

Report on Government Services 2004

Volume 1:
*Education, Justice,
Emergency Management*

*Steering Committee
for the Review of
Government
Service Provision*

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Suggestions:

The Steering Committee welcomes suggestions on the performance indicators contained in this Report. Please direct your suggestions to the Productivity Commission Secretariat at the above address.

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Foreword

This is the ninth edition of the *Report on Government Services*. It is an inter-governmental exercise overseen by the Steering Committee for the Review of Government Service Provision. The Review was established by heads of government in 1993 to develop objective and consistent data on the performance of services that are central to the wellbeing of Australians. The Report is a collaborative effort involving more than 80 government agencies from the Australian, and State and Territory governments.

Performance reporting covers education, justice, emergency management, health, community services, and housing — services that absorb nearly 60 per cent of government recurrent expenditure, equivalent to over 10 per cent of gross domestic product.

There have been some further improvements to the Report this year. In particular, a new general framework for performance indicators has been implemented in most chapters. The new approach increases the focus on outcomes and accentuates the importance of equity, along with efficiency and effectiveness. Reporting of primary and community health care has been expanded, consistent with its key role of gatekeeper for the health system. Improved indicators are reported for court administration, and reporting has commenced on road rescue.

Next year, along with the ongoing challenge of improving the comparability and timeliness of data, priorities include examining ways to advance reporting on the quality of care in public hospitals, and progressing reporting of efficiency indicators for child protection and support services.

Reporting data on services to Indigenous Australians remains a priority. Last year, heads of government expanded the purview of the Review, commissioning a report on outcomes for Indigenous Australians. *Overcoming Indigenous Disadvantage: Key Indicators, 2003* was released in November 2003. The *Report on Government Services* complements this new report, with indicators of the performance of individual services to Indigenous people.

For the first time last year, the Review also published a separate compendium of all the Indigenous data contained in the 2003 Report. Encouraged by the response to this initiative, we will be doing this again for the 2004 Report.

Producing reports of this size and scope each year depends on the cooperation and support of many people from a range of government departments and agencies responsible for service delivery, as well as from statistical bodies such as the Australian Bureau of Statistics and the Australian Institute of Health and Welfare. The Secretariat, drawn from the Productivity Commission, relies heavily on their advice and cooperation in helping to pull this Report together.

I would like to thank everyone involved for their continuing contribution to this important joint undertaking.

Gary Banks
Chairman

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This Report is in two volumes: *Volume 1* contains Part A (Introduction), Part B (Education), Part C (Justice), Part D (Emergency Management) and the CD-ROM attachment; *Volume 2* contains Part E (Health), Part F (Community Services), Part G (Housing) and Appendix A (the descriptive statistics appendix).

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Acronyms and abbreviations

AAT	Administrative Appeals Tribunal
ABS	Australian Bureau of Statistics
ACAP	Aged Care Assessment Program
ACAT	Aged Care Assessment Team
ACC	Australian Crime Commission
ACCHS	Aboriginal Community Controlled Health Services
ACE	Adult Community Education (SA and Victoria)
ACFE	Adult and Community Further Education
ACHS	Australian Council on Healthcare Standards
ACIR	Australian Childhood Immunisation Register
ACPR	Australian Centre for Policing Research
ACSAA	Aged Care Standards and Accreditation Agency
ACSQHC	Australian Council for Safety and Quality in Health Care
ACT	Australian Capital Territory
AFAC	Australasian Fire Authorities Council
AFP	Australian Federal Police
AGCCCS	Australian Government Census of Child Care Services
AGPAL	Australian General Practice Accreditation Limited
AGPS	Australian Government Publishing Service
AHA	Aboriginal Housing Authority (SA)
AHC	Annual Hours of Curriculum
AHCA	Australian Health Care Agreements
AHMAC	Australian Health Ministers' Advisory Council
AIC	Australian Institute of Criminology
AIHW	Australian Institute of Health and Welfare
ANAO	Australian National Audit Office

