family safety and support</li> </ul> </li> <li>• Leads government reform agendas, including disability inclusion and the transition to the National Disability Insurance Scheme (NDIS), intensive family support services and women's equality and safety.</li> </ul>

## Our organisational structure



The above organisational chart reflects the structure of the department as at 30 June 2020. The current chart is available at [www.dhs.sa.gov.au/about-us](http://www.dhs.sa.gov.au/about-us).



## Changes to the agency

During 2019-20 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- Following machinery of government changes, the Community and Family Services Division was established, comprising the Early Intervention Research Directorate (EIRD), Safer Family Services and Community Services. The new division consolidates direct service delivery and commissioning of non-government child abuse and neglect early intervention and prevention services that were previously spread across DHS, the Department for Education and the Department for Child Protection. During 2019-20, the division has led a significant co-design process to develop key elements of the new child and family support system in collaboration with the non-government sector.
- From 4 May 2020, the State Recovery Office commenced reporting into the Department of the Premier and Cabinet (DPC). This consolidated recovery resources into DPC and supports a coordinated and strategic focus on recovery, both for the 2019-20 bushfires and COVID-19.

## Our Minister



### **Hon Michelle Lensink MLC Minister for Human Services**

Minister Lensink is responsible for the Human Services portfolio. Through DHS, the Minister has responsibility for community and family services and grant programs, concessions and financial resilience programs, remaining disability programs, youth justice, screening services and lead policy responsibility in relation to youth, volunteers and carers. Addressing domestic and family violence and supporting the transition to the NDIS are key priorities of the Minister.

## **Our Executive team**

*DHS Executive Leadership Team as at 30 June 2020*

### **Lois Boswell, Acting Chief Executive**

Lois Boswell was appointed as the Acting Chief Executive on 22 March 2020 and is responsible for the strategic agenda, performance and governance of the department. Functions reporting directly to the Acting Chief Executive include:

- Finance and Business Services
- Disability Services
- Disability and Inclusion
- Community and Family Services
- Youth Justice Services
- Office for Women
- Office of the Chief Executive.

### **Kim Summers, Acting Deputy Chief Executive**

The Acting Deputy Chief Executive is responsible for the People, Strategy and System Services Division which includes the following functions:

- Analysis and Improvement
- Business Technology
- Communications and Engagement
- COVID-19 Response
- Human Resources, Wellbeing and Safety
- Incident Management Unit
- Organisational Development
- Screening Unit
- Strategic Reform Programs

### **Andrew Thompson, Chief Financial Officer, Finance and Business Services**

Finance and Business Services provides financial services to the department, including budgeting, financial analysis, monitoring and reporting, management accounting, strategic financial advice and liaison with the Department of Treasury and Finance. It also monitors financial compliance, coordinates financial authorisations, and provides financial and accounting policy advice.

The division is also responsible for the department's Procurement and Grants Unit and Infrastructure functions.

**Joe Young, Executive Director, Disability Services**

Disability Services is responsible for supporting people with a disability in community-based group homes and residents at the Northgate Aged Care Service and Highgate Park. The directorate is also responsible for the transfer of government disability services to the non-government sector and oversees services delivered through the Disability Transition Unit (formerly Disability SA - Community Services) and Domiciliary Equipment Service.

**Nick Ashley, Executive Director, Disability and Inclusion**

Disability and Inclusion has oversight of the implementation of activities associated with the *Disability Inclusion Act 2018*. This includes implementation of the first State Disability Inclusion Plan and progressing Disability Access and Inclusion Plans across government agencies. The directorate is also responsible for inter-government relations in disability, including ensuring that the NDIS continues to be refined to achieve the best outcomes for South Australians.

In addition, Nick Ashley is responsible for Concessions and Support Services which provides a range of concessions to eligible South Australians and delivers high quality and professional interpreting and translating services through the State Government Interpreting and Translating Centre.

**Ann-Marie Hayes, Executive Director, Community and Family Services**

Community and Family Services is responsible for the design, delivery and commissioning of family support and early intervention programs and strategies such as the cross-sector reform of the Child and Family Support System. The division works with children and families at risk of harm, neglect and family violence by intervening to disrupt the patterns of intergenerational trauma, and parenting support. Broad Parenting and Family Support programs inclusive of Parenting SA also operate from this division as does the Child Safe Environment program.

In addition, the division is responsible for Aboriginal services and the LGBTIQ+ community, grant programs such as Grants SA and SA Home and Community Care, food security and emergency relief, financial wellbeing and resilience services, community and neighbourhood development, Office for Problem Gambling, services to support young South Australians, support for people with exceptional needs and voluntary out of home care for children with disability, and supporting the volunteering strategy for South Australia.

**Katherine Hawkins, Executive Director, Youth Justice Services**

Youth Justice is responsible for the statutory supervision of young people in contact with the justice system. Responsibilities include the administration of the Kurlana Tapa Youth Justice Centre (formerly Adelaide Youth Training Centre - Kurlana Tapa), supervision of young people on community-based orders, and progressing the implementation of the *Young People Connected, Communities Protected: South Australia's Youth Justice State Plan 2020-2023*.

**Fiona Mort, Director, Office for Women**

Priorities of the Office for Women include addressing violence against women by implementing the Government's election commitments and actions under the Fourth Action Plan of the National Plan to Reduce Violence against Women and their Children, and supporting the advancement of women's leadership and economic participation. The Office for Women also provides high quality statewide information and referral services through the Women's Information Service and executive support to the Premier's Council for Women.

**Nancy Rogers, Director, Office of the Chief Executive**

The Office of the Chief Executive is responsible for a range of functions including executive support, corporate governance, correspondence and briefings, Cabinet coordination, Parliamentary business, coordination of policy advice on inter-governmental and intra-governmental matters, risk management, business continuity and legal services.

**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 South Australian Housing Trust, trading as the SA Housing Authority, is responsible to the Minister for Human Services for the delivery of better housing opportunities for all South Australians.

## The agency's performance

### Performance at a glance

Highlights for the 2019-20 financial year include:

- Delivery of special payments as part the Government stimulus package in response to the COVID-19 pandemic:
  - A once-off boost of \$500 and bringing forward the 2020-21 Cost of Living Concession (COLC) for households in receipt of the Centrelink JobSeeker Payment. As at 30 June 2020, approximately 19,560 recipients had received payments totalling over \$12.84 million.
  - A hardship payment of \$500 for eligible international students, jointly administered by StudyAdelaide and ConcessionsSA. As at 30 June 2020, over 3,130 students had received payments totalling approximately \$1.57 million.
- Allocating an additional \$1.6 million to support the food relief and emergency relief sector during the pandemic.
- Allocating an additional \$2.4 million in Commonwealth Government funding to fast-track new domestic violence initiatives in response to COVID-19.
- Administering approximately \$8.9 million in donations through the South Australian Bushfire Appeal. As at 30 June almost \$6 million had been distributed through approximately 1,700 gift payments.
- Allocating approximately \$172 million in household and transport concessions.
- Through the Screening Unit, receiving and finalising 237,523 screening applications (including 155,232 Working with Children Checks), with 63.8% of applications finalised in one week or less (151,495).
- Completing 50,274 interpreting assignments and 1,407 translating assignments through the Interpreting and Translating Centre.
- Distributing approximately \$3.3 million in grant funding to 153 projects through Grants SA.
- Distributing approximately \$18.9 million in funding to service providers through the South Australian Home and Community Care (SA HACC) program for maintenance and support services for people with disability and their carers.
- Recording 63,663 contacts with clients of the Women's Information Service.

## Agency contribution to whole of Government objectives

DHS contributed to the achievement of the South Australian Government's objectives as follows:

Key objective	Agency's contribution
More jobs	<ul style="list-style-type: none"> <li>Continued to influence and inform national discussions on NDIS market issues, including the development of a National Workforce Plan that will detail an agreed approach to workforce development to ensure the benefits of the NDIS are fully realised.</li> <li>Participation in the State Government Aboriginal Traineeship Program, an initiative under the <i>South Australian Government Aboriginal Affairs Action Plan 2019-2020</i> to connect a minimum of 100 Aboriginal people to two-year traineeships followed by ongoing employment.</li> </ul>
Lower costs	<ul style="list-style-type: none"> <li>Continued to administer a wide range of concessions and rebates that provide assistance to low income South Australians and delivered special payments introduced by the Government to ease cost of living pressures during the COVID-19 pandemic. These include:               <ul style="list-style-type: none"> <li>a once-off boost of \$500 and bringing forward the 2020-21 COLC for households in receipt of the Centrelink JobSeeker Payment</li> <li>a hardship payment of \$500 for eligible international students</li> <li>a rent relief grant of up to \$1,000 to support eligible residential landlords and their tenants.</li> </ul> </li> <li>Allocated an additional \$1.6 million to support food security and emergency relief during the pandemic, including:               <ul style="list-style-type: none"> <li>\$500,000 for the food relief sector, with \$200,000 to Foodbank and \$300,000 to other food relief charities including Oz Harvest, Secondbite and Meals on Wheels SA</li> <li>\$800,000 funding for a number of charities to provide emergency relief to vulnerable South Australians.</li> </ul> </li> <li>Agreed a further extension (to 7 December 2020) of the South Australian Concessions Energy Discount Offer (SACEDO) - an ongoing energy offer available to South Australian energy concession customers.</li> </ul>

<p>Better Services</p>	<ul style="list-style-type: none"> <li>• Progressed significant reforms to improve services across the department, including youth justice, child and family support services and disability accommodation.</li> <li>• Implemented a range of reforms to ConcessionsSA systems to benefit customers, including:             <ul style="list-style-type: none"> <li>– Customers can now choose to be notified by SMS as their preferred contact method for concessions applications, providing applicants with faster status updates than are possible by letter.</li> <li>– ConcessionsSA and RevenueSA now use secure data sharing in the administration of the Emergency Services Levy (ESL) remission. As a result, customers are no longer required to submit a copy of their ESL bill to receive the remission.</li> <li>– Integrating the process to identify and reissue failed concession payments into a purpose-built customer system, resulting in faster, more automated repayments.</li> </ul> </li> <li>• The Interpreting and Translating Centre (ITC) has commenced online bookings and paperless financial processes and will transition to 100% online bookings, invoicing and payments by December 2020.</li> <li>• The Companion Card program is now managed within a purpose-built system, with better consistency and a quicker turnaround time for customer applications.</li> <li>• To support better eye health and customer choice, in May 2020 GlassesSA introduced:             <ul style="list-style-type: none"> <li>– free standard glasses for Aboriginal customers</li> <li>– \$50 program contributions towards thinner lenses for customers meeting prescription criteria</li> <li>– \$50 contributions for children to upgrade their frames, if desired</li> <li>– the option of lens and frame upgrades out of pocket for any eligible customer.</li> </ul> </li> </ul>
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## Agency specific objectives and performance

Agency objectives	Indicators	Performance
<p><b>Deliver prevention, early intervention and connected services to meet complex needs</b></p>	<p>Consolidate child and family support services from across government within DHS.</p> <p>Conduct co-design processes across South Australia to inform development of Child and Family Support System and service model.</p>	<p>Child and family support functions and staff from the Department for Education and Department for Child Protection were consolidated within DHS through machinery of government changes commencing 1 July 2019.</p> <p>During 2019-20, more than 600 people participated in a statewide co-design process that is guiding the implementation of the new Child and Family Support System (CFSS). The process was conducted in two stages from June to October 2019, with the results of the CFSS co-design published on the DHS website.</p> <p>Close collaboration will continue throughout implementation and include:</p> <ul style="list-style-type: none"> <li>• a System Advisor Network of people with lived experience</li> <li>• an Aboriginal Leadership Group</li> <li>• regular meetings with the non-government sector</li> <li>• integration with Safer Family Services.</li> </ul>





Agency objectives	Indicators	Performance
	Improved outcomes for Aboriginal children, young people and their family and communities.	<p>DHS is continuing to progress initiatives under the <i>South Australian Government Aboriginal Affairs Action Plan 2019-2020</i>. All are on track.</p> <p>The reform of the Child and Family Support System has a priority focus on Aboriginal families, including ring-fencing of funding for Aboriginal Community Controlled Organisations.</p> <p>In 2019-20 the department significantly increased the number of Aboriginal staff in leadership roles. This included establishing a new role of Senior Manager, Aboriginal Practice and Partnerships to drive strategy and service design focused on building culturally led and responsive services.</p>
<b>Champion women's progress, equality and safety</b>	Host an annual domestic and family violence roundtable.	<p>The first annual Committed to Safety Roundtable for key stakeholders in the women's and community sectors was held in Adelaide on 22 November 2019. An additional virtual Roundtable was held on 11 May 2020 to discuss the impacts of COVID-19 and provide information on new Commonwealth funding.</p>

Agency objectives	Indicators	Performance
	<p>New domestic violence initiatives implemented in response to COVID-19.</p> <p>Launch a Women's Economic and Leadership Strategy.</p>	<p>The Office for Women allocated \$2.4 million in additional Commonwealth Government funding to support at-risk South Australians during the current pandemic. This comprised:</p> <ul style="list-style-type: none"> <li>• \$900,000 for the 24/7 Men's Referral Service and local perpetrator support services</li> <li>• \$1 million to domestic violence services across South Australia for brokerage packages for people experiencing abuse and violence to be used to pay for immediate support including transport, safety upgrades to property, financial counselling and support for children</li> <li>• \$250,000 for a targeted communications campaign</li> <li>• \$250,000 to upskill the non-specialist workforce.</li> </ul> <p>The Women's Employment and Leadership Strategy was on track to be launched in March 2020, with the draft strategy informed by consultation with small businesses and women in business. In light of the COVID-19 pandemic, this strategy has been reframed as the Women's Leadership and Economic Security Strategy and will now be released closer to the end of 2020. This reflects the serious financial impact likely to be felt by women as a result of restrictions in place during COVID-19 and the recognition that now is not the time to be proposing that small businesses take on additional change processes.</p>

Agency objectives	Indicators	Performance
	<p>Extend Safety Hubs into regional South Australia.</p> <p>Continue to trial a Domestic Violence Disclosure Scheme.</p> <p>Implement actions under the Fourth Action Plan of the National Plan to Reduce Violence against Women and their Children.</p> <p>Expand the Women's Information Service (WIS) outreach volunteering program.</p>	<p>The Haven opened in the Murray Bridge Community Centre in August 2019. The second Safety Hub opened in September 2019 at the Riverland Domestic Violence Service, through Centacare Catholic Family Services. The next hubs to open will be in Port Augusta, Gawler and Mount Barker.</p> <p>In 2019-20, DHS collected data and information on the outcomes of the Domestic Violence Disclosure Scheme trial. The State Government has committed to extend the trial in 2020-21.</p> <p>The South Australian Government has committed to 17 initiatives under the Fourth Action Plan which are all on track. These sit alongside, and complement, the work outlined in <i>Committed to Safety: A framework to address domestic, family and sexual violence in South Australia</i>.</p> <p>The WIS outreach volunteering program was expanded to include the O'Sullivan's Beach Children's Centre. Volunteers also staff The Haven in Murray Bridge.</p>
<b>Reform remaining state disability services following completion of the transition to the NDIS</b>	Decommission Disability Community Services in line with the move to the NDIS.	All DHS Disability Community Services offices have closed, with metropolitan offices closing by 15 March 2019 and country offices by 22 May 2020.

Agency objectives	Indicators	Performance
	Transfer clients to approved non-government NDIS service providers.	<p>The closure of the DHS Disability Community Services offices occurred through the seamless transfer of all remaining clients to non-government providers of their choice. Participants in the metropolitan region were supported to transition by 30 December 2019, while country participants were supported to transition by 1 April 2020.</p> <p>Older clients (over 65 years) with disability who are ineligible for the NDIS have transferred to the Commonwealth Continuity of Support program.</p>
	Transition the commercial services of Domiciliary Equipment Service (DES) to the non-government sector.	<p>A market process concluded in July 2019 without identifying a new provider for a single transfer option to the non-government sector. DHS has committed to transitioning the Readily Available Loan Equipment Service at DES to the non-government sector by December 2020, and to withdraw from other services, by transitioning clients to other providers in the market.</p> <p>The tender for the DHS Equipment Program procurement acquisition for Readily Available Loan Equipment was released on 19 August 2020.</p>

Agency objectives	Indicators	Performance
	<p>Reform Accommodation Services to operate effectively in line with the NDIS.</p> <p>Eligible clients have an NDIS plan and access to information on service providers.</p>	<p>DHS is continuing organisational reform to operate Accommodation Services in line with the NDIS, including registration with the NDIS Quality and Safeguarding Commission. A commercialisation plan has been developed to enable Accommodation Services to operate on a cost recovery basis under the NDIS, prior to the conclusion of the funding arrangement with the Commonwealth Government in June 2023.</p> <p>In 2019-20, Accommodation Services introduced new roles (including Service Coordinators and Capacity Building Officers) to support all eligible clients in the transition to the NDIS. These roles are pivotal in the dissemination of information regarding the NDIS and ensuring all eligible clients have an active NDIS plan.</p>
<b>Implement priority reforms for target groups</b>	Develop a State Disability Inclusion Plan.	South Australia's first State Disability Inclusion Plan 2019-2023 ( <i>Inclusive SA</i> ) was published on 31 October 2019 and launched by the Premier on 1 November 2019. It is available on the Inclusive SA website in various accessible formats.

Agency objectives	Indicators	Performance
	<p>Promote and inform on the benefits of volunteering.</p> <p>Youth Action Plan is launched.</p>	<p>The Premier's Award for Corporate Social Responsibility has been expanded to recognise employers who release employees for volunteer duties. The expanded Award was included in the 2020 State Volunteers Award program and will be offered on an annual basis.</p> <p>With the Volunteer Partnership Board, DHS also commenced work on the development of the Second Volunteering Strategy (2021-2027).</p> <p><i>Strong Futures: SA Youth Action Plan (2020-2022)</i> was launched on 17 April 2020 in SA Youth Week. The Plan will undergo an annual review cycle.</p> <p>The four priority areas and Strong Futures Projects outlined in the Plan are adaptable to the COVID-19 pandemic context. A recovery lens has been applied to intended projects and adaptations made as needed.</p>
<b>Improve transactional services to put the customer first</b>	Changes to the Personal Alert Rebate Scheme (PARS) are implemented to ensure scheme sustainability and alignment with complementary programs.	<p>Eligibility changes were introduced from 1 July 2019 to address an overlap between PARS and the responsibilities of the Commonwealth Government for aged care services.</p> <p>From 1 October 2019, the maximum subsidy for annual monitoring costs was also reduced from \$250 to \$200 to ensure the financial sustainability of the Scheme.</p>

Agency objectives	Indicators	Performance
	<p>Recommendations from a review into the administration of the energy concession are implemented.</p> <p>Working With Children Checks are implemented and work is undertaken to implement NDIS worker screening checks.</p>	<p>The review of the State Government energy concession identified that ConcessionsSA had already achieved considerable efficiencies and improvements that negated the need for expensive changes to the administration and structure of the concession.</p> <p>Opportunities identified by the review to improve payment reconciliation and the switching of electricity retailers are being progressed.</p> <p>Working With Children Checks (WWCC) commenced in South Australia on 1 July 2019, replacing child related employment screenings and assessments of National Police Certificates under the <i>Children's Protection Act 1993</i>.</p> <p>Implementation was supported by an extensive communication and education campaign to help individuals, industry and the wider community transition to the new requirements.</p> <p>NDIS worker screening will commence on 1 February 2021. This is a nationally consistent and recognised screening regime for NDIS providers. Work has progressed on the development of regulations, information sharing and systems.</p>



## Corporate performance summary

The department's corporate service areas enable business units to provide a high-level of service delivery and support employee development and wellbeing. The following is a summary of corporate service key achievements in 2019-20:

- Windows Virtual Desktop (WVD) was implemented to enable staff to work from home during COVID-19. WVD allows staff to access their normal working applications from home in a safe and secure environment. Staff have also embraced new technology while working remotely, including Microsoft Teams to meet virtually.
- Teamgage was implemented across the department as part of our commitment to building a strong workplace culture where staff feel supported and heard. The online platform allows staff to provide regular feedback on their team in real-time.
- On 30 September 2019, the department launched the Centre of Innovation. This provides staff with a one-stop location to self-serve information and data about workforce and business performance metrics. The digital dashboards provide consistent, transparent, and a trusted place of information for decision makers who can access the appropriate information anywhere at any time.
- On 4 December 2020, the 'Data Analytics Community' was launched, providing a new way to collaborate for staff who collect, manage, report and analyse data.
- A Senior Aboriginal Leadership Group was established comprising Aboriginal staff members in leadership positions across the department. The Group provides advice and guidance to ensure policies, projects and practices carefully consider any impacts on our Aboriginal clients and their communities.
- The department's first Disability Access and Inclusion Plan (DAIP) was drafted. The DAIP will set out the actions that the department will undertake over the next four years to improve the accessibility and inclusiveness of our services and supports for people with disability.
- In November 2019, the department launched its *Wellbeing and Safety Strategy 2019-2023* and the *Mentally Healthy Workplace "Your Mental Health Matters" Strategy*, which set the direction for wellbeing, safety and mental health in DHS.
- To support accountable and efficient government, the Dead Red Tape (DRT) initiative commenced Round 2 projects targeting contract management and human resource processes.

