

---

# Volume 2 References

## Overview

ABS (Australian Bureau of Statistics) 1999, *Causes of Death Australia 1997*, cat. no. 3303.0, AGPS, Canberra (and previous issues).

DHFS (Department of Health and Family Services) 1998, *National Mental Health Report 1996: Fourth Annual Report*, Canberra.

NSW Law Reform Commission 1997, *The Aboriginal Child Placement Principle*, Research Report no. 7, Sydney.

## Part E

### 9 Emergency management

ABS 1998, Population Survey Monitor, cat. no. 4103.0, unpublished data, Canberra.

CAA (Convention of Ambulance Authorities) 1998, *Comparative Performance Indicators for Ambulance Services*, Queensland Department of Emergency Services, Brisbane.

IC (Industry Commission) 1997, *Performance Measures for Councils: Improving Local Government Performance Indicators*, Research Report, AGPS, Canberra.

NSW Fire Brigades 1997, *Annual Statistical Report 1996-97*, Sydney.

SCRCSSP (Steering Committee for the Review of Commonwealth/State Service Provision) 1998, *Superannuation in the Costing of Government Services*, AusInfo, Canberra.

## Part F

### Community services preface

ABS (Australian Bureau of Statistics) 1998, *Community Services, 1995-96*, cat. no. 8696.0, AGPS, Canberra.

---

AIHW (Australian Institute of Health and Welfare) 1997, *National Classification of Community Services, Version 1.0*, cat. no. HWI 7, AGPS, Canberra.

SCRCSSP (Steering Committee for the Review of Commonwealth/State Service Provision) 1998, *Implementing Reforms in Government Services 1998*, AusInfo, Canberra.

Territory Health Services 1998, *Community Care Information System Goes Live !!!!! October 1998*, Government Printer, Darwin.

## **10 Aged care services**

ABS (Australian Bureau of Statistics) 1996, *Projections of the Population of Australia, States and Territories*, cat. no. 3220.0, AGPS, Canberra.

AIHW (Australian Institute of Health and Welfare) 1997, *Older Australia at a Glance*, AGPS, Canberra

PC (Productivity Commission) 1998, *Nursing Home Subsidies: Draft Report*, AusInfo, Canberra.

SCRCSSP (Steering Committee for the Review of Commonwealth/State Service Provision) 1998a, *Report on Government Services 1998*, AusInfo, Canberra.

— 1998b, *Superannuation in the Costing of Government Services*, AusInfo, Canberra.

## **11 Services for people with a disability**

ABS 1993a, *Disability, Ageing and Carers Australia: Summary of Findings*, cat. no. 4430.0, AGPS, Canberra.

— 1993b, *Disability, Ageing and Carers, Australia: Disability and Disabling Conditions 1993*, cat. no. 4433.0, AGPS, Canberra.

— 1993c, *The Labour Force, Australia*, cat. no. 6203.0, AGPS, Canberra.

— 1996, *Estimated Residential Population by Sex and Age*, cat. no 3201.0 (and previous issues), AGPS, Canberra.

AIHW (Australian Institute of Health and Welfare) 1997a, *Australia's Welfare 1997*, AGPS, Canberra.

— 1997b, *Demand for Disability Support Services in Australia: Size, Cost and Growth*, AGPS, Canberra.

Black, K. and Maples, J. 1998, *Disability Support Services Provided under the Commonwealth/State Disability Agreement: National Data, 1997*, Australian Institute of Health and Welfare, Canberra.

