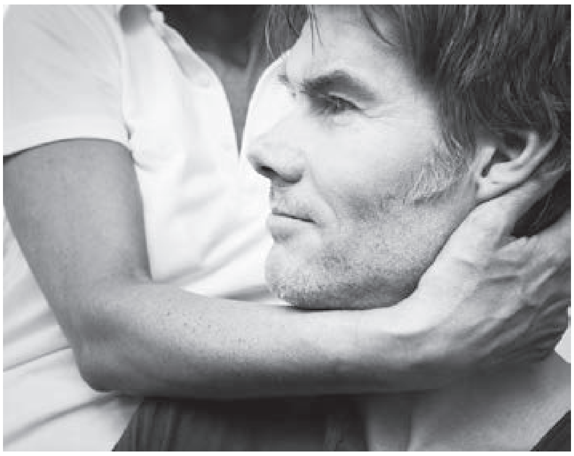
Lifetime Care and Support Authority of NSW
Annual Report






2013-14
the facts
the figures
the future

LETTER TO THE MINISTER

30 October 2014

The Hon. Dominic Perrottet, MP
Minister for Finance and Services
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Minister

In accordance with the *Annual Reports (Statutory Bodies) Act 1984*, we have pleasure in submitting for your information and presentation to Parliament, the Annual Report of the Lifetime Care and Support Authority (LTCSA) for the financial year ended 30 June 2014.

It continued to be a busy year for the LTCSA, which opened a new accommodation facility in Ermington, Sydney and commenced construction on another in Coffs Harbour. Work also commenced on the Sargood Centre in Collaroy, a joint project of Sargood Ltd and the LTCSA that will provide transitional residential care services for people with a spinal cord injury when completed.

In 2013-14, the LTCSA focused on increasing the choice and control of scheme participants, engaging with stakeholders and building the capacity of the sector to better meet the needs of people with serious injuries, including:

- Supporting the entry of 172 new participants to the Lifetime Care and Support Scheme (the Scheme), bringing the total number of participants to 933, spending $83.6 million on treatment, rehabilitation and care services for participants.
- Strengthening the focus on participants by commencing the trial of a direct funding model, developing the My Plan community participation planning approach and establishing a Participant Reference Group.
- Partnering with CRS Australia and the NSW spinal rehabilitation units to provide early access to return to work services for 107 people with spinal cord injury.
- Expanding the capacity of service providers to support scheme participants by training 125 service providers and staff on Paediatric Care and Needs Scale assessment and 60 service providers in outcome-based goal setting, as well as providing 18 workshops for providers on care needs reviews and work options planning.
- Continuing to build expertise in supporting participants, including strategies to increase the capacity of community behaviour support services for people with a brain injury; commissioning a capability framework for attendant care providers and developing resources for managing chronic pain related disability, anxiety and depression.

The LTCSA has continued to lead the way in supporting and empowering people who have been severely injured in a motor vehicle accident and we would like to thank former CEO Julie Newman, for leading our organisation during this time and for her contribution. Julie retired as CEO on 1 August 2014.

Encouragingly, the LTCSA 2013 Participant Satisfaction Survey continues to deliver high results with **86 per cent** of participants surveyed indicating they were satisfied with how their needs were being met by the LTCSA.

The LTCSA will continue to work hard to support participants in leading fuller lives by enabling greater independence and decision-making when it comes to accessing their treatment, rehabilitation and care services.

Michael Carapiet
Chair
Safety, Return to Work
and Support Board

Vivek Bhatia
Chief Executive Officer
Safety, Return to Work
and Support

2013-14

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NSW Government publication
Lifetime Care and Support
October 2014
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The Lifetime Care and Support Authority 2013-14 Annual Report has been prepared in accordance with the *Annual Reports (Statutory Bodies) Act 1984* for the Hon. Dominic Francis Perrottet MP.

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A copy of this report is available at www.lifetimecare.nsw.gov.au

2013-14 AT A GLANCE

Our customers

558 lifetime participants and 375 interim participants

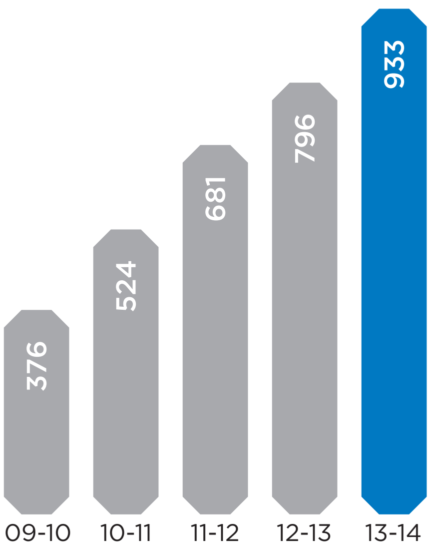
People aged 20-24 years comprise the largest representation in the Scheme (17 per cent), followed by people aged 25-29 years old (12 per cent)

Traumatic brain injury remains the most common injury type (70 per cent of adults, 90 per cent of children)

Overall participant satisfaction rate remains high (86%)

Over 10,000 funding decisions made, only 20 (<0.2%) disputed

TOTAL NUMBER OF PARTICIPANTS (2009 – 2014)



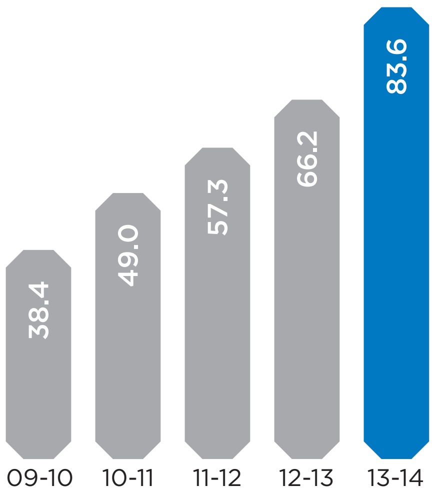
Treatment, rehabilitation and care

281 approved case managers

20 approved attendant care providers

High level of satisfaction with funded services continues: case management 94 per cent, attendant care 89 per cent, home/vehicle modification 91 per cent, equipment 89 per cent, vocational/educational 85 per cent

EXPENDITURE ON TREATMENT, REHABILITATION AND CARE $M*



* Includes bulk billing fees

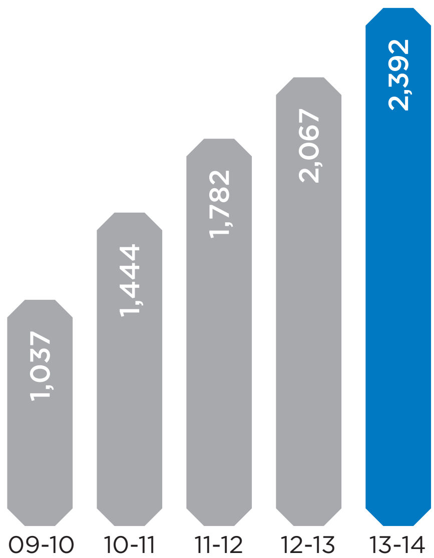
Sustainable scheme

Investment overall return 12.82%

Levy collected $406.3 million

Total assets $3,338.1 million

PROVISION FOR PARTICIPANTS' TREATMENT, REHABILITATION AND CARE $M



Our people

85 staff (Full-time equivalent)

Winners of the Values in Action award at the Safety, Return to Work and Support Annual Employee awards

WORKFORCE DIVERSITY*

81.2%
of employees are women

3.5%
of employees have a disability

4.7%
of employees first language was not English

* Results are based on 34.1 per cent of respondents to the non-mandatory workforce diversity survey

WORKPLACE SAFETY

No lost time due to injury

Staff are supported by SRWS Shared Services who are responsible for the provision of business services within Safety, Return to Work and Support, in the areas of Information Services, Financial Services, Human Resources, Legal, Strategy and Performance, Facilities and Support, and Corporate Governance Services.

ABOUT THE LIFETIME CARE AND SUPPORT AUTHORITY

The history of the Lifetime Care and Support Authority

2006
The *Motor Accidents (Lifetime Care and Support) Act 2006* commenced on 1 October 2006 for people under 16 severely injured on NSW roads. The Act also established the Lifetime Care and Support (LTCS) Council. The Medical Care and Injury Services (MCIS) levy is introduced to fund the Scheme and these costs are removed from the Compulsory Third Party (CTP) premium payment.

2007
The Scheme commenced for adults.

2009
The LTCSA becomes part of the Compensation Authorities Staff division pursuant to the Public Sector Employment and management (Departmental Amalgamations) Order 2009.

2012
The LTCSA becomes part of Safety Return to Work and Support Division (SRWSD) under the *Safety Return to Work and Support Board Act 2012*. The LTCS Council is dissolved.

2014
SRWSD becomes Safety Return to Work and Support (SRWS) and forms part of the Office of Finance and Services within the Treasury and Finance cluster.

Mission and values

We support people with severe injury from motor accidents in NSW to achieve optimal quality of life through provision of treatment, rehabilitation and care.

Our values underpin our interaction with each other, our stakeholders and our customers, and as such are an important part of our planning process. As a NSW Government agency, trusted with public money and safety, we adhere to a strong set of values in the performance of our day to day work.

Our values are integrity, trust, service, accountability and respect.

Role

The LTCSA is responsible for administering the Scheme, which provides lifelong treatment, rehabilitation and attendant care for people severely injured in a motor vehicle accident in NSW, regardless of who was at fault. The LTCSA's role is to arrange, regularly review and pay for services for participants; regulate service providers to achieve quality services; maintain financial viability through levy setting and fund management. The LTCSA also supports research and education.

Legislation

The LTCSA was established as a statutory corporation by the *Motor Accidents (Lifetime Care and Support) Act 2006*. The Act enables the LTCSA to make statutory guidelines under section 58 of the Act.

What we do

Anyone severely injured in a motor accident in NSW from 1 October 2007 may make an application to the LTCSA to enter the Scheme. Children aged under 16 years who were severely injured in a motor accident in NSW from 1 October 2006 may also make an application.

Everyone accepted into the Scheme commences under a two year interim eligibility period as it can be difficult to predict recovery. The interim period allows those who make good recovery to leave the Scheme. About 180 people enter the Scheme each year as interim participants and after two years approximately 120 continue as lifetime participants.

The Scheme provides reasonable and necessary treatment and care services for people severely injured in motor accidents in NSW, regardless of fault. Injuries can include spinal cord injury, moderate to severe brain injury, multiple amputations, severe burns or permanent blindness.

The injured person and their family are central to the planning of the participant's treatment, rehabilitation and care services. Their involvement is actively encouraged in order to best assist them to participate in their roles within their home and community.

The Scheme is funded through the MCIS levy paid by motorists when they purchase a CTP Green Slip insurance policy. Levy contributions are adjusted over time in order to remain sufficient to fund the full cost of providing lifetime care and treatment to participants and meet other Scheme expenses.

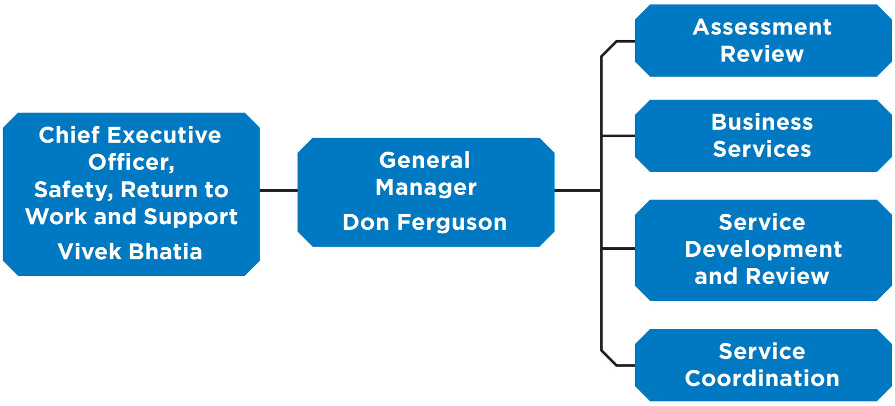
Each year the LTCSA collects sufficient funds to pay for the lifetime of services required by people severely injured in that year. The LTCSA has accumulated a substantial fund to meet the future needs of participants. The fund is managed by the SRWS Board.

The Scheme pays for medical treatment, rehabilitation and attendant care services that are 'reasonable and necessary' and related to the motor accident injury. The types of services include medical and hospital care, home modifications, vehicle modification, education support, equipment and personal care in the home.

The Scheme provides treatment and support as it is needed throughout the person's life. Whenever required, the injured person is supported by a LTCSA coordinator who assists them to plan their rehabilitation and care as needed.

The Scheme also funds the development of programs and research that will assist injured people and their families in dealing with the impacts of traumatic injury, explores the effectiveness of different rehabilitation methods, and provides health professionals with best practice information.

The LTCSA performs these roles in an evolving context of disability service delivery in Australia. Increasingly, people with disability are being provided with more control over the support and services they receive, and the flexibility to explore and choose from a wider range of options and providers.



SAFETY, RETURN TO WORK AND SUPPORT BOARD

About Safety, Return to Work and Support

Safety Return to Work and Support (SRWS) is part of the Office of Finance and Services and the NSW Government's Treasury and Finance Cluster. The SRWS Board determines the strategic direction and oversees the performance of the WorkCover Authority of NSW, the Motor Accidents Authority (MAA) and the Lifetime Care and Support Authority. The SRWS Chief Executive Officer is a member of the SRWS Board.

SRWS agencies are supported by shared services functions in the areas of finance, information and technology services, investment, procurement, human resources, strategy and performance, communications, and legal and policy. The agencies also share governance mechanisms including the SRWS Executive, SRWS Board and its audit and risk committee, investment committee and human resource committee.

SRWS contributes to the economic growth, productivity and wellbeing of NSW by:

- enhancing business and driver confidence
- increasing competiveness of the NSW economy
- improving workforce and community participation and
- ensuring high quality, accessible and efficient services.

The Safety, Return to Work and Support Board

The Safety Return to Work and Support Board was appointed under the *Safety, Return to Work and Support Board Act 2012* for a three year period to 31 July 2015. Under the Act, the Board:

- determines the general policies and strategic direction of each relevant authority
- oversees the performance of each relevant authority
- advises the Minister and the CEO on any matter relating to the relevant authorities or arising under the compensation and other related legislation
- determines investment policies for certain funds, and establishes and administers one or more funds for the purpose of investment:
  - Workers Compensation Insurance Fund
  - Lifetime Care and Support Authority Fund
  - Insurers Guarantee Fund
  - Sporting Injuries Fund
  - Workers' Compensation (Dust Diseases) Fund
  - Nominal Defendant's Fund (currently nil assets)
  - Terrorism Reinsurance Fund (currently nil assets)
- reports to the Minister on the investment performance of each of the above funds

The Board consists of seven members, including the SRWS CEO. The Board is appointed by the Governor of NSW on the recommendations of the Minister for Finance and Services. Both the Board and the CEO are subject to ministerial control and direction.

From left: Vivek Bhatia, Peeyush Gupta, Raymond Whitten, Elizabeth Carr, Gavin Bell, Michael Carapiet, Mark Lennon.

Members of the Safety, Return to Work and Support Board on 30 June 2014

Michael Carapiet, MBA – Chair

Mr Carapiet is Chair of SAS Trustee Corporation, Chair of Smartgroup Corporation Limited & Chair of Adexum Capital Limited. His is a member of the Boards of Clean Energy Finance Corporation and Infrastructure Australia. He is also on the Advisory Boards of Norton Rose Australia and Transfield Holdings. Mr Carapiet was also Chair of Workers Compensation Insurance Fund Investment Board and Chair of WorkCover Authority Board prior to their abolishment in 2012.

Mr Carapiet has more than 30 years' experience in the financial sector and has held a number of senior roles with the Macquarie Group, where he was a member of Macquarie's Executive Committee from 2005. Prior to his retirement in July 2011 he was Executive Chairman of Macquarie Capital and Macquarie Securities. Mr Carapiet has a Master of Business Administration from Macquarie University.

Raymond Whitten, BA, LLB, LLM – Deputy Chair

Mr Whitten was previously Chair of the Motor Accidents Authority, Chair of the Workers Compensation and Work Health and Safety Council, Deputy Chair of the Workers Compensation Insurance Fund Investment Board and Director of the WorkCover NSW Board. He was also Chair of the National Stock Exchange of Australia Limited (NSX).

Mr Whitten is an Accredited Specialist in Business Law, Notary Public and Responsible Officer of a Nominated Adviser to the NSX. Mr Whitten commenced practicing law in 1972 and is a Solicitor Director of Whittens and McKeough Pty Limited. He has extensive experience in property, commercial transactions and all types of dispute work.

Mr Whitten graduated from the University of Sydney with a Bachelor of Arts and a Bachelor of Laws. He also has a Master of Laws from the University of Technology, Sydney.

Gavin Bell, LLB, MBA (Exec)

Mr Bell is currently a member of the Advisory Council of the Australian School of Business and the Business Council of Australia. He was also a member of the WorkCover NSW Board and Workers Compensation Insurance Fund Investment Board.

Mr Bell commenced at Freehills in 1982 as a graduate solicitor and became a partner in 1988. Mr Bell became Freehills' Chief Executive Officer and Managing Partner on 1 July 2005, and retired in 2014.

Mr Bell completed his law degree at the University of Sydney and graduated in 1982. He undertook a Master of Business Administration (Executive) degree at the Australian Graduate School of Management and graduated in 1995.

SAFETY, RETURN TO WORK AND SUPPORT BOARD

Elizabeth Carr, BA (Hons), MPA, FAICD

Ms Carr is a Member of The Environmental Protection Authority (WA) and has a number of non-profit and education board positions including Chair of the Macular Disease Degeneration Foundation and Chair of St Catherine's Aged Care Facility (NSW). Ms Carr is also the Chair of the NSW Family and Community Services Audit and Risk Committee and was a member of both the WorkCover NSW Board and Workers Compensation Insurance Fund Investment Board prior to their abolishment in 2012.

Ms Carr's career has covered senior executive management positions in technology (IBM), finance (Macquarie Group) and government (Department of State Development WA). She has a BA (Hons) from University of Western Australia and a Master's Degree from Harvard University.

Peeyush Gupta, BA, MBA, FAICD

Mr Gupta is currently the Chair of State Super Financial Services and Charter Hall Direct Property Management Limited. He is a non-executive director of the Special Broadcasting Service Board as well as director of number of NAB entities including MLC Life and its subsidiaries, BNZ Life insurance, QuintessenceLabs and Crowe Horwath. Mr Gupta also serves on a variety of non-profit boards, including the Australian School of Business at UNSW, Ascham School and SIRCA. He is the Chair of SRWS Board's investment committee and was previously a member of the Workers Compensation Insurance Fund Investment Board. Mr Gupta was the co-founder and inaugural Chief Executive Officer of Ipac Securities, a pre-eminent wealth management firm spanning financial advice and institutional portfolio management.

Mr Gupta has a Master of Business Administration (Finance) degree from the Australian Graduate School of Management. He completed the Advanced Management Program at Harvard Business School in 2006. He is a Fellow of the Australian Institute of Company Directors.

Mark Lennon, BComm, LLB

Mr Lennon is Secretary of Unions NSW and a Director of First State Super Trustee Corporation. He was a member of the WorkCover NSW Board. He joined Unions NSW (formerly the Labor Council) in 1988, holding positions as the Occupational Health and Safety Training Officer, Industrial Officer and Assistant Secretary prior to becoming Secretary in 2008.

Vivek Bhatia, MBA, B.Engg, CFA

Mr Bhatia was appointed as CEO of SRWS in August 2014. Mr Bhatia joins SRWS from previously being the CEO at Wesfarmers Insurance, where he led the multi-brand, multi-channel insurer through a significant transformation journey. He has also held several other prominent leadership roles in strategy, operations and technology at McKinsey & Company, Wesfarmers Insurance and QBE, both domestically and abroad over the past 15 years. Prior to joining SRWS, Mr Bhatia co-led the business restructuring and transformation practice at McKinsey & Company across Asia Pacific, where he worked across resources, industrials, telecommunications, financial services, and oil and gas.

Mr Bhatia has an undergraduate degree in Engineering and has completed his MBA in strategy. He is a qualified Chartered Financial Analyst.

Julie Newman *PSM*, FCPA BHSMgt, MAICD Chief Executive Officer of Safety, Return to Work and Support – retired 1 August 2014

SAFETY RETURN TO WORK AND SUPPORT EXECUTIVE

The SRWS Executive team has 13 members – seven general managers, a chief financial officer, chief human resources officer, a director of legal services, corporate governance director, company secretary and the CEO. The team is responsible for operational management of the organisation and the implementation of policies and strategic priorities determined by the SRWS Board. The Executive also makes recommendations on matters of strategic direction and policy to the CEO.

General Manager, Workers' Compensation (Dust Diseases) Board
Anita Anderson, Dip-Gov-Policy

A/General Manager, Workers Compensation Insurance Division (8 October 2013 – 30 June 2014)
Gary Jeffery

A/General Manager, Work Health and Safety Division (29 May – 30 June 2014)
Peter Dunphy *PSM*, MPP (Hons), MURP, BSc

General Manager, Investment
Steve McKenna, MA, CIMA

Chief Executive Officer of Safety, Return to Work and Support
Vivek Bhatia, MBA, B.Engg, CFA

A/Chief Financial Officer, Finance and Services
Megan Hancock, BBus, Grad Dip AFI, CA

Director, Corporate Governance
Michael Saad BEc

Company Secretary
Samantha Lawrence BA(Hons), MBA

Chief Human Resources Officer
Greg Barnier, MBusCoach (Dist), AdvDipGovt (Mgmt), DipHRM, DipMgmt, DipFinServ (FinPlan), AssocDipBus (Bank&Fin), SF Fin, FAIM, CAHRI, MIPAA, AInstIB

A/Director Legal Services
Catherine Morgan, BA Hons LLM

General Manager, Motor Accidents Authority
Andrew Nicholls, BA (Hons), MMgt, EMPA, JP

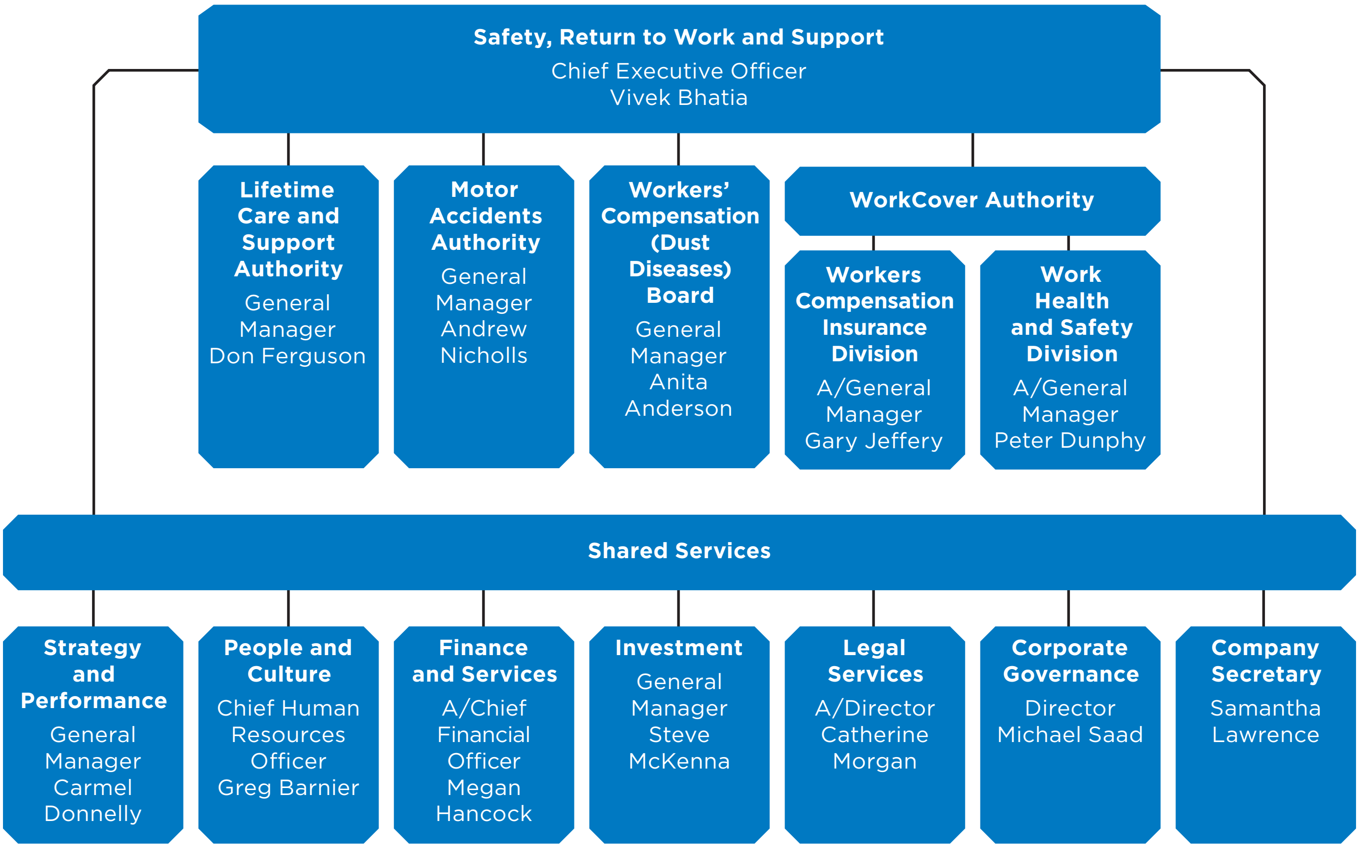
General Manager, Strategy and Performance
Carmel Donnelly, BA (Hons), MBA (Exec), MPH, GAICD

General Manager, Lifetime Care and Support Authority
Don Ferguson, MA, BA

Geniere Aplin, MBA (Exec), LLB General Manager, Workers Compensation Insurance Division – on leave 8 October 2013 to 9 November 2014
Julie Newman *PSM*, FCPA BHSMgt, MAICD Chief Executive Officer of Safety, Return to Work and Support – retired 1 August 2014
John Watson *PSM*, Assoc Dip OHS, HFSIA.NSW General Manager, Work Health and Safety Division – retired 3 July 2014

SAFETY RETURN TO WORK AND SUPPORT EXECUTIVE

Organisational structure



CHAIR/CEO REVIEW

2013-14 was a year of achievements, challenges, and programs for continued success

Michael Carapiet, Chair

Vivek Bhatia, CEO

Growth

The number of participants in the Scheme continues to increase, as predicted. On 30 June 2014 there were 933 participants in the Scheme, an increase of 137 from 30 June 2013.