## Employment opportunity programs

Program name	Performance
Aboriginal Traineeship Program	<p>The Aboriginal Traineeship Program is an initiative of the <i>South Australian Government Aboriginal Affairs Action Plan 2019-2020</i>. The department achieved the program's allocation target of recruiting 11 Aboriginal trainees from January 2019 to June 2020.</p> <p>As at 30 June 2019, six trainees had been recruited, with an additional five recruited as at 30 June 2020.</p>
Skilling South Australia Initiative	Through the Skilling SA Public Sector Project - Pathway 2, DHS is hosting two School Based Trainees through the Group Training Organisation, Maxima.

## Agency performance management and development systems

Performance management and development system	Performance
<p>The department's Performance Development Framework provides a clear, structured approach to workforce development by supporting managers and employees to establish and maintain effective Performance Development Plans (PDPs).</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 decreased from 83.6% in 2018-19 to 67.9% in 2019-20.</p> <p>As at 30 June 2020, 42.6% of Performance Development Reviews were current, having been reviewed within the last six months. Of the remaining reviews, 25.5% had expired being over six months, 15.9% had expired being over 12 months and 16% were not recorded, of which 6.1% were new staff with less than 90 days of service.</p>

## Work health, safety and return to work programs

Program name	Performance
DHS Wellbeing and Safety Strategy 2019-2023	<p>The DHS <i>Wellbeing and Safety Strategy 2019-2023</i> is modelled on the <i>Building Safety Excellence in the Public Sector (BSEPS) Strategy</i> and is centred on four pillars of safety excellence: Safety Leadership, Wellbeing and Engagement, Risk Management and Performance Measurement.</p> <p>The Strategy sets the strategic direction for wellbeing and safety in DHS. It demonstrates a commitment to our people by restoring and promoting wellbeing, and by preventing illness and injury no matter the cause. It provides a plan for continuous improvement of wellbeing and safety performance, measured through BSEPS targets.</p>
DHS Mentally Healthy Workplaces Strategy “ <i>Your Mental Health Matters</i> ”	<p><i>Your Mental Health Matters</i> adopts an integrated approach to prevent harm, promote the positive and manage illness, to support our people to achieve operational excellence. The Strategy aligns with other national mental health initiatives, South Australian public sector standards and complements existing DHS priorities and continuous improvement processes.</p> <p>The Strategy allows us to clearly articulate the conditions that enable our people to foster resilience, feel empowered, and thrive at work, in line with the Office of the Commissioner for Public Sector Employment’s (OCPSE) Mentally Healthy Workplaces Framework.</p> <p>In 2019-20, DHS received ‘Gold’ standard accreditation from Mental Health First Aid Australia as a Mental Health First Aid (MHFA) Skilled Workplace. The accreditation recognises the department’s investment in developing mental health first aid skills in our people and demonstrating a strong commitment to embedding the MHFA program into our department’s culture, through actions such as senior leadership support, relevant policies, development of a Mental Health Strategy and continuous improvement.</p>

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. Performance Measure 3 of BSEPS is to reduce the overall number of new workplace injury claims for the public sector. The target is a 30% or more reduction in new claims by 2021-22 from a baseline of 365 claims.</p> <p>During 2019-20, 210 claims were received which represents a 7.1% increase from the 196 claims received in 2018-19.</p>
Early Intervention	<p>DHS provides an integrated hazard and incident/injury reporting system that initiates alerts to key stakeholders.</p> <p>BSEPS Objective 6 requires agencies to initiate a return to work as soon as possible, and is supported by Performance Measure 7 that requires 80% (or more) of all return to work assessments to be undertaken within two business days of a workplace manager/supervisor being notified of an injury.</p> <p>The target for DHS is a static measure of 80%. As at 30 June 2020, the department remains compliant with 98% of all return to work assessments being undertaken within two business days.</p>
Influenza Vaccination Program	<p>The Influenza Vaccination Program is part of the DHS Health and Wellbeing Program and contributes to infection control strategies and the prevention of seasonal pandemic influenza. All staff are encouraged to participate in the program, which promotes a healthy workplace, reduces influenza-related absenteeism, increases productivity and engagement, and prevents flu spreading to other staff and clients.</p>
Wellbeing During COVID-19 Webinars	<p>The department engaged Corporate Health Group (CHG), the DHS Employee Assistance Program (EAP) provider, to conduct a series of webinars to provide additional support to staff during COVID-19. The 12-week program focussed on topics designed to support staff in dealing with change and anxiety, working in isolation, optimising immunity, mindfulness, working from home ergonomics, maintaining wellbeing during social isolation and the importance of nutrition and exercise.</p>

<b>Workplace injury claims</b>	<b>2019-20</b>	<b>2018-19</b>	<b>% Change (+ / -)</b>
Total new workplace injury claims	210	196	+7.1%
Fatalities	0	0	0
Seriously injured workers*	1	0	+100%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	32.2	26.9**	+19.7%

\*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)

\*\*this is an increase from the figure of 24.64 reported in the 2018-19 annual report to reflect claims lodged after 30 June in relation to injuries in the previous financial year

<b>Work health and safety regulations</b>	<b>2019-20</b>	<b>2018-19</b>	<b>% Change (+ / -)</b>
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> )	9	11	-18.2%
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> )	0	0	0

<b>Return to work costs*</b>	<b>2019-20</b>	<b>2018-19</b>	<b>% Change (+ / -)</b>
Total gross workers compensation expenditure	\$8.81m	\$6.66m	+32.3%**
Income support payments - gross	\$2.94m	\$2.85m	+3.2%

\*before third party recovery

\*\*Injuries after July 2015 attract a payment for Economic and Non-Economic Loss, thereby increasing the lump sum payable. These entitlements are paid once the injury reaches maximum medical improvement and accounts for the lump sum payment value increase between 2018-19 and 2019-20.

Data for previous years is available at: <https://data.sa.gov.au/data/organization/dept-of-human-services> under Government reporting and policy.

**Executive employment in the agency**

<b>Executive classification</b>	<b>Number of executives</b>
EXEC0E	0
SAES1	21
SAES2	7

The number of executives is based on the number as at 30 June 2020.

Data for previous years is available at: <https://data.sa.gov.au/data/organization/dept-of-human-services> under Government reporting and policy.

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 2019-20 are attached to this report.

<b>Statement of Comprehensive Income</b>	<b>2019-20 Budget \$000s</b>	<b>2019-20 Actual \$000s</b>	<b>Variation* \$000s</b>	<b>2018-19 Actual \$000s</b>
Total Income	1,039,634	1,142,743	103,109	1,751,331
Total Expenses	1,062,115	1,086,080	23,965	1,790,583
<b>Net Result</b>	<b>(22,481)</b>	<b>56,663</b>	<b>79,144</b>	<b>(39,252)</b>
<b>Total Comprehensive Result</b>	<b>(22,481)</b>	<b>59,207</b>	<b>81,688</b>	<b>(39,252)</b>

\* Variation between 2019-20 Budget and 2019-20 Actual

The 2019-20 Actual total comprehensive result is a surplus of \$59.207 million, which is \$81.688 million favourable when compared with the 2019-20 Budget. This is primarily due to additional appropriation provided to the department during 2019-20 to manage timing differences between accrual recognition and cash flows.

<b>Statement of Financial Position</b>	<b>2019-20 Budget \$000s</b>	<b>2019-20 Actual \$000s</b>	<b>Variation* \$000s</b>	<b>2018-19 Actual \$000s</b>
Current assets	238,080	217,146	(20,934)	188,156
Non-current assets	154,386	169,165	14,779	170,873
<b>Total assets</b>	<b>392,466</b>	<b>386,311</b>	<b>(6,155)</b>	<b>359,029</b>
Current liabilities	165,929	82,663	(83,266)	111,100
Non-current liabilities	80,982	61,293	(19,689)	62,598
<b>Total liabilities</b>	<b>246,911</b>	<b>143,956</b>	<b>(102,955)</b>	<b>173,698</b>
<b>Net assets</b>	<b>145,555</b>	<b>242,355</b>	<b>96,800</b>	<b>185,331</b>
<b>Equity</b>	<b>145,555</b>	<b>242,355</b>	<b>96,800</b>	<b>185,331</b>

\* Variation between 2019-20 Budget and 2019-20 Actual

The increase in net assets between the 2019-20 Budget and 2019-20 Actual result is mainly due to the decrease in current (short term) liabilities associated with accrued expenditure and decreases in non-current (longer term) liabilities relating to employee leave provisions.

## Consultants disclosure

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

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

Consultancies	Purpose	Actual payment
Julia Farr Association (Purple Orange)	Assist in developing the first State Disability Inclusion Plan, as required by the <i>Disability Inclusion Act 2018</i> . This is a continuation from the 2018-19 engagement.	\$7,150

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

Consultancies	Purpose	Actual payment
Adelaide OHS Consultants	Delivery of an analysis and consider opportunities for health and safety improvements and initiatives.	\$21,770
Astrid Birgden	Consideration of the operational impacts of a consolidated model across the two Youth Justice campuses.	\$37,719
Dana Shen Consultancy	Develop the Child and Family Support System (A Co-design Approach) for children and family support system within the community. This is a continuation from the 2018-19 engagement.	\$35,309
Deloitte Financial Advisory Pty Ltd	Financial advisory services to review models for Accommodation Services.	\$117,750
Perception Services	To provide independent advice on policies and practices at the Kurlana Tapa Youth Justice Centre.	\$29,485



<b>Consultancies</b>	<b>Purpose</b>	<b>Actual payment</b>
Pricewaterhouse Coopers	Review Screening Unit processes and systems to identify opportunities for simplification and automation.	\$162,808
Pricewaterhouse Coopers	To undertake a desktop review of the processes and accompanying documents required to administer the Cost of Living Concession (COLC) Boost payments for eligible recipients.	\$17,835
SNAICC - National Voice for our Children (Aboriginal and Torres Strait Islander Corp)	Undertake the Culturally Responsive & Trauma Informed Service Delivery Pilot Project to develop training programs for staff. This is a continuation from the 2018-19 engagement.	\$37,941
Think Human Pty Ltd	To facilitate community engagement regarding the future of the Home for Incurables Trust.	\$29,282
Exempt from Disclosure	Exempt from disclosure under Premier and Cabinet Circular 27.	\$53,186
	Total	\$543,085

Data for previous years is available at: <https://data.sa.gov.au/data/organization/dept-of-human-services> under Government reporting and policy.

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

## Contractors disclosure

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

### Contractors with a contract value below \$10,000

Contractors	Purpose	Actual payment
All contractors below \$10,000 each - combined	Various	\$178,665

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

The following table shows contractors greater than \$10,000 (GST exclusive) reported under Note 4.1 *Supplies and services - Contractors and agency staff* of the DHS 2019-20 Controlled Financial Statements and under *Supplies and services* of the DHS 2019-20 Administered Financial Statements. This excludes transactions between government agencies and agency staff.

Contractors	Purpose	Actual payment
Accru Harris Orchard	Facilitate procurement lean training and review	\$40,307
Aktis Performance Management	Facilitate HR consultation for the review and development of role descriptions for DHS Accommodation Services	\$10,093
Alister Morton, Physiotherapist	Provision of physiotherapy and training services	\$13,784
Australian Integrated Security P/L	Provision of security services and security devices	\$19,780
Bookabee Services Australia	Aboriginal Culture Awareness Training	\$23,100
Centre for Evidence and Implementation Ltd	Facilitation of Common Elements Workshop and information session held for Chief Executives of non-government organisations	\$13,456

<b>Contractors</b>	<b>Purpose</b>	<b>Actual payment</b>
Charles Darwin University	External evaluation on the Community Services Support Program	\$64,207
Child and Family Welfare Association	Facilitation of Family Matters Program to support Aboriginal families and communities	\$50,000
Community Consulting Australia	Engagement of services related to outsourced HR contract	\$18,967
Community Data Solutions	Community Business Intelligence Projects	\$255,621
Connley Walker	Facilitate the review of CCTV security systems	\$30,000
Creative Systems Pty Ltd	Supply and install office equipment	\$10,812
Crown Furniture	Furniture transport services	\$27,420
Deloitte Financial	Preliminary review of DHS Financial Model	\$10,000
Democracy Co Unit Trust Pty Ltd	Facilitate and liaise with Youth Panel members for the development of SA's Youth Strategy	\$15,200
eBMS Pty Ltd	Configuration of eBMS platform to support procurement and contract management project	\$10,733
Flick Anticimex Pty Ltd	Provision of cleaning services	\$10,144
G88 Consulting	Facilitate advice on Accommodation Services quality compliance support	\$100,380
Glam Adelaide	Provision of social media campaign for SA Bushfire Appeal	\$10,380
Healthcare Australia P/L	Provision of occupational therapy services	\$12,627
Jtwo Solutions Pty Ltd	Assessment of cloudstep application	\$26,300

<b>Contractors</b>	<b>Purpose</b>	<b>Actual payment</b>
Julia Farr Association Inc	Facilitation of State Disability Inclusion Project plan	\$19,378
KB Facilitators	Assessment and report on staff injury and resident wound management project	\$10,000
Kerri Muller NRM	Supporting regional customers in the Financial Difficulty Project	\$27,687
KPMG Chartered Accountants	Professional Services for reviewing DHS Youth Justice site consolidation	\$29,662
Magill Demolition	Demolition of DHS Accommodation Services property	\$92,500
NEC Australia Pty Ltd	Hire of System Centre Configuration Manager Engineer	\$144,500
Objective Corporation Limited	Upgrade records management system to Objective 10.5	\$55,166
OZ Train P/L	Facilitation of Accommodation Services staff reference group meetings	\$11,750
Parenting Research Centre	Evaluation of Intensive Family Support programs	\$109,015
Pricewaterhouse Coopers	Facilitation of DHS pandemic plan communication and toolkit	\$68,123
Procurement Partners Pty Ltd	Facilitation of probity services to Community Support Services	\$13,783
Reach Your Potential Trust	Provision of review and advice on Lived Experience Project	\$14,075
Restorative Journeys	Facilitation of training on restorative practices	\$128,800
Sally Rhodes	Counselling services to clients	\$155,325
Sugarman Group International	Provision of occupational therapy services	\$82,752

<b>Contractors</b>	<b>Purpose</b>	<b>Actual payment</b>
T & T Electrical Services P/L	Supply and install new network outlet	\$22,223
The Flinders University of SA	Medical Device Technology Report	\$30,000
The Flinders University of SA	Evaluation of DHS Yunga Nungas project	\$45,455
Think Human Pty Ltd	Support to project worker engaged in Lived Experience project	\$35,000
Total Space Designs Pty Ltd	Provision of concept design for Youth Justice sites consolidation	\$46,860
University of SA	Provision of evaluation and report on Triple P and Child Wellbeing programs	\$214,955
Wellness & Lifestyles Australia	Provision of occupational therapy, podiatry and physiotherapy services	\$15,954
	<b>Total</b>	<b>\$2,146,274</b>

Data for previous years is available at: <https://data.sa.gov.au/data/organization/dept-of-human-services> under Government reporting and policy.

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 information**

Nil to report

## Risk management

### Risk and audit at a glance

The **Incident Management Unit (IMU)** was established through the centralisation of various functions across the department and 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 coordinating correspondence and final reports to the Independent Commissioner Against Corruption (ICAC) on investigations conducted by the department involving DHS staff and non-government organisations.

**Internal Audit** undertake audit activities that provide assurance over adequacy and effectiveness of controls and processes in place to manage departmental risks, and identify opportunities to strengthen control weaknesses and contribute to the delivery of DHS strategic objectives and services.

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

The **DHS Risk Management and Audit Committee (RMAC)** 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 oversees the focus and work undertaken by Internal Audit.

RMAC members are appointed by the Chief Executive and include two members from within DHS and three external to the department. The RMAC Chair is an external member appointed by the Chief Executive.

### Fraud detected in the agency

Category/nature of fraud detected/reported	Number of instances
Incidents related to discrepancies in clients' funds	9
Incidents related to missing property	9
Poor/inappropriate practices relating to misuse of clients' belongings and funds	2

*Note: All the reported instances of fraud relate to discrepancies in Disability client funds and/or property in Accommodation Services. The total value of these incidents is approximately \$2,000.*

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

## Strategies implemented to control and prevent fraud

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

The 2020-22 DHS Internal Audit Plan includes specific audit reviews of the DHS 'Fraud and Corruption Control Environment' and 'Fraud Controls within Concessions'. These are currently in progress.

During 2019-20, a Corruption and Fraud Prevention Committee was established to strengthen the department's response to, and prevention of, fraud and corruption. The purpose of the committee is to monitor and oversee prevention control mechanisms across DHS.

A new program is under development on 'DHS fundamentals'. This will be available to all staff and will include training on a broad range of legislative and governance matters.

Data for previous years is available at: <https://data.sa.gov.au/data/organization/dept-of-human-services> under Government reporting and policy.

## Public interest disclosure

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
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Data for previous years is available at: <https://data.sa.gov.au/data/organization/dept-of-human-services> under Government reporting and policy.

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
<b><i>Julia Farr Services (Trusts) Act 2007</i></b>	<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"> <li>(a) the number of persons resident at the Fullarton campus;</li> <li>(b) with respect to the persons resident at a place other than the Fullarton campus, a broad description of the nature of their accommodation;</li> <li>(c) during the preceding period of 12 months - <ul style="list-style-type: none"> <li>(i) the processes used to plan and implement the relocation of any person to accommodation other than the Fullarton campus;</li> <li>(ii) the number of persons who returned to accommodation at the Fullarton campus, and the circumstances of their return.</li> </ul> </li> </ul> <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 2020, only one person with disability was living at the Fullarton campus, now known as Highgate Park.