- 
- , ——, Wen, X. and Madden, R. 1998, *Disability Support Services Provided under the Commonwealth/State Disability Agreement: Available Data, 1996*, cat. no. DIS 7, Australian Institute of Health and Welfare, Canberra.
- CSDA (Commonwealth/State Disability Agreement) 1998, *Agreement between the Commonwealth of Australia and the States and Territories of Australia in Relation to Disability Services*, Commonwealth Department of Health and Family Services, Canberra.
- DHFS (Department of Health and Family Services) 1997, Unpublished estimates, Canberra.
- 1998, *Disability News: Newsletter of the Disability Program*, Issue 19, June.
- DSC (Disability Services Commission) 1994, *Local Area Coordination Services in Rural and Remote Western Australia*, Perth.
- DSS (Department of Social Security) 1997, *Annual Report, 1996-1997*, AGPS, Canberra.
- E-Qual 1998, *Review of Approaches to Satisfaction Surveys of Clients of Disability Services*, Consultancy report for the Steering Committee for the Review of Commonwealth/State Service Provision, Melbourne.
- Madden, R., Black, K., Choi, C., Wen, X. and Eckerman, S. 1997, *Effectiveness Indicators and Descriptors: First Results*, Welfare Division Working Paper no. 15, Australian Institute of Health and Welfare, Canberra.
- Madden, R. and Hogan, T. 1997, *The Definition of Disability in Australia: Moving towards National Consistency*, Australian Institute of Health and Welfare, Canberra.
- SCRCSSP (Steering Committee for the Review of Commonwealth/State Service Provision) 1998a, *Implementing Reforms in Government Services 1998*, AusInfo, Canberra.
- 1998b, *Superannuation in the Costing of Government Services*, AusInfo, Canberra.

## **12 Children's services**

- ABS (Australian Bureau of Statistics) 1994, *Household Expenditure Survey Australia, 1993-94: Detailed Expenditure Items*, cat. no. 6535.0, AGPS, Canberra.
- 1996, *Child Care Survey: Australia*, cat. no. 4402.0, AGPS.
- AIHW (Australian Institute of Health and Welfare) 1997, *Australia's Welfare 1997: Services and Assistance*, Canberra.

---

Australian Consumers' Association 1994, *CHOICE*, October–November.

DHFS (Department of Health and Family Services) 1998, Commonwealth Department of Health and Family Services' submission to the Senate Community Affairs Committee Inquiry into Child Care Funding, Canberra.

SCRCSSP (Steering Committee for the Review of Commonwealth/State Service Provision) 1998a, *Report on Government Services*, AGPS, Canberra.

— 1998b, *Superannuation in the Costing of Government Services*, AusInfo, Canberra.

### **13 Protection and support services**

ABS (Australian Bureau of Statistics) 1998, *Community Services, Australia 1995-96*, cat. no. 8696.0, AGPS, Canberra.

AIHW (Australian Institute of Health and Welfare) 1997, *Australia's Welfare 1997*, AGPS, Canberra.

— 1998, *Child Protection Australia 1996-97*, cat. no CSW 5 (Child Welfare Series no. 21), Canberra.

Dartington Social Research Unit 1997, *Looking after Children, Bulletin no. 13 Assessing Outcomes*, including 'Select Variable List Questionnaire: Version One', Devon, England.

DHS (Department of Human Services) 1995, *Socio-Demographic Characteristics of Families Investigated by Protective Services 1993-94*, Melbourne.

— 1998, *Research Matters*, vol. 1, no. 1, September.

Gain, L. and Young, L. 1998, *Outcome Measurement in Child Protection: International Literature Review and Critical Analysis of Child Protection and Alternative Placement Outcome Measures*, Consultancy report for the Steering Committee for the Review of Commonwealth/State Service Provision, Melbourne.

NSW Law Reform Commission 1997, *The Aboriginal Child Placement Principle*, Research Report no. 7, Sydney.

SCRCSSP (Steering Committee for the Review of Commonwealth/State Service Provision) 1997, *Reforms in Government Service Provision 1997*, AGPS, Canberra.