Strategic priorities

The key priorities for the LTCSA are to:

- engage with the increasing number and changing profile of participants and use their feedback to improve the range and quality of services the Scheme provides
- engage with service providers to build capacity and influence change to a person centred service
- build internal systems and organisational capability to respond to changing and increasing demands and learn from experience.

Projects

The projects and initiatives to achieve our strategic priorities and build on the past eight years' experience of the Scheme include:

- commencing the 'My Plan' trial to improve the engagement of individual participants in setting goals and planning their services.
- continuing the In-Voc Program (an early intervention vocational service) to assist 107 people to participate in return to work services.
- commencing a trial of a direct funding model to give participants the option of directly purchasing their attendant care services.
- commencing a project to increase the number and capacity of psychologists, to deliver behaviour support programs in the community.
- initiating the development of resources for managing chronic pain-related disability, anxiety and depression.
- completing a new accommodation facility in Ermington, Sydney and commencing construction of an accommodation facility in Coffs Harbour.
- training providers on the use of the Pediatric Care and Needs Scale (PCANS-2) assessment tool.
- implementing the SRWS Customer Feedback Framework.
- commencing a detailed five year review of services for participants injured in 08-09.
- developing a capability framework project for attendant care workers.
- working on improving payment processing and reporting, for implementation in 2014-15 as part of the Lifetime Care Efficiency and Assurance Project.

Collaborating with stakeholders

The LTCSA engages regularly with participants and their service providers across NSW to deliver services for participants.

In 2013, the Participant Reference Group was established. Participants volunteer their time to meet regularly with the general manager and provide their opinion on Scheme developments.

The LTCSA has also established an Advisory Group with industry, advocacy and healthcare representatives.

The year ahead

An organisation to be proud of

- The Annual Participant Survey reported an overall satisfaction rate of 86 per cent with the LTCSA.
- In early 2013 the Legislative's Council Standing Committee on Law and Justice acknowledged the continued progress of the LTCSA, later reporting:

> "The report highlights that overall the scheme is working very well to provide support to people who are catastrophically injured in motor vehicle accidents. The committee has heard from a range of stakeholders including medical professionals, legal specialists and advocacy groups. A number of these groups have commended the LTCSA for its ongoing work to improve its processes and for operating in a spirit of collaboration.
>
> The committee is particularly pleased that the LTCSA has committed to aligning itself with the values of the National Disability Insurance Scheme to provide greater choice and control for

CHAIR/CEO REVIEW

participants. In particular, the LTCSA has convened a Participant Reference Group to enhance the role of participants in the scheme and is about to commence a direct-funding trial."

(Chairs forward, report of the Standing Committee's Fifth Review of the exercise of the functions of LTCSA, 3 July 2014)

The full report is available on NSW Parliament website at www.parliament.nsw.gov.au

Strategic priorities

In 2014-15, the LTCSA will pursue the following priorities in our four key result areas.

1. Our customers

- Embed the new choice and control framework into the Scheme operating model and complete the direct funding trial.
- Improve the efficiency of providing services for participants who are new to the Scheme.
- Continue to seek feedback through the annual survey and the Participant Reference Group, to continually improve the Scheme and the delivery of service outcomes.
- Improve the accessibility and functionality of the LTCSA website.
- Align the Scheme with the National Disability Insurance Scheme and the overarching United Nations Convention on the Rights of People with a Disability (UNCRPD).

2. Treatment rehabilitation and care

- Continue the In-Voc Program.
- Commence cross-agency collaboration on interim accommodation options.
- Continue to support community participation and service development through targeted grants.
- Release the new attendant care provider panel.
- Commence construction of the Sargood residential centre in Collaroy.
- Launch the John Walsh Centre for Rehabilitation Research, University of Sydney, a major contribution to the international field of rehabilitation research and injury management, jointly funded by the LTCSA and the MAA.

3. Our people

- Grow and strengthen the three regional offices of the LTCSA to provide strong links to stakeholders.
- Build a stronger organisation structure to be more responsive to participant's needs.

4. Sustainable scheme

- Complete the LTCSA efficiency and assurance project to drive efficiency of internal process and build an improved information reporting system.
- Complete review of the LTCS Guidelines to increase participant choice and control over their life and their funded services.
- Complete the five year review project to understand the predictors of health outcomes and cost drivers.

Performance indicators

The LTCSA has expanded its set of performance indicators for 2014-15 to allow improved monitoring of performance across the following areas:

- timely delivery of services
- approved services meet participants' needs
- participants are supported to enter the Scheme
- participants receive treatment, rehabilitation and care services that meet needs
- participants are satisfied with their services and supports
- staff have the capability to support participants and service providers.

Our team...Our community

We take this opportunity to thank our employees, management team, participants and stakeholders for your continued support throughout the year, and look forward to building on our achievements, as we continue to serve the people of NSW.

Michael Carapiet
Chair
Safety, Return to Work and Support Board

Vivek Bhatia
Chief Executive Officer
Safety, Return to Work and Support

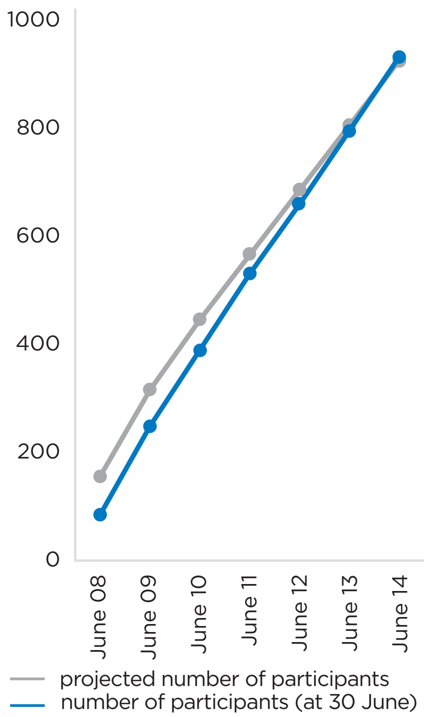
OUR CUSTOMERS

OUR CUSTOMERS

Who are our customers?

Participants are our main customer. Any person, of any age, who is severely injured in a motor vehicle accident in NSW can apply to become a participant, regardless of their role in a motor accident. There are injury criteria which must be met to be eligible (more information can be found at www.lifetimecare.nsw.gov.au).

Participant numbers are increasing each year. Of the 933 current participants, 106 were under 16 when they had their accident. Overall, the increasing number of participants is as predicted. Participants could have had any involvement in a motor accident, such as driver, passenger, motor bike rider, pillion passenger or pedestrian.



Injury type

73 per cent of adults and 90 per cent of people under 16 years suffered a traumatic brain injury from the accident.

Injury type	Total	%
Traumatic brain injury	699	75%
Spinal cord injury	212	23%
Amputations	16	<2%
Burns	4	<1%
Vision loss	2	<1%
Total	**933**	**100%**

Participant's role in accident

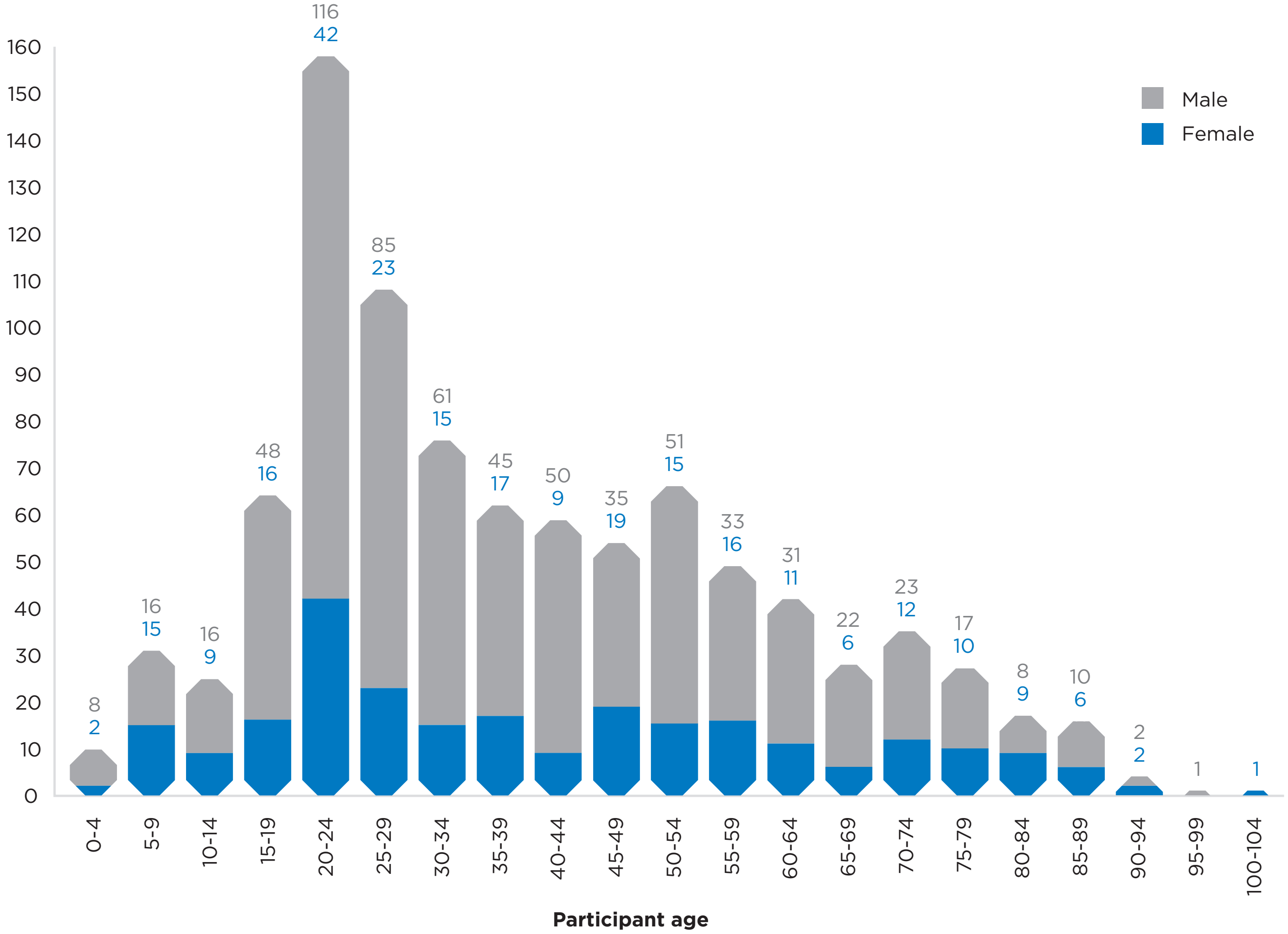
Those under 16 years of age are most commonly injured as passengers or pedestrians in accidents. There are less than five under 16 years injured as cyclists.

Over one third of the adults in the Scheme were drivers in vehicles at the time of the accident.

Role in accident	Total	%
Driver	292	31%
Pedestrian	190	20%
Motorcycle rider	214	23%
Passenger	188	20%
Cyclist	36	4%
Pillion passenger	6	1%
Other	7	1%
Total	**933**	**100%**

How old are participants

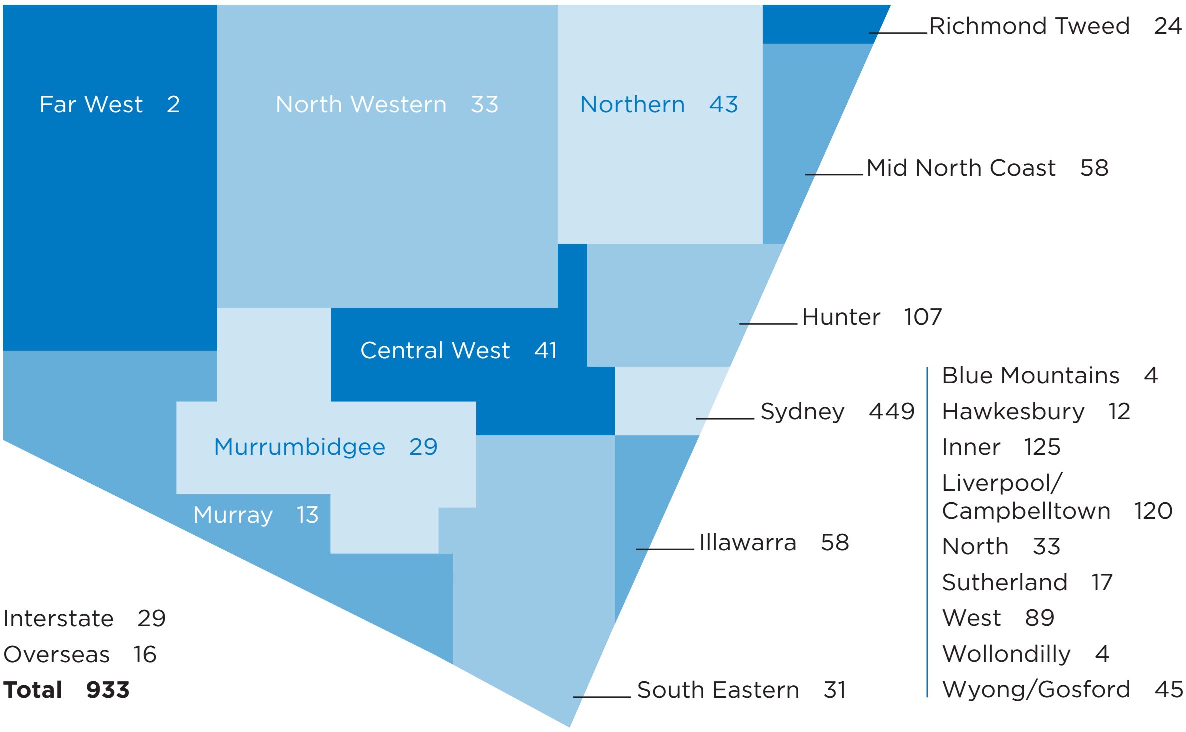
The age group with the strongest representation is 20-24 years, representing 17 per cent of all participants. This is followed by the age group of 25-29 years, with over 12 per cent of participants. The majority of participants are young people and/or of working age, which supports the need for vocational programs to support their return to work or, in the case of younger participants, completion of education and/or training followed by entry to work.



OUR CUSTOMERS

Where do participants live

Number of participants by region (excluding interstate and overseas) as at 30 June 2014



Interstate 29
Overseas 16
Total 933

How we work with our customers

Applying to the Scheme

Eligibility is described in detail in the LTCS Guidelines. Most participants have had a traumatic brain injury or a spinal cord injury. Other injuries include severe burns, amputations and vision loss. All participants commence as 'interim participants' for up to two years. During this time, the Scheme will pay for any reasonable and necessary treatment, rehabilitation and care related to the motor accident injury. There are always about 350 interim participants in the Scheme. After two years, an interim participant may be eligible to become a 'lifetime participant'. Children do not apply for lifetime eligibility until they are at least five years old. The number of lifetime participants is increasing by about 120 participants a year.

Accessing services

The Scheme provides reasonable and necessary treatment, rehabilitation and care as it is required throughout the person's life and assists them to plan their rehabilitation and care services. Participants are supported as needed by a LTCSA coordinator. The coordinator may arrange for a case manager to help plan services with a participant. The case manager will work with the participant and their service providers to request funding for services. The participant is actively involved in each of these requests. Over time, service needs change with improvement, periods of illness, growing up or getting older. Services are organised as required.

Listing to our customers

Participant survey

The LTCSA conducted the fifth annual participant survey in 2013. The purpose of the survey is to measure participant satisfaction and to get feedback on how well the Scheme is working for them and to identify areas for improvement.

The survey is conducted by a psychologist with experience in social and market research and knowledge of brain injury. The survey is conducted on a sample of participants selected from metropolitan and regional areas, ages, and years since entry to the Scheme. All data is de-identified and held by the Rehabilitation Studies Unit to maintain respondents' anonymity. The survey includes a qualitative component (in-depth interviews with a smaller subset of the sample) and a quantitative component (telephone interviews for the rest of the sample). Interviews may be completed with the participant and/or their family member or other nominated person.

The survey achieves an exceptionally high response rate of 74 per cent and low refusal rate of 6 per cent which provides confidence in the data quality and results. Results are summarised below.

	2013	2012	2011	2010	2009
Overall satisfaction with the Scheme	86%	83%	80%	83%	84%
Per cent agree *'I feel part of a community'*	80%	74%	67%	76%	64%
Per cent agree *'Considering my stage of rehabilitation, I am happy with how much I get out into the community'*	79%	84%	76%	84%	80%
Per cent of qualifying adults who have worked/studied since accident	70%	68%	58%	-	-
Per cent agree *'I feel I have enough time with friends'*	75%	78%	68%	73%	60%

The main areas where participants have suggested improvements to the LTCSA's performance include:

- getting the right balance in terms of regular contact with their coordinator
- improving flexibility of funding services
- reducing delays by streamlining the approval process for services.

Over the next 12 months, the LTCSA will be working on a number of strategies to address these concerns, such as:

- developing communication protocols for coordinators
- piloting direct funding of services for attendant care
- considering other treatment and rehabilitation services for direct funding
- improving processes to streamline approval of services.

Participant reference group

The LTCSA is keen to confer with its stakeholders and has established the Participant Reference Group.

The group is comprised of participants and their families. Its role is to:

- act as a consultative body to the LTCSA General Manager
- provide input and review of policy and practice improvements
- raise system issues
- propose, discuss and present innovative ideas
- discuss relevant developments, particularly system changes to support individualised funding.

Shine

Shine is a newsletter sent to all participants twice a year. It provides a way of communicating and engaging with participants, sharing news and stories of achievement in everyday activities both big and small.

The stories in Shine are from participants, their family members and service providers. Participants may nominate themselves for a story, or be recommended by their LTCSA coordinator or case manager. Shine has received positive feedback from the Participant Reference Group, whose members say it helps to relate to other people in similar situations and provides hope about moving forward after serious injury.

OUR CUSTOMERS

Disputes

Disputes arise when a participant disagrees with a decision the LTCSA has made. Where a participant or party to the dispute thinks the dispute assessor or assessment panel's decision is incorrect, they may apply for review of that decision. Every certificate sent to a participant about a decision provides information about the dispute process.

The types of disputes, the outcomes of the disputes and the time taken to resolve them, are outlined below.

Disputes about treatment and care needs

Disputes about treatment and care needs arise when a participant disagrees with a service funding decision. The LTCSA engages external dispute assessors who are experienced health professionals. The assessor's decision is legally binding on the LTCSA and the participant. Assessors often consider new information and assist in determining reasonable services for participants.

In 2013-14, the LTCSA made over 10,000 funding decisions and received 20 disputes (<0.2 per cent) about treatment and care needs. These disputes were resolved by an external dispute assessor. On average it took about 60 days to resolve these disputes.

Disputed item or service	Decision upheld	Decision overturned	Decision varied	In progress	Total
Attendant care services	1	1	3	-	5
Therapy, such as physiotherapy or hydrotherapy	2	-	2	1	5
Home modifications	3	-	1	-	4
Equipment	1	1	-	-	2
Vehicle modifications	1	-	1	-	2
Other services such as dental treatment and transitional accommodation	2	-	-	-	2
Total	**10**	**2**	**7**	**1**	**20**

Disputes about eligibility

Disputes about eligibility arise when a participant or insurer disagrees with a decision by the LTCSA about whether an injured person meets the injury criteria to participate in the Scheme. The LTCSA refers the dispute to an external assessment panel comprised of experienced health professionals, which may reassess the person and consider new information.

The LTCSA periodically advertises for dispute assessors and provides administrative support for each dispute. LTCSA staff keep parties to the dispute informed of progress and the next steps in resolving a dispute.

In 2013-14, the LTCSA referred 11 disputes about eligibility to assessment panels. Four disputes were about decisions relating to interim participation and seven related to lifetime participation. Two of these disputes were participants seeking to reverse their acceptance into the Scheme. Eight disputes were resolved in 2013-14, with six upholding the eligibility decision made by the LTCSA and two overturning the decision. Three disputes were in progress at the end of 2013-14.

If a party to the dispute thinks the assessment panel's decision is incorrect, they may apply for review. In 2013-14, two applications for review were received with one withdrawn and one pending a decision.

Disputes about motor accident injury

Disputes about motor accident injury are a legal dispute, resolved by a panel of three legal professionals. The LTCSA has not received any applications or disputes of this type since the Scheme commenced in 2006.

Accident Advice Support Grant

To support participants and their families obtain information about the motor accident or motor vehicle to support an application, the LTCSA provides a one-off Accident Advice Support Grant of up to $5,000 for legal and accident investigation advice. The grant is only offered when expert advice is required in relation to the circumstances of the motor accident or motor vehicle. The grant will be reviewed in the 2014-15 financial year.

There was no expenditure under the Accident Advice Support Grant in the 2013-14 financial year.

Complaints

Complaints provide important feedback to the LTCSA and assist us to reflect and improve services. Our complaints team helps participants lodge complaints and express their dissatisfaction to ensure they receive appropriate services.