During the 12 months since 30 March 2019, 30 residents, their carers and family members worked with DHS staff to move to new housing arrangements of their choice. This includes one person who moved to non-government run community housing, two who chose to move to the Northgate Aged Care facility operated by the department and one person who moved to a new, purpose-built home that they own. A further 24 people moved to community housing supported by the department.

Sadly, two residents passed away.



No previous residents returned to Highgate Park during the preceding 12 months and there were no new admissions.

On 6 April 2020, the final resident of Highgate Park moved to a private aged care facility, and shortly afterwards chose to move to the Northgate Aged Care facility. This was the finalisation of the Reconnecting to Community project, which assisted residents to transition to supported community living.

Act or Regulation	Requirement
<b><i>Water Industry Act 2012</i></b>	<p><b>Part 10 - Miscellaneous</b></p> <p><b>87 - Consumer Advocacy and Research Fund</b></p> <p>(6) The administrative unit of the Public Service that is, under the Minister, responsible for the administration of this Act must, on or before 30 September in each year, present a report to that Minister on the operation of the Fund during the previous financial year.</p> <p>(7) A report under subsection (6) may be incorporated into the annual report of the relevant administrative unit.</p>

The department provides funding to projects through the auspices of the Consumer Advocacy and Research Fund (CARF) to support advocacy or research in relation to water usage that promotes the interests of consumers with disability, on low-income and/or in regional areas. CARF receives \$250,000 (indexed) per annum, primarily from water retail licence fees.

Projects which received funding in 2019-20 included:

- *An investigation into SA Water's 2020-24 Regulatory Proposal* (conducted by Business SA) to ensure all aspects of operating and capital expenditure are justified against best practice interstate and accurately reflect South Australian consumer preferences.
- *A project making recommendations for improved pricing and tariff structures for SA Water* (conducted by Uniting Communities) to ensure robust policy mechanisms exist which provide for the needs of the diverse range of water consumers in South Australia.
- *An analysis of SA Water's proposed expenditure on water supply options* (conducted by the Conservation Council SA) to examine and propose expenditure on water supply options contained within SA Water's Draft Business Proposal and ESCOSA's SA Water Draft Regulatory Determination, by specifically focusing on alternative supply options, with regard to considerations of short-term price benefits for consumer versus long-term water security.

Act or Regulation	Requirement
<b><i>Youth Justice Administration Act 2016</i></b>	<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> <p>(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</p> <p>(b) any other matter as the Minister may direct.</p> <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>

On 11 June 2020, the *Young People Connected, Communities Protected: South Australia's Youth Justice State Plan 2020-2023* was released, which focuses on six shared values: Young people's wellbeing; Workforce stability and investment; Aboriginal cultural connection; Connected services; Reconnection with community; and Business intelligence. The State Plan has a strong focus on addressing the over-representation of Aboriginal children and young people in the youth justice system. Forty projects have been identified, which set the strategic priorities over the next three years.

During 2019-20, in response to recommendations by the Training Centre Visitor and Ombudsman SA, DHS progressed a number of improvements to support the provisions of the *Youth Justice Administration Act 2016* including:

- Since 6 December 2019, resident worn spit protection (RWSP) has not been used in the Kurlana Tapa Youth Justice Centre (formerly Adelaide Youth Training Centre - Kurlana Tapa) and DHS formally prohibited the use of RWSP from 1 July 2020. Staff are now trained in alternative techniques, including the use of personal protective equipment.
- The department commissioned an independent review on the use of isolation, segregation and force, including advice on relevant policies and practices related to security and operational matters. The report was delivered to DHS on 31 May 2020 and the findings will inform further improvements.
- On 6 April 2020, a trial of body-worn cameras commenced, to improve the safety of staff and residents.
- Full-size body scanning technology was procured to reduce the need for partially clothed searches.
- DHS appointed four Aboriginal people in leadership positions, two of those in Youth Justice Services.

- DHS engaged children and young people and the community in the design and development of an Aboriginal cultural trail and cultural connection space at the Kurlana Tapa Youth Justice Centre.

All DHS staff in the Kurlana Tapa Youth Justice Centre have received psychological suitability assessment, in line with legislative requirements. Work continued to ensure non-DHS staff who have unsupervised contact with children and young people (except registered teachers and health practitioners) undertake a psychological suitability assessment by 22 October 2020.

In 2020-21, in alignment with recommendations of the Training Centre Visitor, DHS will report annually on the implementation of the Aboriginal and Torres Strait Islander Youth Justice Principle.

### **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 and agents are aware and understand the principles of the Carers Charter, which promotes consultation with carers or their representatives in policy development, service planning and delivery. DHS must also consider carers who receive government services and carers who are employees.

The following information summarises actions undertaken by the department during 2019-20 to support compliance with Section 6:

- employees were made aware of the requirements of the Act and Carers Charter during induction and training
- flexible carer leave arrangements were available across the department
- responsibilities under the Act and Carers Charter were raised at carers' network meetings, across-government meetings and during community forums
- the department continued to assist and liaise with other government departments that deliver services to carers or whose employees are carers
- South Australian Home and Community Care (SA HACC) program funding continued to be provided to five statewide carer support organisations for a range of carer services.

In addition to the above, carers and service continuity have remained a priority of the department during the implementation of the Commonwealth Integrated Carer Support Service (ICSS). DHS also worked closely with the Carer Support Network SA during the roll-out of the NDIS, the Carer Gateway and establishment of the South Australian Regional Delivery Partners under the ICSS.

Carer service providers are currently funded through the SA HACC program until 31 January 2021, while a reform of HACC funding is undertaken, and a new community care program is developed. DHS recognises the economic value and immense contribution of unpaid carers in South Australia and the challenges they face and will ensure that carers have priority access to the new program.

In response to the COVID-19 pandemic, DHS established a dedicated COVID-19 Response Team to support the non-government sector, including carers and carer service providers. The Response Team has conducted online forums, provided information including regular newsletters, and followed up individual issues as required.

The department also formed a sector intelligence group and a peak bodies group to help address sector issues during COVID-19. Carers SA and carer advocates are represented on both groups which have been convened to hear concerns from the non-government sector so that DHS can work with SA Health and other agencies to develop solutions.

As the threat of COVID-19 continues, the department is focusing on strategies for long-term recovery and community resilience, given the enormous social and economic impacts of the pandemic. South Australian carers are being considered specifically within this thinking and planning.

## Public complaints

### Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2019-20
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	5
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	11
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	14
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	4
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	7

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2019-20</b>
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	1
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	2
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	8
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		<b>Total</b>	<b>52</b>

Source: DHS Client Feedback System (Note: Complaints data relies on complaint categories being entered into the Client Feedback System. This data was only recorded for 52 out of 211 complaints received for the period).

<b>Additional Metrics</b>	<b>Total</b>
Number of positive feedback comments	90
Number of negative feedback comments	211
Total number of feedback comments	301
% complaints resolved within policy timeframes	78% (165)

Data for previous years is available at: <https://data.sa.gov.au/data/organization/dept-of-human-services> under Government reporting and policy. Data reported in 2018-19 has been amended following a review of previously reported public complaints data.

### **Service Improvements resulting from complaints or consumer suggestions over 2019-20**

The following summarises service improvements implemented by the department during the past 12 months in response to complaints or consumer suggestions:

- In response to recommendations of the Ombudsman SA, the department committed to ceasing the use of resident worn spit protection (RWSP) by 30 June 2020. In accordance with this commitment, RWSP has been removed from the Kurlana Tapa Youth Justice Centre and removed from the list of approved mechanical restraints. The relevant Security Order has been revised, staff have been trained in adapted tactics and a General Manager's Notice prohibiting the use of spit hoods has been issued to staff.
- Feedback from clients influenced a significant organisational change within Accommodation Services. New roles were created to improve service coordination and quality and safeguarding in the service. New communication methods were also established with clients and their families and carers, with regular newsletters and family forums commencing, and a new vision launched for the services 'Everything about you with you'.
- As a result of COVID-19, many vulnerable people were unable to access their usual support networks when applying for assistance. ConcessionsSA introduced telephone applications for household concessions, with Customer Service Officers guiding people through the process and providing an instant outcome. A new online application form for Funeral AssistanceSA was also introduced as an alternative to the slower postal, fax and email applications.
- In response to feedback from service providers, the submission process for annual performance reviews of contracted services was moved to the online portal used for service data reporting, streamlining the process for providers and reducing duplication.

- The Interpreting and Translating Centre (ITC) has increased its capacity to deliver phone and video conferencing (with adjusted fees) and moved to electronic delivery of translation services. This mitigates client concerns about onsite and face-to-face interpreting during COVID-19.
- Following the release of the report, *An investigation into the experiences of Community Centre users in South Australia* a Community Placemaking grant was developed in partnership with Community Centres SA. The grant enables South Australian community centres to apply for a grant to help establish or improve infrastructure at centres, to ensure a more welcoming, friendly and safe environment.
- Customer suggestions have been made to shorten time between grant funding application and notification. With the implementation of the COVID-19 Support Grant to respond to the needs of the community services sector during the pandemic, Grants SA initiated a more streamlined grants administration process, significantly reducing processing times and ensuring payment of grants was made as quickly as possible.



## **Appendix: Audited financial statements 2019-20**

# INDEPENDENT AUDITOR'S REPORT



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Auditor-General's Department

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## To the Acting 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 2020.

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 2020, 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 2020
- a Statement of Financial Position as at 30 June 2020
- a Statement of Changes in Equity for the year ended 30 June 2020
- a Statement of Cash Flows for the year ended 30 June 2020
- Notes, comprising significant accounting policies and other explanatory information
- a Statement of Administered Comprehensive Income for the year ended 30 June 2020
- a Statement of Administered Financial Position as at 30 June 2020
- a Statement of Administered Cash Flows for the year ended 30 June 2020
- a Disaggregated Administered Statement of Comprehensive Income for the year ended 30 June 2020
- Notes, comprising significant accounting policies and other explanatory information for administered items
- a Certificate from the Acting Chief Executive and the Acting 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 Acting Chief Executive for the financial report**

The Acting 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.

### **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 2020.

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 Acting Chief Executive

- 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 Acting 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.

A handwritten signature in black ink, appearing to read 'Richardson', with a long horizontal flourish extending to the right.

Andrew Richardson

**Auditor-General**

23 September 2020

# **Department of Human Services (DHS)**

## **Financial Statements**

For the year ended 30 June 2020





**Department of Human Services**  
**Certification of Financial Statements**  
*for the year ended 30 June 2020*

---

We certify that the attached general purpose financial statements for the Department of Human Services:

- comply with relevant Treasurer's Instructions issued under section 41 of the Public Finance and Audit Act 1987, and relevant Australian Accounting Standards;
- are in accordance with the accounts and records of the department; and
- present a true and fair view of the financial position of the department as at 30 June 2020 and the results of its operation and cash flows for the financial year.

We certify that the internal controls employed by the Department of Human Services for the financial year over its financial reporting and its preparation of the general purpose financial statements have been effective throughout the reporting period.



Lois Boswell  
A/Chief Executive

18 September 2020



Nick Ashley  
A/Chief Financial Officer

18 September 2020





**Department of Human Services**  
**Statement of Comprehensive Income**  
*for the year ended 30 June 2020*

		<b>2020</b>	<b>2019</b>
	<b>Note</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Income</b>			
Appropriation	2.1	945 357	1 537 330
Fees and charges	2.2	18 731	35 304
Sales of goods and services	2.3	25 411	19 239
Commonwealth-sourced grants and funding	2.4	102 477	101 198
Interest	2.5	3	5
Resources received free of charge	2.6	4 165	4 713
Intra-government transfers	2.7	41 178	40 012
Other income	2.8	5 421	13 530
<b>Total income</b>		<b>1 142 743</b>	<b>1 751 331</b>
<b>Expenses</b>			
Employee benefits expenses	3.3	283 706	307 762
Supplies and services	4.1	96 214	211 784
Depreciation and amortisation	4.2	12 301	10 829
Grants and subsidies	4.3	81 212	1 030 920
NDIS Contributions	4.4	612 017	207 949
Net loss from disposal of property, plant and equipment	4.5	250	2 697
Borrowing costs	4.6	38	-
Cash alignment transfers		-	16 614
Other expenses	4.7	342	2 028
<b>Total expenses</b>		<b>1 086 080</b>	<b>1 790 583</b>
<b>Net result</b>		<b>56 663</b>	<b>(39 252)</b>
<b>Other comprehensive income</b>			
<b>Items that will not be reclassified to net result:</b>			
Changes in property, plant and equipment asset revaluation surplus		2 544	-
<b>Total other comprehensive income</b>		<b>2 544</b>	<b>-</b>
<b>Total comprehensive result</b>		<b>59 207</b>	<b>(39 252)</b>

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 2020*

	Note	2020 \$'000	2019 \$'000
<b>Current assets</b>			
Cash and cash equivalents	6.1	145 924	164 075
Receivables	6.2	70 981	23 683
Inventories	5.6	241	398
<b>Total current assets</b>		<b>217 146</b>	<b>188 156</b>
<b>Non-current assets</b>			
Receivables	6.2	827	729
Property, plant and equipment	5.1	162 254	163 055
Capital works in progress	5.4	3 223	3 066
Intangible assets	5.5	2 861	4 023
<b>Total non-current assets</b>		<b>169 165</b>	<b>170 873</b>
<b>Total assets</b>		<b>386 311</b>	<b>359 029</b>
<b>Current liabilities</b>			
Payables	7.1	22 451	29 256
Financial liabilities	7.2	1 021	-
Employee benefits	3.4	50 871	72 559
Provisions	7.3	7 426	6 135
Other current liabilities	7.4	894	3 150
<b>Total current liabilities</b>		<b>82 663</b>	<b>111 100</b>
<b>Non-current liabilities</b>			
Payables	7.1	2 874	3 200
Financial liabilities	7.2	977	-
Employee benefits	3.4	31 006	34 782
Provisions	7.3	25 960	23 748
Other non-current liabilities	7.4	476	868
<b>Total non-current liabilities</b>		<b>61 293</b>	<b>62 598</b>
<b>Total liabilities</b>		<b>143 956</b>	<b>173 698</b>
<b>Net assets</b>		<b>242 355</b>	<b>185 331</b>
<b>Equity</b>			
Contributed capital		74 325	74 325
Retained earnings		139 814	85 334
Asset revaluation surplus		28 216	25 672
<b>Total equity</b>		<b>242 355</b>	<b>185 331</b>

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 2020*

	Note	Contributed capital \$'000	Asset revaluation surplus \$'000	Retained earnings \$'000	Total equity \$'000
<b>Balance at 1 July 2018</b>		<b>74 325</b>	<b>44 101</b>	<b>104 227</b>	<b>222 653</b>
Net result for 2018-19		-	-	(39 252)	(39 252)
<b>Total comprehensive result for 2018-19</b>		<b>-</b>	<b>-</b>	<b>(39 252)</b>	<b>(39 252)</b>
Transfer to retained earnings of net increment realised on sale of land and buildings		-	(18 429)	18 429	-
Net assets received from an administrative restructure		-	-	1 930	1 930
<b>Balance at 30 June 2019</b>		<b>74 325</b>	<b>25 672</b>	<b>85 334</b>	<b>185 331</b>
Changes in accounting policy on adoption of AASB 15, 16 and 1058		-	-	1 870	1 870
Prior period adjustment		-	-	1 543	1 543
<b>Restated balance at 30 June 2019</b>		<b>74 325</b>	<b>25 672</b>	<b>88 747</b>	<b>188 744</b>
Net result for 2019-20		-	-	56 663	56 663
Gain/(loss) on revaluation of property, plant and equipment		-	2 544	-	2 544
<b>Total comprehensive result for 2019-20</b>		<b>-</b>	<b>2 544</b>	<b>56 663</b>	<b>59 207</b>
Net assets received from an administrative restructure	1.4	-	-	(5 596)	(5 596)
<b>Balance at 30 June 2020</b>		<b>74 325</b>	<b>28 216</b>	<b>139 814</b>	<b>242 355</b>

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 2020*

		<b>2020</b>	<b>2019</b>
		<b>(Outflows)</b>	<b>(Outflows)</b>
		<b>Inflows</b>	<b>Inflows</b>
	<b>Note</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Cash flows from operating activities</b>			
<b>Cash inflows</b>			
Appropriation		945 357	1 537 330
Fees and charges		38 157	30 363
Sales of goods and services		25 411	15 940
Receipts from Commonwealth-sourced grants		102 477	101 198
Interest received		3	5
GST recovered from the ATO		14 873	37 563
Intra-government transfers		39 635	40 012
Other receipts		6 318	17 496
<b>Cash generated from operations</b>		<b>1 172 231</b>	<b>1 779 907</b>
<b>Cash outflows</b>			
Employee benefits payments		(311 015)	(291 476)
Payments for supplies and services		(116 488)	(306 296)
Payments of grants and subsidies		(81 212)	(1 031 083)
Payments for NDIS contributions		(673 891)	(207 949)
Cash alignment transfers		-	(16 614)
Other payments		-	(1)
Interest paid		(38)	-
<b>Cash used in operations</b>		<b>(1 182 644)</b>	<b>(1 853 419)</b>
<b>Net cash provided by/(used in) operating activities</b>	<b>8.2</b>	<b>(10 413)</b>	<b>(73 512)</b>
<b>Cash flows from investing activities</b>			
<b>Cash inflows</b>			
Proceeds from sale of property, plant and equipment		28	16 775
<b>Cash generated from investing activities</b>		<b>28</b>	<b>16 775</b>
<b>Cash outflows</b>			
Purchase of property, plant and equipment		(6 370)	(7 155)
<b>Cash used in investing activities</b>		<b>(6 370)</b>	<b>(7 155)</b>
<b>Net cash provided by/(used in) investing activities</b>		<b>(6 342)</b>	<b>9 620</b>
<b>Cash flows from financing activities</b>			
<b>Cash inflows</b>			
Cash received from restructuring activities		158	-
<b>Cash generated from financing activities</b>		<b>158</b>	<b>-</b>
<b>Cash outflows</b>			
Repayment of leases		(1 554)	-
<b>Cash used in financing activities</b>		<b>(1 554)</b>	<b>-</b>
<b>Net cash provided by / (used in) financing activities</b>		<b>(1 396)</b>	<b>-</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>(18 151)</b>	<b>(63 892)</b>
<b>Cash and cash equivalents at the beginning of the period</b>		<b>164 075</b>	<b>227 967</b>
<b>Cash and cash equivalents at the end of the period</b>	<b>6.1</b>	<b>145 924</b>	<b>164 075</b>

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 2020*

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**NOTES TO THE FINANCIAL STATEMENTS**

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**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**1. About the Department of Human Services**

The Department of Human Services (DHS/the department) is a not-for-profit government department of the state of South Australia. The department is 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.

Administered financial statements relating to administered resources are presented separately.

**1.1. Basis of preparation**

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

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

For the 2019-20 financial statements, the department adopted *AASB 15 – Revenue from Contracts with Customers*, *AASB 16 – Leases* and *AASB 1058 – Income of Not-for-Profit Entities*. Further information is provided in note 9.

The financial statements are prepared based on a 12 month reporting period and presented in Australian currency. The historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured.

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, 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; and
- receivables and payables, which are stated with the amount of GST included.

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.

**1.2. Objectives and Programs**

**Objectives**

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

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

---

**1.2. Objectives and Programs (continued)**

**Program 1: Communities**

This program designs, commissions and connects community services that improve the lives of individuals and families across South Australia. This is achieved through partnerships, programs, grants and concessions that strengthen families and communities and support participation, safety and resilience.