---

## Part G

### 14 Housing

- AIHW (Australian Institute of Health and Welfare) 1998a, *Data Collection Manual for Public Housing Performance Indicators 1997-98*, cat. no. HOU22, Canberra.
- 1998b, *Data Collection Manual for Community Housing Performance Indicators 1997-98*, cat. no. HOU23, Canberra.
- CSHA (Commonwealth/State Housing Agreement) 1996, *Commonwealth State Housing Agreement*, Department of Social Security, AGPS, Canberra.
- DHRD (former Department of Housing and Regional Development) 1995, *National Conference on Community Housing March 1994*, AGPS, Canberra.
- Donovan Research 1998, *Report of the National Survey of Customer Satisfaction with Public Rental Housing Assistance 1998*, Perth.
- DSS (Department of Social Security) 1997, *Housing Assistance Act 1989 Annual Report 1995-96*, AGPS, Canberra.
- 1998, *Annual Report 1997-98*, AGPS, Canberra.
- Foard, G., Karmel, R., Collett, S., Bosworth, E. and Hulmes, D. 1994, *Public Housing in Australia*, Australian Institute of Health and Welfare, Canberra.
- IC (Industry Commission) 1993, *Public Housing*, Report no. 34, volumes I and II, AGPS, Canberra.
- NCHF (National Community Housing Forum) 1998, *Community Housing Forum*, vol. 3, no. 3, September.
- Newman, Hon. J. (Minister for Social Security) 1998, *Portfolio Budget Statements 1998-99: Social Security Portfolio*, Budget related paper no. 1.14, Canberra.
- REIA (Real Estate Institute of Australia) 1998, *Housing Prices Firm and Growing*, Canberra, <http://www.reia.asn.au/mediarelease/9824.htm> (accessed 22 December 1998).
- Shelter SA 1998, *Use and Misuse of Performance Indicators in Public and Community Housing*, Adelaide.
- SCRCSSP (Steering Committee for the Review of Commonwealth/State Service Provision) 1998, *Superannuation in the Costing of Government Services*, AusInfo, Canberra.

---

SCNPMGTE (Steering Committee on National Performance Monitoring of Government Trading Enterprises) 1994, *Community Service Obligations; Some Definitional, Costing and Funding Issues*, AGPS, Canberra.

## **Appendix A**

### **Descriptive statistics appendix**

DPIE (Department of Primary Industries and Energy) and DSHS (Department of Human Services and Health) 1994, *Rural, Remote and Metropolitan Classification 1991 Census Edition*, AGPS, Canberra.

DSS (Department of Social Security) 1997, *Housing Assistance Act 1989, Annual Report 1995-96*, AGPS, Canberra.

SRCSSP (Secretariat for the Review of Commonwealth/State Service Provision) 1998, *Feedback on the Report on Government Services*, AusInfo, Canberra.



---

## **Related publications**

### **Report on Government Services**

*Report on Government Service Provision 1995*

Published: December 1995

Cat. No. 9514007 (One Volume)

RRP \$19.95

*Report on Government Service Provision 1997*

Published: February 1997

Cat. No. 9670939 (Two Volumes)

RRP \$29.95

*Report on Government Services 1998*

Published: February 1998

Cat. No. 9719601 (Two Volumes)

RRP \$29.95

### **Implementing Reforms in Government Services**

*Reforms in Government Service Provision: Case Studies*

Published: June 1997

Cat. No. 9679960

RRP \$14.95

*Implementing Reforms in Government Services: Case Studies*

Published: September 1998

Cat. No. 9806926

RRP \$11.95

### **Other**

*Data Envelopment Analysis: A technique for measuring the efficiency of government service delivery*

Published: November 1997

*Superannuation in the Costing of Government Services*

Published: September 1998

Cat. No. 9806938

RRP \$7.95

*Feedback on the Report on Government Services\**

Published: November 1998

### **The Review has also commissioned reports on:**

*Outcome Measurement in Child Protection (1998)*

*Review of Approaches to Satisfaction Surveys of Clients of Disability Services (1998)*

*Reports are available from Australian Government Info Shops where catalogue numbers are given (ph: 13 24 47). All reports are also available from the Review's website:*

*<http://www.pc.gov.au/service/gspindex.html>.*