The LTCSA received 47 complaints in 2013-14. Most were from participants and related to funded services, service providers and communication with the LTCSA. Some complaints were about the Scheme not funding a service, where the service is not something the Scheme is permitted to fund under its legislation. Every effort is made to explain this situation and provide alternatives if possible. A full breakdown is provided below.

Nature of complaint	No. of complaints
Non-treatment, rehabilitation and care issue (item outside scope of the Scheme)	14
Delays	6
Communication	7
Quality	9
Provider	5
Policies or Procedures	4
Guidelines or Legislation	2
Total	**47**

The number of complaints remains low in relation to the increasing number of participants.

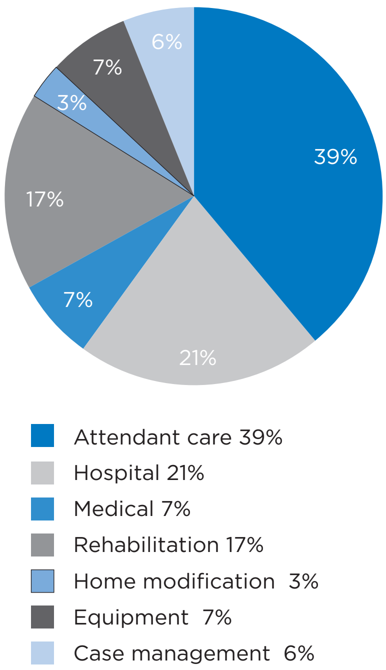
Financial year	Number of participants	Number of people lodging complaints	Number of complaints
2010-11	531	15	15
2011-12	660	24	26
2012-13	796	28	34
2013-14	933	20	48

In June 2014, the LTCSA implemented the SRWS Customer Feedback Framework. A three-level model, with level one complaints being handled and recorded by frontline staff. The definition of a complaint was also expanded to bring the LTCSA into line with the NSW Ombudsman guidance and the revised Australian Standard for Complaints Handling (AS ISO 10002-2014).

In June 2014, a complaints handling procedure was developed and training was rolled out to all LTCSA staff. A complaints data collection strategy is also being developed to allow trend analysis and inform business improvement. The new processes will enable the LTCSA to objectively and systematically capture and report on complaints at all levels, and to help improve the quality of services.

TREATMENT, REHABILITATION AND CARE

This section covers the treatment, rehabilitation and care services that support participants to live their lives. The LTCSA engages with a wide range of public, not-for-profit and private providers to meet the needs of participants. In 2013-14, the LTCSA spent a total of $83.6 million on services for participants. The proportions spent on each service type are shown below. Over time the proportion spent on attendant care will continue to increase and is expected to reach 70 per cent of the total expenditure each year.



Supporting service providers

The LTCSA offers a comprehensive training program for service providers, to ensure they understand Scheme requirements to provide quality services.

In 2013-14, 18 workshops were run by the LTCSA for 340 providers. The program included workshops such as:

- Introduction to the Scheme for all new providers
- Case management in the Scheme for new and approved case managers
- Care needs review for providers to understand how to review participants' care needs and request attendant care services
- Work options plans for providers supporting participants in exploring vocational and pre-vocational options.

The LTCSA arranges external presenters with specialist knowledge to run training for assessment tools, which are used in the Scheme for determining eligibility and tracking participant outcomes. The Australasian Rehabilitation Outcomes Centre ran two FIM™ functional measurement sessions for 30 providers and the University of Sydney's Rehabilitation Studies Unit ran four Care and Needs Scale (CANS) workshops for 80 providers in 2013-14.

In 2013, the Paediatric Care and Needs Scale (PCANS-2) was launched and, in 2013-14, 125 providers and LTCSA staff were trained in this new assessment tool. The PCANS-2 is designed to measure the types, extent and intensity of support needs of young people aged between five and 15 who have acquired a brain injury. The development of this tool was funded by the LTCSA and involved a long-standing multi-centre collaboration between the Rehabilitation Studies Unit, The Children's Hospital at Westmead, Sydney Children's Hospital, The Royal Children's Hospital and Murdoch Research Institute. The PCANS-2 will provide information about how young people are performing in a range of activities in relation to their peers and help to better identify where they have support needs.

Roll out of the goal training program continued in 2013-14, with two workshops for 55 providers run with excellent feedback. The goal training program was developed in 2012-13 in conjunction with the MAA and the NSW Agency for Clinical Innovation. The training promotes a participant centred approach to goal setting, which is also being included in the new My Plan participant planning process.

In 2013-14, the LTCSA also developed an eLearning module as a basic 'Introduction to the Scheme' for new providers and this has been piloted as pre-learning before attendance at other workshops. Over 2014-15, we plan to investigate further how we can develop an online learning strategy and other resources to better support providers and participants.

Case management

To ensure a participant's treatment, rehabilitation and care is effectively delivered, case managers work with the participant and service providers to help develop person-centred goals, to select the most appropriate service providers and review service provision and goal achievement.

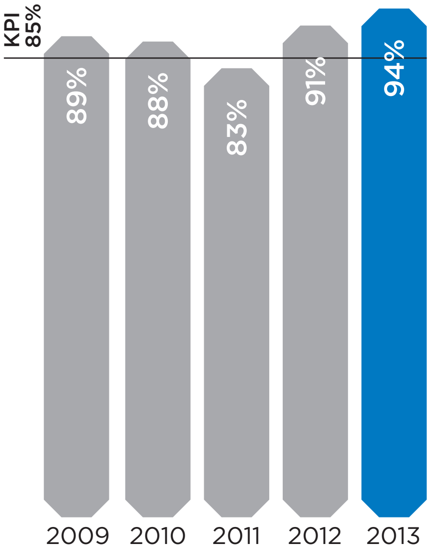
During 2013-14, the LTCSA conducted an audit for the 2013 calendar year, which showed that the Scheme provided $4.7 million for case management services, comprising $3.5 million for traumatic brain injury and $1.2 million for spinal cord injury.

Participant satisfaction has increased since the introduction of the approved case manager (LTCS) program in 2011, when the satisfaction rate was 83 per cent.

The 2013 participant satisfaction survey showed continued improvement in the level of satisfaction of participants with the case management service they receive. In 2013, 94 per cent of participants receiving a current case management service reported being satisfied with the service provided. 24 per cent were extremely satisfied, 46 per cent were very satisfied, 24 per cent were satisfied, 5 per cent were dissatisfied, and 1 per cent were extremely dissatisfied.

TREATMENT, REHABILITATION AND CARE

SATISFACTION WITH CASE MANAGEMENT



The LTCSA increased the number of approved case managers (LTCS) from 233 in June 2013 to 281 at end June 2014. Of these, 129 were fully approved, with 152 approved as 'new' and therefore either awaiting a first referral or working under a mentor, 67 had yet to receive a first referral, and 23 case managers progressed from being 'new' to 'fully approved'.

To support new case managers, the Case Management in LTCS introductory workshop was run on four occasions in 2013-14. Each session was fully booked with 94 attendees rating the workshop highly. Four editions of Momentum, the LTCSA newsletter specifically for approved case managers (LTCS) were published. Copies were emailed to all approved case managers (LTCS) as well as being available on the LTCSA website.

Challenges for 2014-15

The vast majority of case managers delivering services to participants are from an allied health, rehabilitation background. As more participants move away from a focus on rehabilitation and develop a more participation-based focus, the LTCSA will review the skills required of case managers that best meet the needs of participants at the time.

The number of approved case managers has increased, and the LTCSA will look at ways of promoting the use of its 'case manager finder', to assist participants to choose a case manager who suits them.

The current pilot of the new My Plan approach and procedures will lead to a significant training and support need for all approved case managers (LTCS). This project will take all available resources to ensure the roll out of the new planning and service request system is successful.

CASE STUDY 1 – Janelle and Tracey

Experienced occupational therapist Janelle was born in Wagga Wagga, studied in Sydney, then moved to Griffith 15 years ago. Janelle works for the Advanced Rehabilitation Management Service (ARMS) and, along with colleague Tracey, is an approved case manager for the Lifetime Care and Support Scheme.

Janelle and Tracey are case managers for a number of Scheme participants in the Griffith region, and Tracey is also an occupational therapist driving assessor. They share a firm belief that Scheme participants do not have to feel short changed by living in regional NSW. "Our goal is to support the participants to resume maximum independence and achieve their goals in life," explains Janelle.

One participant, Wayne, is a good example. Wayne survived a motorcycle accident in 2011. His ensuing incomplete spinal injury required him to learn to walk again, learn to live with chronic pain, and learn new skills in order to kick-start his building business.

Living in Griffith has presented few obstacles to meeting Wayne's needs. In fact, Janelle believes there are real benefits for clients in well-resourced regional cities like Griffith. Professional networks, built on solid, long-term relationships, help streamline access to the services people like Wayne rely on. Choosing the best treatment provider is based on Janelle's extensive local knowledge. While specialised services like the high-level orthotics Wayne needs are not available, Janelle and Tracey ensure that the necessary trips to Sydney are short, comfortable and smooth.

Attendant care

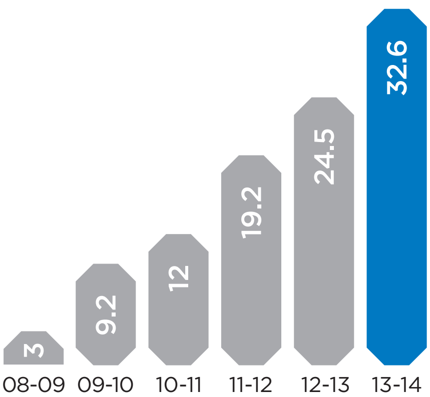
The Scheme funds attendant care to assist participants to perform tasks they would have been able to do for themselves prior to injury. Attendant care services focus on maximising the participant's independence with the aim of facilitating a return to their former roles to the extent possible, or developing new functional skills and roles. The level of attendant care services required to meet a participant's needs can range from a few hours per week at the participant's home, to 24 hours per day with an additional second worker where required.

Because attendant care is so important to our participants' achieving independence in their lives, services are contracted to a panel of approved attendant care providers, who have specific skills in delivering attendant care to people with brain injuries and spinal cord injuries.

Over 72 per cent of all lifetime participants receive attendant care. 85 per cent of lifetime participants with a spinal cord injury receive attendant care, and 68 per cent of lifetime participants with a brain injury receive attendant care.

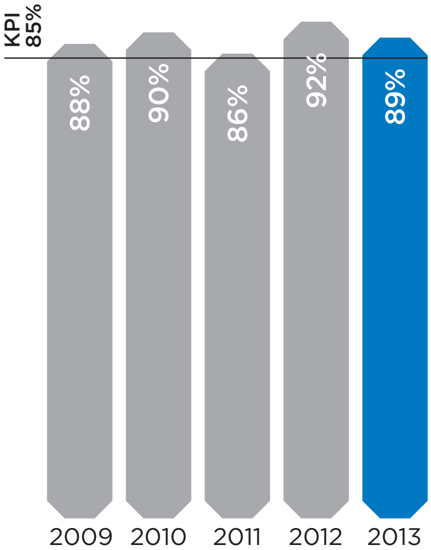
Expenditure on attendant care services increased to $32.6 million in 2013-14, reflecting the growth in the number of participants over time.

EXPENDITURE ON ATTENDANT CARE $M



Participants continue to report high levels of satisfaction with attendant care.

SATISFACTION WITH ATTENDANT CARE



Note: Variance in levels of satisfaction not statistically significant.

In the 2013 participant satisfaction survey, 89 per cent reported being satisfied with the service provided, 20 per cent were extremely satisfied, 37 per cent were very satisfied, 32 per cent were satisfied, three per cent were dissatisfied, four per cent were very dissatisfied, and one per cent extremely dissatisfied.

Service improvement activities in 2013-14 have focused on:

- strengthening and improving relationships with the attendant care provider panel by increasing communication opportunities through regular forums, a dedicated email inbox, extranet and information bulletins
- improving the efficiency of attendant care providers by streamlining invoicing and reporting processes and developing revised tools and resources
- building the capacity of attendant care providers to deliver services to Scheme-specific groups by starting work on a capability framework for attendant care workers supporting people with brain and/ or spinal injury
- supporting quality attendant care service provision for participants by developing resources to assist them to live with attendant care in their home and establishing a best-practice framework governing the provision of shared in-home support services to participants living in a Scheme property
- developing the framework to procure a new approved attendant care provider panel in 2014-15, including reviewing service arrangements and documents to support the procurement of high quality service providers.

Service improvement plans for 2014-15 include:

- establishing a new attendant care panel from 6 February 2015, when the current agreement ends
- working closely with the panel of attendant care providers on the development of a new web portal to further streamline administrative and reporting processes
- working with the attendant care industry association to improve the standard of attendant care to move towards a more person-centred model in line with the National Disability Insurance Scheme.

TREATMENT, REHABILITATION AND CARE

Home and vehicle modifications

To assist participants to return to their own homes, the Scheme pays for any necessary modifications to a participant's home. Modifications are usually required to a participant's bathroom, bedroom, kitchen and the entrances to the property. The scope of the home modification is developed by an occupational therapist who specialises in this area, a building project manager with experience in disability housing and the participant and/or their family. Over 15 major and 15 minor home modifications commenced in 2013-14.

Decisions about home modifications are often made when participants and families are still coping with the catastrophic nature of the injuries. While a home is being modified the Scheme will pay for interim accommodation for the participant.

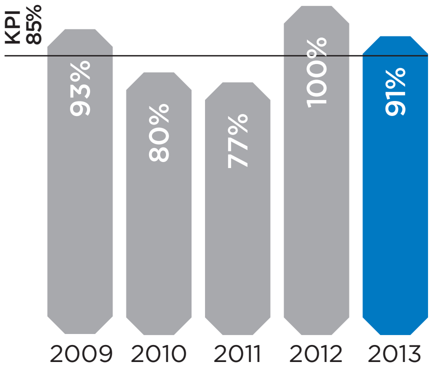
Each major home modification presents its unique challenges. However, the Scheme has been able to meet each participant's individual needs, allowing for the earliest possible return of the participant to the family home.

To enhance these positive outcomes, the LTCSA has started work on initiatives to further improve the home modification process. These include:

- the development of information sheets for participants to better inform their expectations and understanding of home modifications within the Scheme
- an internal review of the home modification process to continue to streamline the approval process and minimise delays
- the trial of an evaluation process to capture feedback from the participant, the occupational therapist, the building project manager and the LTCSA coordinator at the end of each project.

Participants have reported high levels of satisfaction with home and vehicle modifications since 2012.

SATISFACTION WITH HOME AND VEHICLE MODIFICATIONS



Note: Variance in levels of satisfaction affected by small sample size.

CASE STUDY 2 – Christakis

In 2009, Christakis parked his car outside the Greek Community Club in Riverwood, a regular social spot for him and his wife Olga. Walking into the club he noticed that the car was askew, so he went back to correct it, leaving Olga to go inside to meet their friends.

Saving time, he left the steering wheel lock in place and the car jumped forward. Seeing another car approach, he panicked and put the car in reverse. It lurched backwards, hit a concrete divider, and broke Christakis's neck, resulting in an incomplete spinal injury. He spent nine months in the Prince of Wales Hospital's Spinal Cord Injury Unit, and returned to live at home with Olga with the support of his attendant care team.

Christakis says the team of attendant carers funded by the Lifetime Care and Support Scheme has been a godsend. The attendant care provider found Greek-speaking carers, including one who has physical education qualifications and takes Christakis to the pool for hydrotherapy sessions. Christakis loves swimming and values the expert knowledge the carer brings. Christakis's physiotherapist taught the care team how to help Christakis get the most out of his exercise machine, preparing a clear set of diagrams and instructions.

Staying in touch with his sons and 11 grandchildren, all of whom live interstate or in other parts of the world, is something Christakis can now do thanks to help from his carers to set up and train him to use Skype.

It was hard at first for Olga to get used to strange people in her home. Now, the care team members are warmly welcomed. Olga, who is a great cook, makes Greek specialities served with strong Greek coffee.

While his injuries still limit the distances he can walk, Christakis has experienced positive improvements in his arms and hands thanks to the ongoing implementation of his therapy program provided by his carers. They in turn enjoy his outgoing nature and Olga's cooking.

Equipment

The LTCSA is committed to providing aids and equipment that achieve good outcomes for participants that are individualised, timely, efficient and cost effective. We also acknowledge our responsibility to support clinical best practice.

During 2013-14, the LTCSA conducted an audit for the 2013 calendar year - 1534 requests for equipment were received. Of these, 1484 (96.7 per cent) were approved, 29 (1.9 per cent) were partially approved and 21 (1.4 per cent) were not approved. Of the 1484 approved, four (0.3 per cent) were approved following reconsideration.

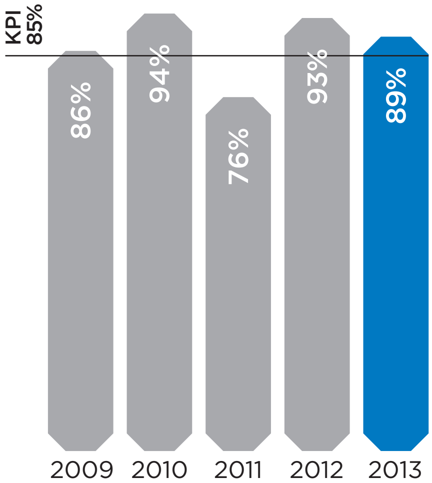
In relation to these requests, the time taken to make a funding decision is outlined below:

	Working days
Standard/off the shelf equipment under $500	0
Standard/off the shelf equipment, frequently prescribed, stands alone and low cost (but over $500)	3
Complex/custom made equipment, high-cost, infrequently prescribed or an item that interfaces with other equipment	10
Complex/custom made equipment requiring clarification of information*	15

* An equipment request must provide written justification for the equipment, including relationship to the motor accident injury and the reasonable and necessary criteria

Participants continue to report high levels of satisfaction with equipment provided under the Scheme.

SATISFACTION WITH EQUIPMENT



The LTCSA is currently focused on its equipment request and procurement processes to continuously improve responsiveness and timeliness of access for participants to equipment.

CASE STUDY 3 – Stephen

Stephen's motorcycle accident in 2007 resulted in a traumatic brain injury and loss of speech. Now 41, he requires 24-hour attendant care, and lives at Revesby House in the southwest suburbs of Sydney, all provided by the Lifetime Care and Support Scheme.

Stephen has five kids, including one set of triplets. He loves his kids, and the desire to be an active participant in their lives has motivated him to experiment with new communication technologies.

Until a year ago, Stephen was using a low technology eye-gaze board that needed another person to spell out his messages. Supported by a team of experienced clinicians provided by the Scheme, he was one of the first in Australia to trial Intelligaze.

Intelligaze allows Stephen to use eye movements to compose messages on an onscreen keyboard, select pre-programmed sentences, activate voice generation, and switch his television and air conditioner on and off when he chooses. In contrast to the previous system, Intelligaze is liberating but requires concentrated effort and patience.

The system is modular and flexible, making it easy to integrate with any PC-based desktop setup. Generally mounted on his wheelchair, the device is also portable and can be bundled up and taken wherever Stephen goes, including to bed. Being sociable by nature, he tends to have a busy life so this is a handy feature. Most of all, it has given him a sense of control. He can set up appointments, ask for medication and food, and let people know what he wants to do. Stephen can communicate now, and engage in a conversation. He is determined to activate all the features of Intelligaze, including the internet and Skype.

TREATMENT, REHABILITATION AND CARE

In 2013-14, the LTCSA also developed a guidance note *'Essential equipment for discharge – spinal cord injury'* following consultation with NSW spinal injury units. This document assists prescribers to prepare equipment requests and promotes consistency in the requests made to the LTCSA. In addition, it aims to improve consistency in the internal handling of equipment requests and advice given to prescribers by the LTCSA.

Educational and vocational assistance

The LTCSA is committed to improving return to work outcomes for participants. The LTCSA currently has two key initiatives to support participants' return to work after injury.

In-Voc Program

To help support participants return to work, the LTCSA continued the successful In-Voc Program in 2013-14. In-Voc is a specialist early intervention vocational service offered to all inpatients in NSW hospital spinal injury units. In 2013-14, 107 people were assisted by In-Voc.

The In-Voc Program is staffed by skilled specialist vocational consultants who are able to explore return to work possibilities and future employment options with inpatients early in their inpatient stay, much sooner than has occurred historically. Prior to the implementation of In-Voc, there were no inpatient services to facilitate early return to work for people after a spinal cord injury in NSW.

Due to the success of the program, funding has been extended for a further three years.

The Rehabilitation Studies Unit at Sydney University is evaluating In-Voc and in February 2014, submitted an interim report confirming that the In-Voc Program improves return to work rates and engagement in inpatient therapy, and increases the quality of life scores of participants with a spinal cord injury. The report found 56.3 per cent of participants returned to work or training after 12 months in the program and 62.5 per cent of participants returned to work or training after 24 months.

These rates are significantly higher than prior to In-Voc (20.5 per cent) and the current national average return to work rate after spinal cord injury (30.8 per cent). The interim report also indicated that In-Voc has improved engagement in therapy, better therapeutic outcomes and increased quality of life scores.

Vocational intervention program

The Vocational Intervention Program is an initiative led by the LTCSA, in collaboration with the MAA and WorkCover NSW. It commenced in March 2014. The Agency for Clinical Innovation is developing specialised resources and training material for clinicians, vocational service providers and employers to improve return to work skills and outcomes for participants with brain injury. The training and release of this information is scheduled for early 2015.

In 2014-15, the Agency for Clinical Innovation will work in partnership with the LTCSA to develop two integrated intervention models that will be trialled in one metropolitan and two regional brain injury rehabilitation program locations. Tenders for service providers to implement these trials will be released in late 2014 and the interventions are planned to commence early 2015. The effectiveness of these models will be subject to an independent evaluation.

In 2013-14 the LTCSA completed a review of educational support and vocational planning for children and adolescents. This review identified the need to further define the support that benefits and enhances the current education and

In-Voc in action

Mr C was employed full-time as a factory hand at the time of his injury. With Mr C's consent, the In-Voc consultant liaised with his employer to explore the job demands. In view of Mr C's physical limitations and limited English, it was not possible to secure an alternative suitable position with the employer.

Mr C identified a strong interest in farming and gardening, consistent with his early work history on his family farm. He has an excellent knowledge of fresh produce. Using a strengths based approach, In-Voc partnered with Mr C to actively explore related work options. His interest and confidence in his physical work capacity as a gardener was also explored and built on through his participation in a gardening group set up by the In-Voc consultant during Mr C's stay at the Royal Rehabilitation Centre Sydney.

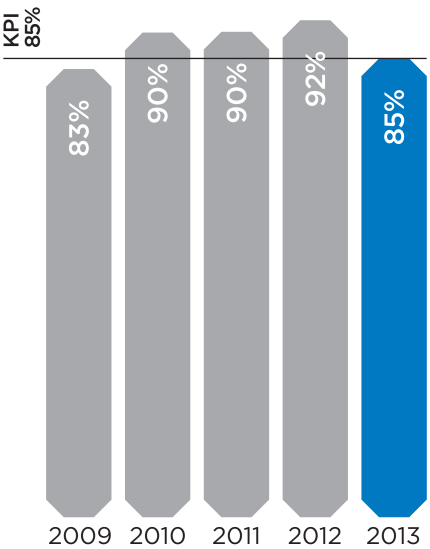
On discharge, Mr C continued outpatient physiotherapy through the Spinal Outreach Service, which identified the need for community case management. His community case manager further assisted the return to work process by finding a vacancy at a local plant nursery in a casual capacity on a supported wage. After proving that he was able to perform the job, Mr C's wage was reviewed and increased from 70 per cent to 100 per cent. In working with plants in an outdoor setting his job goal had been realised. As of May 2013, Mr C was working an average of 16 hours per week and reported great job satisfaction.

tutoring support services provided by the Scheme, for children and adolescents with a brain injury. In 2014-15 the LTCSA will implement a project to address this need.