The program includes concessions that ease cost of living pressures; funding to the not-for-profit sector for a range of community services; provision of support and targeted services to reduce child abuse and neglect; interpreting and translating services; and the provision of screening services. It also includes grant programs and services to support young South Australians, build community capacity 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, funding for key initiatives, state-wide information and referral services through the Women's Information Service (WIS) and executive support to the Premier's Council for Women.

**Program 3: Youth Justice**

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

Youth Justice aims to address offending behaviours and connect vulnerable young people and their families with a suite of supports, programs and services to improve outcomes and contribute to community safety.

**Program 4: NDIS and Disability Services**

This program is responsible for South Australia's transition to the National Disability Insurance Scheme (NDIS), working closely with the National Disability Insurance Agency (NDIA), the Commonwealth Government and the non-government sector. The program provides state disability services, including supported community accommodation.

It was also responsible for effective and transparent funding arrangements with non-government organisations for services provided to people with a disability and their carers during the transition to the NDIS.

**Program 5: Social Housing**

This program facilitated the transfer of funding to the South Australian Housing Authority (SAHA) to enable it to develop, implement and provide housing services for people who are at risk or in high need and to work with government and non-government agencies to improve the standard of, and access to, housing across the state.

The role of the SAHA includes the management of grants for housing services to low income households; specialist homelessness and domestic violence services; the management of public housing; Aboriginal housing; community housing; financial support for private rental; and the regulation of housing standards. The SAHA also provides housing strategy, policy development and advice to government.

DHS no longer facilitates the transfer of funding to SAHA, effective from 1 July 2019. This is now facilitated through the Department of Treasury and Finance.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**1.2. Objectives and Programs (continued)**

The tables on the following pages present expenses, income, attributable to each program.

**Income and Expenses by program for the year ended 30 June 2020**

	<b>Communities</b>		<b>Status of Women</b>		<b>Youth Justice</b>	
	<b>2020</b>	<b>2019</b>	<b>2020</b>	<b>2019</b>	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Income</b>						
Appropriation	-	-	-	-	-	-
Fees and charges	3 291	1 758	71	102	717	112
Sales of goods and services	19 294	15 942	-	-	1	-
Commonwealth-sourced grants and funding	2 814	2 721	2 756	-	45	-
Interest	1	-	-	-	-	-
Resources received free of charge	871	990	25	28	477	514
Intra-government transfers	26 410	10 082	298	1 150	-	-
Other income	359	406	6	(3)	131	118
<b>Total income</b>	<b>53 040</b>	<b>31 899</b>	<b>3 156</b>	<b>1 277</b>	<b>1 371</b>	<b>744</b>
<b>Expenses</b>						
Employee benefits expenses	65 458	48 307	2 167	2 224	35 355	37 468
Supplies and services	28 521	19 531	713	551	8 822	8 508
Depreciation and amortisation	3 700	2 626	15	12	3 451	3 311
Grants and subsidies	69 767	59 392	4 965	2 415	425	443
NDIS Contributions	-	-	-	-	-	-
Net loss from disposal of property, plant and equipment	(4)	556	-	14	19	262
Borrowing costs	13	-	-	-	4	-
Cash alignment transfers	-	-	-	-	-	-
Other expenses	69	416	2	12	38	228
<b>Total expenses</b>	<b>167 524</b>	<b>130 828</b>	<b>7 862</b>	<b>5 228</b>	<b>48 114</b>	<b>50 220</b>
<b>Net result</b>	<b>(114 484)</b>	<b>(98 929)</b>	<b>(4 706)</b>	<b>(3 951)</b>	<b>(46 743)</b>	<b>(49 476)</b>



**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**1.2. Objectives and Programs (continued)**

**Income and Expenses by program for the year ended 30 June 2020**

	NDIS and Disability Services*		Social Housing**		General / Not Attributable	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
<b>Income</b>						
Appropriation	-	-	-	-	945 357	1 537 330
Fees and charges	14 652	17 054	-	-	-	16 278
Sales of goods and services	6 116	3 297	-	-	-	-
Commonwealth-sourced grants and funding	96 862	98 477	-	-	-	-
Interest	2	5	-	-	-	-
Resources received free of charge	2 792	3 181	-	-	-	-
Intra-government transfers	1 574	1 196	-	114	12 896	27 470
Other income	4 925	13 009	-	-	-	-
<b>Total income</b>	<b>126 923</b>	<b>136 219</b>	<b>-</b>	<b>114</b>	<b>958 253</b>	<b>1 581 078</b>
<b>Expenses</b>						
Employee benefits expenses	180 726	219 763	-	-	-	-
Supplies and services	58 158	183 194	-	-	-	-
Depreciation and amortisation	5 135	4 880	-	-	-	-
Grants and subsidies	6 055	134 582	-	834 088	-	-
NDIS Contributions	612 017	207 949	-	-	-	-
Net loss from disposal of property, plant and equipment	235	1 865	-	-	-	-
Borrowing costs	21	-	-	-	-	-
Cash alignment transfers	-	-	-	-	-	16 614
Other expenses	233	1 372	-	-	-	-
<b>Total expenses</b>	<b>862 580</b>	<b>753 605</b>	<b>-</b>	<b>834 088</b>	<b>-</b>	<b>16 614</b>
<b>Net result</b>	<b>(735 657)</b>	<b>(617 386)</b>	<b>-</b>	<b>(833 974)</b>	<b>958 253</b>	<b>1 564 464</b>

\* The transition of all DHS disability clients to NDIS was completed during 2018-19

\*\* Social Housing is only displayed for comparative purposes.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**1.2. Objectives and Programs (continued)**

**Income and Expenses by program for the year ended 30 June 2020**

	<b>Total</b>	
	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Income</b>		
Appropriation	945 357	1 537 330
Fees and charges	18 731	35 304
Sales of goods and services	25 411	19 239
Commonwealth-sourced grants and funding	102 477	101 198
Interest	3	5
Resources received free of charge	4 165	4 713
Intra-government transfers	41 178	40 012
Other income	5 421	13 530
<b>Total income</b>	<b>1 142 743</b>	<b>1 751 331</b>
<b>Expenses</b>		
Employee benefits expenses	283 706	307 762
Supplies and services	96 214	211 784
Depreciation and amortisation	12 301	10 829
Grants and subsidies	81 212	1 030 920
NDIS Contributions	612 017	207 949
Net loss from disposal of property, plant and equipment	250	2 697
Borrowing costs	38	-
Cash alignment transfers	-	16 614
Other expenses	342	2 028
<b>Total expenses</b>	<b>1 086 080</b>	<b>1 790 583</b>
<b>Net result</b>	<b>56 663</b>	<b>(39 252)</b>

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**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. Changes to the department**

**Transferred in**

As a result of administrative arrangements outlined in the Administrative Arrangement (Minister for Human Services) Proclamation 2019 23 May 2019 gazette, the Child and Family Intensive Support System (CFISS) became a business unit of DHS. Assets, rights and liabilities of the programs and services relating to this business unit were transferred from the Department of Education, effective 1 July 2019. In addition, the Public Sector (Reorganisation of Public Sector Operations) notice 2019, dated 27 June 2019 was gazetted which related to the employees transferring.

**On transfer of CFISS, the department recognised the following assets and liabilities:**

	<b>CFISS \$'000</b>	<b>Total \$'000</b>
Cash	158	158
Receivables	35	35
<b>Total assets</b>	<b>193</b>	<b>193</b>
Payables	734	734
Employee benefits	5 053	5 053
Other liabilities	2	2
<b>Total liabilities</b>	<b>5 789</b>	<b>5 789</b>
<b>Total net assets transferred</b>	<b>(5 596)</b>	<b>(5 596)</b>

Grant programs also transferred from the Department of Child Protection.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**1.5. Budget performance**

The budget performance table compares the department's outcomes against budget information presented to Parliament (2019-20 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.

<b>Statement of Comprehensive Income</b>	<b>Note</b>	<b>Original budget 2020 \$'000</b>	<b>Actual 2020 \$'000</b>	<b>Variance \$'000</b>
<b>Income</b>				
Appropriation		876 999	945 357	68 358
Fees and charges		12 968	18 731	5 763
Sales of goods and services		16 001	25 411	9 410
Commonwealth-sourced grants and funding		104 432	102 477	(1 955)
Interest		-	3	3
Resources received free of charge		-	4 165	4 165
Intra-government transfers		23 059	41 178	18 119
Other income		6 174	5 421	(753)
<b>Total income</b>		<b>1 039 633</b>	<b>1 142 743</b>	<b>103 110</b>
<b>Expenses</b>				
Employee benefits expenses		290 412	283 706	(6 706)
Supplies and services		78 758	96 214	17 456
Depreciation and amortisation		11 201	12 301	1 100
Grants and subsidies		67 879	81 212	13 333
NDIS contributions		608 286	612 017	3 731
Net loss from disposal of property, plant and equipment		-	250	250
Borrowing costs		-	38	38
Other expenses		5 579	342	(5 237)
<b>Total expenses</b>		<b>1 062 115</b>	<b>1 086 080</b>	<b>23 965</b>
<b>Net result</b>		<b>(22 482)</b>	<b>56 663</b>	<b>79 145</b>
<b>Other comprehensive income</b>				
<b>Items that will not be reclassified to net result</b>				
Changes in property, plant and equipment asset revaluation surplus		-	2 544	2 544
<b>Total other comprehensive income</b>		<b>-</b>	<b>2 544</b>	<b>2 544</b>
<b>Total comprehensive result</b>		<b>(22 482)</b>	<b>59 207</b>	<b>81 689</b>

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.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**1.5. Budget performance (continued)**

		Original budget 2020 \$'000	Actual 2020 \$'000	Variance \$'000
Investing expenditure summary	Note			
Total new and existing projects		5 381	2 541	(2 840)
Total annual programs	a	1 771	2 168	397
<b>Total investing expenditure</b>		<b>7 152</b>	<b>4 709</b>	<b>(2 443)</b>

a) The total annual program was higher than original budget primarily due to the ongoing demand for disability equipment.

**1.6. Significant transactions with government related entities**

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

- Note 2.2 Business services with the SA Housing Authority
- Note 2.7 Intra-government transfers
- Note 4.1 Accommodation provided by the Department of Planning, Transport and Infrastructure.

**2. Income**

The existence of the department and the ongoing delivery of current programs and services is dependent on government policy and on continuing appropriation by Parliament.

Commonwealth-sourced grants and payments mainly relate to revenue from the DisabilityCare Australia Fund as a contribution towards NDIS expenditure.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**2.1. Appropriation**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Appropriation from Consolidated Account pursuant to the <i>Appropriation Act and other Acts</i>	945 357	1 537 330
<b>Total appropriation</b>	<b>945 357</b>	<b>1 537 330</b>

Appropriation is recognised on receipt. This table does not show appropriation in the form of a loan or an equity contribution. Where money has been appropriated in the form of an equity contribution, the Treasurer has acquired a financial interest in the net assets of the department and the appropriation is recorded as contributed equity. Refer to the Statement of Changes in Equity.

The total appropriation consists of \$945.357 million (\$1 537.330 million) for operational funding, inclusive of \$8.383 million (\$6.122 million) for capital projects. The original amount appropriated to the department under the annual *Appropriation Act* was not varied. An additional \$68.358 million (\$470.165 million) was appropriated from the *Governor's Appropriation Fund*.

**2.2. Fees and charges**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Recoveries	8 066	14 702
Client fees	6 630	7 406
Fees, fines and penalties	1 820	2 014
Business services *	1 213	9 100
Rent	946	1 969
Insurance recoveries	56	113
<b>Total fees and charges</b>	<b>18 731</b>	<b>35 304</b>

\* Represents services provided to SA Housing Authority as per the Memorandum of Administrative Arrangements (MOAA), revenue is recognised when services are provided. All other revenue from fees and charges are recognised on receipt.

**2.3. Sales of goods and services**

All revenue from the sales of goods and services is revenue recognised from contracts with customers.

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Screening check fees	14 029	9 446
Domiciliary Equipment Services - minor equipment and home modifications	6 122	3 299
Interpreter and translator services	5 260	6 494
<b>Total sales of goods and services</b>	<b>25 411</b>	<b>19 239</b>

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**2.3. Sales of goods and services (continued)**

***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 82% of requests are paid upon request and approximately 18% 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. Under AASB 15, recognition occurs at the point 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. Under AASB 15, recognition occurs at the point in time of the service being provided.

***Domiciliary Equipment Services - minor equipment and home modifications***

Domiciliary Equipment Services (DES) provides minor equipment, equipment hire services and home modification services in South Australia. Equipment sales and home modification services are classified under AASB 15.

Set fee schedules exist for items of minor equipment and equipment items used in home modification services. This is used as a base to calculate an order. Under AASB 15, recognition occurs at the time the equipment is delivered or installed.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**2.4. Commonwealth-sourced grants and funding**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
DisabilityCare Australia Fund	72 704	70 560
Continuity of Support Programme	22 065	25 370
COVID-19 Domestic Violence Support	2 754	-
Commonwealth Home Support Programme	2 449	2 429
Residential Aged Care	2 363	2 400
Other	142	439
<b>Total Commonwealth-sourced grants and funding</b>	<b>102 477</b>	<b>101 198</b>

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

**2.5. Interest**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Cash and cash equivalents	3	5
<b>Total interest</b>	<b>3</b>	<b>5</b>

**2.6. Resources received free of charge**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Services received free of charge - Shared Services SA	4 165	4 713
<b>Total resources received free of charge</b>	<b>4 165</b>	<b>4 713</b>

Under AASB 1058 *Income of Not-for-Profit Entities*, the contribution of services provided by SSSA to government agencies are disclosed in the financial statements as income because the fair value of the services can be reliably measured, and the services would have been purchased if they had not been donated.



**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**2.7. Intra-government transfers**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
National Education Reform Agreement	19 288	-
DTF Contingency Fund - TVSP reimbursement	12 156	27 470
Community Development Fund	3 000	3 000
APY Lands Youth Programs and Family Services	2 293	2 369
DTF Contingency Fund - Other	740	-
Other grants from SA Government agencies	3 701	7 173
<b>Total Intra-government transfers</b>	<b>41 178</b>	<b>40 012</b>

Intra-government transfers are recognised on receipt.

**2.8. Other income**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
DES NDIS hire charges	2 831	2 953
DES hire charges	1 577	1 872
Other*	1 013	8 705
<b>Total other income</b>	<b>5 421</b>	<b>13 530</b>

\* The 2018-19 amounts include revenue received by Child Youth Services (CYS) which transferred to the non-government sector on 1 October 2018 and revenue received from the sale of ASSIST.

**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 2020*

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**3.1. Key management personnel**

Key management personnel of the department include:

- the Minister for Human Services
- Chief Executive
- Deputy Chief Executive
- Chief Financial Officer
- Executive Director, People, Strategy and Systems
- Group Executive Director, Disability and Reform Services
- Executive Director, NDIS Reform and Services
- Executive Director, Disability Services
- Executive Director, Youth Justice Services
- Director, Office for Women
- Director, Office of the Chief Executive
- Executive Director, Community and Family Services
- Chief Information Officer

Total compensation for key management personnel was \$4.795 million in 2019-20 and \$3.671 million in 2018-19.

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 (via the Department of Treasury and Finance) under section 6 the *Parliamentary Remuneration Act 1990*.

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Compensation</b>		
Salaries and other short term employee benefits	3 336	2 421
Post-employment benefits	330	588
Termination benefits	633	531
Other long-term employment benefits	495	131
<b>Total</b>	<b>4 794</b>	<b>3 671</b>

**Transactions with key management personnel and other related parties**

Compensation of key management personnel is disclosed above. The department had no material transactions or balances and/or transactions outside normal day-to-day operations to disclose.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**3.2. Board and committee members**

Members during the 2020 financial year were:

**Risk Management and Audit Committee**

C Mitchell	Chair	Appointed	5/06/2020		
M Patetsos	Chair	Appointed	25/07/2006	Resigned	19/02/2020
E Moran	Member	Appointed	20/05/2020		
Y Sneddon	Member	Appointed	13/03/2012	Resigned	19/02/2020
J King	Member	Appointed	17/12/2018		
N Ashley *	Member	Appointed	3/08/2018		
K Summers *	Member	Appointed	30/04/2019		

**Premier's Council for Women**

M A Silva	Chair	Reappointed	1/07/2019		
M Hagias	Deputy Chair	Reappointed	1/07/2019		
L Hallahan	Member	Reappointed	1/07/2019		
A Lee	Member	Reappointed	1/07/2019		
E O'Loughlin	Member	Reappointed	1/07/2019		
N Saunders *	Member	Reappointed	1/02/2020		
V Welgraven *	Member	Reappointed	1/07/2019		
S Mapuvire	Member	Appointed	1/07/2019		
L Tyler	Member	Appointed	1/07/2019		
J Danvers	Member	Appointed	1/07/2019		

**State Emergency Relief Fund Committee**

V Faggotter	Chair	Reappointed	1/04/2019		
B Gear *	Member	Reappointed	8/12/2019		
G Cornish *	Member	Reappointed	1/09/2019		
A Lloyd-Wright *	Member	Appointed	15/02/2018	Resigned	15/10/2019
L Houston *	Member	Reappointed	1/09/2019		
M Griffiths *	Member	Appointed	15/11/2019		
J Brayley *	Member	Appointed	13/01/2020		
A Loechel	Member	Appointed	13/01/2020		
N Day	Member	Appointed	13/01/2020		
D Waters	Member	Appointed	4/05/2020		
P Austin	Member	Appointed	27/01/2020		
J Sharkie	Member	Appointed	13/01/2020	Resigned	9/04/2020

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**3.2. Board and committee members (continued)**

**Gambling Advisory Committee**

W Bevan	Chair	Appointed	27/12/2017		
C Carter	Member	Appointed	10/11/2017		
J Sleep	Member	Appointed	10/11/2017		
L Nguyen	Member	Appointed	19/10/2016	Resigned	18/10/2019

**Grants SA Assessment Panel**

E Carson	Chair	Reappointed	1/07/2019	Resigned	8/08/2019
P Maher *	Chair/Member	Appointed	1/07/2019		
J Stone	Member	Reappointed	1/07/2019	Resigned	30/06/2020
H Anstiss	Member	Reappointed	1/07/2019	Resigned	30/06/2020
H Nguyen	Member	Reappointed	1/07/2019	Resigned	30/06/2020

\* 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**

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

	<b>2020</b>	<b>2019</b>
\$0 - \$19 999	38	41
<b>Total number of members</b>	<b>38</b>	<b>41</b>

The total remuneration received or receivable by members was \$0.038 million (\$0.041 million). Remuneration of members includes sitting fees, superannuation contributions, salary sacrifice benefits, fringe benefits and related fringe benefits tax.

**3.3. Employee benefits expenses**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Salaries and wages	201 874	201 875
Employee on-cost - superannuation	21 274	21 881
Annual leave	20 040	20 956
Workers compensation	12 924	12 543
Employee on-cost - other	12 120	12 473
Targeted voluntary separation packages	11 941	26 800
Skills and experience retention leave	1 083	1 046
Eligible termination payments *	959	2 856
Long service leave	766	5 735
Other employee related expenses	630	1 131
Board and committee fees	79	59
Additional compensation	16	407
<b>Total employee benefits expenses</b>	<b>283 706</b>	<b>307 762</b>

\* Includes incentive payments for CYS Mutual and ASSIST employees in 2018-19.