ANTA	Australian National Training Authority
ANTA MINCO	Australian National Training Authority Ministerial Council
AP	Anangu-Pitantjatjara (SA)
AQF	Australian Qualifications Framework
AR-DRG	Australian refined diagnosis related group
ARHP	Aboriginal Rental Housing Program
ARIA	Accessibility and Remoteness Index for Australia
ARIA Plus	Accessibility and Remoteness Index for Australia (upgraded version)
ARO	Authorised Review Officer
ASCO	ABS Standard Occupational Classification
ATSIC	Aboriginal and Torres Strait Islander Commission
ATSIHWIU	Aboriginal and Torres Strait Islander Health and Welfare Information Unit
Aus C	Australian Courts (Federal Court, Family Court, Federal Magistrates Service)
Aust	Australia
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
BEACH	Bettering the Evaluation and Care of Health
BRC	Belconnen Remand Centre (ACT)
ca@ts.i	complaints management system (NSW)
CAA	Convention of Ambulance Authorities
CACP	Community Aged Care Package (program)
CAD	computer aided dispatch
CALM	Department of Conservation and Land Management (WA)
CAP	Crisis Accommodation Program
CAPAC	Community Acute/Post Acute Care (NSW)
CBR	Chemical Biological and Radiological
CBSR	Colmar Brunton Social Research
CD-ROM	Compact Disc Read Only Memory

CFA	Country Fire Authority
CFM	Command Management Framework
CHINS	Community Housing and Infrastructure Needs Survey
CIS	Complaints Information System
CJC	Criminal Justice Commission
COAG	Council of Australian Governments
COAWG	Care of Older Australians Working Group
Compacks	Community Packages (NSW)
CPU	Crime Prevention Unit (SA)
CRA	Commonwealth Rent Assistance
CRC	Cooperative Research Centre
CRF	Common Reporting Framework
CSDA	Commonwealth/State Disability Agreement
CSHA	Commonwealth State Housing Agreement
CSTDA	Commonwealth State/Territory Disability Agreement
Cwlth	Commonwealth
CYPCAC	Children and Young People in Care Advisory Committee
DCIS	Ductal carcinoma in situ
DEA	data envelopment analysis
DES	Department of Emergency Services (Queensland)
DECS	Department of Education and Children's Services (SA)
DEET	Department of Employment, Education and Training (NT)
DEST	Department of Education, Science and Training
DFaCS	Department of Family and Community Services
DHA	Department of Health and Ageing
DHAC	Department of Health and Aged Care
DHCS	Department of Health and Community Services (NT)
DHFS	Department of Health and Family Services
DHHS	Department of Health and Human Services (Tasmania)
DHSH	Department of Human Services and Health

DHS	Department of Human Services (Victoria)
DoCS	Department of Community Services (NSW)
DPIE	Department of Primary Industries and Energy
DVA	Department of Veterans' Affairs
EACH	Extended Aged Care at Home
EMA	Emergency Management Australia
EPC	Enhanced Primary Care
ERP	estimated resident populations
ESL	Emergency Services Levy
FACS	Family and Community Services (NT)
FDCQA	Family Day Care Quality Assurance
FMS	Federal Magistrates Service
FTB	Family Tax Benefit
FTE	full time equivalent
FWE	full time workload equivalent
GDP	gross domestic product
GHR	Generational Health Review (SA)
GP	general practitioner
GPA	General Practice Australia
GST	goods and services tax
HACC	Home and Community Care (program)
HDWA	Health Department of WA
HMC	Housing Management Council (SA)
HOIST	NSW Health Survey
HRC	Health Reform Committee (WA)
HRSCET	House of Representatives Standing Committee on Employment, Education and Training
HSC	Higher School Certificate
ICD-10-AM	international statistical classification of diseases and related health problems, 10th revision, Australian modification
ICMS	Integrated Court Management System