In 2013-14 the LTCSA also reviewed the current pathways for adolescent participants to transition from school to work. This identified the need to improve and increase access to vocational education and training pathways and to commence vocational planning in the early years of secondary school. In 2014-15 the LTCSA will trial a more intensive team-based approach to working with schools and adolescents to enhance adolescent participants' access to vocational education and training.

Participants continue to report high levels of satisfaction with vocational and/or educational assistance provided under the Scheme.

SATISFIED WITH VOCATIONAL/ EDUCATIONAL ASSISTANCE



The current challenges to service provision include:

- availability of experienced providers for participants with a brain injury and mental health issues
- early assessment of psychosocial factors
- availability of rehabilitation services in rural areas

The LTCSA will continue to focus on improving service delivery to its participants. New programs are being developed to improve the vocational outcomes and goal-setting ability of service providers and participants, such as:

- an early intervention vocational rehabilitation program for participants with a spinal cord injury
- vocational rehabilitation models for participants with a brain injury
- self-directed funding for participants
- a research and service delivery strategy to support service delivery improvement.

CASE STUDY 4 – Wayne

Wayne was a successful builder, motorcycle enthusiast and part-time inventor before his motorcycle accident in 2011. He spent six months in hospital, first in Canberra and then at the Prince of Wales in Sydney. Wayne's incomplete spinal injury meant he had to learn to walk again, first with crutches and then with the aid of high-level orthotics.

His previous business partnership collapsed soon after the accident, and learning to walk again, start a new business venture and handle chronic pain were a tall order. The Scheme provided practical support to assist Wayne in resuming full-time work. He took the plunge and set up a new building business, offering asbestos removal. Wayne was supported by the Scheme to explore new vocational opportunities and to obtain his asbestos licence. The Scheme also funded modifications to his truck by installing a versatile crane system, which lifts his wheelchair on and off, along with tiles, packs of timber and pallets of asbestos destined for the tip.

As a previous hands-on manager, Wayne has had to learn to work within his limits and to delegate. The pain management techniques Wayne learned from attending the pain clinic in Greenwich have really helped. Meditation, in particular, has benefited Wayne, his family and his business.

While his limited mobility after the accident was a source of grief and frustration, Wayne's family and therapy team kept telling him to concentrate on what he could do, not what he couldn't.

"Eventually, it sank in" he says, "even though I will always be a fast-paced kind of guy".

TREATMENT, REHABILITATION AND CARE

Priority areas include:

- participant-directed services pilot
- roll out of brain injury vocational program pilot
- case management capacity building program
- complete the LTCS Guidelines Review.

Shared in-home support service

The LTCSA currently operates four accessible 2-4 bedroom houses which provide an accommodation option for participants with high support needs called our shared in-home support service (SIHSS). The houses are located at Blacktown, Liverpool, Revesby and Rosemeadow. Two villas were also completed in Ermington and the first residents will move in during 2014-15. A further residence is being constructed in Coffs Harbour and will be completed late in 2015.

SIHSS provides:

- daily support (with access to 24 hour assistance)
- help with everyday living tasks
- support to access the local community and pursue individual interests
- help with transport for medical appointments.

Sargood

The LTCSA is a major stakeholder in Sargood, a not-for-profit partnership bringing together government and private funding, with strong community support, to provide a unique facility for people with spinal cord injury at Collaroy. Sargood will be for people who have experienced a spinal cord injury and their family/partner. Sargood will offer:

- individual apartments where people with spinal cord injuries and their family can stay together
- programs for after initial hospital rehabilitation or for respite
- an uplifting, resort-style environment
- a supportive local community with many adapted sporting and leisure facilities
- on-site learning facilities for attendant carers and family
- a fully-equipped gym for people with spinal cord injuries
- access to allied health professionals.

The building of Sargood has commenced and more information regarding Sargood's development can be found at www.sargood.org.au

Behaviour support project

The LTCSA has found that there is a shortage of psychologists experienced in developing and delivering behaviour support programs to participants with a brain injury. This is particularly so for participants living in rural areas. The LTCSA has commenced a project to increase the number and capacity of psychologists to deliver these programs, and to develop recommendations on best practice in this area.

Rehabilitation Studies Unit

The LTCSA, in conjunction with the MAA, continues its partnership with the University of Sydney Rehabilitation Studies Unit (RSU) to deliver a program of applied and policy-related research. The RSU has commenced a number of research and academic projects with colleagues in Queensland and Victoria who are similarly funded by their respective CTP regulators. A significant focus over the past year has been publishing research findings and delivering a series of projects about health outcomes of people injured in car crashes in NSW. A new area of research in 2013-14 is the closer examination of the impact of psychological injuries on people involved in motor vehicle accidents.

Pain management project

Chronic pain is common after spinal cord injury, with approximately 70 per cent reporting pain persisting after six months. It is frequently reported as one of the most distressing and long term features of the injury.

To support participants with spinal cord injury who experience chronic pain, the LTCSA engaged the Agency for Clinical Innovation to:

- investigate treatments to reduce chronic pain related disability, anxiety and depression
- develop resources and tools to support the clinicians who work with these individuals.

Advisory Group

The Advisory Group replaces the previous Council and has representatives from disability groups, medical and health services for brain and spinal cord injury and community service providers. The role of this group is to:

- advise the LTCSA of the service needs of participants, particularly those services that assist participation in their community - this includes advising of any service gaps and opportunities that are occurring in this sector
- provide a forum to discuss solutions to identified needs and challenges
- provide the LTCSA with advice on research areas to improve participants' quality of life and the delivery of services
- advise the LTCSA of the needs and challenges of the group they represent
- facilitate consultation mechanisms with Scheme stakeholders.

Key performance indicators

The following table presents key performance indicators for 2013-14 relating to customer service and service delivery.

Interim Key Performance Indicators	What we are measuring	Target	2013-14 result
Customer service			
Participant satisfaction rate	The extent to which participants are satisfied with the services and support they have received under the Scheme.	85%	86%
Treatment, rehabilitation and care			
Case management satisfaction rate	The extent to which case management services funded by the Scheme are meeting the expectations of participants.	85%	94%
Attendant care satisfaction rate	The extent to which attendant care services funded by the Scheme are meeting the expectations of participants.	85%	89%
Home or vehicle modification satisfaction rate	The extent to which home and/or vehicle modification services funded by the Scheme are meeting the expectations of participants.	85%	91%
Equipment satisfaction rate	The extent to which equipment funded by the Scheme is meeting the expectations of participants.	85%	89%
Vocational/educational satisfaction rate	The extent to which vocational/educational services funded by the Scheme are meeting the expectations of participants.	85%	85%

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This section relates to the capabilities of LTCSA staff and the capabilities of the organisation to support quality outcomes for participants.

As part of SRWS, the LTCSA participated in ongoing actions and initiatives aligned with the GROWing Our Culture Framework (GROW), which is designed to support sustainable cultural change and improved capability across SRWS through the creation of a constructive, empowered, productive and safe workplace. GROW includes seven key focus areas: wellness, safety, achievement, capability, leadership, customer experience and innovation. The major GROW activities for 2013-14 included:

- Implementation of the leadership development strategy designed to build both leadership and management capability. The program includes strategic leadership forums, development centres, an executive development program, continuous leadership development points scheme, SRWS management practices training (mandatory for all managers), and targeted leadership training programs.

- Implementation of the Public Service Commission Performance Management Framework including a single online performance management system across all SRWS agencies. This is supported by ongoing coaching and advice to managers about having authentic performance discussions and understanding how progress and performance is measured to enable a constructive and productive workplace. At 30 June 2014, over 92 per cent of eligible LTCSA employees had agreed performance objectives in place.

- Completion of four new mandatory training programs related to compliance and health, safety and wellbeing with 97 per cent of LTCSA employees completing assessments for all four modules.

- 165 core voluntary training programs aligned to the public sector capability framework offered to LTCSA staff. Satisfaction was rated at 96 per cent with 97 per cent of employees indicating they would apply what they had learnt in the workplace.

- Development and implementation of the Wellness Program to provide staff with education, skills and experiences aligned to physical, social, emotional and financial wellness. The Early Detection Program, that resulted in a number of staff reporting successful early detection of chronic illness and health conditions. These initiatives complement the range of support services already available to employees.

- Creation of a single SRWS intranet platform with improved visibility, clarity and access to policies, corporate systems and information, employee communications and shared services resources.

- Enhancement to the rigour and transparency of recruitment and selection processes with a focus on building the capability of hiring managers and employing the best person for a role.

- Development of a recruitment strategy to improve access to employment for diversity groups.

- Early intervention and support for SRWS employees who have concerns in the workplace with working relationships and personal issues.

A cross section of LTCSA staff known as the GROW group lead implementation of learning and development, staff engagement, leadership and wellness within the LTCSA.

Focus areas for the team were identified through a LTCSA planning workshop conducted in September 2013. Activities included developing a learning and development cycle, promoting options for access to development opportunities and encouraging engagement in wellness activities. The LTCSA GROW group will continue to support effective engagement with the SRWS GROW strategy.

Work health safety performance and employee wellbeing

The LTCSA's performance in the area of work health safety and employee wellbeing continued to focus on early intervention approaches. There is an overarching SRWS health and safety committee providing strategic direction on matters of health and safety. The LTCSA has three workgroups represented by three health and safety representatives, consistent with the work health and safety legislation. There has been an ongoing focus on continuous improvements across the SRWS health and safety management system, including the adoption of revised health and safety policies and procedures.

In 2013–14, there was one workers compensation claim lodged by LTCSA staff. The LTCSA continues to support staff through non-work related illness and injury concerns and there is a continued focus on early intervention, pro-active case management, timely return to work strategies and wellbeing strategies in the workplace.

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Rewards and recognition

SRWS holds an annual Employee Awards Program to recognise individuals and teams delivering services to the NSW community that are meeting the goals in the corporate plan and to reward employees who display the values of integrity, trust, service and accountability. In 2013-14 eight LTCSA staff members and two teams were finalists. Awards are given for: customer experience, values in action, pursuit of excellence, outstanding achievement by a team or individual, commitment to wellness and safety, leadership excellence and the CEO commendation.

LTCSA staff were represented in every category. Dianne Croker won the values in action category, while the Attendant Care Unit was a finalist for customer experience and Marie Guimaraes was a finalist for pursuit of excellence.

Workforce diversity and inclusion

The LTCSA is committed to building a workplace culture that values and understands the benefits of a diverse workforce, reflective of the wider community. In 2013-14, a ‘diversity and inclusion’ intranet page was published, with a diversity events calendar and the Diversity Council of Australia to provide the keynote address at the Annual SRWS Employee Awards.

Disability

The LTCSA works to reduce barriers for people with disabilities to access services and facilities, obtain and maintain employment, and engage, work and participate with our organisation. In 2013-14, SRWS:

- Attended events and discussions on disability issues and employment and sponsored a university student, providing six weeks paid work experience. SRWS is a gold-level member of the Australian Network on Disability (AND).
- Developed pre-screening questions in recruitment advertisements to ensure necessary adjustments were identified and offered for all workers as required.
- Conducted a pilot program on disability confidence for people leaders
- Implemented targeted recruitment.

Indigenous employees

In 2013-14, SRWS:

- participated in Central Coast NAIDOC Week celebrations
- sponsored an indigenous student through the University of Newcastle’s IBIS Scholarship Program.

Employees from a multicultural background

In 2013-14, SRWS:

- participated in Harmony Day events
- encouraged applicants from diverse cultural backgrounds in all SRWS job advertisements and provided multicultural awareness information in induction packs
- included information on diversity in leadership, recruitment and development programs.

Women

In 2013-14, SRWS:

- attended the United Nations Women’s breakfast
- sponsored women across all SRWS agencies to attend the Australian Women in Leadership Conference, the Committee for Economic Development of Australia (CEDA) Women in Leadership Conference, the Drive Your Career Program and the Public Sector Women in Leadership NSW Summit.

Young workers

In 2013-14, SRWS:

- continued the Scholarship Scheme with the Universities of NSW, Newcastle and Western Sydney which included work experience for students.

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- Safety Return to Work and Support (SRWS) was recognised for best practice approaches to health, safety and injury management and rewarded as finalists for the TMF Risk Management Awards for Leadership Excellence and two employees were finalists in the Individual Achievement in Return to Work.
- There was a continued focus on early intervention, effective case management and increasing manager capability facilitating recovery-at-work resulting in an annual lost time injury frequency rate of zero significantly below the 4.8 public sector average*.
- 84 per cent of people leaders across SRWS completed one or more modules of the SRWS Leadership Development Program.

* Published by Safework Australia Sept 2014 for the 2011-12 lodgement period

MANDATORY TRAINING AND PERFORMANCE MANAGEMENT PROGRAMS

Item	Target	Completion rates
Mandatory training		
Code of conduct and ethics	95%	97%
Public interest disclosures and reporting corrupt conduct	95%	97%
Safety in our workplaces	95%	100%
Hazardous manual tasks	95%	100%
Performance Management		
Non-executive employee with performance objectives in place	95%	92%
Executives with agreed performance objectives	95%	100%

The LTCSA met all targets except for that relating to non-executive employees with performance objectives in place. The LTCSA has implemented systems to ensure that this target will be met in 2014-15.

Workforce diversity and inclusion – 2014-15 financial year

In the 2014–15 financial year, the LTCSA will participate in a number of activities across all diversity groups as well as young workers, including:

- targeted recruitment and support for managers to remove unconscious bias
- targeted learning and development programs
- participation in targeted events and celebrations such as. NAIDOC, Harmony Day and International Women's day
- sponsorship programs
- enhancements to recruitment advertising to encourage applications from people from all diverse backgrounds
- embedding diversity into induction, as well as leadership and recruitment learning and development programs.

Workforce diversity statistics

Prior to June 2014, diversity statistics for the LTCSA were an estimate for the whole of the organisation based on the results for those who provided diversity information. For example, if 50 per cent of the workforce provided diversity information, the result would be doubled to estimate the results if all employees had responded.

From June 2014, this method for determining diversity group statistics will continue if an organisation has at least 65 per cent of employees providing diversity information. If the response rate is below this, the Public Service Commission will only report actual results as a ratio of the organisation's total number of 'non-casual' employees.

As the LTCSA's response rate was below 65 per cent (34.1 per cent) actual results have been reported for 2014. As a result, diversity data from 2012 and 2013 has been adjusted to also reflect actual results where results previously reported were based on the ratio of actual respondents only.

Although providing diversity information is not mandatory, the LTCSA is continuing to encourage our employees to provide this data.

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TRENDS IN THE REPRESENTATION OF WORKFORCE DIVERSITY GROUPS

Workforce Diversity Group	Benchmark/Target	2012	2013	2014
Women	50%	84.1%	81.6%	81.2%
Aboriginal People and Torres Strait Islanders	2.6%	0.0%	0.0%	0.0%
People whose first language spoken as a child was not English	19.0%	2.9%	3.9%	4.7%
People with a disability	N/A	5.8%	3.9%	3.5%
People with a disability requiring work-related adjustment	1.5%	4.3%	3.9%	3.5%

TRENDS IN THE DISTRIBUTION OF WORKFORCE DIVERSITY GROUPS

Not reported by Public Service Commission as Workforce Diversity group or non-Workforce Diversity group numbers are less than 20.

KRA	KPI	Target	2013-14 result
Capabilities (Growing our culture framework)	Lost time injury frequency rate to not exceed public sector average	<4.6	0
	10% improvement in engagement results in the Public Service Commission *People Matters Survey* in 2012-2014	65%	64%
	10% improvement in leadership results in the Public Service Commission *People Matters Survey* in 2012-2014	39%	54%
	10% improvement in performance management results in the Public Service Commission *People Matters Survey* in 2012-2014	64%	63%
	10% improvement in health and wellbeing results in the Public Service Commission *People Matters Survey* in 2012-2014	76%	69%

Multicultural Policies and Services Program

The LTCSA recognises and supports multiculturalism in NSW. We are committed to supporting our multicultural society by ensuring that all our services are easily accessible to people from diverse linguistic, religious and cultural backgrounds. The LTCSA aims to support the NSW Government's principles of multiculturalism, by integrating a multicultural focus into our business plan and corporate objectives.

The LTCSA has continued to embrace and support multiculturalism in the development and introduction of services across our organisation and the community. With a focus on improving our services, we have continued to raise awareness by embedding diversity through our leadership, recruitment and development programs.

Initiatives undertaken during 2013–14 included:

- launching a diversity and inclusion intranet page, along with a diversity events calendar
- raising multicultural awareness in recruitment and induction packs
- celebrating Harmony Day on 21 March 2014, with employees participating in 'a taste of harmony' (sharing cultural food) or wearing orange in support for Australia's diverse community.

Collaborating with others, we also:

- engaged the Diversity Council of Australia to provide keynote address for the 2013-14 Annual SRWS Employee Awards
- participated in the Office of Finance and Services (OFS) working group contributing to the development of the OFS Diversity and Inclusion Strategy.

An SRWS Multicultural Plan is currently under development.

HUMAN RESOURCES STATISTICS

	2013-14		2012-13		2011-12		2010-11		2009-10	
	SRWS[3]	LTCSA	SRWSD[2]	LTCSA	CASD	LTCSA	CASD	LTCSA	CASD[1]	LTCSA
Administration and clerical	920	83	965	73	1046	68	1061	57	1094	47
Associates/Ministerial	-	-	0	-	-	-	-	-	-	-
Cadets	-	-	0	-	-	-	8	2	17	-
Departmental professional officers	25	0	29	0	32		34		32	-
Engineers	10	0	13	0	11		12		12	-
General division	-	-	0	-	-	-	-	-	-	-
Graduates	-	-	0	-	-	-	-	-	15	-
Legal officers	24	0	42	0	37	-	38	-	37	-
Safety inspectors	290	0	281	0	280	-	293	-	310	
Senior management (Senior Executive Service)	34	2	33	2	11	1	13	2	15	2
Senior officers	29	0	37	1	56	-	55	-	59	-
Technical officers	7	0	10	0	7		8		11	-
Trainees	-	-	0	-	-	-	-	-	-	-
Statutory and other officers including arbitrators	1	0	23	0	24	-	24	-	5	-
Total	**1340**	**85**	**1433**	**76**	**1504**	**69**	**1546**	**61**	**1607**	**49**

1. From 1 July 2009, employees from WorkCover NSW (WCA), the Building and Construction Industry Long Service Payments Corporation (LSPC), the Dust Diseases Board (DDB), the Sporting Injuries Committee (SIC), the Motor Accidents Authority (MAA), Lifetime Care and Support Authority (LTCSA) and the Workers Compensation Commission (WCC) have become employees of the Compensation Authorities Staff Division (CASD)
2. Compensation Authorities Staff Division (CASD) retitled to Safety Return to Work and Support Division (SRWSD) in August 2012.
3. From 24 February 2014, the Safety Return to Work and Support Division was retitled to Safety Return to Work and Support (SRWS). SRWSD figures for 2013-14 include WCA, DDB, LTCSA and MAA

Corporate governance

Risk management

The LTCSA has an integrated whole-of-SRWS risk management strategy that incorporates the SRWS enterprise risk management (ERM) framework. The ERM Framework is consistent with AS/NZS standards (31000) and the NSW Treasury Internal Audit and Risk Management Policy for the NSW Public Sector (TPP09-05). Further, the framework is appropriate for the LTCSA as it reflects how the Board's responsibilities across SRWS resides with the Safety, Return to Work and Support Board and the Workers' Compensation (Dust Diseases) Board, following the formation of SRWS under the *Safety, Return to Work and Support Board Act 2012* in August 2012.

During 2013-14, the SRWS Board approved the:

- Risk management policy which provides the mandate and commitment for implementing the risk strategy across the LTCSA; and for aligning the roles and responsibilities of all staff in respect of addressing risk.
- Risk appetite statement which provides staff at all levels of the LTCSA's business operations with a clear understanding of the risks limits that apply to various categories of risk.

SRWS continued with the program of strategic risk reviews and operational risk reviews at the agency and division levels. The information obtained through applying the risk strategy is used to inform corporate and business planning, governance and assurance activities. In addition, there are a suite of tools available to staff and an ongoing program of works will continue to enhance the risk maturity across SRWS.

Internal Audit Unit

The SRWS Internal Audit Unit (IAU) is an independent review function that manages, through an outsourced service provider, an annual plan of risk-based audits across all the SRWS agencies, including the LTCSA. In 2013-14, there were thirteen reviews completed that affected the LTCSA. These reviews raised 39

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audit issues and made 56 audit recommendations to strengthen the organisation's internal controls.

The following internal audit reports for the LTCSA were finalised in 2013-14:

- SRWS Shared Service Delivery*
- SRWS Project Management*
- SRWS Board and Treasury Reporting
- SRWS Payroll
- SRWS Fleet Management
- SRWS IT Security
- SRWS Litigation Branch
- SRWS Organisational and Staff Development
- SRWS Purchasing and Credit Card Compliance
- LTCSA Approval of Service Plans and Costs Review*
- LTCSA Application/Eligibility Process
- Investment Division Performance Reporting to Management and Stakeholders*
- Investment Division Investment Management

*Internal audit reviews from the 2012-13 audit plan completed during the 2013-14 year.

The following internal audits were in progress as at 30 June 2014:

- SRWS Complaints Management Process.

The IAU also undertakes a range of fraud and corruption prevention activities. In 2013-14, a SRWS wide fraud health check survey was undertaken to identify flaws in our fraud strategy. IAU staff act as public interest disclosure officers to whom staff can report allegations of corrupt conduct within the *Public Interest Disclosure Act 1994*. IAU also manages investigations into alleged corrupt conduct liaising, where appropriate, with the Independent Commission Against Corruption (ICAC).

The Director of Corporate Governance acts as the Chief Audit Executive and reports directly to the SRWS audit and risk committee for strategic direction and accountability purposes, and reports administratively to the Chief Executive Officer to facilitate day to day operations.

Public interest disclosures (PIDs)

The LTCSA has an internal reporting policy that was updated and re-issued by the Chief Executive Officer to all LTCSA staff in September 2013.

Department Heads make staff aware of their rights and responsibilities under the *Public Interest Disclosure Act 1994*. Induction training, bulletin boards, intranet communications and fact sheets were completed in 2013-14.

No PIDs were received by the LTCSA in 2013-14.

Waste reduction

The LTCSA is committed to achieving savings in energy usage and maintaining sustainable energy management principles. LTCSA initiatives in 2013-14 to reduce its carbon footprint included:

- recycled content through its printer fleet
- minimal motor vehicle fleet
- office paper waste recycling
- 50 per cent green recycle copy paper
- ring-binders constructed from 100 per cent recycled board
- organised waste bins.

Information services

SRWS Information Services is responsible for the support and maintenance of existing infrastructure and applications within the SRWS technology stack. It is also tasked with planning and implementing the SRWS Information and Communications Technology (ICT) Strategic Plan which sets the direction for use of technology by SRWS between 2013 and 2018. The ICT strategy benefits include consolidation, standardisation, improved connectivity, reliability and availability of business systems and business continuity, value-driven sourcing and overall alignment with the NSW Government direction for information technology.

Information Services works across SRWS to ensure IT planning across all modes of health and safety are fully integrated. This allows the operational agencies to focus solely on delivering quality service to customers and not on duplicating their efforts in IT planning and purchasing. The strategy enables SRWS to operate as a coordinated set of brands with each brand maintaining some autonomy while utilising cross-agency synergy in information services and infrastructure.

Delivery of the ICT Strategic Plan

The ICT strategy delivers the objectives of the enterprise architecture and establishes a platform for the future that is responsive to changing business demands. It also balances the functionality, maintainability and cost effectiveness of the ICT infrastructure. The ICT strategy ensures that SRWS is an organisation that uses information to achieve its outcomes, enabling the progression from data in its raw form to information that has reached its full potential.