**Department of Human Services**  
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**3.3. Employee benefits expenses (continued)**

**Remuneration of employees**

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

	<b>2020</b>	<b>2019</b>
	<b>No.</b>	<b>No.</b>
\$151 000 - \$154 000*	N/A	-
\$154 001 - \$174 000	7	11
\$174 001 - \$194 000	7	9
\$194 001 - \$214 000	7	5
\$214 001 - \$234 000	5	1
\$234 001 - \$254 000	1	5
\$254 001 - \$274 000	2	4
\$274 001 - \$294 000	3	7
\$294 001 - \$314 000	5	9
\$314 001 - \$334 000	1	2
\$334 001 - \$354 000	-	6
\$354 001 - \$374 000	-	1
\$374 001 - \$394 000	1	-
\$414 001 - \$434 000	1	1
\$434 001 - \$454 000	-	1
\$454 001 - \$474 000	-	1
\$534 001 - \$554 000	1	-
\$1 274 001 - \$1 294 000	1	-
<b>Total</b>	<b>42</b>	<b>63</b>

\* The \$151 000 to \$154 000 band has been included for the purposes of reporting comparative figures based on the executive base level remuneration rate for 2018-19.

Total remuneration received by these employees for the year was \$11.099 million (\$16.000 million).

The table includes all employees who received remuneration equal to or greater than the base executive remuneration level during the year. Remuneration of employees reflects all costs of employment including salaries and wages, payments in lieu of leave, superannuation contributions, salary sacrifice benefits and fringe benefits and any fringe benefits tax paid or payable in respect of those benefits.

The total number of executives for 2020 are 28 (27) and non-executive are 14 (36).

***Targeted voluntary separation packages***

The number of employees who received a TVSP during the reporting period was 153 (345).

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Amounts paid to separated employees:		
Targeted voluntary separation packages	11 941	26 800
Leave paid to separated employees	7 786	8 805
Recovery from the Department of Treasury and Finance	(12 156)	(27 470)
<b>Net cost to the department</b>	<b>7 571</b>	<b>8 135</b>

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**3.4. Employee benefits liability**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Current</b>		
Annual leave	22 560	20 453
Long service leave	13 723	13 878
Accrued salaries and wages	13 490	37 171
Skills and experience retention leave	1 098	1 057
<b>Total current employee benefits</b>	<b>50 871</b>	<b>72 559</b>
<b>Non-current</b>		
Long service leave	31 006	34 782
<b>Total non-current employee benefits</b>	<b>31 006</b>	<b>34 782</b>
<b>Total employee benefits</b>	<b>81 877</b>	<b>107 341</b>

Employee benefits accrue as a result of services provided up to the reporting date that remain unpaid. Long-term employee benefits are measured at present value and short-term employee benefits are measured at nominal amounts.

***Salary and wages, annual leave, skills and experience retention leave (SERL) and sick leave***

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

The annual leave liability and the SERL liability in full 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. Details about the measurement of long service leave liability is provided in note 11.1.

**4. Expenses**

Employee benefits expenses are disclosed in note 3.3.

Aside from employee expenses, NDIS contributions and supplies and services are DHS' largest expenditure categories. Under supplies and services, accommodation is the largest balance.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**4.1. Supplies and services**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Accommodation	22 630	26 364
Information technology and communication charges	15 962	14 701
Contractors and agency staff	15 160	13 058
Client related expenses	5 507	5 887
Business services	5 622	6 214
Brokerage care services	3 766	115 140
Crimtrac history check fees	3 564	2 526
Minor equipment	3 425	4 896
Repairs and maintenance	2 406	3 201
Motor vehicles	2 192	3 945
Printing, stationery, postage and periodicals	1 185	1 441
Drugs and medical supplies	1 150	1 677
Travel and accommodation	1 074	1 231
Seminars, courses and training	1 065	1 195
Short term leases	824	-
Insurance	708	780
Consultants	550	1 730
Low-value leases	231	-
Other	9 193	7 798
<b>Total supplies and services</b>	<b>96 214</b>	<b>211 784</b>

**Accommodation**

Most of the department's accommodation is provided by the Department of Planning, Transport and Infrastructure under Memoranda of Administrative Arrangement (MoAA) issued in accordance with Government-wide accommodation policies. MoAA do not meet the definition of lease set out in AASB 16.

In prior years expenses associated with MoAA have been classified as operating lease payments. Expenses associated with MoAA have been re-classified as accommodation expenses for both the current year and the comparative. Further details about this re-classification is set out in note 9.1.

**Consultants**

The number of consultancies and the dollar amount paid/payable (included in the supplies and services expense) to consultants that fell within the following bands:

	<b>No.</b>	<b>2020</b>	<b>No.</b>	<b>2019</b>
		<b>\$'000</b>		<b>\$'000</b>
Below \$10 000	1	7	-	-
\$10 000 or above	10	543	14	1 730
<b>Total</b>	<b>11</b>	<b>550</b>	<b>14</b>	<b>1 730</b>

**Department of Human Services**  
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**4.2. Depreciation and amortisation**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Buildings	3 937	3 994
Computer software	2 661	2 446
Independent living equipment program	2 579	2 661
Right-of-use vehicles	1 283	-
Accommodation and leasehold improvements	971	1 162
Plant and equipment	571	538
Right-of-use buildings	251	-
Computing equipment	38	15
Motor vehicles	10	13
<b>Total depreciation and amortisation</b>	<b>12 301</b>	<b>10 829</b>

Right-of-use asset is a lessee's right to use an asset over the life of a lease, refer to note 9.1.

All non-current assets with a limited useful life are systematically depreciated/amortised over their useful lives in a manner that reflects the consumption of their service potential.

Lease incentives in the form of leasehold improvements are capitalised as an asset and depreciated over the remaining term of the lease or estimated useful life of the improvement, whichever is shorter.

The department did not revalue its controlled land and buildings during 2018-19. The Administered buildings were revalued in 2018-19. The department revalued its controlled land and buildings in 2019-20, the administered land and buildings were deemed to have an immaterial impact and were not processed.

Land and non-current assets held for sale are not depreciated.

**Useful life**

Depreciation and amortisation are calculated on a straight-line basis. Property, plant and equipment and intangible assets depreciation and amortisation are calculated over the estimated useful life as follows:

<b>Class of asset</b>	<b>Useful life (years)</b>
Buildings	1-50
Accommodation and leasehold improvements	Life of lease
Plant and equipment	3-15
Right-of-use property, plant and equipment	Lease term
Motor vehicles	3-5
Computer equipment	3-5
Computer software	1-5
Independent living equipment program (ILEP)	2-5

**Review of accounting estimates**

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

The department undertook a desktop valuation of land and buildings as at 30 June 2020. This resulted in a decrement to the value of land and an increment in buildings. Therefore, this has an impact on future depreciable value. The administered land and buildings valuation changes were deemed too immaterial to process.



**Department of Human Services**  
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**4.3. Grants and subsidies**

<b>Grants and subsidies by program</b>	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Home and Community Care	21 451	27 330
Child and Family Support Grants	13 717	-
Family and Community Development	12 606	11 732
Adults With Chronic Conditions	5 578	5 490
Targeted Intervention and Family Preservation	4 951	-
Financial Hardship Programs	4 828	5 099
Information, Linkages and Capacity Building	3 234	-
Disability Grants	2 639	132 737
Aboriginal Community Benefit Grants	2 310	2 112
COVID-19 Domestic Violence Support	1 934	-
Youth Portfolio	1 289	1 297
Supported Residential Facilities	416	3 270
Grants to SAHT (Commonwealth and State Contribution)	-	834 169
NDIS Sector Development	-	220
Other	6 259	7 464
<b>Total grants and subsidies</b>	<b>81 212</b>	<b>1 030 920</b>

**4.4. NDIS contributions**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
NDIS payments	612 017	207 949
<b>Total NDIS contributions</b>	<b>612 017</b>	<b>207 949</b>

The department makes payments to the National Disability Insurance Agency (NDIA) for the National Disability Insurance Scheme (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, cost of delay adjustments and invoice wash-up adjustments. There were also cash ceiling adjustments in 2018-19.

**Department of Human Services**  
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**4.5. Net loss from disposal of property, plant and equipment**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Land and Buildings</b>		
Proceeds from disposal	-	(16 775)
Less carrying amount of assets disposed	2	19 428
<b>Net loss from disposal of land and buildings</b>	<b>2</b>	<b>2 653</b>
<b>Plant and equipment</b>		
Proceeds from disposal	(28)	-
Less carrying amount of assets disposed	276	44
<b>Net loss disposal of plant and equipment</b>	<b>248</b>	<b>44</b>
<b>Total property, plant and equipment</b>		
Total proceeds from disposal	(28)	(16 775)
Less total carrying amount of assets disposed	278	19 472
<b>Net loss disposal of plant and equipment</b>	<b>250</b>	<b>2 697</b>

**4.6. Borrowing costs**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Interest expense on lease liabilities	38	-
<b>Total borrowing costs</b>	<b>38</b>	<b>-</b>

Borrowing costs are the results of implementation of AASB 16 *Leases* which represent the cost associated with financing the right-of-use asset, refer note 9.1.

**4.7. Other expenses**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Donated assets	7	5
Assets transferred at nil consideration *	-	1 656
Other	335	367
<b>Total other expenses</b>	<b>342</b>	<b>2 028</b>

\* The transfer of \$1.656 million relates to the transfer of Lot 41, Parks that transferred to Department of Education in June 2019.

**Other**

Audit fees paid / payable to the Auditor-General's Department relating to work performed under the *Public Finance and Audit Act* were \$0.322 million (\$0.328 million). No other services were provided by the Auditor-General's Department.

**5. Non-financial assets**

DHS assets are primarily made up of land and buildings, including the Adelaide Youth Training Centre – Kurlana Tapa buildings in Cavan. DHS also hold assets for the independent living equipment program (ILEP), which are specifically designed disability equipment managed by Domiciliary Equipment Services (DES).

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

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

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Land and buildings</b>		
Land at fair value	55 550	61 650
Buildings and improvements at fair value	93 426	101 362
Accumulated depreciation at the end of period	(4)	(12 884)
<b>Total land and buildings</b>	<b>148 972</b>	<b>150 128</b>
<b>Accommodation and leasehold improvements</b>		
Accommodation and leasehold improvements at fair value	13 259	14 568
Accumulated depreciation at the end of period	(11 910)	(12 290)
<b>Total accommodation and leasehold improvements</b>	<b>1 349</b>	<b>2 278</b>
<b>Computing equipment</b>		
Computing equipment at fair value	444	422
Accumulated depreciation at the end of period	(375)	(337)
<b>Total computing equipment</b>	<b>69</b>	<b>85</b>
<b>Motor vehicles</b>		
Motor vehicles at fair value	90	130
Accumulated depreciation at the end of period	(77)	(97)
<b>Total motor vehicles</b>	<b>13</b>	<b>33</b>
<b>Independent living equipment program</b>		
Independent living equipment program at fair value	20 031	21 305
Accumulated depreciation at the end of period	(14 106)	(14 570)
<b>Total independent living equipment program</b>	<b>5 925</b>	<b>6 735</b>
<b>Other plant and equipment</b>		
Other plant and equipment at fair value	7 269	6 809
Accumulated depreciation at the end of period	(3 332)	(3 013)
<b>Total other plant and equipment</b>	<b>3 937</b>	<b>3 796</b>
<b>Right-of-use buildings</b>		
Right-of-use buildings at cost	1 136	-
Accumulated depreciation at the end of period	(251)	-
<b>Total right-of-use buildings</b>	<b>885</b>	<b>-</b>
<b>Right-of-use vehicles</b>		
Right-of-use vehicles at cost	2 086	-
Accumulated depreciation at the end of period	(982)	-
<b>Total right-of-use vehicles</b>	<b>1 104</b>	<b>-</b>
<b>Total property, plant and equipment</b>	<b>162 254</b>	<b>163 055</b>

**Department of Human Services**  
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**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. Detail about the department's approach to fair value is set out in note 11.2.

**Impairment**

Property, plant and equipment owned by the department has not been assessed for impairment as they are non-cash generating assets, that are specialised in nature and held for continual use of their service capacity and are subject to regular revaluation.

**Reconciliation 2019-20**

	<b>Land</b>	<b>Buildings</b>	<b>Accommodation and leasehold improvements</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at 1 July 2019	61 650	88 478	2 278	152 406
Disposals	-	-	(3)	(3)
Revaluation increment / (decrement)	(6 100)	8 644	-	2 544
Depreciation and amortisation for the year	-	(3 937)	(971)	(4 908)
Transfers (to)/from works in progress	-	237	45	282
<b>Carrying amount at 30 June 2020</b>	<b>55 550</b>	<b>93 422</b>	<b>1 349</b>	<b>150 321</b>

**Reconciliation 2018-19**

	<b>Land</b>	<b>Buildings</b>	<b>Accommodation and leasehold improvements</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at 1 July 2018	62 650	91 324	4 386	158 360
Disposals	-	-	(250)	(250)
Donated assets	(1 000)	(656)	-	(1 656)
Depreciation and amortisation for the year	-	(3 994)	(1 162)	(5 156)
Transfers (to)/from works in progress	-	1 804	-	1 804
Transfers (to)/from assets held for sale	-	-	(696)	(696)
<b>Carrying amount at 30 June 2019</b>	<b>61 650</b>	<b>88 478</b>	<b>2 278</b>	<b>152 406</b>

**Department of Human Services**  
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**5.2. Property, plant and equipment owned by the department (continued)**

**Reconciliation 2019-20**

	Computing equipment	Motor vehicles	Independent living equipment program	Other plant and equipment	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July 2019	85	33	6 735	3 796	10 649
Additions	-	-	44	-	44
Disposals	-	(10)	(241)	(24)	(275)
Depreciation and amortisation for the year	(38)	(10)	(2 579)	(571)	(3 198)
Donated Assets	-	-	-	(7)	(7)
Transfers (to)/from works in progress	22	-	1 966	743	2 731
<b>Carrying amount at 30 June 2020</b>	<b>69</b>	<b>13</b>	<b>5 925</b>	<b>3 937</b>	<b>9 944</b>

**Reconciliation 2018-19**

	Computing equipment	Motor vehicles	Independent living equipment program	Other plant and equipment	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July 2018	6	46	5 695	4 102	9 849
Additions	-	-	632	-	632
Disposals	-	-	(27)	(17)	(44)
Depreciation and amortisation for the year	(15)	(13)	(2 661)	(538)	(3 227)
Donated Assets	-	-	-	(4)	(4)
Transfers (to)/from works in progress	94	-	3 096	253	3 443
<b>Carrying amount at 30 June 2019</b>	<b>85</b>	<b>33</b>	<b>6 735</b>	<b>3 796</b>	<b>10 649</b>

**Department of Human Services**  
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**5.3. Property, plant and equipment leased by the department**

Property, plant and equipment leased by the department is recorded at cost. There were no additions made to leased property, plant and equipment during 2019-20.

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 right-of-use 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:

- 333 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 is with the Royal Society for the Blind. The lease is for office accommodation, therapy rooms and display areas. DHS may terminate the lease at the completion of the second year of the lease term, with rental payments paid monthly. No contingent rental provisions exist within the lease agreement and no options exist to renew the lease at the end of its term.
- One lease is with the Marla & Districts Progress Association Inc. The lease is for office accommodation. DHS may terminate the lease by giving six weeks notice, with rental paid bi-annually. No contingent rental provisions exist within the lease agreement and there is one year of right of renewal at the end of its lease.
- One lease is with the Department of Planning, Transport and Infrastructure for office accommodation in Ceduna. DHS may terminate the lease by giving at least 28 days written notice, with rental payments paid monthly. No contingent rental provisions exist within the lease agreement and there is no right of renewal at the end of its lease.
- One lease is with Py Ky Aboriginal Corporation for house and land in the Anangu Pitjantjatjara Yankuntjatjara Lands within the Mimili Community. Rental is paid quarterly. No contingent rental provisions exist within the lease agreement and there is one year of right of renewal at the end of its lease.

The lease liabilities related to the right-of-use assets are disclosed in note 7.2. The department's maturity analysis of its lease liabilities is disclosed in note 11.3. Expenses related to leases, including depreciation and interest expenses, are disclosed in note 4. 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.

**5.4. Capital works in progress**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Property, plant and equipment in progress at cost	3 223	3 066
<b>Total capital works in progress</b>	<b>3 223</b>	<b>3 066</b>

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

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at 1 July 2019	3 066	4 774
Purchases	4 837	6 523
Transfers to completed works	(4 512)	(7 295)
WIP adjustments	(168)	(936)
<b>Carrying amount at 30 June 2020</b>	<b>3 223</b>	<b>3 066</b>

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**5.5. Intangible assets**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Computer software</b>		
Internally developed computer software	2 015	2 015
Accumulated amortisation	(1 615)	(1 095)
Purchased computer software	11 107	9 981
Accumulated amortisation	(8 646)	(6 878)
<b>Total computer software</b>	<b>2 861</b>	<b>4 023</b>

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.

The internally developed computer software includes the Screening Assessment Management System (SAMS) online system with a remaining useful life of 1 year and a carrying amount of \$0.313 million. The purchased computer software includes the Screening Continuous Monitoring System (CMS) and the Concessions Cost of Living Information System (COLIN), with remaining useful lives of 3 and 2 years and carrying amounts of \$0.843 million and \$1.013 million respectively.

All research and development costs that do not meet the capitalisation criteria outlined in AASB 138 *Intangible Assets* are expensed.

The following table shows the movement of intangible assets.

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at 1 July 2019	4 023	4 421
Transfers (to)/from works in progress	1 499	2 048
Amortisation	(2 661)	(2 446)
<b>Carrying amount at 30 June 2020</b>	<b>2 861</b>	<b>4 023</b>

**Department of Human Services**  
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**5.6. Inventories**

Total current inventories as at 30 June 2020 is \$0.241 million (\$0.398 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 is assigned to land held for sale and to other high value, low volume inventory items on a specific identification of cost basis.

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 \$0.157 million.

**6. Financial assets**

**6.1. Cash and cash equivalents**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Deposits with the Treasurer (Special deposit accounts)</b>		
Operating Account	143 569	162 484
Other deposits	2 255	1 491
<b>Total deposits with the Treasurer (Special deposit accounts)</b>	<b>145 824</b>	<b>163 975</b>
 Advance accounts	 95	 95
Cash on hand	5	5
<b>Total cash and cash equivalents</b>	<b>145 924</b>	<b>164 075</b>

**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.

Deposits with the Treasurer includes an Accrual Appropriation Excess Funds account of \$98,704 million (\$90,111 million). Although the department controls the money in the Accrual Appropriation Excess Funds account, its use must be approved by the Treasurer. The department does not earn interest on its deposits with the Treasurer.

**Cash alignment transfer**

In 2018-19, DHS returned \$16.614 million to DTF for proceeds relating to the sale of assets classified as held for sale in line with the requirements of Premier and Cabinet Circular PC 114.



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**6.2. Receivables**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Current</b>		
<b>Trade receivables</b>		
From non-SA government entities	3 304	11 258
From SA government entities	1 568	7 181
Less impairment loss on receivables	(67)	(870)
<b>Total trade receivables</b>	<b>4 805</b>	<b>17 569</b>
Recoveries for NDIS contributions	61 874	-
GST input tax recoverable	1 753	915
Prepayments	1 315	1 278
Accrued revenue	634	3 211
Overpaid salaries	489	582
Other receivables	111	128
<b>Total current receivables</b>	<b>70 981</b>	<b>23 683</b>
<b>Non-current</b>		
Other receivables	827	729
<b>Total non-current receivables</b>	<b>827</b>	<b>729</b>
<b>Total receivables</b>	<b>71 808</b>	<b>24 412</b>

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.