ICT	information and communication technology
IESIP	Indigenous Education Strategic Initiatives Program
IHANT	Indigenous Housing Authority of the NT
IMP	Information Management Plan
IRSED	Index of Relative Socioeconomic Disadvantage
ISAP	Integrating Strategy and Performance (project) (Queensland)
ITAB	Industry Training Advisory Bodies
JJNMDS	Juvenile Justice National Minimum Data Set
JPET	Job Placement, Employment and Training Program
LAC	local area command
LBOTE	Language background other than English
LLEN	Local Learning and Employment Networks
LLISC	Learning Lessons Implementation Steering Committee
LSI	Likert Summation Index
MAB	Management Advisory Board
MAP	Multilevel Assessment Program
MAS	Metropolitan Ambulance Service (Victoria)
MBS	Medicare Benefits Schedule
MCEETYA	Ministerial Council on Education, Employment, Training and Youth Affairs
MDS	Minimum Data Set
MERIT	Magistrates Early Referral Into Treatment (program) (NSW)
MIAC	Management Improvement Advisory Committee
NAC	National Advisory Committee to BreastScreen Australia
NCAC	National Childcare Accreditation Council
NCAG	National Corrections Advisory Group
NCIRS	National Centre for Immunisation Research and Surveillance of Vaccine Preventable Diseases
NCIS	National Coroners Information System
NCJSF	National Criminal Justice Statistical Framework

NCSIMG	National Community Services Information Management Group
NCVER	National Centre for Vocational Education Research
NDCA	National Data Collection Agency
NESB	non-English speaking background
NESO	non-English speaking origin
NFD	not further defined
NGO	non-government organisation
NHCDC	Australian Government Department of Health and Ageing, National Hospital Cost Data Collection
NHIMG	National Health Information Management Group
NHPA	National Health Priority Areas
NHPF	National Health Performance Framework
NIDP	National Information Development Plan
NLRC	NSW Law Reform Commission
NMDS	National Minimum Data Set
NMHS	National Mental Health Strategy
NOOSR	National Office of Overseas Skills Recognition
NPSU	National Perinatal Statistics Unit (AIHW)
NRCP	National Respite for Carers Program
NRF	National Reporting Framework
NSCSP	National Survey of Community Satisfaction with Policing
NSMHS	National Survey of Mental Health Services
NSW	New South Wales
NT	Northern Territory
NTCOSS	NT Council of Social Services
NTFRS	NT Fire and Rescue Service
OCR	Operations and Crime Review (NSW)
OECD	Organisation for Economic Cooperation and Development
OMP	Other Medical Practitioner
ORNI-R	Offender Risk Needs Inventory (Queensland)

OSHCQA	Outside School Hours Care Quality Assurance
PACT	Police Accountability Community Team (NSW)
PBS	Pharmaceutical Benefits Scheme
PC	Productivity Commission
PIP	Practice Incentives Program
PISA	Program for International Student Assessment
PMRT	Performance Measurement and Reporting Taskforce
PSM	Population Survey Monitor
PSOLIS	Mental Health Clinical Information System (WA)
QFRS	Queensland Fire and Rescue Service
QIAS	Quality Improvement and Accreditation System
Qld	Queensland
RA	Remoteness Area
RACGP	Royal Australian College of General Practitioners
RCS	Resident Classification Scale
REIA	Real Estate Institute of Australia
Review	Review of Government Service Provision
RFS	Rural Fire Service (NSW)
RRMA	Rural, Remote and Metropolitan Area Classification System
RTO	Registered Training Organisation
SA	South Australia
SAAP	Supported Accommodation Assistance Program
SAAS	SA Ambulance Service
SACHA	South Australian Community Housing Authority
SACS	Social and Community Employees State Award (NSW)
SAHT	South Australian Housing Trust
SAPOL	South Australian Police Service
SAR	Service Activity Reporting
SAT	State Administrative Tribunal (WA)

SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision
SCRGSP	Steering Committee for the Review of Government Service Provision
SDA	service delivery area
SES/TES	State Emergency Service/Territory Emergency Service
SLA	statistical local area
SMART	SAAP Management and Reporting Tool
SPER	State Penalties Enforcement Register (Queensland)
SRCSSP	Secretariat for the Review of Commonwealth/State Service Provision
SSAT	Social Security Appeals Tribunal
STRC	Symonston Temporary Remand Centre (ACT)
SWPE	standardised whole patient equivalent
TAB	Take a Break (Victoria)
TAFE	technical and further education
Tas	Tasmania
TAS	Tasmanian Ambulance Service
TFS	Tasmania Fire Services
TILA	Transition to Independent Living Allowance
TRY	Training for Remote Youth (program) (NT)
UEWI	Unlawful entry with intent
USR	Urban Search and Rescue
VBAC	vaginal birth following primary caesarean
VCAL	Victorian Certificate of Learning
VET	vocational education and training
VHC	Veterans' Home Care (program)
VHS	Victorian Homelessness Strategy
Vic	Victoria
VICSES	Victoria State Emergency Services
VRFBFA	Victorian Rural Fire Brigades Association

VUFBA	Victorian Urban Fire Brigades Association
WA	Western Australia
WAPS	Western Australia Police Service
WHO	World Health Organisation

Error! Bookmark not defined.Glossary

Constant prices	See ‘real dollars’.
Current prices	See ‘nominal dollars’.
Descriptors	Statistics included in the Report that relate to the size of the service system, its client mix and the environment within which government services are delivered. They are provided to highlight and make more transparent the differences among jurisdictions.
Effectiveness	A reflection of how well the outputs of a service achieve the stated objectives of that service.
Efficiency	A reflection of how well organisations use their resources to produce services.
Unit costs	An indicator of efficiency, as used throughout this Report.
Inputs	The resources (including land, labour and capital) used by a service area in providing the service.
Nominal dollars	Refers to financial data expressed ‘in the price of the day’ and which is not adjusted to remove the effects of inflation. Nominal dollars do not allow for inter-year comparisons because reported changes may reflect changes to financial levels (prices and/or expenditure) and adjustments to maintain purchasing power due to inflation.
Process	The way in which a service is produced or delivered.
Output	The service provided by a service area — for example, a completed episode of care is an output of a public hospital.

Outcome The impact of the service on the status of individuals or a group. A service provider can influence an outcome but external factors can also apply. A desirable outcome for a school, for example, would be to add to the ability of the students to participate in, and interact with, society throughout their lives. Similarly, a desirable outcome for a hospital would be to improve the health status of an individual receiving a hospital service.

Real dollars Refers to financial data measured in prices from a constant base year to adjust for the effects of inflation. Real dollars allow the inter-year comparison of financial levels (prices and/or expenditure) by holding the purchasing power constant.

Definitions of the indicators and terms used can be found at the end of each chapter.

Terms of reference

The Review, to be conducted by a joint Commonwealth/State and Territory Government working party, is to undertake the following:

- establish the collection and publication of data that will enable ongoing comparisons of the efficiency and effectiveness of Commonwealth and State Government services, including intra-government services. This will involve:
 - establishing performance indicators for different services which would assist comparisons of efficiency and effectiveness. The measures should, to the maximum extent possible, focus on the cost effectiveness of service delivery, as distinct from policy considerations that determine the quality and level of services; and
 - collecting and publishing data that are consistent with these measures. The Review should also address the procedures for the ongoing collection and publication of benchmark data; and
- compile and assess service provision reforms that have been implemented or are under consideration by Commonwealth and State Governments.

The Review will cover all major types of reform, including those involving the separation of policy development from service provision. Case studies of particular reforms could be provided where appropriate.

The Review will need to keep abreast of developments in other relevant reviews and working parties, including the Commonwealth/State Government working party (initiated by the Council of Australian Governments) investigating Commonwealth/State Government roles and responsibilities.