FAST FACTS

Desktop, Collaboration, Incident Management and Support

In 2013-14, the SRWS support Desk managed a total of 20,000 faults and 13,500 service requests. There were 18,229 telephone calls received, with a first-call resolution of 70 per cent with a customer satisfaction rate of 94 per cent. Over 350 hardware installations were completed, with over 300 hardware relocations and over 1000 software installations.

SUSTAINABLE SCHEME

Viability and solvency

The Scheme's component of the Medical Care and Injury Scheme (MCIS) levy is subject to periodic review to ensure liabilities under the scheme are funded.

The amount of money that is collected by the levy each year reflects the full cost of providing support to participants for the rest of their lives. The amount paid out in one year could never be commensurate with the amount collected because it gets put aside for future care.

The long tail nature of the Scheme cannot be underestimated and the ability of the LTCSA to correct for any under-collection will become harder the longer the Scheme has been running. The size of the liability to the annual revenue cash flow is currently around 6:1, but in future years will increase to 25:1.

The average liability per participant is approximately $2.2 million over their life in the Scheme, and ranges from approximately $500,000 to $10 million. The ages of participants range from five months to over 100 years. As such, the cost per person is significantly different depending on how old a participant is when they enter the Scheme. Almost a third of participants (31 per cent) are aged 15 to 24 and will need to be supported under the Scheme for many years.

The cost also varies according to injury severity. Approximately 16 per cent of participants have a brain injury that requires very high care needs. For this group, the average spend was $270,000 in 2012-13, with the highest cost being $550,000. Approximately 20 per cent of participants have a brain injury that requires less frequent support. For this group, the average spend was $15,000 in 2012-13.

However, care needs vary over time as life circumstances change. For example a change in work or family circumstances of a participant with a brain injury can cause care needs to fluctuate significantly. Participants with low-level spinal cord injuries often require few services when they are young, but as they age their needs will increase. Scheme cost-modelling allows for an increase in costs as participants age.

The LTCSA engages external actuarial consultants to conduct independent analysis of financial performance twice a year. An independent actuary takes account of what costs have been incurred and anticipated costs for each participant over their lifetime.

The LTCSA also uses a life-costing model as a tool to estimate costs for providing lifelong treatment, rehabilitation and care services to participants, and to calculate cash flow requirements on an annual basis.

The LTCSA is annually reviewing the levy rate due to the uncertainty, immaturity and unique nature of the Scheme itself. The balance between managing the process (i.e. administration) and managing the outcome and liability (i.e. the Scheme) requires careful management.

The Scheme's component of the MCIS levy has been reduced for the period 1 January 2014 to 31 December 2014, with a further review to be conducted in the latter part of the 2014 calendar year to ascertain a sustainable levy going forward. This adjustment occurred due to the strong financial position of the Scheme and continuing positive performance.

The key financial drivers affecting the Scheme are:

- incidence of participants
- injury severity/cost per participant
- mortality rates
- economic assumptions
- investment returns
- participant growth.

Investment performance

The Investment Division manages the SRWS investment portfolios and continuously assesses ways to reduce risk and improve overall efficiency.

In March 2014, the NSW Treasurer announced the amalgamation of the funds management activities of SRWS, SAS Trustee Corporation and Treasury Corporation (TCorp) within the Treasury Corporation. This initiative allows for the pooling of investment management expertise and a streamlined approach to the delivery of long-term financial and non-financial benefits to Government agencies.

Responsibility for the investment objectives, risk management and strategic asset allocation of SRWS funds will remain with the SRWS Board.

Governance arrangements

The SRWS Board is responsible for setting investment strategy and reporting to the Minister on performance. The Board is advised by an investment committee.

During 2013-14, the Board implemented its foundation governance documents, including its Investment Beliefs Statement, Investment Policy Statement and Risk Appetite Statement.

SUSTAINABLE SCHEME

Operational due diligence

During 2013-14, the Investment Division continued to conduct operational and risk reviews of its investment managers and products. Nine products and eight managers were reviewed during the year.

Custody arrangements

Following the introduction of the *Safety, Return to Work and Support Act 2012* and the new governance structure and oversight of other statutory funds, the Investment Division sought and was granted an extension to the existing Custody and Related Services Agreement with State Street Bank and Trust. The renegotiated agreement includes an extension of up to two years and ongoing cost savings for the funds. All funds were transitioned into custody in August 2013.

Market review

The global economy delivered a mixed performance during 2013-14. Centred on the Eurozone economic challenges, global investment markets continue to face heightened levels of uncertainty and the importance of maintaining a diversified investment portfolio is paramount. The Investment Division maintains a prudent approach to managing the investment portfolios.

The Australian economy grew at around trend rates, with unemployment remaining stable and inflation pressures within target. Concerns remain regarding the drivers of growth in Australia as the mining investment boom recedes and the consumer remains fairly subdued.

The Reserve Bank of Australia (RBA) eased official rates early in 2013-14 to 2.5 per cent and subsequently maintained a stable policy in the face of offsetting growth and inflationary signals. The Australian dollar traded below parity with the US dollar throughout the period, ranging between US$0.88 and US$0.95 for the most part.

Domestic and global market equities had a strong year, producing returns of 17 per cent and 20 per cent respectively. This level of outperformance reflects the continued unwinding of the fear of systemic financial collapse and is not considered to be sustainable over the medium term.

Emerging market equities were held back by economic concerns in some markets, but still delivered a healthy 11 per cent return in Australian dollar terms.

STRATEGIC ASSET ALLOCATION – LTCS FUND

Australian equities	20.0%
International equities	22.0%
International equities – emerging markets	5.0%
Australian unlisted property	10.0%
Australian fixed interest	10.0%
Australian inflation-linked bonds	25.0%
Cash	8.0%
Total fund	**100.0%**
Diversified growth assets	57.0%
Defensive assets	43.0%
Total fund	**100.0%**

LTCS FUND 2013-14 RETURNS

Performance	1 Year (%)	5 Year (% p.a.)	Since Inception* (% p.a.)
Fund	12.83%	8.95%	7.74%
Benchmark	12.31%	8.88%	7.64%
Excess	0.51%	0.07%	0.10%

*Since inception date is 1 July 2007.

Other initiatives

LTCS statutory review

The *Motor Accidents (Lifetime Care and Support) Act 2006* required a review of the Act to be undertaken as soon as possible after the period of five years from the date of assent of the Act. KPMG was engaged to conduct the review in July 2013 and completed the review in November 2013. The report was tabled in both houses of Parliament early 2014.

The key findings were:

- that the policy objective of the Act remains valid to provide a scheme for lifetime care and support of persons injured in motor vehicle accidents
- that the terms of the Act and administration of the Scheme are appropriate, with participants receiving reasonable and necessary treatment, rehabilitation and care to meet their needs.

The review recommended the LTCSA develop and implement strategies for:

- timeliness of approvals of support for participants
- clarifying the role and function of the coordinator, and communicating this to participants
- finalising the governance arrangements for the LTCSA as part of Safety, Return to Work and Support, to support Scheme administration, oversight, planning and development
- identifying skills and capability gaps to inform a division-wide learning and development plan.

Work is in progress to address these recommendations.

Law and Justice Committee Review

The NSW Parliament's Law and Justice Committee conducted its fifth *Review of the Exercise of the Functions of the Lifetime Care and Support Authority* in March 2014 (reported July 2014).

The Committee made ten recommendations including in relation to, improving systems and processes to ensure timely access to services and equipment, stakeholder engagement, dispute resolution and the continuation of the In-Voc program. These findings broadly align with recommendations from the Statutory Review.

Recommendations arising from both reviews are currently being considered and, subject to the Government response, will inform the LTCSA's initiatives in the next year.

LTCS Guidelines review

The LTCS Guidelines are statutory guidelines made under the *Motor Accidents (Lifetime Care and Support) Act 2006*. The Guidelines include the eligibility criteria for participation in the Scheme, applications to the Scheme, guidelines about management of disputes, the assessment of treatment and care needs and the 'reasonable and necessary' criteria used to make decisions about funding of participants' items and services.

In 2013-14, the LTCSA commenced a review of all parts of the LTCS Guidelines and the review will continue into 2014-15. The review is being undertaken in tandem with other initiatives that the LTCSA has in progress to increase participant choice and control over their life and their funded services.

Lifetime Care Efficiency and Assurance Project (LEAP)

This project is to improve efficiency in delivering LTCSA services through business process improvements and improved capability of the case management system. Scheme growth puts pressure on all processes. Over 60,000 invoices were received in 2013-14 and this will continue to grow. The following major LEAP components will be completed late in 2014:

- improve the business process for processing participant service requests
- implement invoice scanning and case management system workflow for approval of payments
- develop a provider portal for main service providers
- integrate the life cost model with the case management system
- develop a reporting system using COGNOS software.

Five year review of the 2007-08 participant cohort

This project is to review in detail the 07-08 participants who have now been in the Scheme for five years. Understanding the outcomes for this group will assist in understanding the predictors of health outcomes and cost drivers. The review is being conducted by the Rehabilitation Studies Unit (Sydney University) with cost analysis also being provided by Price Waterhouse Coopers.

INTERNAL AUDIT AND RISK MANAGEMENT STATEMENT

Internal Audit and Risk Management Statement for the 2013-2014 Financial Year for the Lifetime Care and Support Authority

I, Michael Carapiet, Chair of the Safety, Return to Work, and Support Board, am of the opinion that the Lifetime Care and Support Authority has internal audit and risk management processes in operation that are, excluding the exceptions described below, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 *Internal Audit and Risk Management Policy*.

I, Michael Carapiet, Chair of the Safety, Return to Work, and Support Board, am of the opinion that the internal audit and risk management processes for the Lifetime Care and Support Authority depart from the following core requirements set out in Treasury Circular NSW TC 09/08 and that (a) the circumstances giving rise to these departures have been determined by the Portfolio Minister and (b) the Lifetime Care and Support Authority is implementing the following practicable alternative measures that will achieve a level of assurance equivalent to the requirement:

Ministerially Determined Departure	Reason for Departure and Description of Practicable Alternative Measures Implemented
Core Requirement 3: The Audit and Risk Committee has an independent chair and a majority of independent members. The Audit and Risk Committee has at least three members, and no more than five members. **3.3.2** The department head or governing board of the statutory body must select all independent chairs and members of the Audit and Risk Committee from the panel of pre-qualified individuals maintained by the Department of Finance and Services through the *Pre-qualification Scheme: Audit and Risk Committee Independent Chairs and Members*. The panel of pre-qualified individuals, and the scheme conditions, are available at the NSW Procurement website.	• One of the members was not prequalified at the time of appointment and it was a condition of appointment to become prequalified. • The Member has now submitted an application and this is being considered by the Scheme administrators.

I, Michael Carapiet, Chair of the Safety, Return to Work, and Support Board, am of the opinion that the Safety, Return to Work and Support Audit and Risk Committee for the Lifetime Care and Support Authority is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08. The Chair and Members of the Audit and Risk Committee are:

- Independent Chair, Raymond Whitten, 31 October 2012, 30 October 2016
- Independent Member, Raymond Petty, 31 October 2012, 30 October 2015
- Independent Member, Elizabeth Carr, 31 October 2012, 30 October 2016
- Independent Member, Mark Lennon, 31 October 2012, 30 October 2016

These processes, including the practicable alternative measures being implemented, provide a level of assurance that will enable the senior management of the Lifetime Care and Support Authority to understand, manage and satisfactorily control risk exposures.

As required by the policy, I have submitted an Attestation Statement outlining compliance with exceptions with the policy to the Treasury on behalf of the Treasurer.

Michael Carapiet
Chair

Dated this 28th day of August 2014

Page 1 of 1

DIGITAL INFORMATION SECURITY ATTESTATION STATEMENT

Digital Information Security Annual Attestation and Evidence of Certification Statement for the 2013-14 Financial Year for Safety, Return to Work and Support

I, Vivek Bhatia, Chief Executive Officer of the Safety, Return to Work and Support, am of the opinion that the Safety, Return to Work and Support have implemented an Information Security Management System during the financial year being reported on which is compliant with the Core Requirements set out in the Digital Information Security Policy for the NSW Public Sector.

I, Vivek Bhatia, Chief Executive Officer of the Safety, Return to Work and Support, am of the opinion that the security controls in place, to mitigate identified risks to the digital information and digital information systems of the Safety, Return to Work and Support are adequate for the foreseeable future.

I, Vivek Bhatia, Chief Executive Officer of the Safety, Return to Work and Support, am of the opinion that all Public Sector Agencies, or part thereof, under the control of the Safety, Return to Work and Support with a risk profile sufficient to warrant an independent Information Security Management System have developed an Information Security Management System in accordance with the Core Requirements of the Digital Information Security Policy for the NSW Public Sector

I, Vivek Bhatia am of the opinion that, in accordance with the *Digital Information Security Policy for the NSW Public Sector*, certified compliance with *AS/NZS ISO/IEC 27001 Information technology – Security techniques – Information security management systems – Requirements*, is not required by Safety, Return to Work and Support.

2013-14

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014
Lifetime Care and Support Authority of NSW

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014
Lifetime Care and Support Authority of NSW

Statement by Chief Executive Officer and Chair

Pursuant to Section 41C of the *Public Finance and Audit Act 1983* I state that in my opinion:

1. the accompanying financial statements exhibit a true and fair view of the financial position of the Lifetime Care and Support Authority of NSW as at 30 June 2014 and transactions for the year then ended; and
2. these statements have been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, the Public Finance and Audit Regulation 2010, Australian Accounting Standards and the Treasurer's Directions.

Further, I am not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.

Michael Carapiet
Chairman
Safety, Return to Work and Support Board

16 September 2014

Vivek Bhatia
Chief Executive Officer
Safety, Return to Work and Support

16 September 2014

Actuarial Certificate

pwc

LIFETIME CARE AND SUPPORT SCHEME

Actuarial Certificate
Outstanding claims liabilities at 30 June 2014

PricewaterhouseCoopers (PwC) has been contracted by the Lifetime Care and Support Authority to make estimates of the outstanding claims liabilities as at 30 June 2014 of the Lifetime Care and Support Scheme.

Valuation Estimates

The PwC estimated liability for the Lifetime Care and Support Scheme as at 30 June 2014 is $2,392 million.

It is a decision for the Lifetime Care and Support Authority as to the amount adopted in the accounts.

Basis of Our Estimates

We have made central estimates of the outstanding claims liabilities, meaning that our assumptions have been selected to yield estimates that are not knowingly above or below the ultimate liabilities. Our estimates include allowances for:

- Future inflation and investment return;
- Future mortality and injury severity improvements of participants; and
- Includes a loading for future operating expenses to meet the cost of managing the scheme for incurred participants at 30 June 2014, including for participants incurred but yet to be reported.

The estimates do not include any allowance for a risk margin.

Valuation Report

Full details of data, methodology, assumptions and results are set out in our valuation report dated 2 September 2014.

This report was prepared, to the best of our knowledge, in compliance with Australian Accounting Standard AASB137 and the Institute of Actuaries of Australia's Professional Standard 300, which relates to estimation of outstanding claims liabilities.

Data

PwC has relied on historical data and other quantitative and qualitative information supplied by the Lifetime Care and Support Authority without audit or independent verification. We did, however, review this information for reasonableness and internal consistency, where possible. The accuracy of our results is dependent upon the accuracy and completeness of the underlying data.

PricewaterhouseCoopers, Actuarial Pty Limited, ACN 003 562 696, ABN 29 003 562 696,
Darling Park Tower 2, 201 Sussex Street, GPO BOX 2650, SYDNEY NSW 1171
T: +61 2 8266 0000, F: +61 2 8266 9999, www.pwc.com.au

Actuarial Certificate

pwc

Qualifications and Uncertainty

There is a limitation upon the accuracy of the estimates in this certificate in that there is an inherent uncertainty in any estimate of outstanding claims liabilities. This is due to the fact that the ultimate liability for claims is subject to the outcome of events yet to occur. These include, but are not limited to, the mortality rate and participants' injury severity improvements within the scheme, the number of participants accepted into the scheme, price adjustments by service providers and future levels of care and support provided to participants.

In our judgement, we have employed techniques and assumptions that are appropriate, and we believe the conclusions presented herein are reasonable, given the information currently available.

John Walsh AM
FIAA
18 September 2014

Peter Hardy
FIAA
18 September 2014

AUDITOR-GENERAL
NEW SOUTH WALES

INDEPENDENT AUDITOR'S REPORT

Lifetime Care and Support Authority of New South Wales

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of Lifetime Care and Support Authority of New South Wales (the Authority), which comprise the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows, for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Authority as at 30 June 2014, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

My opinion should be read in conjunction with the rest of this report.

Emphasis of matter paragraph

I draw attention to the provision for participants' care and support services disclosed in Note 14. The note describes the significant uncertainty associated with the estimate of the provision of $2.4 billion and the related expense of $204.7 million in Note 2(f) because of the long term nature of the provision and limited participants' experience to date. This uncertainty will remain until sufficient participants' experience is available. My opinion is not modified in respect of this matter.

The Board's Responsibility for the Financial Statements

The members of the Board are responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the members of the Board determines is necessary to enable the preparation of financial statements that give a true and fair view and that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements that give a true and fair view in order to design audit procedures appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the members of the Board, as well as evaluating the overall presentation of the financial statements.

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

My opinion does *not* provide assurance:

- about the future viability of the Authority
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal control
- about the assumptions used in formulating the budget figures disclosed in the financial statements
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about other information which may have been hyperlinked to/from the financial statements.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies, but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by the possibility of losing clients or income.

A Oyetunji
Director, Financial Audit Services

18 September 2014
SYDNEY

Statement of Comprehensive Income for the year ended 30 June 2014

	Notes	Actual 2014 $ '000	Budget 2014 $ '000	Actual 2013 $ '000
Expenses excluding losses				
Operating expenses				
Personnel services	2(a)	8,095	12,240	6,061
Other operating expenses	2(b)	7,637	8,786	7,180
Depreciation and amortisation	2(c)	1,140	1,865	1,651
Grants and subsidies	2(d)	1,489	2,642	1,773
Finance costs	2(e)	120,526	133,091	108,076
Other expenses	2(f)	288,295	397,163	242,324
Total Expenses excluding losses		**427,182**	**555,787**	**367,065**
Revenue				
Retained taxes, fees and fines	3(a)	406,343	426,652	470,265
Investment revenue	3(b)	356,002	168,725	279,310
Share of the profit or loss of associates	3(c)	(59)	-	77
Other revenue	3(d)	58	50	69
Total Revenue		**762,344**	**595,427**	**749,721**
Loss on disposal	4	(1,098)	-	(43)
Other losses	5	-	-	(5,195)
Net result		**334,064**	**39,640**	**377,418**
Other comprehensive income		-	-	-
Total Comprehensive Income		**334,064**	**39,640**	**377,418**

The accompanying notes form part of these financial statements.

Statement of Financial Position as at 30 June 2014

	Notes	Actual 2014 $ '000	Budget 2014 $ '000	Actual 2013 $ '000
Assets				
Current Assets				
Cash and cash equivalents	6	205,647	297,779	297,040
Receivables	7	40,113	50,835	49,144
Total Current Assets		**245,760**	**348,614**	**346,184**
Non-Current Assets				
Receivables	7	591	501	501
Financial assets at fair value	8	3,082,405	2,870,022	2,324,322
Property, plant and equipment	9			
Land and buildings		5,547	10,988	6,655
Plant and equipment		1,007	1,424	1,358
Total property, plant and equipment		6,554	12,412	8,013
Intangible assets	10	1,080	2,269	1,536
Investments accounted for using the Equity Method	12 & 20	1,754	1,736	1,813
Total Non-Current Assets		**3,092,384**	**2,886,940**	**2,336,185**
Total Assets		**3,338,144**	**3,235,554**	**2,682,369**
Liabilities				
Current Liabilities				
Payables	13	9,495	7,854	12,606
Provisions	14	104,939	80,820	93,757
Total Current Liabilities		**114,434**	**88,674**	**106,363**
Non-Current Liabilities				
Provisions	14	2,289,811	2,491,966	1,976,171
Total Non-current Liabilities		**2,289,811**	**2,491,966**	**1,976,171**
Total Liabilities		**2,404,245**	**2,580,640**	**2,082,534**
Net Assets		**933,899**	**654,914**	**599,835**
Equity				
Accumulated funds		933,899	654,914	599,835
Total Equity		**933,899**	**654,914**	**599,835**

The accompanying notes form part of these financial statements

Statement of Changes in Equity for the year ended 30 June 2014

	Accumulated Funds $'000	Total $'000
Balance at 1 July 2013	599,835	599,835
Net result for the year	334,064	334,064
Total other comprehensive income	**-**	**-**
Total comprehensive income for the year	**334,064**	**334,064**
Transactions with owners in their capacity as owners	-	-
Balance at 30 June 2014	**933,899**	**933,899**
Balance at 1 July 2012	222,417	222,417
Net result for the year	377,418	377,418
Total other comprehensive income	**-**	**-**
Total comprehensive income for the year	**377,418**	**377,418**
Transactions with owners in their capacity as owners	-	-
Balance at 30 June 2013	**599,835**	**599,835**

The accompanying notes form part of these financial statements.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Lifetime Care and Support Authority of NSW

Statement of Cash Flows for the year ended 30 June 2014

	Notes	Actual 2014 $'000	Budget 2014 $'000	Actual 2013 $'000
Cash flows from operating activities				
Payments				
Personnel services		(8,249)	(12,240)	(7,193)
Grants and subsidies		(1,496)	(2,642)	(1,773)
Other		(94,676)	(108,034)	(68,834)
Total payments		**(104,421)**	**(122,916)**	**(77,800)**
Receipts				
Retained taxes, fees and fines		415,727	426,652	470,386
Interest received		194,170	100,798	73,188
Other		(295)	710	1,638
Total Receipts		**609,602**	**528,160**	**545,212**
Net cash flows from operating activities	**18**	**505,181**	**405,244**	**467,412**
Cash flows from investing activities				
Proceeds from sale of property, plant and equipment		1,833	-	33
Purchases of property, plant and equipment		(2,067)	(4,597)	(374)
Purchases of intangible assets		(90)	(2,000)	(548)
Purchases of investments		(596,250)	(398,248)	(452,693)
Net cash flows from investing activities		**(596,574)**	**(404,845)**	**(453,582)**
Net increase/(decrease) in cash		**(91,393)**	**399**	**13,830**
Opening cash and cash equivalents		297,040	297,380	283,210
Closing cash and cash equivalents	**6**	**205,647**	**297,779**	**297,040**

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

1. Summary of significant accounting policies

a. Reporting entity

The Lifetime Care and Support Authority of NSW (the Authority) is a NSW government agency. The Authority is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

Under the *Safety Return to Work and Support Board Act 2012*, the SRWS Board determines the Authority's general policies and strategic direction. Additionally it oversees the Authority's performance including ensuring that its activities are carried out properly/efficiently and provides advice to the Minister/CEO on the Authority. Additionally the Chief Executive Officer of the Safety Return to Work and Support is the Chief Executive Officer of Lifetime Care and Support Authority of NSW.

These financial statements for the year ended 30 June 2014 have been authorised for issued by the Chief Executive Officer on 16 September 2014.

b. Basis of preparation

The Authority's financial statements are general purpose financial statements which have been prepared using the accrual basis of accounting and are in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations)
- the requirements of the *Public Finance and Audit Act 1983* and Public Finance and Audit Regulation 2010 and
- the Financial Reporting Directions published in the Financial Reporting Code for General Government Sector Entities or issued by the Treasurer.

Property, plant and equipment and financial assets at 'fair value through profit or loss' are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

c. Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

d. Finance costs

Finance costs are recognised as expenses in the period in which they are incurred, in accordance with NSW Treasury's mandate to not-for-profit general government sector entities.

e. Insurance

The Authority's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for government entities. The expense (premium) is determined by the Fund Manager based on past claims experience.

f. Accounting for the Goods and Services Tax (GST)

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

- the amount of GST incurred by the Authority as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of the asset or as part of an item of expense and
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the Statement of cash flows on a gross basis. However the GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

g. Investment in associate

An associate is an entity over which the Authority has significant influence but not control or joint control, generally accompanying voting rights between twenty and fifty per cent. Investment in associate is accounted for using the equity method of accounting, after initially being recognised at cost. The investment is adjusted to recognise the Authority's share of the profit or loss and other comprehensive income of the associate. The Authority's share of its associates' post acquisition profits or losses is recognised in profit or loss, and its share of post acquisition other comprehensive income is recognised in other comprehensive income.