Other than as recognised in the impairment loss on receivables, it is not anticipated that counterparties will fail to discharge their obligations. 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 11.3 for further 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.

***Allowance for impairment on receivables***

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Carrying amount at the beginning of the period</b>	870	1 418
Increase/(decrease) in the allowance recognised in profit or loss	(644)	(392)
Amounts written off	(159)	(156)
<b>Carrying amount at the end of the period</b>	<b>67</b>	<b>870</b>

All of the above impairment losses are from receivables arising from contracts with customers.

Refer to note 11.3 for details regarding credit risk and the methodology for determining impairment.

**Department of Human Services**  
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**7. Liabilities**

Employee benefits liabilities are disclosed in note 3.4.

**7.1. Payables**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Current</b>		
Trade payables	8 697	5 907
Employment on-costs	6 121	5 700
Accrued expenses	6 601	16 885
Other	1 032	764
<b>Total current payables</b>	<b>22 451</b>	<b>29 256</b>
<b>Non-current</b>		
Employment on-costs	2 874	3 200
<b>Total non-current payables</b>	<b>2 874</b>	<b>3 200</b>
<b>Total payables</b>	<b>25 325</b>	<b>32 456</b>

Payables and accruals are raised for all amounts owing but unpaid. Payables are normally settled within 30 days from the date the invoice is first received. All payables are non-interest bearing. The carrying amount of payables represents fair value due to their short-term nature.

The net amount of GST recoverable from the ATO is included as part of receivables, refer note 6.2.

***Employment on-costs***

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

The department contributes to several State Government and externally managed superannuation schemes. These contributions are treated as an expense when they occur. There is no liability for payments to beneficiaries as they have been assumed by the respective superannuation schemes.

As a result of an actuarial assessment performed by the Department of Treasury and Finance, the proportion of long service leave taken as leave has changed from the 2019 rate of 41% to 42% and the average factor for the calculation of employer superannuation on-costs has remained at 9.8%. These rates are used in the employment on-cost calculation. The impact of these changes is immaterial.

**Department of Human Services**  
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**7.2. Financial liabilities**

The department measures financial liabilities including borrowings/debt at amortised cost.

All material cash outflows are reflected in the lease liabilities disclosed below.

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Lease vehicle	762	-
Lease building and improvement	259	-
<b>Total current lease liability</b>	<b>1 021</b>	<b>-</b>
Lease vehicle	352	-
Lease building and improvement	625	-
<b>Total non-current lease liability</b>	<b>977</b>	<b>-</b>
<b>Total lease liability</b>	<b>1 998</b>	<b>-</b>

The relevant accounting policies can be found in notes 5.3 and 9.1.

**7.3. Provisions**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Current</b>		
Workers compensation	7 366	5 994
Insurance	40	90
Additional compensation	20	51
<b>Total current provisions</b>	<b>7 426</b>	<b>6 135</b>
<b>Non-current</b>		
Workers compensation	24 397	21 630
Insurance	80	80
Additional compensation	1 483	2 038
<b>Total non-current provisions</b>	<b>25 960</b>	<b>23 748</b>
<b>Total provisions</b>	<b>33 386</b>	<b>29 883</b>

**Department of Human Services**  
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**7.3. Provisions (continued)**

**Reconciliation of insurance**

The following table shows the movement of insurance during 2019-20:

	<b>Public liability</b>	<b>Property</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the period	130	40	170
Increase to provision due to new claims	4	1	5
Reduction due to payments	(23)	-	(23)
Net revision of estimates	(11)	(21)	(32)
<b>Carrying amount at the end of the period</b>	<b>100</b>	<b>20</b>	<b>120</b>

The following table shows the movement of insurance during 2018-19:

	<b>Public liability</b>	<b>Property</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the period	170	40	210
Increase to provision due to new claims	4	-	4
Reduction due to payments	(50)	-	(50)
Net revision of estimates	6	-	6
<b>Carrying amount at the end of the period</b>	<b>130</b>	<b>40</b>	<b>170</b>

**Reconciliation of workers compensation**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the period	27 624	24 329
Increase to provision due to revision of estimates	12 925	12 083
Reduction due to payments	(8 786)	(8 788)
<b>Carrying amount at the end of the period</b>	<b>31 763</b>	<b>27 624</b>

**Reconciliation of additional compensation**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the period	2 089	1 790
Increase/(decrease) to provision due to revision of estimates	(529)	351
Reduction due to payments	(57)	(52)
<b>Carrying amount at the end of the period</b>	<b>1 503</b>	<b>2 089</b>

A provision has been reported to reflect unsettled workers compensation and additional workers compensation claims. The workers compensation provision and additional workers compensation provision is based on an actuarial assessment of the outstanding liability as at 30 June 2020 provided by a consulting actuary engaged through the Office of the Commissioner for the Public Sector Employment. The provision is for the estimated cost of ongoing payments to employees as required under current legislation and enterprise bargaining agreements.

The additional compensation provision provides continuing benefits to workers who have suffered eligible work-related injuries and whose entitlements have ceased under the statutory workers compensation scheme.

The department is responsible for the payment of workers compensation and additional workers compensation claims.

**Department of Human Services**  
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**7.4. Other liabilities**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Current</b>		
Accommodation incentive	392	710
Unclaimed monies	193	245
Unearned revenue	-	1 895
Other liabilities	309	300
<b>Total current other liabilities</b>	<b>894</b>	<b>3 150</b>
<b>Non-current</b>		
Accommodation incentive	476	868
<b>Total non-current other liabilities</b>	<b>476</b>	<b>868</b>
<b>Total other liabilities</b>	<b>1 370</b>	<b>4 018</b>

**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. Relevant amounts are transferred to retained earnings when an asset is derecognised.

**8.2. Cash flow**

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.

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Leases</b>		
Buildings	282	-
Vehicles	1 272	-
<b>Total cash outflow for leases</b>	<b>1 554</b>	<b>-</b>

**Department of Human Services**  
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**8.2. Cash flow (continued)**

**Cash flow reconciliation**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Reconciliation of cash and cash equivalents at the end of the reporting period</b>		
Cash and cash equivalents disclosed in the Statement of Financial Position	145 924	164 075
<b>Balance as per the Statement of Cash Flows</b>	<b>145 924</b>	<b>164 075</b>
<b>Reconciliation of net cash provided by operating activities to net result</b>		
Net cash provided by/(used in) operating activities	(10 413)	(73 512)
<b>Add / (less) non-cash items</b>		
Depreciation and amortisation expense of non-current assets	(12 301)	(10 829)
Accommodation incentive amortisation	(710)	1 426
Donated assets	(7)	(1 661)
Gain/loss on sale or disposal of non-current assets	(250)	(2 697)
<b>Movement in assets and liabilities</b>		
Increase/(decrease) in receivables	28 185	(34 614)
Increase/(decrease) in inventories	(157)	(23)
(Increase)/decrease in provisions	(3 503)	3 875
(Increase)/decrease in payables	26 522	93 445
(Increase)/decrease in employee benefits	30 517	(17 585)
(Increase)/decrease in financial liabilities	(1 998)	-
(Increase)/decrease in other liabilities	778	2 923
<b>Net result</b>	<b>56 663</b>	<b>(39 252)</b>

**Department of Human Services**  
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**9. Changes in accounting policy**

**9.1. AASB 16 Leases**

AASB 16 sets out a comprehensive model for lessee accounting that addresses recognition, measurement, presentation and disclosure of leases. Lessor accounting is largely unchanged. AASB 16 Leases replaces AASB 117 Leases and related interpretations.

The adoption of AASB 16 Leases from 1 July 2019 resulted adjustments to the amounts recognised from a lessee perspective in the financial statements:

- AASB 117 Leases only required the recognition of an asset and lease liability in relation to finance leases. AASB 16 Leases applies a comprehensive model to all leases. Applying AASB 16 will result in leases previously classified as operating leases having right-of-use assets and related lease liabilities being recognised in the Statement of Financial Position
- AASB 117 Leases resulted in operating lease payments being recognised as an expense under Supplies and Services. AASB 16 Leases largely replaces this with depreciation expenses that represents the use of the right-of-use asset and borrowing costs that represent the cost associated with financing the right-of-use asset.

***Impact on retained earnings***

The total impact on the Department's retained earnings as at 1 July 2019 is as follows:

	<u>\$'000</u>
<b><u>Assets</u></b>	
Property, Plant and Equipment	2 796
<b><u>Liabilities</u></b>	
Financial Liability	<u>(2 796)</u>
<b>Impact on opening retained earnings 1 July 2019 - AASB 16</b>	<u>-</u>

The department disclosed in its 2018-19 financial report total undiscounted operating lease commitments of \$15.598 million under AASB 117.

The department has accommodation services provided by the Department of Planning, Transport and Infrastructure (DPTI) under Memoranda of Administrative Arrangement (MoAA) issued in accordance with Government-wide accommodation policies.

These MoAA do not meet the definition of lease set out either in AASB 16 or in the former standard AASB 117. Accordingly, the 2018-19 undiscounted operating lease commitments should have been disclosed as \$2.022 million under AASB 117. There is no material difference between the revised operating lease commitments when discounted and the financial liabilities recognised as at 1 July 2019. Additional building leases were recognised in 2019-20.

Commitments related to accommodation services provided by DPTI are included in Note 10.1 as expenditure commitments.

The misclassification did not impact on the Statement of Comprehensive Income or the Statement of Financial Position in prior years. This misclassification impacted items within the supplies and services expenses line. Note 4.1 applies the correct classification for both the current and comparative years.

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**9.1. AASB 16 Leases (continued)**

***Accounting policies on transition***

AASB 16 sets out accounting policies on transition in its transitional provisions. The Treasurer's Instructions (Accounting Policy Statements) requires certain choices in those transitional provisions to be taken. The department has adopted the following accounting policies:

- to apply AASB 16 retrospectively. The cumulative effect of initially applying the Standard was recognised at 1 July 2019. Comparatives have not been restated.
- at 1 July 2019 AASB 16 was applied only to contracts that were previously identified as containing a lease under AASB 117 and related interpretations.
- the initial measurement of lease liability was the present value of the remaining leases payments discounted using the relevant incremental borrowing published by the Department of Treasury and Finance rate as at 1 July 2019 based on the SA Government's cost of borrowing. The average weighted incremental borrowing rate for this purpose was 1.38%.
- the initial measurement of right-of-use assets has been calculated as an amount equal to the lease liability on transition adjusted for prepaid or accrued lease payments and lease incentive liabilities.
- the initial measurement of lease liabilities and right-of-use assets excludes all leases that ended by 30 June 2020, except for vehicles leased from SAFA.

***Ongoing accounting policies***

The Treasurer's Instructions (Accounting Policy Statements) specify required accounting policies for public authorities in applying AASB 16. These requirements are reflected in the department's accounting policies as follows:

- AASB 16 is not applied to leases of intangible assets.
- right-of-use assets and lease liabilities are not recognised for leases of low value assets, being assets which have a value of \$15 000 or less, nor short-term leases, being those with a lease term of 12 months or less.
- the Department, in the capacity of a lessee, does not include non-lease components in lease amounts.
- right-of-use assets are not measured at fair value on initial recognition for leases that have significantly below-market terms and conditions principally to enable the public authority to further its objectives.
- right-of-use assets are subsequently measured applying a cost model.

Significant accounting policies relate to the application of AASB 16 are disclosed under relevant notes and are referenced at note 5.3.



**Department of Human Services**  
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**9.2. Revenue standards**

**AASB 15 Revenue from Contracts with Customers**

AASB 15 *Revenue from Contracts with Customers* establishes a revenue recognition model for revenue arising from contracts with customers. It requires that revenue be recognised at an amount that reflects the consideration to which an entity expects to be entitled in exchange for transferring goods or services to a customer.

AASB 15 supersedes AASB 111 *Construction Contracts*, AASB 118 *Revenue* and related interpretations, and applies to all revenue arising from contracts with customers.

***Impact on retained earnings***

There is no impact on the department's retained earnings as at 1 July 2019.

***Accounting policies on transition***

The department adopted AASB 15 on 1 July 2019. The *Treasurer's Instructions (Accounting Policy Statements)* require certain choices in those transitional provisions to be taken. The department on transition has, in accordance with the APS:

- applied the standard retrospectively with the cumulative effect of initially applying this Standard recognised at the date of initial application
- has not applied the completed contracts practical expedient.

2019-20 impacts on the financial statements are explained below together with impacts from adoption of AASB 1058 *Income of Not-for-Profit Entities*.

***Ongoing accounting policies***

The *Treasurer's Instructions (Accounting Policy Statements)* specify the requirements for public authorities in applying AASB 15. The department has adopted the approach of applying AASB 15 to a portfolio contracts with similar characteristics.

Significant accounting policies relating to the application of AASB 15 are disclosed under the relevant notes.

**AASB 1058 Income of Not-for-Profit Entities**

AASB 1058 *Income of Not-for-Profit Entities* establishes new income recognition requirements for not-for-profit entities. Its requirements apply where the consideration to acquire an asset, including cash, is significantly less than fair value principally to the entity to further its objectives. AASB 1058 also contains requirements for the receipt of volunteer services. AASB 1058 supersedes income recognition requirements in AASB 1004 *Contributions*, AASB 118 *Revenue* and AASB 111 *Construction Contracts*. However, elements of AASB 1004 remain in place, primarily in relation to restructures of administrative arrangements and other contributions and distributions by owners.

***Accounting policies on transition***

On transition, there was \$1.870 million equity adjustment to retained earnings due to the implementation of the new AASB 1058 *Income of Not-for-Profit Entities*. Refer to the table below for the changes of the effect.

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**9.2. Revenue standards (continued)**

**Effects on financial statements from AASB 15 and AASB 1058**

**Statement of Comprehensive Income**

*for the year ended 30 June 2020*

	As reported	Adjustments	Adjustments	Balances without adoption of AASB 15 & 1058
	\$'000	AASB 15 \$'000	AASB 1058 \$'000	\$'000
<b>Income</b>				
Commonwealth-sourced grants and funding	102 477	-	1 870	104 347
<b>Total income</b>	<b>102 477</b>	<b>-</b>	<b>1870</b>	<b>104 347</b>

**Statement of Financial Position**

There were no impacts on the Statement of Financial Position for the year ended 30 June 2020.

**9.3. Presentation of Financial Statements**

Treasurer's Instructions (Accounting Policy Statements) issued on 1 June 2020 removed the previous requirement for financial statements to be prepared using the net cost of services format. The net cost of services is the total cost of services less any revenue retained by public authorities involved in the provision of services but does not include items classified as revenues from and payments to the South Australian Government.

Presentation of the Statement of Comprehensive Income on an 'income and expense' basis allows information to be presented in such a way that eliminates potential confusion as to the source of funding for the department. As well as changes to the format of the Statement of Comprehensive Income, there are presentational changes to remove the net cost of services format from the Statement of Cash Flows. These statements now show income before expenses, and cash receipts before cash payments. Related disclosures also reflect this changed format.

The following tables show the effect of adopting AASB 15 and AASB 1058 on the department's financial statements for the year ending 30 June 2020. Note that the only change that impacts the financial statements relates to the presentation of the revenue balances, no treatment changes were required following the change in accounting standards.

Income category	2019-20		2018-19	
	Note	Note line	Note	Note line
Screening check fees	2.3 Sales of Goods and Services	Screening check fees	4.2 Fees and Charges	Fees, fines and penalties
Interpreting and translating services		Interpreting and translating services		
Domiciliary Equipment Services - Home modifications		Domiciliary Equipment Services - Minor equipment and home modifications	4.7 Other Income	Other revenue
Domiciliary Equipment Services - Minor equipment				Minor equipment
Domiciliary Equipment Services - NDIS Revenue (home modifications and minor equipment)				NDIS Revenue

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**10. Outlook**

**10.1. 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***

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Within one year	75	-
<b>Total capital commitments</b>	<b>75</b>	<b>-</b>

The department's capital commitments are for management of the eLogging system for Youth Justice, by providing resources for business analysis, project management and project assurance.

***Expenditure commitments***

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Within one year	6 585	5 838
Later than one year but not longer than five years	4 828	6 233
Later than five years	1 126	1 505
<b>Total expenditure commitments</b>	<b>12 539</b>	<b>13 576</b>

The department's expenditure commitments are for agreements for memoranda of administrative arrangements with the Department of Planning, Transport and Infrastructure for accommodation.

***Operating lease commitments***

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Within one year	-	1 432
Later than one year but not longer than five years	-	590
<b>Total operating lease commitments</b>	<b>-</b>	<b>2 022</b>

Operating lease commitments is provided for the comparative year only as AASB 16 Leases does not distinguish between operating and finance leases for the lessee. The comparative amount does not include commitments for memoranda of administrative arrangements with the department of Planning, Transport and Infrastructure for accommodation. This has been reclassified and included under expenditure commitments. For more detail about the reclassification see 9.1.

**10.2. 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 for 2019-20.

**Department of Human Services**  
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**10.3. 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 2020-21 due to the COVID-19 pandemic.

**10.4. Impact of standards not yet effective**

The department has assessed the impact of new and changed Australian Accounting Standards Board Standards and Interpretations not yet effective.

**AASB 1059 Service Concession Arrangements: Grantors**

AASB 1059 prescribes the accounting for certain arrangements in which an operator provides public services on behalf of a public sector grantor involving a service concession arrangement. This standard applies to reporting periods beginning on or after 1 January 2020. The department has assessed its arrangements where operators provide services and has concluded that none of these will be within the scope of AASB 1059.

**10.5. Events after the reporting period**

Adjustments are made to amounts recognised in the financial statements, where an event occurs after 30 June 2020 and before the date the financial statements are authorised for issue, where those events provide information about conditions that existed at 30 June 2020. Note disclosure is made about events between 30 June 2020 and the date the financial statements are authorised for issue where the events relate to a condition which arose after 30 June 2020 and which may have a material impact on the results of subsequent years.

Effective 1 July 2020, the State Recovery Office is transferring out to the Department of the Premier and Cabinet.

**11. Measurement and risk**

**11.1. Long service leave liability – measurement**

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

The actuarial assessment performed by the Department of Treasury and Finance 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 as the discount rate in the measurement of the long service leave liability. The yield on long-term Commonwealth Government bonds has decreased from 2019 (1.25%) to 2020 (0.75%).

The actuarial assessment performed by the Department of Treasury and Finance changed the salary inflation rate from 4% in 2019 to 2.5% in 2020 for long service leave liability.

This decrease in the bond yield, which is used as the rate to discount future long service leave cash flows, results in an increase 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 of \$3.636 million. The impact on future periods is impracticable to estimate as the long service leave liability is calculated using a number of demographical and financial assumptions – including the long-term discount rate.

The long service leave split between current and non-current is based on the department actuarial assessment which uses historical leave history to determine an estimate for amounts to be paid within the next 12 months.

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**11.2. Fair value**

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

***Initial recognition***

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

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

***Revaluation***

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

The revaluation process is reviewed by the department each year.

Non-current tangible assets are valued at fair value and revaluation of non-current assets, or a group of assets, is only performed when the fair value at the time of acquisition is greater than \$1 million and estimated useful life is greater than three years.

A full site revaluation is undertaken on a regular cycle every five 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 2020 and 2019, 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.

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**11.2. Fair value (continued)**

**Fair value measurements at 30 June 2020**

		<b>Level 2</b>	<b>Level 3</b>	<b>Total</b>
<b>Recurring fair value measurements</b>	<b>Note</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Land	5.1	55 550	-	55 550
Buildings	5.1	27 802	65 620	93 422
Accommodation improvements	5.1	-	1 349	1 349
Other	5.1	-	9 944	9 944
<b>Total recurring fair value measurements</b>		<b>83 352</b>	<b>76 913</b>	<b>160 265</b>
<b>Total fair value measurements</b>		<b>83 352</b>	<b>76 913</b>	<b>160 265</b>

**Fair value measurements at 30 June 2019**

		<b>Level 2</b>	<b>Level 3</b>	<b>Total</b>
<b>Recurring fair value measurements</b>	<b>Note</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Land	5.1	61 650	-	61 650
Buildings	5.1	25 376	63 102	88 478
Accommodation improvements	5.1	-	2 278	2 278
Other	5.1	-	10 649	10 649
<b>Total recurring fair value measurements</b>		<b>87 026</b>	<b>76 029</b>	<b>163 055</b>
<b>Total fair value measurements</b>		<b>87 026</b>	<b>76 029</b>	<b>163 055</b>

***Land and buildings***

The department's land and buildings were subject to a full site revaluation as at 30 June 2016. The professional valuer engaged to perform the independent valuations was Mrs Brooke Parish, API Certified Practising Valuer (Property). Australian Valuation Solutions Pty Ltd.

An independent desktop valuation of land and buildings was performed in June 2020 by a Certified Practising Valuer from Jones Long LaSalle Public Sector Valuations Pty Ltd (JLL) as at 30 June 2020. The results of the valuation were considered to have an immaterial impact on the department's assets with the exception to controlled land and buildings. All valuations relating to Administered Items were considered immaterial and were not processed.

Fair value of land has been determined using the market 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.

The fair value of buildings was determined using current replacement cost, due to there not being an active market. 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.

***Plant and equipment***

All items of plant and equipment had a fair value at the time of acquisition less than \$1 million and 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.

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**11.2. Fair value (continued)**

**Reconciliation of level 3 recurring fair value measurement as at 30 June 2020**

The following table is a reconciliation of fair value measurements using significant unobservable inputs (level 3).

2020	Leasehold		
	Buildings	improvements	Other
	\$'000	\$'000	\$'000
<b>Opening balance at the beginning of the period</b>	<b>63 102</b>	<b>2 278</b>	<b>10 649</b>
Acquisitions	-	-	44
Donated Assets	-	-	(7)
Disposals	-	(3)	(275)
Transfers (to)/from work in progress	-	45	2 731
<b>Gains/(losses) for the period recognised in net result:</b>			
Revaluation increment/(decrement)	4 429	-	-
Depreciation	(1 911)	(971)	(3 198)
<b>Total gains/(losses) recognised in net result</b>	<b>2 518</b>	<b>(971)</b>	<b>(3 198)</b>
<b>Carrying amount at the end of the period</b>	<b>65 620</b>	<b>1 349</b>	<b>9 944</b>

2019	Leasehold		
	Buildings	improvements	Other
	\$'000	\$'000	\$'000
<b>Opening balance at the beginning of the period</b>	<b>64 949</b>	<b>4 386</b>	<b>9 849</b>
Acquisitions	-	-	632
Donated Assets	-	-	(4)
Disposals	-	(250)	(44)
Disposal through administrative restructures	-	(696)	-
Transfer between asset classes	65	-	3 443
<b>Gains/(losses) for the period recognised in net result:</b>			
Depreciation	(1 912)	(1 162)	(3 227)
<b>Total gains/(losses) recognised in net result</b>	<b>(1 912)</b>	<b>(1 162)</b>	<b>(3 227)</b>
<b>Carrying amount at the end of the period</b>	<b>63 102</b>	<b>2 278</b>	<b>10 649</b>

**11.3. Financial instruments**

**Financial risk management**

Departmental risk management policies are in accordance with the *Risk Management Policy Statement* 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 the Department of Treasury and Finance 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 notes 1.5 and 2.1 for further information.

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**11.3. Financial instruments (continued)**

**Credit risk**

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

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 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 comprises of 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, 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.

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

	<b>Debtor gross carrying amount \$'000</b>	<b>Loss %</b>	<b>Lifetime expected losses \$'000</b>
Current (not past due)	1 872	-	-
1 - 30 days past due	90	1.41%	1
31 - 60 days past due	98	2.21%	2
61 - 90 days past due	64	3.39%	2
More than 90 days past due	1 179	5.24%	62
<b>Loss allowance</b>			<b>67</b>

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.



**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

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**11.3. Financial instruments (continued)**

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 \$0.159 million written off during the year are still subject to enforcement activity.

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

***Market risk***

The department does not trade in foreign currency, nor enter into transactions for speculative purposes, nor for hedging. 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 Treasurer's Instruction 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 significant accounting policies 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).

**Department of Human Services**  
**Notes to and forming part of the financial statements**  
*for the year ended 30 June 2020*

**11.3. Financial instruments (continued)**

The department measures all financial instruments at amortised cost.

Category of financial asset and financial liability	Note	Carrying amount / fair value \$'000	2020 Contractual maturities		
			Within 1 year \$'000	1-5 years \$'000	More than 5 years \$'000
<b>Financial assets</b>					
Cash and cash equivalents	6.1	145 924	145 924	-	-
Receivables	6.2	68 740	67 913	827	-
<b>Total financial assets</b>		<b>214 664</b>	<b>213 837</b>	<b>827</b>	<b>-</b>
<b>Financial liabilities</b>					
Payables	7.1	16 008	16 008	-	-
Financial lease liability	7.2	1 998	1 021	977	-
<b>Total financial liabilities</b>		<b>18 006</b>	<b>17 029</b>	<b>977</b>	<b>-</b>

Category of financial asset and financial liability	Note	Carrying amount / fair value \$'000	2019 Contractual maturities		
			Within 1 year \$'000	1-5 years \$'000	More than 5 years \$'000
<b>Financial assets</b>					
Cash and cash equivalents	6.1	164 075	164 075	-	-
Receivables	6.2	22 219	21 490	729	-
<b>Total financial assets</b>		<b>186 294</b>	<b>185 565</b>	<b>729</b>	<b>-</b>
<b>Financial liabilities</b>					
Payables	7.1	23 254	23 254	-	-
<b>Total financial liabilities</b>		<b>23 254</b>	<b>23 254</b>	<b>-</b>	<b>-</b>

***Receivables and payables***

The receivable and payable amounts disclosed here exclude amounts relating to statutory receivables and payables (e.g. Commonwealth, State and Local Government taxes, fees and charges; Auditor-General's Department audit fees). In government, certain rights to receive or pay cash may not be contractual and therefore, in these situations, the requirements will not apply. Where rights or obligations have their source in legislation such as levies, tax and equivalents, they would be excluded from the disclosure. The standard defines contract as enforceable by law. All amounts recorded are carried at cost (not materially different from amortised cost).

The receivables amount disclosed here excludes prepayments as they are not financial assets.

**Department of Human Services  
(DHS)**

**Administered Financial Statements**

For the year ended 30 June 2020



**Department of Human Services**  
**Statement of Administered Comprehensive Income**  
*for the year ended 30 June 2020*

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	Note	2020 \$'000	2019 \$'000
<b>Administered income</b>			
Appropriation		191 212	184 530
Grants and contributions		14 261	10 639
Fees and charges		438	491
Interest		165	322
Client Trust receipts		11 329	11 606
Donations		6 958	-
Other income		502	379
<b>Total administered income</b>		<b>224 865</b>	<b>207 967</b>
<b>Administered expenses</b>			
Employee benefits expenses		366	372
Supplies and services		1 927	1 707
Depreciation and amortisation		2 695	2 534
Grants, subsidies and client payments	A2.1	207 148	190 215
Client Trust payments		11 508	11 945
Donations and charity		5 810	100
Cash alignment transfers		3 100	-
<b>Total administered expenses</b>		<b>232 554</b>	<b>206 873</b>
<b>Net result</b>		<b>(7 689)</b>	<b>1 094</b>
<b>Other comprehensive income</b>			
Net gain/(loss) on revaluation of property, plant and equipment		-	3 072
<b>Total other comprehensive income</b>		<b>-</b>	<b>3 072</b>
<b>Total comprehensive result</b>		<b>(7 689)</b>	<b>4 166</b>

The accompanying notes form part of these financial statements

**Department of Human Services**  
**Statement of Administered Financial Position**  
*as at 30 June 2020*

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	<b>Note</b>	<b>2020 \$'000</b>	<b>2019 \$'000</b>
<b>Administered current assets</b>			
Cash and cash equivalents	A4.1	66 773	74 294
Receivables		110	39
<b>Total current assets</b>		<b>66 883</b>	<b>74 333</b>
<b>Administered non-current assets</b>			
Property, plant and equipment	A3.1	22 715	25 409
Investment property	A3.3	1 400	1 400
Intangible assets	A3.4	-	1
<b>Total non-current assets</b>		<b>24 115</b>	<b>26 810</b>
<b>Total assets</b>		<b>90 998</b>	<b>101 143</b>
<b>Administered current liabilities</b>			
Payables		8 036	10 485
Employee benefits		-	7
<b>Total current liabilities</b>		<b>8 036</b>	<b>10 492</b>
<b>Total liabilities</b>		<b>8 036</b>	<b>10 492</b>
<b>Net assets</b>		<b>82 962</b>	<b>90 651</b>
<b>Administered equity</b>			
Retained earnings		52 407	60 096
Asset revaluation surplus		30 555	30 555
<b>Total equity</b>		<b>82 962</b>	<b>90 651</b>

The accompanying notes form part of these financial statements.

**Department of Human Services**  
**Statement of Administered Cash Flows**  
*as at 30 June 2020*

		<b>2020</b>	<b>2019</b>
		<b>Inflows</b>	<b>Inflows</b>
		<b>(Outflows)</b>	<b>(Outflows)</b>
		<b>\$'000</b>	<b>\$'000</b>
<b>Cash flows from operating activities</b>	<b>Note</b>		
<b>Cash inflows</b>			
Appropriation		191 212	184 530
Fees and charges		438	492
Grants and contributions		14 261	10 639
Interest received		165	322
Client Trust receipts		11 329	11 606
Donations		6 958	-
Other income		502	379
<b>Cash generated from operations</b>		<b>224 865</b>	<b>207 968</b>
<b>Cash outflows</b>			
Employee benefits payments		(373)	(366)
Concessions		(177 689)	(156 533)
Grants, subsidies and client payments		(32 967)	(34 403)
Payments for supplies and services		( 940)	(948)
Client Trust payments		(11 507)	(11 955)
Donations and charity		(5 810)	(100)
Cash alignment transfers		(3 100)	-
<b>Cash used in operations</b>		<b>(232 386)</b>	<b>(204 305)</b>
<b>Net cash provided by / used in operating activities</b>	<b>A5.1</b>	<b>(7 521)</b>	<b>3 663</b>
<b>Cash flows from investing activities</b>			
<b>Cash outflows</b>			
Purchase of property, plant and equipment		-	(11)
<b>Cash used in investing activities</b>		<b>-</b>	<b>(11)</b>
<b>Net cash provided by / used in investing activities</b>		<b>-</b>	<b>(11)</b>
<b>Net increase / (decrease) in cash and cash equivalents</b>		<b>(7 521)</b>	<b>3 652</b>
Cash and cash equivalents at the beginning of the period		74 294	70 642
<b>Cash and cash equivalents at the end of the period</b>	<b>A4.1</b>	<b>66 773</b>	<b>74 294</b>

The accompanying notes form part of these financial statements.

**Department of Human Services**  
**Disaggregated Administered Statement of Comprehensive Income**  
*for the year ended 30 June 2020*

	Gambler's Rehabilitation Fund		Charitable Social Welfare Fund		Home for Incurables Trust		Disability Services Donations and Bequests	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
<b>Administered income</b>								
Appropriation	520	444	-	-	-	-	-	-
Grants and contributions	6 373	6 355	4 000	4 000	-	-	-	-
Fees and charges	12	84	61	53	286	332	-	-
Interest	8	17	-	-	27	52	1	3
Client Trust receipts	-	-	-	-	-	-	-	-
Donations	-	-	-	-	-	-	-	-
Other income	382	378	115	-	-	1	-	-
<b>Total administered income</b>	<b>7 295</b>	<b>7 278</b>	<b>4 176</b>	<b>4 053</b>	<b>313</b>	<b>385</b>	<b>1</b>	<b>3</b>
<b>Administered expenses</b>								
Employee benefits expenses	-	-	-	-	-	-	-	-
Supplies and services	1 556	1 216	150	130	190	223	1	-
Depreciation and amortisation	1	4	-	-	2 694	2 530	-	-
Grants, subsidies and client payments	5 304	6 084	3 943	3 573	-	496	-	-
Client Trust payments	-	-	-	-	-	-	-	-
Donations and charity	-	-	-	-	-	-	4	80
Cash alignment transfers	-	-	-	-	-	-	-	-
<b>Total administered expenses</b>	<b>6 861</b>	<b>7 304</b>	<b>4 093</b>	<b>3 703</b>	<b>2 884</b>	<b>3 249</b>	<b>5</b>	<b>80</b>
<b>Net result</b>	<b>434</b>	<b>(26)</b>	<b>83</b>	<b>350</b>	<b>(2 571)</b>	<b>(2 864)</b>	<b>(4)</b>	<b>(77)</b>



**Department of Human Services**  
**Disaggregated Administered Statement of Comprehensive Income**  
*for the year ended 30 June 2020*

	Supported Residential Facilities Indemnity Fund		Client Trust Accounts		Minister's Salary		Health and Aged Care Services Donations and Bequests	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
<b>Administered income</b>								
Appropriation	-	-	-	-	374	365	-	-
Grants and contributions	-	-	-	-	-	-	-	-
Fees and charges	-	-	-	-	-	-	-	-
Interest	-	1	122	239	-	-	3	8
Client Trust receipts	-	-	11 329	11 606	-	-	-	-
Donations	-	-	-	-	-	-	-	-
Other income	-	-	-	-	-	-	-	-
<b>Total administered income</b>	<b>-</b>	<b>1</b>	<b>11 451</b>	<b>11 845</b>	<b>374</b>	<b>365</b>	<b>3</b>	<b>8</b>
<b>Administered expenses</b>								
Employee benefits expenses	-	-	-	-	366	372	-	-
Supplies and services	-	-	-	-	-	-	-	-
Depreciation and amortisation	-	-	-	-	-	-	-	-
Grants, subsidies and client payments	-	-	-	-	-	-	-	-
Client Trust payments	-	-	11 508	11 945	-	-	-	-
Donations and charity	-	-	-	-	-	-	16	20
Cash alignment transfers	-	-	-	-	-	-	-	-
<b>Total administered expenses</b>	<b>-</b>	<b>-</b>	<b>11 508</b>	<b>11 945</b>	<b>366</b>	<b>372</b>	<b>16</b>	<b>20</b>
<b>Net result</b>	<b>-</b>	<b>1</b>	<b>(57)</b>	<b>(100)</b>	<b>8</b>	<b>(7)</b>	<b>(13)</b>	<b>(12)</b>

**Department of Human Services**  
**Disaggregated Administered Statement of Comprehensive Income**  
*for the year ended 30 June 2020*

	Concessions		Community Service Obligations		State Emergency Relief Fund		Consumer Advocacy & Research Fund	
	2020	2019	2020	2019	2020	2019	2020	2019
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Administered income</b>								
Appropriation	165 117	161 343	20 333	19 646	2 000	-	-	-
Grants and contributions	3 600	-	-	-	-	-	288	284
Fees and charges	-	-	-	-	-	-	-	3
Interest	-	-	-	-	4	2	-	-
Client Trust receipts	-	-	-	-	-	-	-	-
Donations	-	-	-	-	6 958	-	-	-
Other income	-	-	-	-	5	-	-	-
<b>Total administered income</b>	<b>168 717</b>	<b>161 343</b>	<b>20 333</b>	<b>19 646</b>	<b>8 967</b>	<b>2</b>	<b>288</b>	<b>287</b>
<b>Administered expenses</b>								
Employee benefits expenses	-	-	-	-	-	-	-	-
Supplies and services	2	-	-	-	-	-	28	138
Depreciation and amortisation	-	-	-	-	-	-	-	-
Grants, subsidies and client payments	174 183	155 810	19 660	18 995	-	-	322	339
Client Trust payments	-	-	-	-	-	-	-	-
Donations and charity	-	-	-	-	5 790	-	-	-
Cash alignment transfers	3 100	-	-	-	-	-	-	-
<b>Total administered expenses</b>	<b>177 285</b>	<b>155 810</b>	<b>19 660</b>	<b>18 995</b>	<b>5 790</b>	<b>-</b>	<b>350</b>	<b>477</b>
<b>Net result</b>	<b>(8 568)</b>	<b>5 533</b>	<b>673</b>	<b>651</b>	<b>3 177</b>	<b>2</b>	<b>(62)</b>	<b>(190)</b>

**Department of Human Services**  
**Disaggregated Administered Statement of Comprehensive Income**  
*for the year ended 30 June 2020*

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	Personal Alert Systems Rebate Scheme		Total	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
<b>Administered income</b>				
Appropriation	2 868	2 732	191 212	184 530
Grants and contributions	-	-	14 261	10 639
Fees and charges	79	19	438	491
Interest	-	-	165	322
Client Trust receipts	-	-	11 329	11 606
Donations	-	-	6 958	-
Other income	-	-	502	379
<b>Total administered income</b>	<b>2 947</b>	<b>2 751</b>	<b>224 865</b>	<b>207 967</b>
<b>Administered expenses</b>				
Employee benefits expenses	-	-	366	372
Supplies and services	-	-	1 927	1 707
Depreciation and amortisation	-	-	2 695	2 534
Grants, subsidies and client payments	3 736	4 918	207 148	190 215
Client Trust payments	-	-	11 508	11 945
Donations and charity	-	-	5 810	100
Cash alignment transfers	-	-	3 100	-
<b>Total administered expenses</b>	<b>3 736</b>	<b>4 918</b>	<b>232 554</b>	<b>206 873</b>
<b>Net result</b>	<b>(789)</b>	<b>(2 167)</b>	<b>(7 689)</b>	<b>1 094</b>

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 2020*

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**NOTES TO THE FINANCIAL STATEMENTS**

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**Department of Human Services**  
**Notes to and forming part of the Administered financial statements**  
*for the year ended 30 June 2020*

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**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. 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 Impact of COVID-19 pandemic on the department**

The COVID-19 pandemic impacted on some activities administered by the department, in particular, the department was required to administer additional payments for Cost of Living concessions and the International Student Support Package to assist individuals affected by COVID-19, refer to note A2.2. These additional payments had a material impact on the financial statements of the department's Administered Items.

**A1.3 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 & 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 Systems Rebate Scheme
- State Emergency Relief Fund
- Supported Residential Facilities Indemnity Fund

**Department of Human Services**  
**Notes to and forming part of the Administered financial statements**  
*for the year ended 30 June 2020*

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**A1.4 Budget performance**

The budget performance table compares the department's outcomes against budget information presented to Parliament (2019-20 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.