When the Authority transacts with its associate, profits and losses resulting from the transactions with the associate are recognised in the Authority's financial statements only to the extent of interests in the associate that are not related to the Authority.

Notes to the Financial Statements

1. Summary of significant accounting policies (continued)

h. Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

i. CTP premium levy

The Authority's funds are generated from levies on Compulsory Third Party (CTP) insurance premiums collected by licensed insurers in accordance with notices issued in accordance with Section 50(5) of the *Motor Accidents (Lifetime Care and Support) Act 2006*. The levy rates are set according to vehicle class and region. CTP levy revenue is recognised when it falls due and receivable by the Authority.

ii. Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*.

iii. Rental revenue

Rental revenue is recognised in accordance with AASB 117 *Leases* on a straight line basis over the lease term.

iv. Other gains/(losses)

Gains represent other items that meet the definition of income and may, or may not, arise in the course of the ordinary activities of the Authority. Gains represent increases in economic benefits and as such are no different in nature from revenue. Gains include, for example, those arising on the disposal of non-current assets and unrealised gains/(losses) arising on the revaluation of marketable securities.

Losses are the opposite of gains which represent decreases in economic benefits and as such are no different in nature from expenses.

i. Assets

i. Acquisition of assets

Assets acquired are initially recognised at cost. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Fair value is the price that would be received to sell an asset in an orderly transaction between market participants at measurement date.

ii. Capitalisation thresholds

The capitalisation threshold for property, plant and equipment is $5,000 and above individually (or forming part of a network costing more than $5,000) while that for intangible assets is $100,000 and above (including the direct allocation of personnel service costs).

iii. Revaluation of property, plant and equipment

Physical non-current assets are valued in accordance with the 'Valuation of Physical Non-Current Assets at Fair Value' Policy and Guidelines Paper (TPP 14-01). This policy adopts fair value in accordance with AASB 13 *Fair Value Measurement* and AASB 116 *Property, Plant and Equipment*.

Property, plant and equipment is measured at the highest and best use by market participants that is physically possible, legally permissible and financially feasible. The highest and best use must be available at a period that is not remote and take into account the characteristics of the asset being measured, including any socio-political restrictions imposed by government. In most cases, after taking into account these considerations, the highest and best use is the existing use. In limited circumstances, the highest and best use may be a feasible alternative use, where there are no restrictions on use or where there is a feasible higher restricted alternative use.

Fair value of property, plant and equipment is based on a market participants' perspective, using valuation techniques (market approach, cost approach, income approach) that maximise relevant observable inputs and minimise unobservable inputs. Also refer Note 9 and Note 11 for further information regarding fair value.

The Authority revalues each class of property, plant and equipment at least every five years or with sufficient regularity to ensure that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last revaluation was completed on 30 April 2013 and was based on an independent assessment.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing non-current assets using the cost approach, the gross amount and the related accumulated depreciation are separately restated.

For other assets valued using other valuation techniques, any balances of accumulated depreciation at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

1. Summary of significant accounting policies (continued)

i. Assets (continued)

Revaluation increments are credited directly to revaluation surplus, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the net result, the increment is recognised immediately as revenue in the net result.

Revaluation decrements are recognised immediately as expenses in the net result, except that, to the extent that a credit balance exists in the revaluation surplus in respect of the same class of assets, they are debited directly to the revaluation surplus.

As a not-for-profit entity, revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the revaluation surplus in respect of that asset is transferred to accumulated funds.

iv. Impairment of property, plant and equipment

As a not-for-profit entity with no cash generating units, impairment under AASB 136 *Impairment of Assets* is unlikely to arise. As property, plant and equipment is carried at fair value, impairment can only arise in the rare circumstances where the costs of disposal are material. Specifically, impairment is unlikely for not-for-profit entities given that AASB 136 modifies the recoverable amount test for non-cash generating assets of not-for-profit entities to the higher of fair value less costs of disposal and depreciated replacement cost, where depreciated replacement cost is also fair value.

v. Depreciation of property, plant and equipment

Depreciation is provided for on a straight line basis for all depreciable assets purchased after 1 January 2010 so as to write-off the depreciable amount of each asset as it is consumed over its useful life to the Authority.

All material separately identifiable components of assets are depreciated over their useful lives. The following depreciation rates were used:

Categories	**On or after 1 January 2010** %
Building premises	4
Furniture and fittings	20
Leasehold improvements	Shorter of 10 years or over lease term
Motor vehicles	25
Office equipment	25

vi. Restoration costs

The estimated cost of dismantling and removing an asset and restoring the office sites is included in the cost of an asset, to the extent it is recognised as a liability.

vii. Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

viii. Leased assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the commencement of the lease term. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are charged to the Statement of comprehensive income in the periods in which they are incurred.

ix. Intangible assets

The Authority recognises intangible assets only if it is probable that future economic benefits will flow to the Authority and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value at the date of acquisition.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

Intangible assets are software and recorded at cost less accumulated amortisation and impairments, if any. Amortisation has not been charged against assets that are still at work-in-progress (WIP) status because they are not ready for utilisation.

1. Summary of significant accounting policies (continued)

i. Assets (continued)

The useful lives of intangible assets are assessed to be finite. The Authority charges amortisation on intangible assets using the straight-line method over a period of three years.

The Authority reviews its amortisation rate and method on an annual basis.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Authority's intangible assets, the assets are carried at cost less any accumulated amortisation.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount, the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

x. Receivables

The Authority maintains assets in the form of real property, mortgages over Participant's assets, and accommodation bonds in favour of Scheme participants who require continual care.

Receivables comprise financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Any changes are recognised in the net result for the year when impaired or derecognised.

Loans to Participants represent amounts provided to Scheme participants for purchasing suitable properties and bond payment to nursing homes. These loans are to be repaid upon the earlier of the sale of the property, when the participant ceases to live continuously for six months in the property, ceases to be a participant in the Scheme, dies, or when the participant receives damages for additional accommodation costs from the compulsory third party insurer. These loans are measured at costs without discounts and recognised as assets in the Statement of Financial Position. The loans are not revalued from year-to-year and there is no impairment provided to these loans because the default risk of these loans is close to nil. When the participant sells the property, the Authority will be refunded the loan amount plus a pro-rata share of profit on sale of the property. The gain or loss is to be recognised in the Statement of Comprehensive Income.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

xi. Investments

Investments are initially recognised at fair value. The Authority determines the classification of financial assets after initial recognition and, when allowed and appropriate, re-evaluates this at each financial year end.

Fair value through profit or loss:

The Hour-Glass Investment Facilities are designated at fair value through profit or loss using the second leg of the fair value option i.e. these financial assets are managed and their performance is evaluated on a fair value basis, in accordance with a documented risk management strategy, and information about these assets is provided internally on that basis to the Authority's key management personnel.

The movement in the fair value of the Hour-Glass Investment Facilities incorporates distributions received as well as unrealised movements in fair value and is reported in the line item 'investment revenue'.

The fair value of investments that are traded at fair value in an active market is determined by reference to quoted current bid prices at the close of business on the statement of financial position date.

The Authority seeks to manage exposure to investment risk so that it can generate sufficient returns to meet the scheme's current and future liabilities and mitigate the risk that the assets will be insufficient to meet their liabilities. Designation of investments at fair value through profit or loss is consistent with this risk management strategy as it allows for these investments to be recorded at fair value and for any gains or losses in the movement in their fair value to be recognised in the net result for the year.

xii. Impairment of financial assets

All financial assets, except those measured at fair value through profit or loss, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that the Authority will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the net result for the year.

Any reversals of impairment losses are reversed through the net result for the year, where there is objective evidence. However, reversals of impairment losses on an investment in an equity instrument classified as 'available-for-sale' must be made through the revaluation surplus. Reversals of impairment losses of financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

1. Summary of significant accounting policies (continued)

i. Assets (continued)

xiii. Derecognition of financial assets and financial liabilities

A financial asset is derecognised when the contractual rights to the cash flows from the financial assets expire, or if the Authority transfers the financial asset:

- where substantially all the risks and rewards have been transferred or
- where the Authority has not transferred substantially all the risks and rewards, if the Authority has not retained control.

Where the Authority has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the Authority's continuing involvement in the asset.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires.

xiv. Other assets

Other assets are recognised on a historic cost basis.

j. Liabilities

i. Payables

These amounts represent liabilities for goods and services provided to the Authority and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

ii. Personnel services and other provisions

The Authority received personnel services from the Safety, Return to Work and Support Division (SRWSD) up until 23 February 2014. Under the Administrative Arrangements Order 2014 SRWSD was abolished from 23 February 2014 and all staff transferred to the Office of Finance and Services (OFS). From 24 February 2014 OFS has been responsible for providing staff to the Authority.

In the Authority's financial statements, any on-going obligations related to OFS's staff providing personnel services to the Authority are shown as Payable to service entity under the heading of Provisions in the Statement of Financial Position.

a. Salaries and wages, annual leave, sick leave and on-costs

Salaries and wages (including non-monetary benefits) and paid sick leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the service are recognised and measured at the undiscounted amounts of the benefits.

Annual leave is not expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service. As such it is required to be measured at present value in accordance with AASB 119 *Employee Benefits* (although short-cut methods are permitted). Actuarial advice obtained by NSW Treasury has confirmed that the nominal value of annual leave increased to reflect the annual leave accrued whilst on annual leave (calculated as 7.9% of the nominal value of annual leave) can be used to approximate the present value of the annual leave liability. The Authority has assessed the actuarial advice based on its circumstances and has determined that the effect of discounting is immaterial on its annual leave liability and will measure annual leave at is nominal value increased by 7.9% to reflect the value of annual leave accrued whilst on annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

b. Long service leave and superannuation

The Authority's liability for long service leave is recognised in the provision for personnel services and measured as the present value of expected future payments to be made in respect of personnel services received up to the reporting date. Consideration is given to salary levels, long service leave balance, assumed rates of taking leave in service, rates of death, disablement, retirement, and resignation, and rates of salary escalation.

Expected future payments (over twelve months) are discounted using markets yields at the reporting date on Australian government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows. The calculation is performed by a qualified actuary. The discount rate used is 3.5% (2013: 3.75%).

Superannuation is actuarially assessed prior to each reporting date and is measured at the present value of the estimated future payments. The amount recognised is the net total of the present value of the defined benefit obligation at the reporting date, minus the fair value at that date of any plan assets out of which the obligation is to be settled directly.

The actuarial assessment of superannuation uses the Projected Unit Credit Method and reflects estimated future salary increases and the benefits set out in the terms of the plan. The liabilities are discounted using the market yield rate on government bonds of similar maturity to those obligations. Actuarial assumptions are unbiased and mutually compatible and financial assumptions are based on market experience for the period over which the obligations are to be settled.

c. Consequential on-costs

Consequential costs to employment are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised. This includes outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax.

Notes to the Financial Statements

1. Summary of significant accounting policies (continued)

j. Liabilities (continued)

iii. Restoration provision (building leases)

A restoration provision is recognised for the estimate of future payments for restoration upon the termination of the leases of the current office premises.

iv. Provision for participants' care and support services

The liabilities for participants' care and support services are valued by the Actuaries as at the end of the financial year. They are measured as the present value of the expected future payments for all claims incurred up to the valuation date.

v. Other provisions

Other provisions are recognised when the Authority has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

k. Fair value hierarchy

A number of the entity's accounting policies and disclosures require the measurement of fair values, for both financial and non-financial assets and liabilities. When measuring fair value, the valuation technique used maximises the use of relevant observable inputs and minimises the use of unobservable inputs. Under AASB 13, the entity categorises, for disclosure purposes, the valuation techniques based on the inputs used in the valuation techniques as follows:

- Level 1 - quoted prices in active markets for identical assets / liabilities that the entity can access at the measurement date.
- Level 2 – inputs other than quoted prices included within Level 1 that are observable, either directly or indirectly.
- Level 3 – inputs that are not based on observable market data (unobservable inputs).

The entity recognises transfers between levels of the fair value hierarchy at the end of the reporting period during which the change has occurred. Refer Note 11 and Note 19 for further disclosures regarding fair value measurements of financial and non-financial assets.

l. Equity and reserves

Accumulated funds

The category 'Accumulated funds' includes all current and prior period retained funds.

m. Budgeted amount

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period, as adjusted for section 24 of the PFAA where there has been a transfer of functions between departments. Other amendments made to the budget are not reflected in the budgeted amounts.

n. Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements. Comparative data has been reclassified when necessary to enhance comparability in respect of changes in the current year.

o. New Australian Accounting Standards issued but not yet effective

NSW public sector entities are not permitted to early adopt new Australian Accounting Standards, unless Treasury determines otherwise.

The following new Australian Accounting Standards have not been applied and are not yet effective. These new Standards will not have any direct impact on the financial performance or position of the Authority.

- AASB 9 *Financial Instruments*
- AASB 12 *Disclosure of Interests in Other Entities*
- AASB 128 *Investments in Associates and joint Ventures*
- AASB 1031 *Materiality*
- AASB 1055 *Budgetary Reporting*
- AASB 2010-7 *Amendments to Australian Accounting Standards arising from AASB 9*
- AASB 2012-6 *Amendments to Australian Accounting Standards - Mandatory Effective Date of AASB 9 and Transitional Disclosures*
- AASB 2013-9 *Amendments to Australian Accounting Standards - Conceptual Framework, Materiality and Financial Instruments (Parts B and C).*

Notes to the Financial Statements

2. Expenses excluding losses

	2014 $'000	2013 $'000
a. Personnel services		
Salaries and wages (including annual leave)	7,144	6,299
Superannuation - defined contribution plans	563	483
Superannuation - defined benefit plans (including actuarial (gains)/losses)	(719)	(1,424)
Long service leave	342	176
Workers' compensation insurance	74	92
Payroll tax and fringe benefit tax	383	347
Agency short-term staff	308	88
	8,095	**6,061**
b. Other operating expenses include the following:		
Auditor's remuneration		
audit of the financial statements	79	79
internal audit and reviews	17	56
Operating lease rental expense		
minimum lease payments	903	786
other related expenses	244	229
Maintenance	58	79
Insurance	16	13
Advertising, promotion and publicity	-	1
Board of directors' fees	-	11
Information, communication and technology	401	215
Consultants – actuarial	1,047	1,102
Consultants – other	211	193
Contractors	367	515
Council members' fees	18	6
Financial assets management fees	1,129	1,258
Legal fees	307	305
Service partnership agreement fees	2,503	1,973
Other miscellaneous	337	359
	7,637	**7,180**
c. Depreciation and amortisation expense		
Depreciation		
Buildings	51	91
Leasehold improvements	499	427
Motor vehicles	45	48
Office furniture and equipment	-	15
	595	**581**
Amortisation		
Computer software	545	1,070
	1,140	**1,651**

Notes to the Financial Statements

2. Expenses excluding losses (continued)

	2014 $'000	2013 $'000
d. Grants and subsidies		
Injury management and injury prevention	1,489	1,773
	1,489	**1,773**
e. Finance costs		
Unwinding of discount rate	**120,526**	**108,076**
f. Other expenses		
Participants' care and support expenses		
Attendant care	32,643	24,439
Equipment	5,772	4,424
Home modifications	2,846	3,715
Hospital	13,738	11,167
Medical	5,996	4,742
Rehabilitation	13,859	11,131
Other	4,964	5,233
	79,818	**64,851**
Movement in provision for future participant care and support services (refer Note 14)	204,690	176,164
Bulk billing fees – Ambulance Service of NSW	52	49
Bulk billing fees – NSW Ministry of Health	3,735	1,260
	288,295	**242,324**

3. Revenue

a. Retained taxes, fees and fines		
Fees		
CTP premium levy	406,343	470,265
	406,343	**470,265**
b. Investment revenue		
Interest revenue from financial assets not at fair value through profit or loss	402	315
TCorp Hour-Glass investment facilities designated at fair value through profit or loss	317,006	279,737
TCorp Fixed/Variable Interest discrete portfolio	38,594	(742)
	356,002	**279,310**
c. Share of the profit or (loss) of associates		
Sargood Centre	**(59)**	**77**

Refer to Note 20 for more details.

d. Other revenue		
Rental	58	69
	58	**69**

Notes to the Financial Statements

4. Gain/(Loss) on disposal

	2014 $'000	2013 $'000
Land and buildings	(760)	-
Motor vehicles	82	-
Furniture and fittings	-	(43)
Software work in progress	(420)	-
	(1,098)	**(43)**

5. Other gains/(losses)

Revaluation of property, plant and equipment	-	(5,195)
	-	**(5,195)**

6. Current assets - cash and cash equivalents

Cash at bank and on hand	6,145	5,055
Short-term deposits:		
TCorp Cash portfolio	133,594	241,712
TCorp Hour-Glass investment – Cash facility	65,908	50,273
	205,647	**297,040**

For the purposes of the Statement of cash flows, cash and cash equivalents includes cash at bank and on hand and highly liquid investments.

Cash and cash equivalent assets recognised in the Statement of financial position are reconciled at the end of the financial year to the Statement of cash flows as follows:

Cash and cash equivalent assets (per Statement of financial position)	205,647	297,040
Closing cash and cash equivalents (per Statement of cash flows)	**205,647**	**297,040**

Refer to Note 19 for further information regarding credit risk, liquidity risk and market risk arising from financial instruments.

7. Current/Non-current assets – receivables

Current		
Retained taxes, fees and fines	38,981	48,365
Prepayments	132	9
GST receivable	967	737
Other	33	33
	40,113	**49,144**
Non-current		
Superannuation	90	-
Receivables from participants (Refer Note 1(i)(x))	501	501
	591	501
Total receivables	**40,704**	**49,645**

Receivables from trade debtors and participants are non-interest bearing and the former are generally on a 30-day term while the latter are more than 12 months, depending on each individual circumstance.

Refer to Note 19 for further information regarding credit risk, liquidity risk and market risk arising from financial instruments.

Notes to the Financial Statements

8. Non-current assets – financial assets at fair value

	2014 $'000	2013 $'000
TCorp investments:		
TCorp Fixed/Variable Interest discrete portfolio	1,141,133	857,640
Hour-Glass investment in sectors	1,941,272	1,466,682
	3,082,405	**2,324,322**

9. Non-current assets – property, plant and equipment

	Capital works in progress $'000	Land and buildings $'000	Leasehold improvements $'000	Motor vehicles $'000	Office furniture and equipment $'000	Total $'000
At 1 July 2013 – fair value						
Gross carrying amount	-	6,670	2,765	206	-	9,641
Accumulated depreciation and impairment	-	(15)	(1,446)	(167)	-	(1,628)
Net carrying amount	**-**	**6,655**	**1,319**	**39**	**-**	**8,013**
At 30 June 2014 – fair value						
Gross carrying amount	1,428	4,170	2,799	185	-	8,582
Accumulated depreciation and impairment	-	(51)	(1,945)	(32)	-	(2,028)
Net carrying amount	**1,428**	**4,119**	**854**	**153**	**-**	**6,554**

Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below:

	Capital works in progress $'000	Land and buildings $'000	Leasehold improvements $'000	Motor vehicles $'000	Office furniture and equipment $'000	Total $'000
Year ended 30 June 2014						
Net carrying amount at start of financial year	-	6,655	1,319	39	-	8,013
Additions	1,428	-	34	185	-	1,647
Disposals	-	(2,500)	-	(206)	-	(2,706)
Net revaluation increment less revaluation decrements	-	-	-	-	-	-
Depreciation expense	-	(51)	(499)	(45)	-	(595)
Write-back of depreciation on disposal	-	15	-	180	-	195
Net carrying amount at end of financial year	**1,428**	**4,119**	**854**	**153**	**-**	**6,554**
At 1 July 2012 – fair value						
Gross carrying amount	-	12,352	2,371	206	102	15,031
Accumulated depreciation and impairment	-	(323)	(1,054)	(119)	(46)	(1,542)
Net carrying amount	**-**	**12,029**	**1,317**	**87**	**56**	**13,489**
At 30 June 2013 – fair value						
Gross carrying amount	-	6,670	2,765	206	-	9,641
Accumulated depreciation and impairment	-	(15)	(1,446)	(167)	-	(1,628)
Net carrying amount	**-**	**6,655**	**1,319**	**39**	**-**	**8,013**

9. Non-current assets - property, plant and equipment (continued)

	Capital works in progress $'000	Land and buildings $'000	Leasehold improvements $'000	Motor vehicles $'000	Office furniture and equipment $'000	Total $'000
Reconciliation						
A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the prior reporting period is set out below:						
Year ended 30 June 2013						
Net carrying amount at start of financial year	-	12,029	1,317	87	56	13,489
Additions	-	14	360	-	-	374
Disposals	-	-	(68)	-	(102)	(170)
Transfers	-	(102)	102	-	-	-
Net revaluation	-	(5,195)	-	-	-	(5,195)
Depreciation expense	-	(91)	(427)	(48)	(15)	(581)
Write-back of depreciation on disposal	-	-	35	-	61	96
Net carrying amount at end of financial year	**-**	**6,655**	**1,319**	**39**	**-**	**8,013**

Further details regarding the fair value measurement of property, plant and equipment are disclosed in Note 11.

10. Intangible assets

	Software $'000	Software WIP $'000	Total $'000
At 1 July 2013			
Cost (gross carrying amount)	3,741	593	4,334
Accumulated amortisation and impairment	(2,798)	-	(2,798)
Net carrying amount	**943**	**593**	**1,536**
At 30 June 2014			
Cost (gross carrying amount)	3,741	682	4,423
Accumulated amortisation and impairment	(3,343)	-	(3,343)
Net carrying amount	**398**	**682**	**1,080**
Reconciliation			
A reconciliation of the carrying amount of each class of intangible assets at the beginning and end of the current reporting period is set out below:			
Year ended 30 June 2014			
Net carrying amount at start of financial year	943	593	1,536
Additions – internal development	-	509	509
WIP Write off	-	(420)	(420)
Amortisation expense	(545)	-	(545)
Net carrying amount at end of financial year	**398**	**682**	**1,080**
At 1 July 2012			
Cost (gross carrying amount)	3,741	45	3,786
Accumulated amortisation and impairment	(1,728)	-	(1,728)
Net carrying amount	**2,013**	**45**	**2,058**

10. Intangible assets (continued)

	Software $'000	Software WIP $'000	Total $'000
At 30 June 2013			
Cost (gross carrying amount)	3,741	593	4,334
Accumulated amortisation and impairment	(2,798)	-	(2,798)
Net carrying amount	**943**	**593**	**1,536**

Reconciliation

A reconciliation of the carrying amount of each class of intangible assets at the beginning and end of the prior reporting period is set out below:

	Software $'000	Software WIP $'000	Total $'000
Year ended 30 June 2013			
Net carrying amount at start of financial year	2,013	45	2,058
Additions	-	548	548
Amortisation expense	(1,070)	-	(1,070)
Net carrying amount at end of financial year	**943**	**593**	**1,536**

11. Fair value measurement of non-financial assets

a. Fair value hierarchy

2014	Level 1 $'000	Level 2 $'000	Level 3 $'000	Total fair value $'000
Property, plant and equipment (Note 9)				
Land and buildings	-	3,919	1,628	5,547
	-	**3,919**	**1,628**	**5,547**

There were no transfers between Level 1 or 2 during the period.

b. Valuation techniques, inputs and processes

Land at Collaroy is measured using the income approach as it is subject to a long term lease. This lease is for a period of 60 years with a rental return of $10 per year. The estimated fair value of this land will increase significantly if the restrictions were removed.