	<b>Original budget 2020 \$'000</b>	<b>Actual 2020 \$'000</b>	<b>Variance \$'000</b>
<b>Statement of Comprehensive Income</b>			
<b>Administered income</b>			
Appropriation	191 207	191 212	5
Grants and contributions	10 665	14 261	3 596
Fees and charges	508	438	(70)
Interest	348	165	(183)
Client Trust receipts	11 737	11 329	(408)
Donations	-	6 958	6 958
Other income	399	502	103
<b>Total administered income</b>	<b>214 864</b>	<b>224 865</b>	<b>10 001</b>
<b>Administered expenses</b>			
Employee benefits expenses	369	366	(3)
Supplies and services	1 250	1 927	677
Depreciation and amortisation	2 497	2 695	198
Grants, subsidies and client payments	201 280	207 148	5 868
Client Trust payments	11 987	11 508	(479)
Donations and charity	-	5 810	5 810
Cash alignment transfers	-	3 100	3 100
<b>Total administered expenses</b>	<b>217 383</b>	<b>232 554</b>	<b>15 171</b>
<b>Net result</b>	<b>(2 519)</b>	<b>(7 689)</b>	<b>(5 170)</b>
<b>Total comprehensive result</b>	<b>(2 519)</b>	<b>(7 689)</b>	<b>(5 170)</b>

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 exceeds both thresholds.

**Department of Human Services**  
**Notes to and forming part of the Administered financial statements**  
*for the year ended 30 June 2020*

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**A2. Expenses**

**A2.1 Grants, subsidies and client payments**

		<b>2020</b>	<b>2019</b>
	<b>Note</b>	<b>\$'000</b>	<b>\$'000</b>
Gamblers Rehabilitation		5 304	6 084
Charitable Social Welfare Fund		3 943	3 573
Home for Incurables Trust		-	496
Concessions	A2.2	174 183	155 810
Community Service Obligations *		19 660	18 995
Personal Alert Systems Rebate Scheme		3 736	4 918
Consumer Advocacy & Research Fund		322	339
<b>Total grants, subsidies and client payments</b>		<b>207 148</b>	<b>190 215</b>

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

**A2.2 Concessions**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Water and sewerage rates	52 582	51 357
Cost of Living *	46 191	32 641
Energy	41 815	40 478
Transport	30 132	29 317
International Student Support Package *	1 445	-
Emergency electricity payments	319	367
Other	1 699	1 650
<b>Total concessions</b>	<b>174 183</b>	<b>155 810</b>

\* As part of the State Government's response to COVID-19, \$9.588 million was paid as part of the Cost of Living Concession for a \$500 once-off boost to individuals who were unemployed or lost their jobs as a result of COVID-19. In addition, the International Student Support Package was established to provide emergency cash grants to international students currently living in Adelaide who have been impacted by COVID-19.

**Department of Human Services**  
**Notes to and forming part of the Administered financial statements**  
*for the year ended 30 June 2020*

**A3. Non-financial assets**

**A3.1 Property, plant and equipment by asset class**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Land and buildings</b>		
Land at fair value	11 250	11 250
Buildings and improvements at fair value	12 002	12 002
Accumulated depreciation - buildings and improvements	(2 423)	-
Carpark at fair value	12	12
Accumulated depreciation - carpark	(12)	(12)
<b>Total land and buildings</b>	<b>20 829</b>	<b>23 252</b>
<b>Plant and equipment</b>		
Plant and equipment at cost (deemed fair value)	2 873	2 873
Accumulated depreciation	(987)	(716)
<b>Total plant and equipment</b>	<b>1 886</b>	<b>2 157</b>
<b>Total property, plant and equipment</b>	<b>22 715</b>	<b>25 409</b>

An independent desktop valuation of land and buildings was performed as at 30 June 2019 and 30 June 2020. The results of the 2018-19 revaluation were processed for Administered buildings as they were deemed to have a material impact. There was no material impact from the 2019-20 revaluation.

**A3.2 Property, plant and equipment owned by the department**

The following table shows the movement of land, buildings and improvements and plant and equipment during 2019-20:

	<b>Land</b>	<b>Buildings and improvements</b>	<b>Plant and equipment</b>	<b>Total</b>
<b>2020</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of period	11 250	12 002	2 157	25 409
Depreciation	-	(2 423)	(271)	(2 694)
<b>Carrying amount at the end of period</b>	<b>11 250</b>	<b>9 579</b>	<b>1 886</b>	<b>22 715</b>

The following table shows the movement of land, buildings and improvements and plant and equipment during 2018-19:

	<b>Land</b>	<b>Buildings and improvements</b>	<b>Plant and equipment</b>	<b>Total</b>
<b>2019</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of period	11 250	11 189	2 378	24 817
Transfers from capital works in progress	-	-	50	50
Depreciation	-	(2 259)	(271)	(2 530)
Net revaluation increment/(decrement)	-	3 072	-	3 072
<b>Carrying amount at the end of period</b>	<b>11 250</b>	<b>12 002</b>	<b>2 157</b>	<b>25 409</b>



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**A3.3 Investment property**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Investment building	600	600
<b>Fair value at the end of the period</b>	<b>600</b>	<b>600</b>
	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Investment land	800	800
<b>Fair value at the end of the period</b>	<b>800</b>	<b>800</b>
<b>Total investment property at the end of the period</b>	<b>1 400</b>	<b>1 400</b>

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 as income or expense in the period that they arise. An independent desktop valuation of the investment property was performed at 30 June 2020. The results of the valuation were considered to have an immaterial impact and were not processed. The investment property is not depreciated however is tested for impairment.

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

The following table shows the movement of investment property during 2019-20:

	<b>Investment land</b>	<b>Investment building</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>2020</b>			
Carrying amount at the beginning of the period	800	600	1 400
<b>Carrying amount at the end of the period</b>	<b>800</b>	<b>600</b>	<b>1 400</b>

The following table shows the movement of investment property during 2018-19:

	<b>Investment land</b>	<b>Investment building</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>2019</b>			
Carrying amount at the beginning of the period	800	600	1 400
<b>Carrying amount at the end of the period</b>	<b>800</b>	<b>600</b>	<b>1 400</b>

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**A3.4 Intangible assets**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Purchase computer software	40	40
Accumulated amortisation	(40)	(39)
<b>Total intangible assets</b>	<b>-</b>	<b>1</b>

The following table shows the movement in intangible assets:

	<b>Computer software</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>2020</b>		
Carrying amount at the beginning of period	1	1
Amortisation	(1)	(1)
<b>Carrying amount at the end of period</b>	<b>-</b>	<b>-</b>

	<b>Computer software</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>2019</b>		
Carrying amount at the beginning of period	5	5
Amortisation	(4)	(4)
<b>Carrying amount at the end of period</b>	<b>1</b>	<b>1</b>

**A.4. Financial assets**

**A4.1 Cash and cash equivalents**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Special deposit account with the Treasurer	50 985	58 473
Deposit account with SAFA	15 220	14 725
Other deposits	568	1 096
<b>Total cash and cash equivalents</b>	<b>66 773</b>	<b>74 294</b>

**Department of Human Services**  
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**A5. Other disclosures**

**A5.1 Cash flow reconciliation**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Reconciliation of cash and cash equivalents at the end of the reporting period</b>		
Cash and cash equivalents disclosed in the Statement of Financial Position	66 773	74 294
Balance as per the Statement of Cash Flows	66 773	74 294
<b>Reconciliation of net cash provided by / (used in) operating activities to net result</b>		
Net cash provided by/(used in) operating activities	(7 521)	3 663
<b>Add / less non-cash items</b>		
Depreciation and amortisation	(2 695)	(2 534)
<b>Movement in assets and liabilities</b>		
Increase/(decrease) in receivables	71	9
(Increase)/decrease in payables	2 449	(37)
(Increase)/decrease in employee benefits	7	(7)
<b>Net result</b>	<b>(7 689)</b>	<b>1 094</b>

**A5.2 Client Trust accounts**

The department acts as trustee of client trust accounts, including clients of the former Intellectual Disability Services Council Incorporated (IDSC) and the former Julia Farr Services (JFS). These amounts cannot be used by the department to achieve its own objectives, and accordingly are not included in the controlled financial statements. Client Trust receipts include interest revenue of \$0.122 million (2019: \$0.239 million).

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Opening balance at the beginning of the period	13 751	13 851
Add receipts	11 451	11 845
Less expenses	(11 508)	(11 945)
<b>Closing balance at the end of the period</b>	<b>13 694</b>	<b>13 751</b>

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**A5.3 Disability Services donations and bequests**

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

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Opening balance at the beginning of the period	180	257
Add receipts	1	3
Less expenses	(5)	(80)
<b>Closing balance at the end of the period</b>	<b>176</b>	<b>180</b>

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

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

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Opening balance at the beginning of the period	551	563
Add receipts	3	8
Less expenses	(16)	(20)
<b>Closing balance at the end of the period</b>	<b>538</b>	<b>551</b>

**A5.5 Consumer Advocacy & Research Fund**

The Consumer Advocacy & 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.

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Opening balance at the beginning of the period	235	425
Add receipts	288	287
Less expenses	(350)	(477)
<b>Closing balance at the end of the period</b>	<b>173</b>	<b>235</b>

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**A5.6 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. In December 2019, the South Australian Government launched the SA Bushfire Appeal to raise funds for people directly affected by the bushfires in Cuddlee Creek. In January 2020, the South Australian Government Gazette expanded the appeal to include the Kangaroo Island bushfires.

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Opening balance at the beginning of the period	70	68
Add receipts	8 967	2
Less expenses	(5 790)	-
<b>Closing balance at the end of the period</b>	<b>3 247</b>	<b>70</b>

Appropriation and public donations were received during 2019-20 for the SA Bushfire Appeal. Funds will continue to be distributed throughout 2020-21 to those affected by the bushfires.

**A5.7 Supported Residential Facilities Indemnity Fund**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Opening balance at the beginning of the period	50	49
Add receipts	-	1
<b>Closing balance at the end of the period</b>	<b>50</b>	<b>50</b>

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 (the Fund).

**A6. Measurement and risk**

**A6.1 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 2 and 3 fair value hierarchy levels in 2020 or 2019. The department's policy is to recognise transfers into and out of fair value hierarchy levels as at the end of the reporting period.

**Department of Human Services**  
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**A6.1 Fair value (continued)**

**Fair value measurement as at 30 June 2020**

	<b>Level 2</b>	<b>Level 3</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Recurring fair value measurements</b>			
Land	11 250	-	11 250
Buildings	9 579	-	9 579
Plant and equipment	-	1 886	1 886
Investment property	1 400	-	1 400
<b>Total recurring fair value measurements</b>	<b>22 229</b>	<b>1 886</b>	<b>24 115</b>
<b>Total fair value measurements</b>	<b>22 229</b>	<b>1 886</b>	<b>24 115</b>

**Fair value measurement as at 30 June 2019**

	<b>Level 2</b>	<b>Level 3</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Recurring fair value measurements</b>			
Land	11 250	-	11 250
Buildings	12 002	-	12 002
Plant and equipment	-	2 157	2 157
Investment property	1 400	-	1 400
<b>Total recurring fair value measurements</b>	<b>24 652</b>	<b>2 157</b>	<b>26 809</b>
<b>Total fair value measurements</b>	<b>24 652</b>	<b>2 157</b>	<b>26 809</b>

**Valuation techniques and inputs**

There were no changes in valuation techniques during 2019-20.

The following table is a reconciliation of fair value measurements using significant unobservable inputs (level 3).

**Reconciliation of level 3 recurring fair value measurements at 30 June 2020**

	<b>Plant and equipment</b>
	<b>\$'000</b>
<b>Opening balance at the beginning of the period</b>	2 157
<b>Gains/(losses) for the period recognised in net result:</b>	
Depreciation	(271)
<b>Total gains/(losses) recognised in net result</b>	(271)
<b>Carrying amount at the end of the period</b>	<b>1 886</b>

**Reconciliation of level 3 recurring fair value measurements at 30 June 2019**

	<b>Plant and equipment</b>
	<b>\$'000</b>
<b>Carrying amount at the beginning of the period</b>	2 378
Transfers from capital works in progress	50
<b>Gains/(losses) for the period recognised in net result:</b>	
Depreciation	(271)
<b>Total gains/(losses) recognised in net result</b>	(271)
<b>Carrying amount at the end of the period</b>	<b>2 157</b>

**Department of Human Services**  
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**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 South Australian Government has announced further financial assistance in response to COVID-19 to be paid during 2020-21. This includes the Residential Relief Grant Scheme for tenants who suffer significant financial hardship as a result of COVID-19 restrictions. In addition, the Paid Pandemic Leave Scheme will provide financial support to eligible workers who are required to self-isolate or quarantine because of a public health direction from SA Health and mandatory COVID-19 testing, and do not have access to paid leave or other income support. As these are relatively new payments and are dependent on the number of applications received from the public, they cannot be reliably quantified at this point in time. However, the department expects a material increase to Concessions in note A.2.2. This increase may be offset by the advanced payment of the 2020-21 Cost of Living payment that was made during 2019-20.

**A8. Home for Incurables Trust**

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

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

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

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

(i) accommodation

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

(iii) personal and community support services

(iv) technical and personal support aids

(v) rehabilitation, respite and recreational services

(vi) out-patient and day care services

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

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

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

**Department of Human Services**  
**Notes to and forming part of the Administered financial statements**  
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**A8 Home for Incurables Trust (continued)**

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

<b>Schedule of Expenses and Income - Home for Incurables Trust</b> for the year ended 30 June 2020	<b>2020</b> <b>\$'000</b>	<b>2019</b> <b>\$'000</b>
<b>Income</b>		
Rental income	286	332
Interest	27	52
<b>Total income</b>	<b>313</b>	<b>384</b>
<b>Expenses</b>		
Supplies and services	190	223
Depreciation and amortisation	2 694	2 530
Grants, subsidies and client payments	-	496
<b>Total expenses</b>	<b>2 884</b>	<b>3 249</b>
<b>Net result</b>	<b>(2 571)</b>	<b>(2 865)</b>
<b>Total comprehensive result</b>	<b>(2 571)</b>	<b>(2 865)</b>

<b>Schedule of Financial Position - Home for Incurables Trust</b> as at 30 June 2020	<b>2020</b> <b>\$'000</b>	<b>2019</b> <b>\$'000</b>
<b>Current assets</b>		
Special deposits with the Treasurer	831	728
Deposits with SAFA	2 094	2 070
Receivables	9	10
<b>Total current assets</b>	<b>2 934</b>	<b>2 808</b>
<b>Non-current assets</b>		
Property, plant and equipment	22 715	25 409
Investment property	1 400	1 400
<b>Total non-current assets</b>	<b>24 115</b>	<b>26 809</b>
<b>Total assets</b>	<b>27 049</b>	<b>29 617</b>
<b>Current liabilities</b>		
Payables	9	6
<b>Total current liabilities</b>	<b>9</b>	<b>6</b>
<b>Total liabilities</b>	<b>9</b>	<b>6</b>
<b>Net assets</b>	<b>27 040</b>	<b>29 611</b>



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**A8. Home for Incurables Trust (continued)**

<b>Schedule of Changes in Equity - Home for Incurables Trust</b> for the year ended 30 June 2020	<b>Asset revaluation surplus</b>	<b>Retained earnings</b>	<b>Total equity</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>Balance at 30 June 2018</b>	27 483	1 921	29 404
Net result for 2018-19	-	(2 865)	(2 865)
Net gain/(loss) on revaluation of property, plant and equipment	3 072	-	3 072
<b>Total comprehensive result for 2018-19</b>	<b>3 072</b>	<b>(2 865)</b>	<b>207</b>
<b>Balance at 30 June 2019</b>	<b>30 555</b>	<b>(944)</b>	<b>29 611</b>
Net result for 2019-20	-	(2 571)	(2 571)
<b>Total comprehensive result for 2019-20</b>	<b>-</b>	<b>(2 571)</b>	<b>(2 571)</b>
<b>Balance at 30 June 2020</b>	<b>30 555</b>	<b>(3 515)</b>	<b>27 040</b>

<b>Schedule of Administered Cash Flows - Home for Incurables Trust</b> for the year ended 30 June 2020	<b>2020 Inflows (Outflows) \$'000</b>	<b>2019 Inflows (Outflows) \$'000</b>
<b>Cash flows from operating activities</b>		
<b>Cash inflows</b>		
Interest revenue	27	52
Rental revenue	287	323
<b>Cash generated from operations</b>	<b>314</b>	<b>375</b>
<b>Cash outflows</b>		
Supplies and services	(187)	(265)
Grants, subsidies and client payments	-	(496)
<b>Cash used in operations</b>	<b>(187)</b>	<b>(761)</b>
<b>Net cash provided by / (used in) operating activities</b>	<b>127</b>	<b>(386)</b>
<b>Cash flows from investing activities</b>		
<b>Cash outflows</b>		
Payments for plant, equipment and investments	-	(11)
<b>Cash used in investing activities</b>	<b>-</b>	<b>(11)</b>
<b>Net cash provided by / (used in) investing activities</b>	<b>-</b>	<b>(11)</b>
<b>Net increase / (decrease) in cash and cash equivalents</b>	<b>127</b>	<b>(397)</b>
Cash and cash equivalents at the beginning of the reporting period	2 798	3 195
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>2 925</b>	<b>2 798</b>

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**A8 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.

**Reconciliation of property, plant and equipment - Home for Incurables Trust**

<b>Property, plant and equipment</b>	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Land and buildings</b>		
Land at fair value	11 250	11 250
Buildings and improvements at fair value	12 002	12 002
Accumulated depreciation - buildings and improvements	(2 423)	-
Carpark at fair value	12	12
Accumulated depreciation - carpark	(12)	(12)
<b>Total land and buildings</b>	<b>20 829</b>	<b>23 252</b>
<b>Property, plant and equipment</b>		
Other plant and equipment at cost (deemed fair value)	2 873	2 873
Accumulated depreciation - other plant and equipment at cost	(987)	(716)
<b>Total plant and equipment</b>	<b>1 886</b>	<b>2 157</b>
<b>Total property, plant and equipment</b>	<b>22 715</b>	<b>25 409</b>

**Reconciliation of land, buildings, plant and equipment - Home for Incurables Trust**

The following table shows the movement of land, buildings and improvements and plant and equipment for the Home for Incurables Trust during 2019-20:

	<b>Land</b>	<b>Buildings and improvements</b>	<b>Plant and equipment</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the period	11 250	12 002	2 157	25 409
Depreciation and amortisation for the period	-	(2 423)	(271)	(2 694)
<b>Carrying amount at the end of the period</b>	<b>11 250</b>	<b>9 579</b>	<b>1 886</b>	<b>22 715</b>

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**A8 Home for Incurables Trust (continued)**

The following table shows the movement of land, buildings and improvements and plant and equipment for the Home for Incurables Trust during 2018-19:

	<b>Land</b>	<b>Buildings and improvements</b>	<b>Plant and equipment</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the period	11 250	11 189	2 378	24 817
Depreciation and amortisation for the period	-	(2 259)	(271)	(2 530)
Revaluation increment/(decrement)	-	3 072	-	3 072
Transfers from work in progress	-	-	50	50
<b>Carrying amount at the end of the period</b>	<b>11 250</b>	<b>12 002</b>	<b>2 157</b>	<b>25 409</b>

**Reconciliation of capital work in progress - Home for Incurables Trust**

The following table shows the movement of capital work in progress for the Home for Incurables Trust during 2019-20:

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the year	-	39
Purchases	-	11
Transfers to completed works	-	(50)
<b>Total capital work in progress</b>	<b>-</b>	<b>-</b>

**Investment property - Home for Incurables Trust**

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Investment building	600	600
<b>Fair value at the end of the period</b>	<b>600</b>	<b>600</b>

	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>
Investment land	800	800
<b>Fair value at the end of the period</b>	<b>800</b>	<b>800</b>

<b>Total investment property at the end of the period</b>	<b>1 400</b>	<b>1 400</b>
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