Buildings at Ermington and Coffs Harbour that are currently being constructed to provide multi dwelling accommodation for people with disabilities are measured using the cost approach. The estimated fair value of these buildings will increase if they were not specialised.

The remainder of the Authority's assets are non-specialised and are measured using the market approach. NSW Treasury Policy paper 14-01 Valuation of Physical Non-Current Assets at Fair Value allows non-specialised assets with short useful lives to be recognised at depreciated historical cost as a surrogate for fair value. Depreciated historical cost is an appropriate surrogate for fair value because any difference between fair value and depreciated historical cost is unlikely to be material and the benefit of ascertaining a more accurate fair value does not justify the additional cost of obtaining it.

NSW Treasury have advised that assets measured using depreciated historical cost as a surrogate for fair value do not require fair value hierachy disclosures under AASB 13 "Fair Value Measurement".

c. Reconciliation of recurring Level 3 fair measurements

2014	Land and buildings $'000	Total recurring Level 3 fair value $'000
Fair value at 1 July 2013	200	200
Additions	1,428	1,428
Disposals	-	-
Depreciation	-	-
Fair value at 30 June 2014	**1,628**	**1,628**

Additions relate to special purpose buildings being constructed at Ermington and Coffs Harbour.

Notes to the Financial Statements

12. Investments accounted for using the equity method

	2014 $'000	2013 $'000
Share of equity in Sargood Centre	**1,754**	**1,813**

Refer to Note 20 for more details.

13. Current liabilities – payables

	2014 $'000	2013 $'000
Current		
Creditors	128	312
Accrued expenses	9,158	12,098
Payroll tax and fringe benefits tax	30	40
Accrued salaries, wages and on-costs	179	156
	9,495	**12,606**

Details regarding credit risk, liquidity risk, and market risk, including a maturity analysis of the above payables are disclosed in Note 19.

14. Current/non-current liabilities – provisions

	2014 $'000	2013 $'000
Current		
Personnel services and related on-costs		
Annual leave	663	566
Long service leave	1,451	1,231
	2,114	**1,797**
Other provisions		
Provision for participant care and support services	102,825	91,960
Total current provisions	**104,939**	**93,757**
It is expected that the current leave provisions and related on-costs will be settled over the following period:		
Expected to be settled no more than twelve months		
Annual leave and related on-costs	663	566
Long service leave and related on-costs	97	131
	760	**697**
Expected to be settled after more than twelve months		
Long service leave and related on-costs	**1,354**	**1,100**
Non-current		
Personnel services and related on-costs		
Long service leave	110	125
Superannuation	-	696
	110	**821**
Other provisions		
Restoration costs	300	300
Provision for participant care and support services	2,289,401	1,975,050
	2,289,701	**1,975,350**
	2,289,811	**1,976,171**
Total Provisions	**2,394,750**	**2,069,928**

Notes to the Financial Statements

14. Current/Non-Current Liabilities – Provisions (continued)

	2014 $'000	2013 $'000
Aggregate employee benefits and related on-costs		
Provisions - current	2,114	1,797
Provisions - Non-current	110	821
Accrued salaries, wages and on-costs (Note 13)	179	156
	2,403	**2,774**

Movements in provisions (other than employee benefits)

Movements in each class of provision during the financial year, other than employee benefits, are set out below:

2014	**Participant care and support services** $'000	**Restoration costs** $'000	**Total** $'000
Carrying amount at the beginning of financial year	2,067,010	300	2,067,310
Additional provisions recognised	305,846	-	305,846
Amount used	(101,156)	-	(101,156)
Unused amounts reversed	-	-	-
Unwinding / change in the discount rate	120,526	-	120,526
Carrying amount at end of financial year	**2,392,226**	**300**	**2,392,526**

The finance costs above represent the increase in the liability for outstanding claims from the end of the previous financial year to the end of the current financial year which is due to discounted claims not settled being one period closer to settlement.

Provision for participants' care and support services

Under the *Motor Accidents (Lifetime Care and Support) Act 2006*, LTCSA meets participant care and support services for severely injured persons from motor accidents. Entitlement to these services commenced for children under 16 years of age from 1 October 2006 and for adults from 1 October 2007. At 30 June, the liabilities for all claims incurred up to this date to the scheme were valued by actuaries at PricewaterhouseCoopers Actuarial.

The liability for participants' care and support services are measured as the present value of the expected future payments. The present values after discounting are as follow:

	2014 $'000	**2013** $'000
Not later than one year	102,825	91,960
Later than one year but not later than five years	361,070	308,701
Later than five years	1,928,331	1,666,349
Total	**2,392,226**	**2,067,010**

14. Current/Non-Current Liabilities - Provisions (continued)

The following inflation rates and discount factors were used in measuring the liability for outstanding participants' care and support costs:

Year	2014		2013	
	Inflation rate	Investment return rate	Inflation rate	Investment return rate
2015	4.0%	6.0%	4.0%	6.0%
2016	4.0%	6.0%	4.0%	6.0%
2017	4.0%	6.0%	4.0%	6.0%
2018	4.0%	6.0%	4.0%	6.0%
2019	4.0%	6.0%	4.0%	6.0%
2020	4.0%	6.0%	4.0%	6.0%
2021	4.0%	6.0%	4.0%	6.0%
2022 and later	4.0%	6.0%	4.0%	6.0%
Equivalent to a single rate	**4.0%**	**6.0%**	**4.0%**	**6.0%**

	2014	2013
Weighted mean term	**Years**	**Years**
Uninflated, undiscounted	24.41	25.58
Inflated, discounted	19.34	19.99

Sensitivity analysis for the valuation as at 30 June 2014

The liability represents the best estimate and is based on standard actuarial assessment. The table below shows sensitivities to the valuation. Uncertainty exists due to the long-term nature of liabilities and volatility around the number of Scheme participants and their injury severity.
The Authority expects the uncertainty to continue to diminish significantly over the next three to five years. If the LTSCA Scheme was an insurer (which it is not), then under Australian Accounting Standard AASB 1023 it would be required to add a risk margin to its liabilities. Based on the minimum level required by APRA of a 75% probability of Sufficiency/Adequacy this would result in the LTSCA liabilities increasing by $358.8 million and reducing its accumulated surplus to $575.1 million.

	30 June liability $m	Effect on 30 June liability $m	Percentage effect %
Central estimate of LTCSA Scheme	2,392.2		
All valuation assumptions used			
Different long term gap assumptions:			
a. One per cent per annum lower for all future years	2,922.9	530.6	22.0
b. One per cent per annum higher for all future years	2,000.1	(392.1)	(16.0)
Mortality assumptions:			
a. Eighty per cent of assumed rates for all ages and years since injury	2,540.7	148.5	6.0
b. One hundred and fifty per cent of assumed rates for all ages and years since injury	2,116.6	(275.6)	(12.0)
No unit cost changes beyond 5 years post injury for attendant care	1,970.7	(421.5)	(18.0)
Different levels of improvement in brain injury severity:			
a. Expected level of Care and Needs Scale (CANS) improvement from previous analysis	2,435.3	43.1	2.0
b. Twice as much improvement after two years as predicted	2,379.2	(13.0)	(0.5)
c. No improvement after two years	2,405.2	13.0	0.5

Notes to the Financial Statements

15. Commitments for expenditure

	2014 $'000	2013 $'000
Operating lease commitments		
Future non-cancellable operating lease rentals not provided for and payable:		
Not later than one year	1,134	1,040
Later than one year but not later than five years	1,190	2,019
Later than five years	-	-
Total (including GST)	**2,324**	**3,059**

The Authority leases offices and motor vehicles under non-cancellable operating leases expiring within three years. The leases have varying terms, escalation clauses and renewal rights.

Expenditure commitments for the Authority include input tax credits of $0.2M (2013: $0.28M) which are expected to be recoverable from the Australian Taxation Office.

16. Contingent liabilities and contingent assets

A contingent liability is a possible liability that arises from past events whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events beyond the control of the Authority. The Authority does not recognise contingent liability but discloses its existence where outflows of economic benefits are probable, but not virtually certain. A contingent asset is the opposite of a contingent liability.

The Authority does not have any contingent asset or liability at reporting date (2013: nil).

17. Budget review

Net result

The net result is $294.4m favourable to budget primarily due to:

- Favourable investment revenue of $187.3m due to strong investment returns being received on a growing financial assets base.
- Favourable participant care and support costs of $108.9m due to a decrease in the actuarially assessed movement in the provision for participant care and support costs.

Assets and liabilities

- Total assets were $102.6m favourable to budget mainly due to increases in financial assets as a result of strong investment returns.
- Total liabilities were $176.4m favourable to budget due to a decrease in the actuarially assessed provision for participant care and support costs.

Cash flows

- Net operating activities were $99.9m favourable to budget mainly due to higher investment returns.
- Investing cash activities were $226.3m unfavourable to budget mainly due to higher purchases of investments due to the reinvestment of $94m of interest earnings and the investment of $127m surplus cash.

18. Reconciliation of cash flows from operating activities to net result

	2014 $'000	2013 $'000
Net cash used on operating activities	505,181	467,412
Depreciation and amortisation	(1,140)	(1,651)
Net loss on property, plant and equipment revaluation	-	(5,195)
Loss on disposal of non-current assets	(1,098)	(43)
Increase/(Decrease) in investments accounted for using the Equity Method	(59)	77
Unrealised distribution	161,833	206,124
Change in assets and liabilities		
Decrease in receivables: current	(9,032)	(1,690)
Increase in receivables: non-current	90	-
Decrease/(Increase) in payables: current	3,111	(4,612)
Increase in provisions: current	(11,182)	(13,076)
Increase in provisions: non-current	(313,640)	(269,928)
Net result	**334,064**	**377,418**

19. Financial instruments

The Authority's principal financial instruments are outlined below. These financial instruments arise directly from the Authority's operations or are required to finance the Authority's operations. The Authority does not enter into or trade financial instruments, including derivative instruments, for speculative purposes.

The Authority's main risks arising from financial instruments are outlined below, together with its objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Board has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risk faced by the Authority to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit and Risk Committee on a continual basis.

a. Financial instrument categories

	Notes	Category	Carrying Amount 2014 $'000	Carrying Amount 2013 $'000
Financial assets				
Class:				
Cash and cash equivalents	6	N/A	205,647	297,040
Receivables[1]	7	Loans and receivables (at amortised cost)	534	534
Financial assets at fair value	8	At fair value through profit or loss - designated as such upon initial recognition	3,082,405	2,324,322
Financial liabilities				
Class:				
Payables[2]	13	Financial liabilities (at amortised cost)	9,465	12,566

Notes:

1. Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).

2. Excludes statutory payables and unearned revenue (i.e. not within scope of AASB 7).

b. Credit risk

Credit risk arises when there is the possibility that the counterparty will default on their contractual obligations, resulting in a financial loss to the Authority. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the Authority, including cash, receivables and authority deposits. No collateral is held by the Authority. The Authority has not granted any financial guarantees.

Credit risk associated with the Authority's financial assets other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW Treasury Corporation (TCorp) are guaranteed by the State.

Cash

Cash comprises cash on hand and bank balances held at private financial institutions. Interest is earned on daily bank balances in accordance with the NSW Treasury banking contract. The TCorp Hour-Glass Cash Facility is discussed in paragraph (d) below.

Receivable – trade debtors

All trade debtors are recognised as amounts receivable as at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known as uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the Authority will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions. There is no independently assessed rating of the clients other than past experience and their compliance with credit terms, these credit terms are monitored by management on a monthly basis. No interest is earned on trade debtors.

The Authority is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. At balance date, no debtors are past due nor are they determined as impaired (2013: nil).

19. Financial instruments (continued)

b. Credit risk (continued)

Authority Deposits

The Authority has placed funds on deposit with TCorp, which has been rated 'AAA' by Standard and Poor's. These deposits are similar to money market or bank deposits and can be placed 'at call'. The interest rate payable on at call deposits can vary. The deposits at balance date were earning an average interest rate of 2.88% (2013: 2.52%), while over the year, the weighted average interest rate was 2.92% (2013: 3.69%) on a weighted average balance during the year of $58.091M (2013: $50.032M). None of these assets are past due or impaired.

The Authority also placed funds with Westpac Banking Corporation to meet its daily operating expense needs. The cash at bank earns interest at floating rates based on daily bank deposit rates. The weighted average interest rate on these funds was 3.35% (2013: 2.72%).

c. Liquidity risk

Liquidity risk is the risk that the Authority will be unable to meet its payment obligations when they fall due. The Authority continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances, if applicable.

The Authority's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW Treasury Circular NSWTC 11/12. For small business suppliers, where terms are not specified, payment is made not later than 30 days from date of receipt of a correctly rendered invoice. For other suppliers, if trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice is received. For small business suppliers, where payment is not made within the specified time period, simple interest must be paid, automatically unless an existing contract specifies otherwise. For payments to other suppliers, the Head of the Authority (or a person appointed by the Head of the Authority) may automatically pay the supplier simple interest. The rate of interest applied during the year was 10.63% (2013: 10.95%).

Maturity analysis and interest rate exposure of financial liabilities

			Interest rate exposure			Maturity dates		
	Weighted average effective interest rate %	Nominal amount[1] $'000	Fixed interest rate $'000	Variable interest rate $'000	Non-interest bearing $'000	< 1 year $'000	1-5 years $'000	> 5 years $'000
2014								
Payables	N/A	9,465	-	-	9,465	9,465	-	-
2013								
Payables	N/A	12,566	-	-	12,566	12,566	-	-

Notes:

1. The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which the Authority can be required to pay. The tables include both interest (if applicable) and principal cash flows and therefore may not reconcile to the Statement of financial position.

d. Market risk

Market risk is the risk that fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Authority's exposures to market risk are primarily other price risks associated with the movement in the unit price of the Hour-Glass Investment Facilities. The Authority does not have direct exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit or loss, and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the Authority operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the statement of financial position date. The analysis is performed on the same basis for 2013. The analysis assumes that all other variables remain constant.

19. Financial instruments (continued)

d. Market risk (continued)

Interest rate risk

Exposure to interest rate risk arises primarily through interest-bearing liabilities. The Authority does not have any interest bearing liabilities. A reasonably possible change of interest earnings (as in table below) is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility.

The Authority has investment in NSW TCorp managed asset portfolios. TCorp manages credit risk and interest rate risk exposures applicable to specific fixed-interest investments of the Authority in accordance with an asset portfolio mandate agreed between the two parties. For this service TCorp receives a fee based on the dollar value of the portfolio. The various risks are managed by TCorp within limits stipulated in the portfolio mandate as summarised below:

- Credit risk – fixed-interest holdings are categorised by the Standard & Poor's (S&P) or Moody's credit rating applicable to the underlying securities. The amount of securities held must not exceed the limit for the relevant S&P or Moody's equivalent category. Limits also apply to the amounts that may be held with individual counterparties. To be eligible for investment, counterparties must satisfy minimum credit rating criteria. Monitoring processes ensure that credit rating information is up-to-date and portfolio holdings are maintained within the approved credit limits.
- Interest rate risk – TCorp uses derivatives, primarily interest rate futures, to manage the duration and maturity profile of the portfolio within specified tolerance limits.

At reporting date the carrying value of securities, derivatives, and funds at call, managed by TCorp stood at $1,275 million (2013: $1,099 million).

The Authority's exposure to interest rate risk is set out below.

		-1%		1%	
	Carrying amount $'000	**Profit or loss** $'000	**Equity** $'000	**Profit or loss** $'000	**Equity** $'000
2014					
Financial assets					
Cash and cash equivalents	205,647	(2,056)	(2,056)	2,056	2,056
Financial assets at fair value	3,082,405	(30,824)	(30,824)	30,824	30,824
2013					
Financial assets					
Cash and cash equivalents	297,040	(2,970)	(2,970)	2,970	2,970
Financial assets at fair value	2,324,322	(23,243)	(23,243)	23,243	23,243

Other price risk – TCorp investment facilities

Exposure to other price risk primarily arises through the investments in the TCorp Hour-Glass facilities which are held for strategic rather than trading purposes. The Authority has no direct equity investments. The Authority holds units in the following investment trusts.

Facility	**Investment Sectors**	**Investment Horizon**	**2014** $'000	**2013** $'000
Cash facility	Cash, money market instruments	Up to 1.5 years	65,908	50,273
Australian equities	Australian shares	7 years and over	697,970	586,729
International equities	International shares	7 years and over	820,323	537,005
Emerging market equities	Emerging market shares	7 years and over	169,619	127,522
Unlisted property	Unlisted property	7 years and over	253,360	215,426
Australian fixed interest portfolio	Fixed income	7 years and over	329,804	252,022
Bond portfolio	Fixed income	7 years and over	811,329	605,618
Cash portfolio - Non-derivatives	Cash, money market instruments	Up to 1.5 years	133,594	241,712

The unit price of each facility is equal to the total fair value of net assets held by the facility divided by the total number of units on issue for that facility. Unit prices are calculated and published daily.

NSW Treasury Corporation (TCorp) as trustee for each of the above facilities is required to act in the best interest of the unit holders and to administer the trusts in accordance with the trust deeds. As trustee, TCorp has appointed external managers to manage the performance and risks of each facility in accordance with a mandate agreed by the parties. TCorp has also leveraged off internal expertise to manage certain fixed income assets for the Hour-Glass facilities. A significant portion of the administration of the facilities is outsourced to an external custodian.

Investment in Hour-Glass facilities limits the Authority's exposure to risk, as it allows diversification across a pool of funds, with different investment horizons and a mix of investments.

NSW TCorp provides sensitivity analysis information for each of the investment facilities, using historically based volatility information collected over a ten-year period, quoted at two standard deviations (i.e. 95% probability). The TCorp Hour-Glass investment and other facilities are designated at fair value through profit or loss and therefore any change in unit price impacts on profit (rather than equity). A reasonably possible change is based on the percentage change in unit price (as advised by TCorp) multiplied by the redemption value as at 30 June each year for each facility.

Notes to the Financial Statements

19. Financial instruments (continued)

d. Market risk (continued)

		Change in unit price		Impact on profit or loss	
		2014 %	2013 %	2014 $'000	2013 $'000
Facility					
Cash facility	+/-	1	1	659	503
Australian equities	+/-	27	27	188,452	158,417
International equities	+/-	23	23	188,674	123,511
Emerging market equities	+/-	20	22	33,924	28,055
Unlisted property	+/-	4	4	10,134	8,617
Australian fixed interest portfolio	+/-	6	6	19,788	15,121
Bond portfolio	+/-	6	6	48,680	36,337
Cash portfolio - Non-derivatives	+/-	1	1	1,336	2,417

The effect of changes in unit prices on other components of equity is nil.

e. Fair value measurement

i. Fair value compared to carrying amount

Financial instruments are generally recognised at cost, with the exception of the TCorp Hour-Glass and other facilities, which are measured at fair value. The value of the Hour-Glass Investments is based on the Authority's share of the value of the underlying assets of the facility, based on the market value. All of the Hour-Glass facilities are valued using 'redemption' pricing.

ii. Fair value recognised in the statement of financial position

	Level 1 $'000	Level 2 $'000	Level 3 $'000	2014 Total $'000
Financial assets at fair value				
Australian fixed interest portfolio	329,804	-	-	329,804
Bond portfolio	811,329	-	-	811,329
Cash portfolio - Non-derivatives	133,594	-	-	133,594
Australian equities	-	697,970	-	697,970
International equities	-	820,323	-	820,323
Emerging market equities	-	169,619	-	169,619
Unlisted property	-	253,360	-	253,360
Total	**1,274,727**	**1,941,272**	**-**	**3,215,999**

There were no transfers between level 1 and 2 during the period ended 30 June 2014.

	Level 1 $'000	Level 2 $'000	Level 3 $'000	2013 Total $'000
Financial assets at fair value				
Australian fixed interest portfolio	252,022	-	-	252,022
Bond portfolio	605,618	-	-	605,618
Cash portfolio - Non-derivatives	241,712	-	-	241,712
Australian equities	-	586,729	-	586,729
International equities	-	537,005	-	537,005
Emerging market equities	-	127,522	-	127,522
Unlisted property	-	215,426	-	215,426
Total	**1,099,352**	**1,466,682**	**-**	**2,566,034**

There were no transfers between level 1 and 2 during the period ended 30 June 2013.

20. Investments accounted for using the equity method

The Authority has one-third member interests in Sargood Centre (the Centre), a not-for-profit company limited by guarantee. The Authority is not entitled to any distribution of funds from the Centre. The Authority's member interests is recognised in these accounts in accordance with AASB 128 Investments in Associates using the equity method of accounting as mandated by NSW Treasury Circular TC 14/03.

The primary focus of the Centre is to facilitate the operation of a life learning facility for people with traumatic spinal cord injury and to provide medical and health related services for people in Australia with spinal cord injuries and similar conditions.

As part of the funding agreement with the Centre, the Authority has entered into an agreement to lease land acquired by the Authority at minimal fee for 30 years to facilitate the construction of the facility. The Centre holds an option to extend the lease for a similar term.

The Authority has also provided a grant of $9.96M for the construction and fit out of the facility including equipment in 2012. ERF Industries Proprietary Limited which also holds one-third member interests in the Centre, has also provided a grant of $5M for these purposes. The other equal member in the Centre is the Ability Australia Foundation.

Under the agreement with other members, the Authority is not required to provide ongoing funding for the Centre or to use the facilities at the Centre.

a. Summarised financial information of Sargood Centre

	2014 $'000	**2013** $'000
Total revenue	547	930
Total expenses excluding losses	723	700
Net result	**(176)**	**230**
Other comprehensive income	-	-
Total comprehensive income	**(176)**	**230**
Total assets	15,265	15,449
Total liabilities	42	50
Net assets	**15,223**	**15,399**
Total equity	**15,223**	**15,399**

b. Should there be any unexpended funds (including accumulated interest revenue) at the time the current funding agreement ends or is terminated, the Centre is not required to pay back the amount to the Authority but rather it must ensure that funding is then applied towards further development or improvement or operation of the Centre.

Not all of the conditions of the funding agreement have been met by Sargood at the date that this report is signed and that the funding provided to Sargood may be repayable to the Authority.

The Centre has granted to the Authority the second fixed and floating charge after ERF Industries Proprietary Limited over the assets of Sargood.

- End of audited financial statements -

Lifetime Care and Support Authority

Financial Statements

Operating Statement

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Expenses Excluding Losses			
Operating Expenses -			
Employee related	69	254	70
Other operating expenses	550,012	729,978	528,371
Depreciation and amortisation	1,865	1,162	1,975
Grants and Subsidies	2,642	1,756	2,708
Finance Costs	0	110,000	110,000
Other Expenses	1,199	5,273	5,543
Total Expenses Excluding Losses	**555,787**	**848,423**	**648,667**
Revenue			
Investment revenue	168,725	383,623	227,585
Retained taxes, fees and fines	426,652	414,113	437,150
Other revenue	50	16	50
Total Revenue	**595,427**	**797,752**	**664,785**
Gain/(loss) on disposal of non current assets		(644)	
Other gains/(losses)		33	
Net Result	**39,640**	**(51,282)**	**16,118**

Lifetime Care and Support Authority

Balance Sheet

	2013-14 Budget $000	2013-14 Revised $000	2014-15 Budget $000
Assets			
Current Assets			
Cash assets	297,779	381,699	244,209
Receivables	50,835	49,144	49,144
Total Current Assets	**348,614**	**430,843**	**293,353**
Non Current Assets			
Receivables			
Investments	1,736	1,813	1,813
Other financial assets	2,870,022	2,937,304	3,588,720
Property, plant and equipment			
Land and buildings	10,988	4,872	8,765
Plant and equipment	1,424	1,495	1,483
Intangibles	2,269	1,978	3,186
Other non current assets	501	501	501
Total Non Current Assets	**2,886,940**	**2,947,963**	**3,604,468**
Total Assets	**3,235,554**	**3,378,806**	**3,897,821**
Liabilities			
Current Liabilities			
Payables	7,854	12,605	12,605
Provisions	80,820	93,757	93,757
Other			
Total Current Liabilities	**88,674**	**106,362**	**106,362**
Non Current Liabilities			
Provisions	299	300	300
Other	2,491,667	2,723,591	3,226,488
Total Non Current Liabilities	**2,491,966**	**2,723,891**	**3,226,788**
Total Liabilities	**2,580,640**	**2,830,253**	**3,333,150**
Net Assets	**654,914**	**548,553**	**564,671**
Equity			
Accumulated funds	654,914	548,553	564,671
Total Equity	**654,914**	**548,553**	**564,671**

Lifetime Care and Support Authority

Cash Flow Statement

	2013-14		2014-15
	Budget $000	Revised $000	Budget $000
Cash Flow from Operating Activities			
Payments			
Employee related	69	254	70
Grants and Subsidies	2,642	1,756	2,708
Other	120,205	98,191	141,697
Total Payments	**122,916**	**100,201**	**144,475**
Receipts			
Sale of goods and service	426,652	414,113	437,150
Interest received	100,798	72,204	133,697
Retained taxes, fees and fines			
Other	710	676	730
Total Receipts	**528,160**	**486,993**	**571,577**
Net Cash Flows From Operating Activities	**405,244**	**386,792**	**427,102**
Cash Flows From Investing Activities			
Proceeds from sale of business		1,856	
Purchase of Property, plant and equipment	(4,597)	(1,471)	(5,064)
Purchase of Investments	(398,248)	(301,530)	(557,528)
Other	(2,000)	(988)	(2,000)
Net Cash Flows From Investing Activities	**(404,845)**	**(302,133)**	**(564,592)**
Net Increase/(Decrease) in Cash	**399**	**84,659**	**(137,490)**
Opening Cash and Cash Equivalents	297,380	297,040	381,699
Closing Cash and Cash Equivalents	**297,779**	**381,699**	**244,209**
Cash Flow Reconciliation			
Net Result	39,640	(51,282)	16,118
Non cash items added back	(66,062)	(310,290)	(91,913)
Change in operating assets and liabilities	431,666	748,364	502,897
Net Cash Flows From Operating Activities	**405,244**	**386,792**	**427,102**

APPENDICES
Lifetime Care and Support Authority of NSW

Appendix 1: Legislation

The LTCSA was established under the *Motor Accidents (Lifetime Care and Support) Act 2006*.

The *Motor Accidents (Lifetime Care and Support) Act 2006* outlines the support available under the Scheme.

An amendment to the Act was passed in October 2009 to include the provision that a child will not be assessed for lifetime participation before the age of five years, which applies to current and future participants. The 2009 legislation also includes a 'buy-in' provision to allow a person injured in a motor accident before the commencement of the Scheme to become a participant. An injured person may 'buy-in' if they meet the eligibility criteria and pay an amount determined by the LTCSA to fund their future treatment and care needs. Buying into the Scheme is voluntary.

The Act was further amended in 2012 to make clear that in circumstances where a participant in the Scheme has a CTP claim, all attendant care expenses are met by the Scheme. The CTP insurer is not on risk for any of these expenses. This includes the provision of 'gratuitous' care.

The LTCSA regulates the operation of the Scheme by issuing the LTCS Guidelines. The Guidelines are internally developed, provided for external comment and finally published in the NSW Government Gazette. The Guidelines are an extension of the legislation and define eligibility criteria, what and how treatment and care is funded and the management of disputes.

Appendix 2: Performance and numbers of senior executives

	Lifetime Care & Support Authority of NSW	WorkCover Authority	Workers' Compensation (Dust Diseases) Board	Motor Accidents Authority of NSW
Band 1				
Male	1	28	-	4
Female	1	30	1	5
Total	2	58	1	9
Average Remuneration	195,206	161,561	177,595	155,028
Band 2				
Male	1	7	-	2
Female	-	3	-	-
Total	1	10	-	2
Average Remuneration	245,968	232,798	-	234,993
Band 3				
Male	-	2	-	-
Female	-	2	-	-
Total	-	4	-	-
Average Remuneration	-	296,068	-	-
Senior Executives Total				
Male	2	37	-	6
Female	1	35	1	5
Total	3	72	1	11
Employee Related Costs				
Exec	670,461	13,348,429	251,146	1,911,982
Non-Execs	6,528,660	92,973,245	3,043,361	6,579,282
Total	**7,199,121**	**106,321,674**	**3,294,506**	**8,491,265**
%	**9.31%**	**12.55%**	**7.62%**	**22.52%**

Appendix 3: Government Information (Public Access) applications

Government Information (Public Access) Act 2009

The LTCSA administers and fulfils its obligations under the *Government Information (Public Access) Act 2009* (GIPA Act) which focuses on making Government information more readily available.

Formal access applications received

In the 2013-14 year, the LTCSA received six formal access applications. Half of the applications received related to personal information and the other half were access applications other than personal information applications. This includes withdrawn applications. All applications were finalised during the reporting year.

One access application received during the reporting period was refused in full and none were refused in part because the information requested was information referred to in Schedule 1 to the GIPA Act (that is, information for which there is a conclusive presumption of an overriding public interest against disclosure).

The fees for lodging a GIPA application are $30 per application, with a concessional rate of $15.

Mandatory release of government information

As per Section 6 of the GIPA Act, open access information is made publically available on our website, free of charge. This includes our policy documents, publication guides, programs and register of government contracts.

Informal release of government information

As per Section 7 of the GIPA Act, the LTCSA adheres to releasing specific information where it is determined that a formal access application is not required.

Proactive release of government information

Section 7 of the GIPA Act details that agencies must review their programs for the release of government information to identify the kinds of information that can be made publically available. This review must be undertaken at least once every 12 months. The LTCSA's program for the proactive release of information involves review of information available to our participants and publication of information on our internet site, including guidelines, policies and forms.

In addition to the information contained in our website, we will release as much information as possible and as governed by the GIPA Act.

Informal release of government information

As per Section 8 of the GIPA Act, the LTCSA adheres to releasing specific information where it is determined that a formal access application is not required.

Privacy and Personal Information

***Privacy and Personal Information Protection Act 1998* (PPIP Act) and *Health Records and Information Privacy Act 2002* (HRIP Act)**

The PPIP Act and the HRIP Act deal with how all NSW public sector agencies, including the LTCSA, must manage personal and health information.

All personal information held by the LTCSA is managed in accordance with NSW privacy legislation. This includes all types of records in any format such as documents (paper and electronic), data in business information systems and verbal decisions and objects (e.g. photographs, maps, evidence and samples).

Examples of the personal details of individuals with whom the LTCSA has contact includes names, dates of birth, residential addresses, drivers licence details, financial details, bank account details, wage records, work history, medical certificates and health details.

During the 2013–14 financial year, the LTCSA received no applications under Privacy legislation. As a result, no applicants sought further review by the NSW Civil and Administrative Tribunal.

TABLE A: NUMBER OF APPLICATIONS BY TYPE OF APPLICANT AND OUTCOME*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/ deny whether information is held	Application withdrawn	Total
Media	0	0	0	0	0	0	0	0	**0**
Members of Parliament	0	0	0	0	0	0	0	0	**0**
Private sector business	0	0	0	0	0	0	0	1	**1**
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	**0**
Members of the public (application by legal representative)	1	0	1	1	2	0	0	0	**5**
Members of the public (other)	0	0	0	0	0	0	0	0	**0**
Total	**1**	**0**	**1**	**1**	**2**	**0**	**0**	**1**	**6**

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

TABLE B: NUMBER OF APPLICATIONS BY TYPE OF APPLICATION AND OUTCOME

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/ deny whether information is held	Application withdrawn	Total
Personal information applications*	1	0	0	0	2	0	0	0	**3**
Access applications (other than personal information applications)	0	0	1	1	0	0	0	1	**3**
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0	**0**
Total	**1**	**0**	**1**	**1**	**2**	**0**	**0**	**1**	**6**

* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

The total number of decisions for Table B should be the same as Table A.

TABLE C: INVALID APPLICATIONS

Reason for invalidity	No of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

TABLE D: CONCLUSIVE PRESUMPTION OF OVERRIDING PUBLIC INTEREST AGAINST DISCLOSURE: MATTERS LISTED IN SCHEDULE 1 OF THE ACT

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

TABLE E: OTHER PUBLIC INTEREST CONSIDERATIONS AGAINST DISCLOSURE: MATTERS LISTED IN TABLE TO SECTION 14 OF THE ACT

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0
Total	**0**

Note: More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies to Table D.

TABLE F: TIMELINES

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	0
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	**0**

TABLE G: NUMBER OF APPLICATIONS REVIEWED UNDER PART 5 OF THE ACT (BY TYPE OF REVIEW AND OUTCOME)

	Decision varied	Decision upheld	Total
Internal review			
Review by Information Commissioner*			
Internal review following recommendation under section 93 of Act			
Review by ADT			
Total	**0**	**0**	**0**

TABLE H: APPLICATIONS FOR REVIEW UNDER PART 5 OF THE ACT (BY TYPE OF APPLICANT)

	Number of applications
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Appendix 4: Credit card certification

Credit card use within SRWS is certified in accordance with Premier's Memorandum and Treasurer's directions. SRWS has a rigorous process in place to ensure full accountability for the use of credit cards.

NSW GOVERNMENT | Safety, Return to Work & Support

Safety, Return to Work and Support
92-100 Donnison Street, Gosford, NSW 2250
Locked Bag 2906, Lisarow, NSW 2252
t 02 4321 5000 f 02 4325 4145

29 July 2014

Our Ref: WC01771/14

The Hon. Dominic Perrottet MP
Minister for Finance and Services
Member for Castle Hill
Governor Macquarie Tower
1 Farrer Place
SYDNEY NSW 2000

Dear Minister

The New South Wales Treasury Policy & Guidelines Paper on Credit Card use requires Chief Executive Officers to certify to their Minister that credit card use in their Department is in accordance with Premier's Memoranda and Treasurer's Directions.

On behalf of Safety, Return to Work and Support I certify that all card holders for the period 1st July 2013 to 30th June 2014, have used their cards in accordance with the SRWS Corporate and Purchasing Credit Card Policies and in accordance with Premier's Memoranda and Treasurer's Directions.

Yours sincerely

Julie Newman PSM
Chief Executive Officer

Appendix 5: Response to significant matters raised in the outgoing audit report

There were no significant matters raised in the outgoing audit report.

Appendix 6: Accounts payable performance

Payments of Accounts – All suppliers

Amounts outstanding to suppliers at the end of each quarter of the year were:

2013-14	June Quarter	March Quarter	December Quarter	September Quarter
Current	**$128,834**	**$399,460**	**$1,292**	**$22,530**
<30 days overdue	$14,417	$247,125	$739,767	$68,962
>30 and <60 days overdue	$3,792	$123,487	$764,518	$14,929
>60 days and <90 days	$189	$3,493	$66,900	$1287
90 days and over	$164,380	$126,884	$159,297	$1,425

Amounts paid to suppliers at the end of each quarter of the year were:

2013-14	2013-14 Total	June Quarter*	March Quarter	December Quarter	September Quarter
Number of accounts due for payment	49,263	13,941	11,606	11,236	12,480
Number of accounts paid on-time	47,357	13,833	11,083	10,548	11,923
% accounts paid on-time (based on number of accounts)	96%	99%	95%	94%	96%
Dollar amount of accounts due for payment	$98,183,872	$29,034,160	$24,187,667	$22,110,676	$22,851,369
Dollar amount of accounts paid on-time	$94,082,293	$28,870,957	$23,155,158	$20,288,536	$21,767,642
% of accounts paid on-time (based on $)	95.82%	99.44%	95.73%	91.76%	95.26%
Number of payments for interest on overdue accounts	1	0	0	0	1
Interest paid on overdue accounts	$15	$0	$0	$0	$15

Payments of Accounts – Small business suppliers

Amounts paid to identified small business suppliers at the end of each quarter of the year were:

2013-14	2013-14 Total	June Quarter*	March Quarter	December Quarter	September Quarter
Number of accounts due for payment	499	113	120	130	136
Number of accounts paid on-time	499	113	120	130	136
% accounts paid on-time (based on number of accounts)	100%	100%	100%	100%	100%
Dollar amount of accounts due for payment	$500,597	$113,713	$120,822	$145,771	$120,291
Dollar amount of accounts paid on-time	$500,597	$113,713	$120,822	$145,771	$120,291
% of accounts paid on-time (based on $)	100%	100%	100%	100%	100%
Number of payments for interest on overdue accounts	0	0	0	0	0
Interest paid on overdue accounts	$0	$0	$0	$0	$0

The LTCSA has a target of 95 per cent accounts paid on-time. In 2013/14 this target was achieved in three of the four quarters with an average of 96 per cent achieved across the year.

Interest on late payments

The LTCSA did not incur interest penalties for late payments to small suppliers. The LTCSA did incur late interest penalties to one supplier in 2013-14. A failure to process an invoice in a timely manner resulted in the interest of $15 being paid. Processes have been put in place to ensure this does not recur.

Appendix 7: Insurance activities

Reporting period	2013-14	2012-13	2011-12	2010-11
Workers Compensation:				
No. of employees	85	Coverage previously under Motor Accidents Authority of NSW policy		
No. of claims	1			
No. of claims per employee	0.01			
Total cost of claims	$3,128			
Average claim cost	$3,128			

*MAA policy inclusive of LTCSA staff

Motor vehicles: (Total Claims)	2013-14
Vehicles	7
Number of claims	2
No. of claims per vehicle	0.29
Total cost of claims	$5,857
Average cost per claim	$2,929
Average cost per vehicle	$837

Property:	2013-14
Number of claims	Nil
No. of claims per employee	
Total cost of claims	
Average cost per claim	
Average cost per employee	

Liability:	2013-14
Number of claims	Nil
Total cost of claims	
Average claim	

Miscellaneous:	2013-14
Number of claims	Nil
Total cost of claims	
Average claim	

Appendix 8: Overseas travel

No overseas travel by a staff member was undertaken during the reporting year.

Appendix 9: Consultants

Vendor	Description	Vendor total
PriceWaterhouseCoopers	Actuarial advice	846,721
PriceWaterhouseCoopers	Scheme valuation report and additional services	102,000
Mercer Investments (Australia) Limited	Investment retainer services	118,422
PriceWaterhouseCoopers	Actuarial services for long term care benchmarking analysis project	94,452
Total greater than $50,000		**$1,161,595**
Plus 5 consultants $50,000 and under		**96,994**
Finance & Accounting/Tax		58,971
Organisational Review		38,023
Total consultants		**$1,258,589**

Note: Consultants for 2013-14 now include actuarial fees.

Appendix 10: Grants

LTCSA grants awarded in 2013-14

Non-government community organisations

Grants awarded to an external non-government community organisation for a specific program

Recipient organisation	Amount of funding awarded	Nature and purpose (incl. aims, target clients and area of coverage)
The Spinal Cord Injury Network	$15,000	The Connections 2014 conference brought together researchers, clinicians, decision-makers and the community to discuss spinal cord injury research
Accessible Arts	$10,000	The Arts Activated conference celebrates inclusion in the arts through showcasing the accomplishments of people with a disability
Spinal Cord Injuries Australia	$7,000	To support an Independence Expo that showcased the latest technologies, personal care, specialised equipment, travel advice and recreational activities to people with a spinal cord injury, their family and their carers
Lion Club of Carlingford and Dundas	$6,614	Supporting children with brain injuries participate in a residential camp as a component of their community rehabilitation program
Northcott	$15,000	Development of a software app to support people with a traumatic brain injury manage their behaviours
Australian Society of Rehabilitation Counsellors	$3,000	Conference to showcase best practice and opportunities in vocation training and return to work strategies
MLR Consulting Psychology	$80,512	Development of a strategic action plan that will help to build sector capacity to support individuals with acquired brain injury who also require behaviour support programs

Research grants

Grants awarded to universities, health and other service providers to support better outcomes for participants

Recipient organisation	Amount of funding awarded	Nature and purpose (incl. aims, target clients and area of coverage)
University of Sydney Rehabilitation Studies Unit	$49,392	A review of outcomes achieved for Scheme participants five years post injury.
University of Sydney Rehabilitation Studies Unit	$55,401	A review of outcomes achieved for Scheme participants two years post injury.
University of New South Wales Social Policy Research Unit	$90,000	An evaluation of direct funding pilot for attendant care services by participants to support a person centred approach to service delivery
University of Sydney Centre for Disability Studies	$15,000	Developing positive behaviour support training for case managers providing services for people with a traumatic brain injury
Rehabilitation Outcomes Consulting and Training	$14,070	Creation of a policy position and guidance to improve the allocation of tutoring services provided by the Scheme to children and adolescents
South Western Sydney Local health District	$31,651	Developing a program to building resilience among families supporting relatives with traumatic brain and spinal cord injury
Attendant Care Industry Association	$315,000	Attendant care industry sector development
Royal Rehabilitation Centre Sydney	$33,937	Development of an education package for clinicians to assist clients who are ageing with a spinal cord injury
Macquarie University	$133,194	Research into internet based treatments for people with a spinal cord injury to reduce chronic pain related disability, anxiety and depression
NSW Ministry of Health, Agency for clinical Innovation	$287,981	Vocational intervention program: Establishing and evaluating a best practice vocational intervention program for people with traumatic brain injury. (In partnership with the MAA and WorkCover NSW.)
Hunter Local Health District	$3,950	Professional education for transitional living unit staff providing services to people with traumatic brain injuries

Funding expended in 2013-14

Non-government community organisations

Funds provided to an external non-government community organisation for a specific program

Recipient organisation	Amount of funding expended in 2013-14	Nature and purpose (incl. aims, target clients and area of coverage)
Accessible Arts	$10,000	The Arts Activated conference celebrates inclusion in the arts through showcasing the accomplishments of people with disability
Australian Society of Rehabilitation Counsellors	$3,000	Conference to showcase best practice and opportunities in vocation training and return to work strategies
MLR Consulting Psychology	$60,978	Development of a strategic action plan that will help to build sector capacity to support individuals with acquired brain injury who also require behaviour support programs

Research grants

Funds provided to universities, health and other service providers to support better outcomes for participants

Recipient organisation	Amount of funding expended in 2013-14	Nature and purpose (incl. aims, target clients and area of coverage)
University of Sydney Rehabilitation Studies Unit	$30,799	A review of outcomes achieved for Scheme participants five years post injury.
University of New South Wales Social Policy Research Unit	$14,370	An evaluation of direct funding pilot for attendant care services by participants to support a person centred approach to service delivery
University of Sydney Centre for Disability Studies	$7,500	Developing positive behaviour support training for case managers providing services for people with a traumatic brain injury
South Western Sydney Local health District	$14,824	Developing a program to building resilience among families supporting relatives with traumatic brain and spinal cord injury
Attendant Care Industry Association	$113,400	Attendant care industry sector development
Royal Rehabilitation Centre Sydney	$14,521	Development of an education package for clinicians to assist clients who are ageing with a spinal cord injury
NSW Ministry of Health, Agency for clinical Innovation	$38,462	Vocational intervention program: Establishing and evaluating a best practice vocational intervention program for people with traumatic brain injury. (In partnership with the MAA and WorkCover NSW.)

Appendix 11: Land disposal

The LTCSA disposed of one property, which was surplus to requirements, in 2013-14 at Sylvania Waters for the gross sale price of $1.779 million. The sale was managed under contract with Government Property NSW, which engaged a real estate agent to handle the sale of the property by public auction. There is no known link between the person responsible for approving the disposal of the property and the person who acquired the property. The proceeds of the sale were applied to support the operation of the Scheme. Access to documents concerning details of the sale may be made in accordance with the *Government Information (Public Access) Act 2009*.

Appendix 12: The board and committee meetings

Directors' meetings

During 2013-14, the SRWS meetings held and attendance by directors were:

SRWS Board	Number eligible to attend	Number attended
Chair		
Michael Carapiet	12	12
Deputy Chair		
Raymond Whitten	12	11
Members		
Gavin Bell – Director	12	12
Elizabeth Carr – Director	12	12
Mark Lennon – Director	12	10
Peeyush Gupta – Director	12	10
Julie Newman (CEO)	12	12

Board committees

The Board is able to establish committees to assist with the performance of its general functions. There are currently two committees administered by the Board:

- Audit and risk committee
- Investment committee
- Human resources committee

Audit and risk committee

The role of the audit and risk committee is to provide independent assistance to the board and the Workers' Compensation (Dust Diseases) Board of the administration and operation of governance, risk management and control frameworks.

The committee provides an integral role in supporting the board to fulfil its corporate governance and oversight responsibilities, and to make decisions in relation to areas such as financial reporting, internal control and associated risk management systems, and internal and external audit functions.

The members of the committee are listed in the following table:

Audit and risk committee members	Date of appointment	Date of term end
Chair		
Raymond Whitten	31 October 2012	30 September 2016
Members		
Elizabeth Carr	31 October 2012	30 September 2016
Mark Lennon	31 October 2012	30 September 2016
Ray Petty*	31 October 2012	30 September 2016
Chief Executive Officer (invited)		
Julie Newman**	30 October 2012	Retired 1 August 2014

* Ray Petty is the representative for the DDB.
** Julie Newman attended as SRWS Chief Executive Officer (CEO). The CEO is a standing invitee.

Audit and risk committee attendance

The audit and risk committee provides independent assistance to all SRWS entities by overseeing and monitoring their governance, risk and control frameworks, and their external accountability requirements.

Audit and risk committee	Number eligible to attend	Number attended
Chair		
Raymond Whitten	7	6
Members		
Elizabeth Carr	7	7
Mark Lennon	7	5
Ray Petty	7	7
Chief Executive Officer (invited)		
Julie Newman*	7	6

* Julie Newman attended as SRWS Chief Executive Officer (CEO). The CEO is a standing invitee.

Investment committee

The role of the investment committee is to determine the policies, practices and strategies for investments of the relevant SRWS funds. This includes monitoring the investment performance of the funds and reviewing investment compliance.

The investment committee provides an integral role in supporting the board to fulfil its investment responsibilities and to make decisions in relation to investment policies, investment objectives, strategic asset allocations and the risk profiles of the funds. The members of the committee are listed in the following table:

Investment committee members	Date of appointment	Date of term end
Chair		
Peeyush Gupta	31 October 2012	30 September 2015
Members		
Gavin Bell	31 October 2012	30 September 2015
Michael Carapiet	31 October 2012	30 September 2015
Raymond Whitten	31 October 2012	30 September 2015
Julie Newman	31 October 2012	Retired 1 Aug 2014

Investment committee attendance

Investment committee	Number eligible to attend	Number attended
Chair		
Peeyush Gupta	10	10
Members		
Michael Carapiet	10	10
Gavin Bell	10	10
Raymond Whitten	10	10
Julie Newman	10	9

Human resources committee

The role of the human resources committee is to support the Board by reviewing and monitoring the development and implementation of relevant human resource strategies and initiatives to ensure as far as practicable, that the activities of the SRWS are carried out properly and efficiently. The members of the Committee are listed in the following table:

Human resources committee members	Date of appointment	Date of term end
Chair		
Gavin Bell	9 December 2013	31 July 2015
Members		
Michael Carapiet	9 December 2013	31 July 2015
Elizabeth Carr	9 December 2013	31 July 2015
Julie Newman	9 Dec ember2013	Retired 1 August 2014

Human resources committee attendance

Human resources committee	Number eligible to attend	Number attended
Chair		
Gavin Bell	2	2
Members		
Elizabeth Carr	2	2
Michael Carapiet	2	2
Julie Newman	2	2

Members of the SRWS executive who resigned prior to 30 June

Nil

Appendix 13: Publication notes

A copy of the Lifetime Care and Support Authority of NSW Annual Report 2013-14 can be downloaded from the Lifetime Care and Support Authority of NSW website, at www.lifetimecare.nsw.gov.au. The cost of the 2013-14 Annual Report was $12,529.73.

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